NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michelle Bills [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	7/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	7/30/2014 4:03 PM
CA Multiple Repairs		Date/Time Closed	7/31/2014 2:32 PM
Executive Summary	INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)		
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Recall Inquiry Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GANLEY NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,655		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP9DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GANLEY NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] / N: 1N4BL3AP9DN[redacted]		
Created By	Mark Chester Carpio 7/30/2014 4:03 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	531	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Michelle Bills (7/31/2014 2 32 PM)** **********CASE SUMMARY********** C HAS A CONCERN WITH AIRBAG LIGHT BE NG ON INDICATING AIRBAG IS OFF, C W LL CONTACT RCAS BACK ONCE C TAKES VEH BACK.
Make Public		**Created By Michelle Bills (7/31/2014 2 30 PM)** unable to datanet
Make Public		**Created By Michelle Bills (7/31/2014 2 29 PM)** Rcas contacted c at 3 27 est on phone #[redacted] Rcas empathized with c for the concern that c is having, c stated that c decided that c sitting in the seat is not resolving anything because c's wife is about 120/125lbs. Rcas advised c to take veh back and the dlrshp will get tech support involved to resolve c's concern, c understood. Rcas provided rcas contact information and advised c to contact rcas once c takes veh back to dlrshp, c understood.
Make Public		**Created By Michelle Bills (7/31/2014 2 22 PM)** Rcas contacted sa-David who stated that when there is a passenger in the seat the lamp is on indicating that the airbag is off. sa stated that the ocs campaign was performed but did not correct this. Rcas asked if techline was contacted s stated yes but techline stated there was nothing to do since there are no codes. Sa stated techline also stated that if the passenger is less than 120lbs the sensor may not sense that there is a passenger and c did say that c's wife is only around 12lbs so c will sit in the passenger seat for a few days to test the light. Rcas advised sa to contact techline to have a case documented because at this time there is no techline case, sa agreed.
Make Public		**Created By Mark Chester Carpio (7/30/2014 4 09 PM)** Vehicle Concern
Make Public		**Created By Mark Chester Carpio (7/30/2014 4 09 PM)** CRR-MC rcv a call from c & verify c's account information [redacted] C stated c's having issues with the OCS of c's veh C stated that it is about the 2013-2014 - Nissan Occupant Classification System Module Reprogramming c stated that c's dlr already completed the OCS campaign however c's stil having issues with it, c stated that dlr fixed it again and it had the same issues again and dlr advised that dlr is unable to fix the veh C is seeking NNA's assistance CRR-MC verify to whom c spoke with at the dlrshp: SA-Arron of GANLEY NISSAN CRR-MC told c that c's case will be escalated to RCAS for further review and assistance, CRR-MC advised c that will receive a call back before the end of the next business day c agreed. CRR-MC ask c to provide the best number, c provided contact [redacted] CRR-MC offered further assistance, c declined. CRR-MC provided a brief call recap, name, case number, and ext number CRR-MC thanked C for calling Nissan Consumer Affairs CRR-MC forwarding the case to rcas.
Make Public		**Created By Mark Chester Carpio (7/30/2014 4 04 PM)** Case Start

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	7/30/2014	YE	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
7/31/2014 2 32 PM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/30/2014 4 09 PM	Mark Chester Carpio	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zc9o**.

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Surveys Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Joy Acebedo [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	7/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	7/30/2014 6:34 PM
CA Multiple Repairs		Date/Time Closed	7/30/2014 6:39 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ANCIRA NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	2
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INGRAM PARK NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP4DN[redacted]		
Created By	Joy Acebedo, 7/30/2014 6:34 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 5/4/2015 9:52 PM	Root Cause Code (2)	
Days Closed	532	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Joy Acebedo (7/30/2014 6 38 PM) Last Modified By Amethyst Cantrell (5/4/2015 2 42 PM) CRR-JA verified c's name CRR-JA verified address CRR-JA verified phone/alt CRR-JA verified email Issue: C called saying that the OCS recall was performed by the dlr already but the airbag light still goes out once in a while. C is asking how Nissan can help c on the repair. CRR-JA explain to c that if the veh is still under the basic warranty, c can go to the nearest Nissan dlr so that the dlr can diagnose the veh. CRR-JA explain to c that if c is not satisfied with the outcome, c can call Nissan CA back. C understand.
Make Public		CRR-JA asked for further assistance. C decline. CRR-JA provided name, case and extension number. CRR-JA inform c about the survey. Crr offered to transfer call to the dlr: c declined CRR-JA is closing the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	7/30/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
7/30/2014 6 39 PM	Joy Acebedo	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/30/2014 6 36 PM	Joy Acebedo	Changed **Case Servicing Dealer** from ANC RA NISSAN to **INGRAM PARK NISSAN**.
7/30/2014 6 34 PM	Joy Acebedo	Changed **Work Phone** t[redacted]

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Surveys Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	7/30/2014	Type	CA
Follow Up Date	9/5/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	7/31/2014 8:48 AM
CA Multiple Repairs		Date/Time Closed	11/10/2014 10:58 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00049136

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Attorney Demand Voluntary Repurchase due to 4 repair attempts for passenger side airbag light and 4 days down.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,338		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PORRECO NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$27,264.63	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/7/2014	Vehicle Service Contract	
RHR Completed	8/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP1D[redacted]		
Created By	Sarah White 7/31/2014 8:48 AM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:10 AM	Root Cause Code (2)	
Days Closed	429	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (9/18/2014 2 12 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted]
Make Public		**Created By Adrienne Gehrke (9/9/2014 9 37 AM)** Arbs created Morley case[redacted] Arbs sent case to Morley via FedEx[redacted]
Make Public		**Created By Adrienne Gehrke (9/5/2014 5 04 PM)** Arbs submitted check request payable to C and Atty in the amount of $24,355.29 Arbs submitted check request payable to the lienholder in the amount of $2,909.34 good thru 9/26/14
Make Public		**Created By Adrienne Gehrke (9/5/2014 5 00 PM)** ***DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL, PLEASE REFER C TO THEIR ATTORNEY.**********
Make Public		**Created By Adrienne Gehrke (9/5/2014 4 24 PM)** Arbs rec'd signed repurchase offer
Make Public		**Created By Adrienne Gehrke (8/27/2014 11 38 AM)** Arbs sent repurchase offer to C's atty
Make Public		**Created By Adrienne Gehrke (8/27/2014 11 37 AM)** Arbs notes repurchase figures: (+)Base Price: $25,931.00 (+)Sales Tax: $85 86 (+)License/Registration Fees: $68.05 (+)Interest Paid to Date: $375.12 Total Purchase Price: $26,460.03 Less Usage: $445.40 Less Rebate: $500 00 Total Refund: $25,514.63 Payoff to NMAC: good thru 9/26/14 $2,909.34 Attorney Fees to Kimmel & Silverman: $1,750 00 Check payable to Erik Gaston & Tracie Gibbons & Kimmel & Silverman $24,355.29
Make Public		**Created By Adrienne Gehrke (8/27/2014 9 26 AM)** Arbs rec'd NMAC Payoff SR[redacted] Account#: [redacted] Customer: 30 day payoff $2909.34 good thru 9/26/2014 Per diem 0.15 Payments received 50 Payment amount $358.15 Interest paid $375.12 Late fee paid 0.00 Recent payment received on 7/30/2014 in the amount of $2,000 00
Make Public		**Created By Adrienne Gehrke (8/25/2014 12 20 PM)** Arbs request NMAC payoff from NMAC mailbox
Make Public		**Created By Adrienne Gehrke (8/25/2014 11 22 AM)** Arbs rec'd email from C's atty - Bob Silverman It was a pleasure speaking with you. Please accept this e-mail as confirmation this matter is now settled for the statutory repurchase of the subject vehicle, with a $445.40 usage charge. Attorney fees and costs are hereby separately settled for $1,750 00. I checked over the sales paperwork and the only dealer installed item was $599.00 for sprayed on paint and fabric protection which obviously can't be removed at turn in. Therefore, this should be reimbursed as a line item.

Since this case involves allegations of an airbag system malfunction and my clients feel unsafe in the car,. I sincerely appreciate anything you can do to expedite the repurchase process.

Thanks for working with me.

Make Public

Created By Adrienne Gehrke (8/21/2014 2 40 PM)
Arbs rec'd call from C's atty - Bob Silverman

In light of the new repair, Arbs increased the cash offer to $6,000 inclusive of fees or repurchase/replacement

Make Public

Created By Adrienne Gehrke (8/20/2014 4 25 PM)
Arb notes 4 days down for CM or FW repairs
Arbs notes 1 repair visit for airbag indicator light with no codes & no action provided, Arbs notes 1 recall/campaign for OCS, an additional repair visit for the airbag indicator light on - SOP and then the repair.

Make Public

Created By Adrienne Gehrke (8/20/2014 4 24 PM)
Arbs rec'd additional RO and videos' from C's atty

8/12/14... Mileage: 14,500... RO: [redacted]...Days Down: 1
1. C/S airbag warning light is on - SOP is in - replaced Occupant Classification Module

Created By Adrienne Gehrke (8/14/2014 5 14 PM)
Arbs provided NNA's offer via FedEx: 770840596402

Make Public

August 14, 2014

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE: [redacted]
2013 Nissan Altima/VIN: 1N4AL3AP1DC[redacted]

Dear Mr. Silverman:

This office is in receipt of your letter dated July 29th, 2014 in regards to the above-referenced Nissan customer and his Nissan vehicle. I have taken the time to review the complaint.

Based on the information available, Nissan is willing to offer cash settlement in the amount of $3,000.00 to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your client and advise me of his response within 30 days.

Thank you for allowing Nissan to review this matter.

Make Public

Created By Adrienne Gehrke (8/14/2014 5 11 PM)
Arb notes 3 days down for CM or FW repairs
Arbs notes 1 repair visit for airbag indicator light with no codes & no action provided, Arbs notes 1 recall/campaign for OCS, an additional repair visit for the airbag indicator light on.

Make Public

Created By Adrienne Gehrke (8/12/2014 8 19 PM)
Arbs rev'd RHR

08/07/13....Mileage: 4,454... RO: [redacted]ys Down: 1
1: C/S the turn signal does not go off when put on halfway to signal a turn - Normal lane change operation at this time; No corrective action at this time
2: C/S the vehicle makes a clicking noise after starting; C/S it usually keeps clicking for a few minutes - Normal self check that the vehicle goes through; No corrective action at this time
3: C/S the passenger side airbag light comes on - The light will take several seconds to go out after the self check; Scanned for diagnostic trouble codes- None were present; No corrective action at this time
4: C/S hears a whining noise when starting that continues for the duration of the drive sometimes - The noise is a characteristic of the electronic power steering assist; No corrective action at this time

06/26/14....Mileage: 12,900....RO: [redacted]...Days Down: 1
1: Perform Recall/Campaign R1405 2013-2014 Nissan Occupant Classification System Module Reprogramming – compete - CM

07/31/14....Mileage: 14,338....RO: [redacted]....Days Down: 1
1: C/S had a Recall performed, and the airbag light still comes on when someone is sitting in the passenger seat - Found the occupant classification system module needs replaced; Ordered the part; Will advise the Customer when it is in

Make Public

Created By Sarah White (8/7/2014 2 22 PM)
***DRTS completed the RHR for the VIN on this case. DRTS attached the document to the case.

Make Public

Created By Sarah White (7/31/2014 3 24 PM)
***DRTS received Ro's for the V N on this case from Dlr 5020 on 07/31/14 at 3:57pm est. DRTS attached the documents to the case.

Make Public

Created By Sarah White (7/31/2014 2 43 PM)
***DRTS contacted Porreco Nissan Dlr 5020, and spoke to SA Nicole. DRTS requested customer copies of all Ro's for the VIN on this case be sent. SA advised the Ro's would be sent. DRTS contacted Dlr 5020 on 07/31/14 at 3:39pm est.

Make Public

Created By Sarah White (7/31/2014 8 53 AM)
DUE TO ATTORNEY REPRESENTATION, DO NOT CALL THIS C. IF C SHOULD CALL, PLEASE REFER C TO THEIR ATTORNEY.*******

Created By Sarah White (7/31/2014 8 52 AM)
Previous Cases Found: None

Make Public

***DRTS received a Letter from Kimmel and Silverman P.C. on 07/30/14, dated 07/29/14. The Letter was addressed to NNA. The Letter was sent via Fax and Email. The Letter states: Be advised their Office represents C pursuant to the Lemon Law, UCC, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Attorney at Law, Robert M. Silverman, states to acknowledge their Firm's representation and direct any and all correspondence to their Office. The Attorney states do not have any further contact with C with the exception of communication necessary to effectuate current repairs. The Attorney states if NNA has any questions, not to hesitate to contact the Attorney.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	7/31/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	9/20/2014	Bill McRae	9/19/2014 3 35 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	9/8/2014	Adrienne Gehrke	9/8/2014 2:53 PM
Edit | Del	Review Approved Check Request		✓	9/8/2014	Adrienne Gehrke	9/8/2014 2:52 PM
Edit | Del	Collect Factory Invoice		✓	9/8/2014	Kate Czerwinski	9/8/2014 9:57 AM
	Create RHR			8/6/2014	Sarah White	8/7/2014 2:22 PM

Edit | Del ✓

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP1DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		9/9/2014	Lienholder	Approved	$2,909.34	24BUYBACK	Nissan North Central Buyback/Trade	Nissan Motor	Acceptance Corp.
			9/9/2014	Attorney	Approved	$24,355.29	24BUYBACK	Nissan North Central Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	1.4MB	8/25/2015 9:11 AM	Rebecca Martin
Edit | View | Del		187KB	8/22/2015 12:47 PM	Rebecca Martin
Edit | View | Del		240KB	9/9/2014 2 23 PM	Adrienne Gehrke
Edit | View | Del		5KB	9/8/2014 9 57 AM	Kate Czerwinski
Edit | View | Del		1.59MB	9/5/2014 4 25 PM	Adrienne Gehrke

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/10/2014 10:58 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/18/2014 2:11 PM	Jim Land	Changed **Case Owner** from Adrienne Gehrke to **Jim Land**.
9/18/2014 2:10 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

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Case [redacted]

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Case Comments [1] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Jimenez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	7/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	7/31/2014 10:40 AM
CA Multiple Repairs		Date/Time Closed	7/31/2014 11 33 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C has concern with air bag and passenger seat		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7AP2EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INFINITI	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	

Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] N: JN1BV7AP2EM[redacted]		
Created By	Heather Jimenez 7/31/2014 10:40 AM	Root Cause Code	SCIN
Last Modified By	System Account NNA NT, 7/31/2014 7:07 PM	Root Cause Code (2)	
Days Closed	531	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Heather Jimenez (7/31/2014 10 43 AM) PREVIOUS UNRELATED FILE FOUND NONE PREVIOUS RELATED FILE FOUND: NONE RCAS-HJ VER F ED C'S name, home, concern, phone#, vin#, mileage ********** RCAS-HJ CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND NONE ********** RCAS-HJ rec'd incoming call from C C states C wants to know if veh has recall RCAS-HJ verified V N RCAS-HJ advised C of no open recalls or campaigns on veh C states when someone seats in the passenger seat, the air bag off light still comes on RCAS-HJ advised C if veh had been taken to RTLR C states no RCAS-HJ advised C to take veh to RTRL for diagnosis C states also when C drives 60 mph or higher, the passenger seat shakes RCAS-HJ advsied C to let the RTLR know when veh is taken so RTLR can inspect seat C understood RCAS-HJ advised C to contact INF CA if C has further concerns after visiting RTLR C understood and thanked RCAS RCAS-HJ thanked C for contacting INF CA call ended mutually ********** RCAS-HJ closing case, no further assistance provided

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	7/31/2014	YX	BK	233500	OA
Edit | Del	[redacted]	INTERIOR (NON-ELECTRIC)	SEAT (SEAT/LEVER/POSITIONER)	POOR OR MPROPER OPERATION	22	7/31/2014	YX	AU	190000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Help

Forms

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
7/31/2014 11:33 AM	Heather Jimenez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/31/2014 10:40 AM	Heather Jimenez	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN JN1BV7AP2EM6** [redacted]

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Case [redacted]

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Case Comments [6] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	William Criswell [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	7/31/2014 11 25 AM
CA Multiple Repairs		Date/Time Closed	8/7/2014 8:35 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,495		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM9E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSES NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	8/1/2014
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 5N1AR2MM9EC[redacted]		
Created By	Flor de Luisa Ann Sisno 7/31/2014 11:25 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:08 AM	Root Cause Code (2)	
Days Closed	524	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By William Criswell (8/7/2014 8 33 AM) Last Modified By William Criswell (8/7/2014 8 35 AM) case summary c called about airbag concern rcas called c and got details rca spoke to dealership no codes could not duplicate rcas informed c for second diagnostic if concern returned c understood rcas closing case c id not ask for assistance on 4 wheel drive just airbag
Make Private	✓	Created By William Criswell (8/7/2014 8 31 AM) Last Modified By William Criswell (8/7/2014 8 35 AM) rcas called dealership and spoke to sa kevin who stated cannot duplicate air bag concern no codes stored and have one all campaigns on vehicle part for 4 wheel drive should arrive on 8/8 rcas thanked sa rcas called [redacted] nd spoke to c wife who shall be known as c from this point forward rcas advised c of part arrival and advised that dealership is not able to duplicate air bag concern and does not fell seat is sitting correctly rcas informed c to go to another nna dealership for domestic after vehicle repair vc understood and agreed rcas verified c had contact information rcas closed case
Make Private	✓	Created By William Criswell (8/4/2014 3 10 PM) Last Modified By William Criswell (8/7/2014 8 35 AM) *** [Added after the case is closed.] *** rcas received call from c c stated had taken vehicle to dealership and dealership could not fix airbag and was ordering part for 4 wheel drive rcas understood airbag concern and advised secondary restraint system but would follow up with dealership adn get details c understood rcAs set follow up for 8/7
Make Private	✓	Created By William Criswell (8/1/2014 12 24 PM) Last Modified By William Criswell (8/1/2014 12 25 PM) case summary c called with 4 wheel drive concern and airbag rcas called dealership not aware rcas called c who has appointment next week rcas closed case pending dinostic
Make Private	✓	Created By William Criswell (8/1/2014 12 23 PM) Last Modified By William Criswell (8/1/2014 12 25 PM) rcas called dealership and spoke to sa kevin who stated had replaced 4 wheel drive shift and had resent seat sensor c was stuffing things under seat was not aware of concerns returning last visit may 5 rcas thanked sa rcas called [redacted] nd spoke to c c stated had appointment at dealership next week c wanted to know what would happen if dealership could not duplicate rcas advised dealership would need to duplicate before assistance can be given vc understood rcas gave contact information and informed c to call if assistance is needed c understood rcas closed case
Make Private	✓	Created By Flor de Luisa Ann Sisno (7/31/2014 1 07 PM) Last Modified By William Criswell (8/1/2014 12 25 PM) crr-fs received a call from c's wife [redacted] who referred as c. c stated c having issue on the veh ever since c bought it. c stated c is schedule to get the veh check in again. c stated the issue is very consistent and c was advised by nissan DLR if the issue not happening when c taking in the veh the dlr cannot do anything on the veh. c stated c concerned is c's safety while driving the veh. crr-fs found related case on OCS issue : [redacted] crr-fs verified/updated c's address/phone number/email: [redacted] West Hamlin, WV [redacted] USA [redacted] crr-fs asked c what is the issue on the veh? c stated c has 2 concerns on the veh: 1. the passenger side airbag that the light is off even if there is a passenger sitting on it.

2. 4WD air.

crr-fs asked c:
when was the last time c brought the veh in to get the veh check? c stated on 5 5.14 when c has the last service on the veh.
name of dlrshp: MOSES NISSAN
name of the service advisor: c stated c doesn't have the name form the nissan dlr.
c request to nna:
c stated the veh is schedule to get veh check on monday but c's concern is what if the issue is not heppning on the veh at the time what c should do.
c stated c concerned is safety of c and c wants nissan to fix the issue because the issue is starting again.

CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.
crr-fs verified the best number to reach c. c said [redacted]
CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas veh concern.
crr-fs exiting the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	7/31/2014	YX	BK	233500	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	7/31/2014	WT	BK	233500	OA
Edit | Del	[redacted]	POWERTRAIN	4WD TRANSFER ASSY	POOR OR IMPROPER OPERATION	10	7/31/2014	YX	BG	224000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/7/2014 8 35 AM	William Criswell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/4/2014 3:10 PM	William Criswell	Changed **Follow Up Date** from 8/1/2014 to **8/7/2014**.
8/4/2014 3:10 PM	William Criswell	Changed **Status** from Closed to **Open**.

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Case [redacted]

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Case Comments [45] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Lillian Juarbe-Reyes [Change]
Letter Sent Date	8/18/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/8/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	7/31/2014 12:18 PM
CA Multiple Repairs		Date/Time Closed	10/8/2014 4:31 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PALM SPR NGS NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	7/31/2014
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/5/2014	Vehicle Service Contract	
RHR Completed	8/5/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MN2EC [redacted]		
Created By	Jennifer Pou, 7/31/2014 12:18 PM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:10 AM	Root Cause Code (2)	
Days Closed	462	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Jennifer Pou (10/8/2014 4 28 PM)** RCAS calling c @[redacted] @ 5:25 pm est and spoke with c and advised info obtained by dlr c stated c is already in veh and veh is functioning properly RCAS understood and advised case would then be closed if any further concern c could call back c understood thanked stated has RCAS contact info and call ended mutually RCAS closing case *summary* c would like another veh due to juddering and vibrations of veh and veh having to be at dlr multiple times and veh continues with concern. c states veh is currently at dlr getting transmission replaced. c states veh has also had concern with seat belt light turning on in veh and veh has had cushion replaced but concern continues and c states dlr is also going to look over concern RCAS submitted rhr and was denied c advised c called requested DTS DTS approved cvt replaced c satisfifed closed case
Make Private	✓	**Created By Jennifer Pou (10/8/2014 11 14 AM)** RCAS calling dlr @7603282828@ 12:12 pm est and spoke with SA Edgar asked status on veh SA stated veh is repaired tech is just finishing up test drive c would be contacted for pick up of veh RCAS thanked call ended mutually RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (10/7/2014 11 17 AM)** RCAS calling dlr @7603282828@ 12:15 pm est and spoke with SA Edgar and asked status of veh SA stated c dropped off veh today and veh should be finished by 10/8 c is in a rental RCAS thanked call ended mutually RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (10/3/2014 11 19 AM)** RCAS calling c @[redacted] @ 12:17 pm est and left c a vmx advising would call again 10/8 since RCAS has got info about repair and c's scheduled visit left contact info RCAS setting follow up 10/8
Make Private	✓	**Created By Jennifer Pou (10/3/2014 11 16 AM)** RCAS calling dlr @7603282828@ 12:15 pm est and spoke with SA Edgar and asked status on veh for c and SA stated c has veh and is going to bring in veh 9/6 and veh should be finished by 9/7 RCAS thanked and call ended mutually RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (10/2/2014 11 50 AM)** RCAS received email from SM stating: Trans arrived this am, the tech will get on it sometime today so it should probably be completed by end of day tomorrow 10/3 RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (10/2/2014 10 43 AM)** RCAS emailed SM Paul for update on repair RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (9/30/2014 2 16 PM)** RCAS calling c @[redacted] @ 3:13 pm est and spoke with c and advised c that case is being worked and c will be contacted 9/3 c understood and stated has RCAS contact info RCAS setting follow up for 9/3
Make Private	✓	**Created By Jennifer Pou (9/29/2014 6 33 PM)** RCAS received email from SM stating : parts have already been ordered RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (9/29/2014 4 30 PM)** RCAS emailed sm in regards to an update on status RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (9/26/2014 11 34 AM)** RCAS calling dlr @7603282828@ 12:30 pm est and spoke with SM Paul and asked how CVT ordering was coming along SM stated SM has just sent for the CVT Approval to be submitted and after SM gets approval CVT would be ordered and can take a couple of days RCAS thanked and call ended mutually RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (9/25/2014 10 21 AM)** RCAS calling DTS @11:07 am and asked DTS if appointment is set for 89/25 @ 4 pm DTS stated no its for 1pm and DTS could actually see veh earlier so customer could go in at 11 am c's time RCAS understood advised would ask c and call DTS back DTS thanked call ended mutually RCAS calling c @[redacted] @ 11:12 pm est and spoke with c and asked c if c could go into dlr from 11 am to 1 pm and c stated that c could go by at 12 RCAS understood c stated has RCAS contact info and RCAS advised would call c no later than 9/30 or as soon as DTS info is received c thanked call ended mutually

RCAS calling DTS @11:17 am est and spoke with DTS and confirmed c being at dlr DTS thanked and call ended mutually
RCAS setting follow up 9/30

Make Private ✓ **Created By Jennifer Pou (9/23/2014 2 12 PM)**
RCAS saved previous notes on accident
RCAS received task to send DTS request
RCAS sent DTS request
RCAS exiting case

Make Private ✓ **Created By Catherine Martinez (9/23/2014 2 08 PM)**
rcas Catherine Martinez assisting TL Lillian Reyes with escalation.
Rcas call C ([redacted]. C answered call. Rcas advised call maybe recorder for quality purpose. C understood. Rcas offer assistance. C stated that dlrship can duplicate concern but NNA don't want to approve repair. Rcas advised c that tech line and the warranty is the one stating is not enough data for dlrship to proceed with repair . Rcas understood and apologized to c. Rcas advised c that at this time rcas will like to assist c by sending to the dlrship a DTS to look at the veh. C agree. Rcas advised c on the day of the inspection c will need to be present. C understood. and agree. rcas advised c that rcas Jennifer Pou will call c no later than 09/26/14 to provide c with a date and time. C agree. C stated don't want to speak with Rcas JP due that rcas don't want to assist. Rcas apologized to c and advised c that rcas just provide with information provided by the technician and warranty. C understood and agree.
RCAS-offered further assistance: C declined.
RCAS provided c with case #, RCAS'S Name, extension #.
RCAS setting follow up for 09/26/14

Make Private ✓ **Created By Jennifer Pou (9/23/2014 2 05 PM)**
RCAS receieved task to send DTS req

Make Private ✓ **Created By Karen Dorner (9/23/2014 1 54 PM)**
SRD-KD in review of case for DTS inspection SRD supports DTS

Make Private ✓ **Created By Catherine Martinez (9/23/2014 1 52 PM)**
Rcas send a DTS request to SRD Karen Dorner

Make Private ✓ **Created By Catherine Martinez (9/23/2014 1 47 PM)**
Rcas spoke with SRD Karen Dorner inquire if a DTS can be send. SRD stated that Tech line can cancel request if tech line see that is not enough data. SRD recommended rcas to call CSM Fernando Hernando and ask if CSM approve DTS> Rcas understood.

Make Private ✓ **Created By Catherine Martinez (9/23/2014 1 44 PM) Last Modified By Catherine Martinez (9/23/2014 1 45 PM)**
Rcas call PALM SPR NGS NISSAN. Rcas ask for SA not available. Rcas spoke with SA Edgar. rcas ask SA if veh is been at the dlrship after 09/11/14. SA stated yes. SA stated c was in on 08/15/14. SA stated dlrship duplicate veh concern and send data to power train center and also to techline. SA stated both decline repair due that was not sufficient data collected on this case. SA advised c to just take veh and when veh get worse to bring veh back to the dlrship. Rcas understood and thanked SA for information. Rcas exiting case

Make Private ✓ **Created By Jennifer Pou (9/18/2014 1 06 PM)**
RCAS received call from c stating c would like to speak with supervisor due to dlr is advising c to contact NNA supervisor as veh should be repurchased RCAS apologized for inconveniences and c stated no longer wants to work with RCAS and RCAS advised c would contact 4-8 business hours and contact would be made for 9/19 c stated for supervisor to call [redacted] c states c went back to dlr and dlr did not want to work with veh. RCAS apologized and advised contact would be made c thanked stated has RCAS contact info RCAS ended call mutually
RCAS setting follow up 9/19 and escalating call

Make Private ✓ **Created By Jennifer Pou (9/9/2014 6 38 PM)**
*** [Added after the case is closed.] ***
RCAS received call from c stating doesn't agree with decisino RCAS provided c with BBB # and call ended mutually c has contact-info
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (8/19/2014 11 47 AM)**
RCAS received warm transfer from RCAS Karen Maldonado
RCAS asked c how can RCAS assist c
c stated c went back to dlr and dlr advised to contact RCAS back due to not accepting decision
RCAS advised c if c is not happy with decision c could call BBB and provided BBB # and advised c that Techline is who determined judder was not enough to make a repair and if veh has more constant concern take veh back to dlr c understood and RCAS provided contact info and call ended mutually
RCAS closing case

summary
c would like another veh due to juddering and vibrations of veh and veh having to be at dlr multiple times and veh continues with concern. c states veh is currently at dlr getting transmission replaced. c states veh has also had concern with seat belt light turning on in veh and veh has had cushion replaced but concern continues and c states dlr is also going to look over concern RCAS submitted rhr and was denied c advised closed case

Make Private ✓ **Created By Karen Maldonado-Rivera (8/19/2014 11 39 AM)**
RCAS Karen Maldonado received a call from c stating wants to speak with RCAS-Jennifer Pou
RCAS asked c if any contact information such as address or phone #'s have changed, c stated no
C stated that C is calling RCAS again because C went to dlr after the RHR denial was provided and C was told to call back and request veh to be repair.
RCAS apologize with c for all inconvenience and asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS is available, c accepted.
RCAS came back to c & thanked c for hold time.
RCAS explained that RCAS is on the line and will provide further assistance.
RCAS provided c with Name, Case and EXT #.
RCAS exiting case.

Make Private ✓ **Created By Jennifer Pou (8/18/2014 4 14 PM)**
RCAS received a call from c RCAS provided c with decision c stated ok and disconnected call
RCAS closing case

summary
c would like another veh due to juddering and vibrations of veh and veh having to be at dlr multiple times and veh continues with concern. c states veh is currently at dlr getting transmission replaced. c states veh has also had concern with seat belt light turning on in veh and veh has had cushion replaced but concern continues and c states dlr is also going to look over concern RCAS submitted rhr and was denied c advised closed case

Make Private ✓ **Created By Jennifer Pou (8/18/2014 4 07 PM)**
RCAS received email from CSM stating no recommendations
RCAS calling c @[redacted] @ 5 02 pm est and RCAS left c a vmx advising decision made please call back left RCAS contact info and c would be called 8/19
RCAS setting follow up 8/19

Make Private ✓ **Created By Mae Strenciwilk (8/18/2014 12 55 PM) Last Modified By Jennifer Pou (8/18/2014 1 21 PM)**
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Make Private ✓ **Created By Jennifer Pou (8/18/2014 11 14 AM)**
RCAS received email from CSM 8/15 for RCAS to seek info on open ro before recommendations are made
RCAS calling dlr @7603282828@ 12:05 pm est and spoke with SA Jessie and asked status on open ro SA stated RO was closed and was closed 8/15 and breaking vibration no duplication
seat belt light on -replaced combination meter
air bag light is flashing- air bag pressure detector
judder- techline denied repairs
RCAS thanked call ended mutually
RCAS sending CSM email with updated info for recommendations

Make Private ✓ **Created By Jennifer Pou (8/14/2014 12 13 PM) Last Modified By Jennifer Pou (8/14/2014 12 18 PM)**
RCAS emailing the FOM-Jack Wong, CSM-Fernando Hernandez, DOM-John Payne, SM- Paul
RCAS asking CSM for any recommendations
RCAS attaching denial letter and submitting correspondence request
RCAS exiting case

Make Private ✓ **Created By Lundy Flowers (8/14/2014 10 55 AM) Last Modified By Jennifer Pou (8/14/2014 12 12 PM)**
ARBS-LF reviewed the repair history and at this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS-LF recommends that NNA contact the CA Manager or the Region for direction on how to assist the customer.

Make Private ✓ **Created By Lundy Flowers (8/14/2014 10 54 AM) Last Modified By Jennifer Pou (8/14/2014 12 12 PM)**
ARBS-LF notes the dealer service records:
Open 10-16-13 Closed 10-31-13 Miles 7 RO [redacted]
Concern:
1.) Recall R1308 Abs reprogram.

Action Taken:
1.) Completed.

Open 5-31-14 Closed 5-31-14 Miles 4,545 RO[redacted]
Concern:
1.) Recall R1405 NTB14-027 OCS reprog.
2.) Express LOF
3.) Perform MPI
4.) State Test
5.) C/S window visor making clicking noise.
Action Taken:
1.) Completed
2.) Completed.
3.) Completed.
4.) Completed.
5.) SOP parts have been ordered.

Open 6-25-14 Closed 7-15-14 Miles 5,158 RO[redacted]
Concern:
1.) C/S clicking noise from driver sun visor.
2.) C/S fuel cap lose warning light on check & advise.
3.) C/S when turning veh off doors don't automatically unlock c has to unlock manually.
4.) C/S miles to empty sometimes doesn't read correctly goes from 110 to 70 miles to empty.
5.) Cali state inspection.
Action Taken:
1.) Confirmed both drivers & passenger replaced. .
2.) No problem found.
3.) Re programmed features per cust. Request.
4.) Internal failure, remove & replace combination meter.
5.) Completed.

Open 7-15-14 Closed 7-16-14 Miles 15,582 RO[redacted]
Concern:
1.) C/S there is a judder at light acceleration.
2.) C/S both front seat belts feel like don't retract.
3.) C/S Roof moldings are coming off.
4.) State inspection
Action Taken:
1.) Internal failure. / New Torque converter installed. Concern resolved.
2.) No duplication.
3.) Rpl one roof side molding without roof.
4.) Completed.

Open 7-29-14 Closed 8-4-14 Miles 6,578 RO[redacted]
Concern:
1.) When acceleration there is a shudder.
2.) C/S seat belt light stays on
3.) Performed tire check .
Action Taken:
1.) CVT performs normally
2.) Replace airbag pressure detector sensor
3.) Complete

Open 8-11-14 Closed Open Miles 7,032 RO[redacted]
Concern:
1.C/S when braking there is a vibration in the steering wheel
2. c/s seatbelt light is always on
3. c/s air bag light is flashing check
4. c/s at light acceleration there is strong judder
5. state inspection .
Action Taken:

Make Private ✓ **Created By Jennifer Pou (8/13/2014 1 55 PM)**
RCAS received ro attached to case informed arbs
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (8/13/2014 1 35 PM)**
RCAS calling dlr @7603282828@ 2:33 pm est and spoke with SA Cedric and asked to be faxed ro's as RCAS hasn't received any docs SA stated would send again as first time sounded busy
RCAS thanked call ended mutually
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (8/13/2014 11 19 AM)**
RCAS calling c @[redacted]@ 12:17 pm est and advised c that case is being worked and c will be contacted 8/18 and advised case is being reviewed as info as been obtained by dlr c understood and stated has RCAS contact info
RCAS setting follow up for 8/18

Make Private ✓ **Created By Jennifer Pou (8/13/2014 11 15 AM)**
RCAS calling dlr @7603282828@ 12:08 pm est and spoke with SA Cedric who stated veh is currently at dlr for judder concern again the current ro is 181154 and the RO that is in RHR open is now closed 180381. SA stated SA is the one working on c's veh and techline has been contacted with recorded data and SA stated concern is very noticeable but Techline states isn't enough. RCAS asked for current and past RO to be faxed and provided fax #
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (8/12/2014 1 23 PM)**
RCAS sent email to SM Paul asking for update info
RCAS exiting case

Make Private ✓ **Created By Lundy Flowers (8/11/2014 9 48 AM) Last Modified By Jennifer Pou (8/12/2014 1 22 PM)**
ARBS-LF requested an update on the open RO.

Make Private ✓ **Created By Jennifer Pou (8/8/2014 11 50 AM)**
RCAS calling c @[redacted]@ 12:50 pm est and RCAS left c a vmx advising case is being worked and would contact c 8/13 and left RCAS contact info call 8006477261 ext 457245 if any questions
RCAS setting follow up 8/13

Make Private ✓ **Created By Eric Cuthrell (8/5/2014 11 48 AM) Last Modified By Jennifer Pou (8/5/2014 1 43 PM)**
***DRTS received the RHR. The RHR was assigned to ARBS-Lundy Flowers for review.

Make Private ✓ **Created By Jennifer Pou (8/5/2014 11 11 AM)**
RCAS calling c @[redacted]@ 12:10 pm est and RCAS left c a vmx advising case is being worked and would contact c 8/8/14 and left RCAS contact info call 8006477261 ext 457245 if any questions
RCAS setting follow up 8/8

Make Private ✓ **Created By Juanita Orona (8/5/2014 9 01 AM)**
SRCAS Juanita Orona checked - all ro's present & attached to case.
SRCAS processed rhr.
SRCAS exiting case.

Make Private ✓ **Created By Jennifer Pou (8/4/2014 11 55 AM)**
RCAS giving RCAS- Jonathan Spurling docs to submit RHR
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (8/1/2014 12 02 PM)**
RCAS received fax of ro
RCAS attaching to case

RCAS sending CSM Fernando Hernandez email
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (7/31/2014 3 02 PM)**
RCAS received email from SM stating: SM have attached all of the customers repair orders including the open one dlr have not found anything wrong with veh at this time, dlr are planning to drive veh and try to duplicate the concern. Most of these pathfinders need transmissions if the torque converter and reprogram does not fix the judder concern.
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (7/31/2014 12 30 PM)**
RCAS emailed SM Paul Connely preferred email for Ro's and RHR questions
RCAS exiting case

Make Private ✓ **Created By Jennifer Pou (7/31/2014 12 26 PM)**
C's name: [redacted]
Only #'s c requests to be contacted [redacted]
C's address:
[redacted]
NDIO, CA [redacted]
US
RCAS- verified Name, Address, Day and Eve Phone #, Email, Servicing DLR and Mileage of VEH.
RCAS check for any open Campaigns Found and Advise: none
RCAS received a call from C stating the following:
c would like another veh due to juddering and vibrations of veh and veh having to be at dlr multiple times and veh continues with concern. c states veh is currently at dlr getting transmission replaced. c states veh has also had concern with seat belt light turning on in veh and veh has had cushion replaced but concern continues and c states dlr is also going to look over concern
RCAS advised c that a rhr will take up to 10 business day to process 8/13 & RCAS will be in contact with c every 3 business days and first contact will be 8/5 and also informed c that NNA priority is to fix veh and that there is no guarantee of repurchase or exchange of veh, c understood
RCAS asked c the following questions:
Why does c want to return the vehicle to Nissan North America?
Where is the vehicle currently? PALM SPR NGS NISSAN
Where was the vehicle purchased? PALM SPRINGS NISSAN
Was it purchased new or used? new
Where is the vehicle serviced? PALM SPRINGS NISSAN
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? none
RCAS-offered further assistance: C declined.
RCAS provided c with case #, RCAS'S Name, extension #.
RCAS setting follow up for 8/5

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/18/2014	YX	BK	233500	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	8/18/2014	YX	BG	302500	OA
Edit | Del		RESTRAINT SYSTEM	SEAT BELT MOTOR	POOR OR MPROPER OPERATION	15	8/18/2014	YX	BK	239000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	PALM SPRINGS NISSAN	[redacted]	✓	10/8/2014	Jennifer Pou	10/7/2014 11:33 AM
Edit | Del	New DTS Request		✓	9/25/2014	Dan Martinez	9/23/2014 7 02 PM
Edit | Del	Call		✓	9/23/2014	Jennifer Pou	9/23/2014 2 23 PM
Edit | Del	Call		✓	9/23/2014	Karen Dorner	9/23/2014 1 55 PM
Edit | Del	Customer Letter Sent		✓	8/18/2014	Jennifer Pou	8/18/2014 1 22 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	3.85MB	10/8/2014 4 31 PM	Jennifer Pou
Edit | View | Del		17KB	10/8/2014 4 31 PM	Jennifer Pou
Edit | View | Del		97KB	10/8/2014 4 31 PM	Jennifer Pou
Edit | View | Del		301KB	10/8/2014 4 31 PM	Jennifer Pou
Edit | View | Del		25KB	10/8/2014 4 31 PM	Jennifer Pou

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/8/2014 4 31 PM	Jennifer Pou	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/8/2014 4 31 PM	Jennifer Pou	Changed **Case Owner** from Jennifer Pou to **Lillian Juarbe-Reyes**.
10/8/2014 4 30 PM	Jennifer Pou	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Melanie Betzel [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/1/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	7/31/2014 3:22 PM
CA Multiple Repairs		Date/Time Closed	8/1/2014 1 00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,900		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JEFF WYLER NISSAN FAIRF ELD	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	8/1/2014
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP4DC[redacted]		
Created By	Sarah Jane Iglesia, 7/31/2014 3 22 PM	Root Cause Code	SCMV
Last Modified By	Veronica Moody 4/3/2015 7:41 PM	Root Cause Code (2)	SCIN
Days Closed	530	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Melanie Betzel (8/1/2014 1 00 PM)** C also stated that c will be trading in the veh for a Toyota or Ford
Make Private	✓	**Created By Melanie Betzel (8/1/2014 12 59 PM)** Summary C contacted NNA for a concern with the passenger seat airbag sensor. The dlr cannot duplicate any current concerns. Closing case.
Make Private	✓	**Created By Melanie Betzel (8/1/2014 12 58 PM)** RCAS called c on ([redacted] @ 1:40 pm est time, RCAS spoke to c in reference to the case. RCAS apologized to c for the inconvenience. RCAS advised c that RCAS spoke to the SA at the dlr & the dlr has performed a few repairs on the veh with the passenger seat sensor & also with the tech case, there are no further repairs recommended. RCAS advised c that RCAS is unable to make the dlr replace parts in the veh. C stated that the veh needs to be fixed. RCAS advised c that if the dlr is unable to duplicate a concern, there would be no repairs completed. RCAS explained to c that small framed persons in the seat may not weigh enough for the airbag to be in use. C stated that NNA will tell c anything & c doesn't believe that. RCAS advised c that it is clearly stated in the owner's manual. C stated that c will be contacting the DMV & NHTSA. RCAS understood & advised c that c's concerns are also documented in the case for c. The call ended mutually.
Make Private	✓	**Created By Melanie Betzel (8/1/2014 12 38 PM) Last Modified By Melanie Betzel (8/1/2014 12 38 PM)** RCAS called the dlr on 5136822500 & spoke to SA-Ashley. SA stated that the dlr has replaced the sensor a few times in the passenger seat however, c is still stating that the light keeps coming on. Tech line was involved with no further recommendations on the concern & the dlr doesn't know what else to do at this time. RCAS understood & the call ended mutually.
Make Public		**Created By Sarah Jane Iglesia (7/31/2014 3 26 PM)** Vehicle Concern
Make Private	✓	**Created By Sarah Jane Iglesia (7/31/2014 3 26 PM) Last Modified By Melanie Betzel (8/1/2014 12 29 PM)** CRR-SI received a call from c stating that c is having problem on the veh. CRR-SI verified c's account information, verified c's name, address, phone number, email address, V N, mileage of the veh and lastly the responsible dlr. CRR-SI checked for open recalls/campaigns/upgrades found: 1 for 2013-2014 - Nissan Occupant Classification System Module Reprogramming CRR-SI checked WBSC and found out that the campaign was already closed. C said c had the campaign for the airbag performed 2 months ago. C stated c is having the same issue on the veh. C said the airbag is still malfunctioning and c feels the dlrshp did not fix the campaign on the veh. CRR-SI advised c that the case is going to be escalated to RCAS for review. CRR-SI also advised c to expect a callback within the next business day. C understood. CRR-SI offered further assistance; c declined. CRR-SI gave name, ext and case number. CRR-SI leaving case open and transferring resp to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	7/31/2014	YX	BK	233500	OA
Edit | De		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/1/2014	YE	BK	233500	OA
Edit | De		NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	8/1/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/1/2014 1 00 PM	Melanie Betzel	Changed **Case Record Type** from CA to CA **Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/1/2014 12:44 PM	Melanie Betzel	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Cynthia Forster [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	7/31/2014 3:51 PM
CA Multiple Repairs		Date/Time Closed	8/5/2014 3 57 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - Restraint System		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COLONIAL NISSAN/MEDFORD	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0DC[redacted]		
Created By	Shirley Santos, 7/31/2014 3:51 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/5/2014 7:12 PM	Root Cause Code (2)	
Days Closed	526	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Cynthia Forster (8/5/2014 3 56 PM) RCAS-CF noting duplicate case [redacted] closed SUMMARY: C seeking assistance with OCS in VEH wile young teen is in passenger seat. DRLSHP informed repairs performed previously and no concerns found since and is operating as designed. RCAS informed C VEH is operating as designed and directed C to owners manual on light and proper seating positions.
Make Private	✓	Created By Cynthia Forster (8/4/2014 7 56 AM) RCAS setting follow up for 8/5/14.
Make Private	✓	Created By Cynthia Forster (8/1/2014 7 27 AM) RCAS-CF noting duplicate case [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	8/5/2014	YX	BK	263000	OA
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	8/5/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/5/2014 3 57 PM	Cynthia Forster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/4/2014 7 56 AM	Cynthia Forster	Changed **Follow Up Date** from 8/1/2014 to **8/5/2014**.
7/31/2014 4 02 PM	Shirley Santos	Changed **Follow Up Date** from 7/31/2014 to **8/1/2014**.

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Surveys

Surveys Help

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [36] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [1] | Check Activity [0] | Forms [1] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marisol Patino [Change]
Letter Sent Date	9/18/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/1/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	7/31/2014 3:51 PM
CA Multiple Repairs		Date/Time Closed	9/30/2014 4:25 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	airbag concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,994		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	EAST CHARLOTTE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	8/13/2014	Vehicle Service Contract	
RHR Completed	8/18/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] HONE: VIN: 1N4AL3AP2DC[redacted]		
Created By	Lester Bellen 7/31/2014 3:51 PM	Root Cause Code	SDIN
Last Modified By	NNAETL 9/2/2015 9:23 PM	Root Cause Code (2)	DR800
Days Closed	470	Action Code	NT9H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Marisol Patino (9/30/2014 4 22 PM) RCAS-MP is closing case as no further assistance is needed. ========Case Summary========== RCAS-MP received case and c is requesting assistance with air bag light concern and RHR. RCAS-MP reviewed and found that the air bag light sensor was repaired by DTS-TP and C was also provided a Bronze maintenance package. The RHR was denied as NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. RCAS-MP thanked for continue business at NNA . RCAS-MP closing case as no further action needed .
Make Private	✓	**Created By Marisol Patino (9/30/2014 4 20 PM)** RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted]
Make Private	✓	**Created By Marisol Patino (9/26/2014 9 17 AM)** RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 10/01/14 end of business day.
Make Private	✓	**Created By Marisol Patin[redacted] 27 PM)** RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 09/26/14 end of business day.
Make Private	✓	**Created By Marisol Patino (9/23/2014 8 49 AM)** RCAS-MP contacted C @ [redacted] vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 09/26/14 end of business day.
Make Public		**Created By Mae Strenciwilk (9/18/2014 12 56 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Marisol Patino (9/18/2014 8 56 AM)** RCAS-MP contacted C @ [redacted] RCAS-MP inquired about correspondence. C states C still has not received the denial letter not the VSC. RCAS-MP verified C's address: C provided home address of: [redacted] Charlotte, NC 2[redacted] RCAS-MP advised C that a new correspondence request will be sent to C. C understood. RCAS-MP asked for C's email. C provided [redacted] RCAS-MP advised C that an email with the VSC will be mailed to C. C states great. Call ends mutually.
Make Private	✓	**Created By Marisol Patino (9/4/2014 9 56 AM)** RCAS-MP contacted C [redacted] RCAS-MP inquired about the DTS appointment. C states it was good and DTS was able to explain everything to C.

C states the DTS also promised C a maintenance plan.

RCAS-MP advised C that the Maintenance plan has been submitted and should be approved in two weeks.

C understood.
C asked about the denial letter.

RCAS-MP advised C that it was mailed on 8/29.

C understood and states C has not received yet.

RCAS-MP advised C that it should be coming in.
RCAS-MP offered further assistance; C declined further assistance at this time.
Call ends mutually.

Created By Marisol Patino (9/4/2014 7 53 AM)
RCAS-MP received email from DTS-TP stating:

Marisol,

I met wit[redacted]at East Charlotte Nissan today to discuss and inspect her vehicle.

Make Private ✓ Mrs.[redacted]as intermittent concerns of the light being on usually on startup.

I had the opportunity to completely describe the OCS system and its characteristics along with an inspection of the seat assy. and performed a zero point reset on repair order 434207 mileage 16,727.

As a customer satisfaction and retention tool, I have extended a Bronze maintenance package to Mrs[redacted]. I explained that this would include 2 years of oil changes and tire rotations. Mrs.[redacted]hanked me for my time and explaining the system to her.

Marisol, could you please initiate the maintenance package I have extended to the customer and follow up with me?

Created By Marisol Patino (9/2/2014 4 10 PM)
RCAS-MP contacted C @[redacted]
Make Public RCAS-MP reminded C abou[redacted]t.

C states C will be there.
Call ends mutually.

Make Public **Created By Rebecca Martin (8/29/2014 10 54 AM)**
DRTS in case to assist MT with correspondence. Denial letter has been mailed to the customer on this date.

Created By Marisol Patino (8/27/2014 10 00 AM)
RCAS-MP contacted C[redacted]
RCAS-MP informed C that the DTS request has been approved for Sept. 3rd at 11 am.

C states great.
C asked if an RHR denial letter can be mailed to C.

Make Private ✓ RCAS-MP states a denial letter will be mailed to C.
RCAS-MP verified C's address:
[redacted]
Charlotte, NC[redacted]

Call ends mutually.

Created By Marisol Patino (8/27/2014 9 52 AM)
Make Private ✓ RCAS-MP emailed DTS-TP and asked if appointment could be moved to September 3rd at 11 am.

DTS-TP emailed back stating that is fine.

Created By Marisol Patino (8/27/2014 9 05 AM)
RCAS-MP contacted C[redacted]
RCAS-MP informed C that the DTS request has been approved for Sept. 19th at 10 am.

C states C spoke to SM-Gina and asked SM-gina if C could change the DTS appointment to September 3rd at 11am.
C states C was advised by SM-Gina that everybody with the same issue is going to be at the dealership on that date and that would be fine.

Make Private ✓ RCAS-MP advised C that RCAS-MP cannot confirm that until DTS-TP approves to meet with C on that date.

C understood.

RCAS-MP advised C that email will be sent to DTS-TP with C's request.

C understood.
Call ends mutually.

Created By Marisol Patino (8/19/2014 4 00 PM)
RCAS-MP contacted C @[redacted].
RCAS-MP advised C that

NNA is not in a position to offer a re-purchase or a replacement for C's vehicle due to the vehicle has not been subject to an unreasonable amount of warrantable concerns that would impair this vehicle. NNA will continue to honor all of the terms and conditions of all applicable warranties.

C states that's fine.

Make Private ✓ RCAS-MP asked if C is still going to the DTS appointment,

C states yes, but does not have the time.

RCAS-MP advice C that RCAS-MP will contact the DTS and will ask for date and time.

C understood.

RCAS-MP offered further assistance; C declined further assistance at this time.
Call ends mutually.

Created By Amanda Johnson (8/19/2014 10 37 AM)
Make Public ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Please consult your management and region for possible goodwill recommendations.

Make Public **Created By Amanda Johnson (8/19/2014 10 37 AM)**
ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR:

Open date 07/02/14... Mileage 15,078... RO [redacted]y down
Concern: Performed R1405.
Action: Reprogrammed occupant classification system (OCS) module as directed by campaign R1405.

Open date 8/4/2014... Mileage 16,052... RO[redacted]day down
Concern: CS after OCS recall was done, passenger light still comes on when passengers are in seat
Action: Checked for codes and no codes were found at this time. Could not duplicate issue

ARBS notes in-service date of 5/23/2013

ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no additional entries in Salesforce
ARBS notes entries in CPIA:
394021 – PDI
428788 – above

ARBS notes no techline cases, no previous CA cases, no CSTs, no CRs
ARBS notes DTS request F29505 – Anthony Panno scheduled for 9/3

ARBS notes 2 days down with
1 visit for airbag – NPF
ARBS notes 2 visits with 1 recall completion

Make Public

Created By Amanda Johnson (8/19/2014 10 32 AM)
ARBS notes RO was attached but not included on RHR. Asked RCAS to advise RHR completer.

Created By Marisol Patino (8/19/2014 10 26 AM)
RCAS-MP contacted SM-Gina and asked how many time C has been to the dlr for the airbag issue.

Make Private ✓

SM-Gina states C has only been to the dealer one time to have work done to the air bag light.
July 2nd for a recall and August 4th to check for codes as advised by RCAS-MP.
SM-Gina states the last RO is [redacted]

RCAS-MP thanked SM-Gina for the info.

Make Public

Created By Amanda Johnson (8/19/2014 8 33 AM)
ARBS notes c has stated c has gone in 3 times for the airbag. ARBS notes only 1 RO for OCS campaign. ARBS requesting not only the RO listed below but also that RCAS confirm the c has not been in since RO [redacted]

Make Public

Created By Amanda Johnson (8/19/2014 8 31 AM)
ARBS notes missing RO:

Date 8/3/2014
Mileage 16,052
Customer: [redacted]
Dlr 4000
RO 431618

ARBS setting high priority task for RCAS to obtain missing RO

Make Public

Created By Josh Wegener (8/19/2014 8 11 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Amanda Johnson for review.

Created By Marisol Patino (8/13/2014 10 37 AM)
RCAS-MP contacted C @ [redacted]

C states C is looking at lemon law and a reasonable amount of time and repairs is four visits for the same concern.
C states C has 3 visits for the air bag issue and would like to start a vehicle replacement request.

RCAS-MP advised C that a vehicle replacement request will be submitted.
RCAS-MP advised C that it takes up to 10 days.

Make Private ✓

C understood.
C asked, if C is to submit an RHR now and one after the DTS has inspected C's vehicle, is this going to influence the decision.

RCAS-MP advised C that the team in charge of RHR's, reviews each request separately and sending multiple RHR request does not influence the final decision.
RCAS-MP advise that in order to submit a new RHR request C has to have a new repaired done to the vehicle.

C understood.

RCAS-MP offered further assistance; C declined further assistance at this time.
RCAS-MP thanked C for contacting NNA CA, and advised C to please contact NNA CA if NNA CA can be of further assistance.
Call ends mutually.

Created By Marisol Patino (8/13/2014 10 14 AM)
RCAS-MP contacted SM-Gina.
RCAS-MP advised SM-Gina that C has asked for a vehicle replacement.

Make Private ✓

SM-Gina states C has not mentioned that.
SM-Gina states SM will faxing RCAS-MP C's RO's.

Call ends mutually.

Created By Kalia Johannes (8/12/2014 2 52 PM)

Make Public

TL-KJ made outbound call to c on ([redacted]nd spoke with c and verified c's concern.
C advised that c feels like NNA is not addressing the concern in a timely fashion.
C advised c wants NNA to employ more DTS so that c will not have to wait.
C advised that the c will accept the DTS inspection but c wants NNA to replace the veh.
TL-KJ understood and advised RCAs-MP will gather the RO's and that the review process can take up to 10 business days.
TL advised cannot guarantee NNA will be in the position to replace the veh but will review the request.
C understood and advised c will also keep the DTS appointment.
TL thanked c and advised RCAS-MP will continue to follow up with c.
Call ended mutually.

Make Public

Created By Rachel Mercado (8/12/2014 1 46 PM)
RCAS Case Follow-up

Created By Rachel Mercado (8/12/2014 1 46 PM)

Make Public

CRR-RM received a call from c
CRR-RM verified with c if any of the contact information have change c said no
crr-rm offered to send M to RCAS since the ext is not available.
c understood
c provided phone number to be reach a[redacted]
CRR-RM did RECAP
CRR-RM offered further assistance c declined
CRR-RM c that the case no. will be the same
CRR-RM provided name and extension no.
CRR-RM left the case open

Make Private ✓

Created By Marisol Patino (8/8/2014 3 28 PM)
RCAS-MP contacted C and informed C that a DTS appoinment has been made for Sept. 19th.

C asked if that was the soonest that C's vehicle could be inspected.

RCAS-MP advised C that the DTS is booked for the whole month.

C states C is so frustrated with this whole situation.
C states C has a vehicle that is unsafe and C feels that NNA is putting C's safety in danger.
C states C feels NNA needs to step up and handle the situation better.

RCAS-MP apologized to C and advised C that Nissan is looking into C's case but unfortunately a DTS wont be available to inspect C's vehicle into Sept. 19th.

C asked to speak to a supervisor.

RCAS-MP advised C that TL-KJ will contact C by end of next business day.

C understood.

RCAS-MP offered further assistance; C declined further assistance at this time.
Call ends mutually.

Make Private ✓ **Created By Marisol Patino (8/8/2014 3 19 PM)**
RCAS-MP emailed DTS-TP with C's request.

Created By Marisol Patino (8/8/2014 3 18 PM)
RCAS-MP contacted C @[redacted]
RCAS-MP informed C that the DTS request has been approved for Sept. 3rd at 11 am.

Make Private ✓ C states C is only available for Sep. 19 or Sept. 22.
C states C is a flight attendant and September and October are very busy months for C.
C states the upcoming week C will also be available.
C states NNA needs to figure something out because C does not feel safe driving a vehicle with a non working air bag.

RCAS-MP advised C that an email will be sent to the DTS to see if another date can be set.

C understood.
Call ends mutually.

Created By Marisol Patino (8/6/2014 2 22 PM)
RCAS-MP contacted SM-Gina.

Make Private ✓ SM-Gina states a DTS needs to be involved.
SM-Gina states whenever somebody is sitting in the passenger side the airbag light turns off.

RCAS-MP advised C that a DTS request will be made.
RCAS-MP thanked SM-Gina for the info.

Created By Marisol Patino (8/6/2014 9 13 AM)
RCAS-MP contacted C @[redacted]

C states the dlr was not able to duplicate.
C states the dlr advised C that the same problem is happening to the Rogue and Nissan is not doing anything about it.

Make Private ✓ RCAS-MP advised C that Nissan is looking into C's case and if necessary a DTS is going to be requested.

C understood.

RCAS-MP offered further assistance; C declined further assistance at this time.
RCAS-MP thanked C for contacting NNA CA, and advised C to please contact NNA CA if NNA CA can be of further assistance.
Call ends mutually.

Created By Marisol Patino (8/4/2014 12 31 PM)
RCAS-MP contacted SM-Gina.

Make Private ✓ SM-Gina states the dlr was not able to find any codes and couldn't duplicate the concern.
SM-Gina states a DTS maybe requested.
SM-Gina states SM-Gina is going to contact tech line to see what the next step should be.

RCAS-MP thanked SM-Gina for the info.

Created By Marisol Patino (8/1/2014 1 20 PM)
RCAS-MP contacted C @ [redacted]
RCAS-MP discuss the case with C.

Make Private ✓ C states C was advised by SM-Gina that there are other customers with the same concern and Nissan has not been able to resolve the issue.
RCAS-MP advised C that NNA is doing everything possible to get to the bottom of this concern.
RCAS-MP advised C that on Monday the dlr is going to performed more test because the concern needs to be corrected.

C understood.
RCAS-MP offered further assistance; C declined further assistance at this time.
RCAS-MP thanked C for contacting NNA CA, and advised C to please contact NNA CA if NNA CA can be of further assistance.
Call ends mutually.

Created By Marisol Patino (8/1/2014 12 49 PM)
RCAS-MP contacted SM-Gina.

Make Private ✓ SM-Gina states two different customers who have the same complaint but Nissan tells the dlr is normal.
SM-Gina states The airbag light its intermediate,
SM-Gina has done all the test and has contact tech line and was advised it was normal.
SM-Gina states this is not normal and its not safe.
SM-Gina states C has made an appointment for Monday at 12 00
SM-Gina states the dlr is going to performed more test because the concern needs to be corrected.

RCAS-MP thanked SM-Gina for the info.

Make Public **Created By Lester Bellen (7/31/2014 3 59 PM)**
c called in and requested assistance regarding a concern on the airbags. c stated that c already had the campaign performed at the dlr but c is still experiencing the same issues. c stated that the light is coming on. c spoke with SM Tina and worked with SA Ron. c was advised to call NNA to request further assistance. c stated that the dlr will do inspections on the veh again and will also coordinate with NNA to resolve the issue. c is hoping to get assistance in fixing the issue once and for all. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	7/31/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Correspondence Request	[redacted]	✓	9/18/2014	Marisol Patino	9/18/2014 12:57 PM
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09j8L. 500F0P913n ref]		✓	9/18/2014	Marisol Patino	9/18/2014 9 00 AM
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09j8L. 500F0P913n ref]		✓	9/18/2014	Marisol Patino	9/18/2014 8 58 AM

Edit | Del Correspondence Request [redacted] ✓ 9/1/2014 Marisol Patino 8/29/2014 10:53 AM

Edit | Del [redacted] ✓ 8/19/2014 Amanda Johnson 8/19/2014 10:37 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	VSC Original Documents Request [ref: 00DA09j8L. 500F0P913n ref] 9/18/2014 Case # [redacted] VIN # 1N4AL3AP2D[redacted] Thank yo...	[redacted]	9/18/2014 9:00 AM
Reply | To All | Del	Sent	VSC Original Documents Request [ref: 00DA09j8L. 500F0P913n ref] 9/18/2014 Case # [redacted] VIN # 1N4AL3AP2D[redacted] Thank yo...		9/18/2014 8:55 AM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill VSC	1N4AL3AP2DC[redacted]	Processed	Multiple Repair Issue	Anthony Panno	DTS	Rebecca Martin	9/8/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Marisol Patino, 8/7/2014 9:18 AM	8/7/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	19KB	9/18/2014 12 55 PM	Mae Strenciwilk
Edit | View | Del		70KB	8/19/2014 10 39 AM	Marisol Patino
Edit | View | Del		68KB	8/18/2014 4 58 PM	Marisol Patino
Edit | View | Del		86KB	8/18/2014 4 34 PM	Marisol Patino
Edit | View | Del		2 24MB	8/14/2014 3 56 PM	Marisol Patino

Case History

Case History Help

Date	User	Action
9/30/2014 4 25 PM	Marisol Patino	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/26/2014 9:17 AM	Marisol Patino	Changed **Follow Up Date** from 9/26/2014 to **10/1/2014**.
9/23/2014 8:49 AM	Marisol Patino	Changed **Follow Up Date** from 9/23/2014 to **9/26/2014**.

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Surveys

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [10] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Cynthia Forster [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	7/31/2014 3:55 PM
CA Multiple Repairs		Date/Time Closed	8/5/2014 3 56 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - Restraint System		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COLONIAL NISSAN/MEDFORD	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0DC[redacted]		
Created By	Shirley Santos, 7/31/2014 3:55 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:08 AM	Root Cause Code (2)	
Days Closed	526	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Cynthia Forster (8/6/2014 7 07 AM)** *** [Added after the case is closed.] *** RCAS-CF received 2 VMX from C to call back on 7[redacted] RCAS noting VMX received prior to RCAS speaking with C.
Make Private	✓	**Created By Cynthia Forster (8/5/2014 3 55 PM)** SUMMARY: C seeking assistance with OCS in VEH wile young teen is in passenger seat. DLRSHP informed repairs performed previously and no concerns found since and is operating as designed. RCAS informed C VEH is operating as designed and directed C to owners manual on light and proper seating positions.
Make Private	✓	**Created By Cynthia Forster (8/5/2014 3 54 PM)** RCAS-CF called C on [redacted] at 4:34pm EST. C confirmed concerns with OCS for over a year and had been to DLRSHP about 8 times with concern. RCAS states understood. C states when concern happens that C's son or cousin is in front seat and weighs 100-120lbs. RCAS referred C to owners manual page 1-47 to go over status light information and referred to section 1 to ensure proper seating. C states should not matter how son is sitting in VEH. RCAS informed that if sensors are not triggered then not enough pressure put on sensors to turn airbag on and will deemed unsafe until that time. RCAS informed that is meeting U.S. regulations currently. C states that will look at regulations and will call back if needs anything further. C states that has RCAS contact number. RCAS states understood and call ended mutually. RCAS closing case as no further actions required.
Make Private	✓	**Created By Cynthia Forster (8/5/2014 7 32 AM)** RCAS-CF received VMX from C to call back on 7818644788.
Make Private	✓	**Created By Cynthia Forster (8/4/2014 7 55 AM)** RCAS-CF called C on 7[redacted] at 8:53am EST and reached VMX. RCAS-CF left message for C to call back and provided name, number, extension and case#. RCAS informed will follow up again on 8/5/14. RCAS-CF called C on [redacted] at 8:54am EST. RCAS not able to speak with receptionist nor is aware of C's extension. RCAS setting follow up for 8/5/14.
Make Private	✓	**Created By Cynthia Forster (8/1/2014 9 46 AM)** RCAS-CF called DLRSHP and spoke with SA-Tim and SM-Jim. SA states first time C came in was 7/1/13 for passenger air bag light. SA states that campaign performed on VEH. SA states 12/31/13 C came again for airbag concern and found normal operation. SA states C came in on 1/8 and had code for occupancy sensor and part replaced. SA states C came in on Feb 2013 with OCS concern again. SA states found no codes and after checking found operation normally. SA states that C has photos and videos of son in passenger seat and son was not seated correctly. SA states C was last in DLRSHP on 6/12 and performed zero point inspection and found VEH operating as designed and compared with known good VEH and no concerns found. RCAS thanked SA.
Make Private	✓	**Created By Cynthia Forster (8/1/2014 7 27 AM)** RCAS-CF noting unable to data net case. RCAS sent email to SM-Jim and SA-Tim to get feedback on concern.
Make Public		**Created By Shirley Santos (7/31/2014 3 59 PM)** recall inquiry
Make Public		**Created By Shirley Santos (7/31/2014 3 58 PM)** Vehicle Concern
Make Private	✓	**Created By Shirley Santos (7/31/2014 3 58 PM) Last Modified By Cynthia Forster (8/1/2014 7 24 AM)** crr-ss received a call from c regarding a veh concern. crr-ss updated c information. crr-ss verified c's name, mailing & email address. crr-ss verified c's primary and alternate phone numbers. crr-ss informed c that the veh is not part of any veh campaign. crr-ss asked c if the veh was already taken to an authorized dlrshp for diagnosis. c stated yes. crr-ss asked the Dlrshp that diagnosed the veh. c stated COLONIAL NISSAN/MEDFORD.

crr-ss asked when the veh was diagnosed.
c stated 6/9/2014.

crr-ss asked for the the name of the Service Adviser who assisted c at the dlrshp.
c stated SA Fabio.

crr-ss asked the Failing Part on the veh.
c stated passenger airbag light, multiple repair attempts

crr-ss asked for the current mileage of the veh.
c stated 12,000 miles.

c is seeking a permanent resolution the case.

crr-ss advised c that file will be transferred to rcas for review.
crr-ss advised c to expect a call within the next business day.
c understood
crr-ss offered further assistance, c declined.
crr-ss provided name, ext and file number.
crr-ss leaving file open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	7/31/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	7/31/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/5/2014 3 56 PM	Cynthia Forster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/5/2014 3 56 PM	Cynthia Forster	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [25] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/1/2014	Type	CA
Follow Up Date	9/26/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/1/2014 7 34 AM
CA Multiple Repairs		Date/Time Closed	10/22/2014 8:27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050228

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	BBB Auto Line Voluntary Repurchase due to 6 visits for ABS operating incorrectly and 57 days down		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	11,937		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF ENGLEWOOD	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$51,027.15	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/1/2014	Vehicle Service Contract	
RHR Completed	8/5/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AL0MM4DC[redacted]		
Created By	Paula Lingenfelter 8/1/2014 7:34 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:08 AM	Root Cause Code (2)	
Days Closed	448	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Anthony Zacharyasz (9/26/2014 2 38 PM) ARBS notes fed-ex tracking #: [redacted] ARBS notes Morley case #: [redacted] ARBS attached Morley docs to case. ARBS closing case.
Make Public		Created By Anthony Zacharyasz (9/25/2014 9 57 AM) ARBS submitted check request in the amount of $9,200.69 payable to C and ATTY Firm. ARBS submitted check request in the amount of $41,826.46 payable to IFS good until 10/24/14. – ARBS to process over payment to C upon verification of over payment from IFS.
Make Public		Created By Anthony Zacharyasz (9/25/2014 9 40 AM) ARBS emailed IFS to request update payoff information.
Make Public		Created By Anthony Zacharyasz (9/25/2014 9 37 AM) ARBS rec'd email from ATTY-Dave Kelly advising that ATTY would like the over payment to be processed separately. ARBS understood.
Make Public		Created By Anthony Zacharyasz (9/22/2014 3 59 PM) ARBS setting follow up for 9/25 to review case and request IFS updated information.
Make Public		Created By Anthony Zacharyasz (9/22/2014 3 59 PM) ARBS rec'd signed offer from ATTY-Dave Kelly. ATTY advised C had made an additional payment. – ARBS emailed the following to ATTY: Thank you for the information Mr. Kelly, I'll confirm the payment and we can either do an overage check separately, or issue a new offer letter with the corrected amount for Ms. Pak signature. Please let me know how you would like to proceed. Thank you.
Make Public		Created By Anthony Zacharyasz (9/16/2014 11 19 AM) ARBS in review of the case awaiting signed offer. ARBS emailed C's ATTY to follow up with repurchase offer. ARBS awaiting signed offer to proceed. ARBS setting follow up for 9/23 to review.
Make Public		Created By Anthony Zacharyasz (9/9/2014 9 51 AM) ARBS in review of the case awaiting signed offer. ARBS emailed C's ATTY to follow up with repurchase offer. – ARBS setting follow up for 9/16 to review.
Make Public		Created By Anthony Zacharyasz (9/3/2014 10 54 AM) ARBS calculates repurchase as follows: Down Payment: $651.00 Additional Payments: $8,550 00 (15 payments @ 570 00) *TOTAL PAYMENTS: $9,201.00 Less Usage: $1,750.31 (3,706 miles / 100,000 miles * $47,229.15) *TOTAL DEDUCTIONS: $1,750.31 Refund Amount: $7,450.69 Attorney Fees: $1,750.00 *TOTAL REFUND: $9,200 69

*LEASE PAYOFF: $41,826.46 (good until 9/24/14)

*TOTAL REPURCHASE: $51,027.15

–
ARBS drafted formal offer and emailed to ATTY-Jacqueline Herritt. ARBS awaiting signed offer.

Make Public

Created By Anthony Zacharyasz (9/3/2014 10 45 AM)
ARBS notes the following Lease Info:

SR[redacted]
Account#[redacted]
Customer[redacted]
Payoff amount is $41826.46 good through 9/24/2014
Payments received 16
Payment amount $570.00
Recent payment received on 8/25/2014 in the amount of $570 00

Make Public

Created By Anthony Zacharyasz (9/3/2014 10 41 AM)
ARBS rec'd updated lease info from FS.

Make Public

Created By Anthony Zacharyasz (8/26/2014 8 35 AM)
ARBS emailed IFS to request updated lease info.

ARBS setting follow up for 9/03 to calculate offer.

Make Public

Created By Anthony Zacharyasz (8/21/2014 4 43 PM)
ARBS rec'd email from ATTY-Jacqueline Herritt advising C is willing to accept NNAs offer of repurchase. ATTY is requesting $1,750.00 in fees.

–
ARBS emailed ATTY to advise NNA is willing to pay $1,750 00 in fees.

Make Public

Created By Anthony Zacharyasz (8/20/2014 3 44 PM)
ARBS in review of the case setting follow up for 8/26 to contact C's ATTY and request updated payoff information.

Make Public

Created By Heathre Vanriper (8/20/2014 3 36 PM)
INF1424180. DRTS rec'd Case Closed from BBB 08/20/14 dated same. States: Cust not to pursue farther.

Make Public

Created By Anthony Zacharyasz (8/14/2014 4 14 PM)
ARBS calculates repurchase as follows:

Down Payment: $651.00
Additional Payments: $7,980 00
Total Payments: $8,631.00

Less Usage: $1,750.31 (3,706 miles / 100,000 miles * $47,229.15)
Total Deductions: $1,750.31

Refund Amount: $6,880.69

Payoff: $42,296.38 (good until 8/24/14)

Total Repurchase: $49,177.07

–
ARBS faxed and emailed PIW to BBB advising NNA is willing to offer repurchase or replacement of the vehicle under the NJ LL guidelines.

Make Public

Created By Anthony Zacharyasz (8/14/2014 4 06 PM)
ARBS rec'd the following lease info from NMAC:

S[redacted]
Account[redacted]
Customer[redacted]
Payoff amount is $42296.38 good thru 8/24/2014
Payments received 15
Payment amount $570.00
Recent payment received on 7/11/2014 in the amount of $570 00

Make Public

Created By Anthony Zacharyasz (8/12/2014 3 49 PM)
ARBS notes the following:

6 visits for braking concerns related to the operation of the ABS.
57 days down (confirmed)

Make Public

Created By Anthony Zacharyasz (8/12/2014 3 36 PM)
ARBS in review of the case notes RHR attached. ARBS reviewed ROs, and notes the following repair history:

7/22/13... 3,706 miles... 1 day down
-Concern:
1: C/S water coming through sunroof when going through a car wash with shade open.
2: C/S would like to know if the brake pedal can be adjusted back further.
3: C/S the brakes seem slow to react while braking.
4: C/S the vehicle seems to rev high with the A/C on; Compared to friend's JX, seems louder.
5: C/S is getting a squeaking noise from the front seats; Happens with someone on the front passenger seat.
-Action Taken:
1: Checked for leaks; Unable to duplicate.
2: No adjustments are available.
3: Found tires at 46 PSI. Set the tires to specifications.
4: Road tested; unable to duplicate.
5: Road tested; unable to duplicate.

9/18/13... 6,445 miles... 17 (confirmed)
-Concern:
1: C/S was braking for a red light on a bumpy road, the pedal went to the floor, and would not stop.
2: C/S wind noise from front driver side over 45 MPH
3: C/S PABI light is on at times when an adult is in the passenger seat
-Action Taken:
1: DTS involved; C felt the ABS activation due to the abnormal road. Operating as designed
2: No wind noise present; operating as intended.
3: System is operating as intended, explained operation.

10/16/13... 7,094 miles... 1 day down
-Concern:
1: Perform Recall ABS Software Update.
-Action Taken:
1: Completed.

11/04/13... 8,884 miles... 2 days down
-Concern:
1: C/S the Bluetooth held the line open.
2: C/S the front passenger window will not close all the time with the driver side switch; Auto up does not work also.
-Action Taken:
1: Phone not compatible with vehicle.
2: Reset the window switch; Operation is normal at this time

11/26/13... 10,380 miles... 2 days down
-Concern:
1: C/S the RPMs will flare, and the vehicle shakes like it want to accelerate when sitting at a stop light at times
-Action Taken:
1: Road tested; unable to reproduce the C's description. C stated it starts to happen after two (2) hours of driving.

1/10/14... 11,634 miles... 5 days down
-Concern:
1: C/S the ABS system is not working correctly; Brakes lock up
2: C/S there is no heat coming out of the bottom when the climate control is turned on
3: C/S there is no heat coming out from the rear cabin area
4: C/S the steering wheel panel, by the bottom area, has a sharp edge.
-Action Taken:
1: Road tested the vehicle under different conditions; Road test- Okay; Could not duplicate; No DTCs found. ARBS notes per SA-Vito BCM replaced per Techline.
2: No problems found; Normal condition
3: No problems found; Normal condition
4: All systems Okay

1/21/14... 11,937 miles... 2 days down
-Concern:
1: C/S the brake pedal went to the floor when braking.
2: C/S the vehicle got into a collision due to brake pedal losing pressure; Pedal went to the floor
-Action Taken:
1: Road tested; unable to duplicate.
2: Noted front bumper damage due to an impact

2/26/14... 13,162 miles... 14 days down
-Concern:
1. C/s fuel gauge states about 1/4 tank but DTE is flashing as if empty.
2. C/s that the driver's window is very slow going up.
3. C/ s hit a bump braking; ABS locked wheels for a few seconds.
-Action Taken:
1. Replaced combination meter.
2. No problem found.
3. No problem found.

7/11/14 16,275 miles... 13 days down
-Concern:
1. Perform OCS R1404.
2. C/s when accelerating, vehicle RPMs start to rise, but the vehicle does not move forward.
3. C/s when accelerating the vehicle begins to jerk back and forth.
4. C/s vehicle gas gauge is not accurate.
5. C/s driver side front bottom molding is loose
6. C/s when braking, hears a squeak noise.
-Action Taken:
1. Completed
2. Could not duplicate.
3. No problem found
4. Replaced fuel level sender unit.
5. Replaced driver side door molding.
6. Road tested and could not duplicate.

Make Public — **Created By Kathleen Pernici (8/5/2014 2 57 PM)**
DRTS KP retrieved and attached R.O s from case [redacted]

Make Public — **Created By Kathleen Pernici (8/5/2014 12 57 PM)**
DRTS KP attached the Updated RHR.

Make Public — **Created By Kathleen Pernici (8/4/2014 9 54 AM)**
DRTS KP received and attached the R.O s from dealer 73020.

Make Public — **Created By Kathleen Pernici (8/4/2014 8 32 AM)**
DRTS KP called dealer 73020 to request R.O.s. SA Luis will fax.

Make Public — **Created By Sheena Williams (8/1/2014 8 48 AM)**
DRTS called dlr 73020, spoke with Sa-Julio. Requested ROs [redacted] vided fax number.

Created By Paula Lingenfelter (8/1/2014 7 55 AM)
Previous Cases: [redacted]
Open Recalls/Campaigns: 2013-2014 - Infiniti Occupant Classification System Module Reprogramming

Make Public — INF1424180. DRTS rec'd request for position in writing from BBB, prepared by attorney Jacqueline C. Herritt. BBB advises ARBS has 14 days to respond. Rec'd on 8/1/14, dated 7/31/14. C seeks All remedies available pursuant to state and federal law, including attorney fees and costs. CCF states: Braking system; engine and abnormal rattle from seats water, repair attempts 4. Braking system; air bag; wind noise, repair attempts 1. ABS system, repair attempts 1. Inoperable bluetooth and windows, repair attempts 1. Engine, repair attempts 1. Steering system; ABS system; inoperable AC, repair attempts 1. Braking system, repair attempts 1. Fuel gauge; window and braking system, repair attempts 1. engine and lack of acceleration; gas gauge; door molding, repair attempts 1.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	8/1/2014	YX	AD	121500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/1/2014	YX	BK	234000	OA
Edit | Del		AUDIO/VIDEO/NAVI	BLUETOOTH	POOR OR MPROPER OPERATION	QA	8/1/2014	YX	AA	306500	OA
Edit | Del		ENGINE MECHANICAL	ENGINE ASSEMBLY	POOR OR MPROPER OPERATION	06	8/1/2014	YX	AG	138000	OA
Edit | Del		STEER NG	GEN. STEERING COMPONENT(S)	POOR OR MPROPER OPERATION	01	8/1/2014	YX	BM	244000	OA

Show 3 more » | Go to list (8) »

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request			10/16/2014	Carlos Ferreira	10/14/2014 3:01 PM

		✓				
Edit | Del	Review Approved Check Request	[redacted]	✓	9/25/2014	Anthony Zacharyasz	9/26/2014 8 22 AM
Edit | Del	Review Approved Check Request		✓	9/25/2014	Anthony Zacharyasz	9/26/2014 8 22 AM
Edit | Del	[redacted]		✓	8/20/2014	Anthony Zacharyasz	9/11/2014 6:49 PM
Edit | Del	Create RHR		✓	8/7/2014	Kathleen Pernici	8/5/2014 12 57 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AL0MM4D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		9/26/2014	Attorney	Approved	$9,200 69	72BUYBACK	Infiniti East Buyback/Trade	[redacted]	
			9/26/2014	Lienholder	Approved	$41,826.46	72BUYBACK	Infiniti East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	2.76MB	6/29/2015 2:10 PM	Rebecca Martin
Edit | View | Del	[redacted]lorley Docs.pdf	692KB	9/26/2014 2:53 PM	Anthony Zacharyasz
Edit | View | Del	[redacted]TTY Correspondence(2).msg	75KB	9/25/2014 10 06 AM	Anthony Zacharyasz
Edit | View | Del	[redacted]TTY Correspondence.msg	34KB	9/25/2014 10 05 AM	Anthony Zacharyasz
Edit | View | Del	[redacted]igned Repurchase Offer.pdf	1.51MB	9/25/2014 10 04 AM	Anthony Zacharyasz

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/22/2014 8:27 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 11:08 AM	Jim Land	Changed **Case Owner** from Anthony Zacharyasz to **Jim Land**.
10/14/2014 11:08 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [7] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Danielle Spurling [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/1/2014 8 38 AM
CA Multiple Repairs		Date/Time Closed	8/8/2014 1 04 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	IN-Field case: OCS		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN8EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COULTER NFINITI	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AL0MN8E[redacted]		
Created By	Angelica Gomez 8/1/2014 8:38 AM	Root Cause Code	SNMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	523	Action Code	DT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Danielle Spurling (8/8/2014 1 03 PM)** summary: SDTS-JS opened infield request due to veh concerns regarding airbag warning light. DTS inspection was scheduled. DTS verbally recommended repair to rtlr prior to inspection. rtlr completed repair, concerns were resolved. DTS has cancelled inspection as it is not needed. rcas closing file. rcas noting no customer contact was ever made or requested.
Make Private	✓	**Created By Danielle Spurling (8/6/2014 1 22 PM)** rcas received email from DTS-FG advising SM informed DTS that repairs were completed and tests showed OCS operating properly. DTS advised c will pick up veh this afternoon.
Make Private	✓	**Created By Danielle Spurling (8/5/2014 10 18 AM)** rcas sent email to DTS-FG requesting update on veh repair status
Make Public		**Created By Angelica Gomez (8/4/2014 11 23 AM)** RCAS-AG moving follow-up pending DTS update. ~
Make Public		**Created By Angelica Gomez (8/2/2014 5 34 PM)** RCAS-AG received an email from DTS FG stating the following: Angelica, I am not able to inspect this vehicle until August 21st at 10am when it would be also mandatory to meet with the customer to have him demonstrate the concern. Since this vehicle is currently at the dealer I spoke with the service manager yesterday over the phone and made a recommendation for repair. My hope is that the recommendation I made will resolve the issue and this inspection will be no longer necessary. I will keep everyone informed of the status of the vehicle. Thank you, _____ Frank G BFORD Dealer Technical Specialist ~
Make Public		**Created By Angelica Gomez (8/1/2014 8 43 AM)** RCAS-AG submitted DTS request. ~
Make Public		**Created By Angelica Gomez (8/1/2014 8 39 AM)** No previous cases found. RCAS-AG verified C's name, address, phone# and V N# RCAS checked for Recalls/Campaigns and found: RC-3791513 R1404 Safety Closed 2013-2014 - Infiniti Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS 4/11/2014 RC-3791514 R1307 Safety Open 2013-2014 - JX35-QX60 ABS Software Update ABS SOFTWARE UPDATE 10/16/2013 ITB13-041 RCAS-AG received an email from SRDTS JS requesting a DTS request is submitted due to SM Dave stating the following: The following vehicle is schedule tentatively for Monday 08/04/2014 for an issue with the passenger side OCS light flashing off with a passenger in the seat. This started after the OCS reprogram. We have replaced the seat frame and redone the reprogram as per tech line. Please advise to any assistance/inspection by DTS. V N 5N1AL0MN8EC[redacted] Miles 11,897 David Woodland Service Manager ~

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/1/2014	YX	BK	234000	OA

Edit | Del [redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	PREMATURE WEAR/FAILURE	14	8/8/2014	WA	BK	234000	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Angelica Gomez 8/1/2014 8:41 AM	8/1/2014

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/8/2014 1 04 PM	Danielle Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/5/2014 8 25 AM	Pam Thompson	Changed **Case Owner** from Angelica Gomez to **Danielle Spurling**.
8/4/2014 11 23 AM	Angelica Gomez	Changed **Follow Up Date** from 8/4/2014 to **8/8/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [53] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kristie Tate-Paul [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/1/2014	Type	CA
Follow Up Date	12/23/2014	Case Origin	Letter/Fax
Supporting Documents	✓	Date/Time Opened	8/1/2014 9:14 AM
CA Multiple Repairs	✓	Date/Time Closed	12/22/2014 11:07 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00054487

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Settlement Attorney Demand-NNA settlement for 6 repairs and 12 days out of service for antifreeze smell.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,419		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM7D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PERUZZI NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$6,000.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/1/2014	Vehicle Service Contract	
RHR Completed	8/1/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 5N1AR2MM7DC[redacted]		
Created By	Rebecca Morton 8/1/2014 9:14 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:09 AM	Root Cause Code (2)	
Days Closed	387	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Kristie Tate-Paul (12/22/2014 11 02 AM) ARBS received confirmation of settlement check delivered by Fed Ex. Closing file. Your package has been delivered Tracking # [redacted] Ship (P/U) date: Thursday, 12/18/14 Kristie Tate-Paul Nissan North America, Inc Franklin, TN 37067 US Delivered Delivery date: Monday, 12/22/14 11:51 AM Timothy Abeel Timothy Abeel & Associates 913 Fayette St CONSHOHOCKEN, PA 19428 US Shipment Facts Our records indicate that the following package has been delivered. Tracking number: [redacted] Status: Delivered: 12/22/2014 11 51 AM Signed for By: S.CHRISTY Reference: 11131 Signed for by: S.CHRISTY Delivery location: CONSHOHOCKEN, PA Delivered to: Receptionist/Front Desk Service type: FedEx 2Day Packaging type: FedEx Envelope Number of pieces: 1 Weight: 0.50 lb. Special handling/Services: Adult Signature Required Deliver Weekday
Make Public		**Created By Kristie Tate-Paul (12/18/2014 4 03 PM)** ARBS notes receipt of settlement check and Fed Ex'd out today (trackin[redacted] Will close file upon confirmation of receipt.
Make Public		**Created By Heathre Vanriper (12/18/2014 7 37 AM)** NIS1430009. DRTS rec'd Hearing Cancellation email notification from BBB 12/18/14 dated same. States; Please be advised the hearing for the above case referenced case scheduled for 12/18/14 has been cancelled. This is a result of either the matter being settled or the customer withdrawing from the process. Should you have any questions, please contact me, either by e-mail at dpatterson@council bbb.org or at 1.800 955.5100, Ext. 506. I hope this cancellation does not cause you too much of an inconvenience. Sincerely, Donna Patterson
Make Public		**Created By Heathre Vanriper (12/17/2014 1 06 PM)** NIS1430009. DRTS rec'd Case closed from BBB 12/17/14 dated same. See attached for review.

Make Public
Created By Kristie Tate-Paul (12/17/2014 11 47 AM)
Consumer Affairs Settlement Voluntary Attorney Demand-NNA settlement for 6 repairs and 12 days out of service for antifreeze smell.

Make Public
Created By Kristie Tate-Paul (12/17/2014 11 43 AM)
Atty demand requesting repurchase due to 6 repairs reg coolant smell. Arbs notes no dup until rad cap installed. DTS inspected and advised very faint smell and recommended using different type of coolant. Arbs provided max offer of $3750. Atty declined.

Make Public
Created By Kristie Tate-Paul (12/17/2014 11 22 AM)
ARBS received signed release from atty and attached to case.
ARBS requesting settlement check payable to Timothy Abeel & Associates and Nancy Polanco for $6000 00.

Make Public
Created By Kristie Tate-Paul (12/17/2014 10 39 AM)
ARBS sent email to BBB DP to advises that atty should be in contact to cancel arb hearing for 12/18 as settlement has been agreed upon.

Make Public
Created By Kristie Tate-Paul (12/17/2014 10 32 AM)
Settlement release sent to attorney with final inclusive settlement of $6000 00 as agreed.

Make Public
Created By Kristie Tate-Paul (12/17/2014 10 00 AM)
ARBS notes registration copy on file with expiration of 11/2016.

Make Public
Created By Kristie Tate-Paul (12/17/2014 9 27 AM)
ARBS received response from atty Abeel:

My client accepts Nissan's offer. Please send me the release for execution.

Thank you,

Timothy J. Abeel, Jr.. Esq.

Make Public
Created By Kristie Tate-Paul (12/17/2014 8 32 AM)
ARBS offer to atty by email:

Mr. Abeel:

This case is currently assigned to me for handling. NNA can make a final all inclusive offer of $6000.00 to avoid the time and cost of the arbitration hearing.

Please let me know as soon as possible. Thank you.

Make Public
Created By Kristie Tate-Paul (12/17/2014 8 22 AM)
ARBS reviewed with TL RD. Agree to offer one time final $6000 all inclusive settlement offer to atty to avoid cost & time of arbitration hearing. ARBS emailed atty same.

Make Public
Created By Kristie Tate-Paul (12/17/2014 8 21 AM)
ARBS notes receipt of email via ARBS AM from Atty Abeel noting the following:

After speaking with my clients, I can resolve the matter for a replacement + $1,750 00 in fees or $8,250 00 incl.

The matter is scheduled for arbitration tomorrow in NJ.

Timothy J. Abeel, Jr.. Esq.

Make Public
Created By Kristie Tate-Paul (12/4/2014 10 53 AM)
ARBS scheduled hearing for CRC 108 at 8:30 CST.

Make Public
Created By Kristie Tate-Paul (12/4/2014 10 53 AM)
DP with BBB confirmed NNA by phone in email.

Make Public
Created By Kristie Tate-Paul (12/4/2014 10 28 AM)
ARBS reviewed the NOH. Sent DP at BBB and email noting that NNA's participation will be by phone and not in person.

Make Public
Created By Heathre Vanriper (12/4/2014 10 17 AM)
NIS1430009. DRTS rec'd NOH from BBB 12/04/14 dated same. States: 12/18/14 10:00 am EST BBB Serving New Jersey 1262 Whitehorse Hamilton Sq Rd, Bldg A, Ste 202 Hamilton, NJ 086900000. See attached for review.

Make Public
Created By Heathre Vanriper (12/3/2014 7 25 AM)
NIS1430009. DRTS rec'd ATA from BBB on 12/3/14, dated same. ATA states: All parties named submit to arbitration the following: Anti-Freeze burning smell inside vehicle, Transmission Slips. The parties have come to agreement on the following: N/A. Each Party requests the arbitrator(s) render the following decision: Consumer: Repurchase, Manufacturer: Denial. The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A.

Make Public
Created By Kristie Tate-Paul (12/2/2014 1 45 PM)
ARBS sent f/u email to D. Patterson with BBB inquiring in regards to hearing date responded to by attorney.

Make Public
Created By Kristie Tate-Paul (11/24/2014 3 04 PM)
ARBS sent email to DP with BBB checking on hearing date for the week of the 15th of December. As DTS can not assist with atty rep'd hearing, TL RD will assist.

Make Public
Created By Kristie Tate-Paul (11/20/2014 9 21 AM)
ARBS received response back from DTS MW that he could not be available the week of the 15th.

Make Public
Created By Kristie Tate-Paul (11/19/2014 3 39 PM)
ARBS spoke with SM Rob Shoemaker. He confirms that no repair orders after 05/16/14. DTS inspected vehicle in September but no repairs completed per inspection.

Make Public
Created By Kristie Tate-Paul (11/19/2014 2 16 PM)
ARBS returned a call to SM Rob Shoemaker #215-943-6200. Left vm to return call.

Make Public
Created By Kristie Tate-Paul (11/19/2014 8 27 AM)
ARBS renotes that veh was inspected 09/26 by DTS Wetherill for the coolant smell. This was the only concern mentioned in DTS notes for inspection. The follow up mentioned repair of flushing the system and changing the coolant appears to have not been completed.
ARBS called SM at Peruzzi to reverify same. LM with service recept for return call. F/U with email to rshoemaker@peruzzi com with veh info and requested any information relative to DTS inspection.

Make Public
Created By Kristie Tate-Paul (11/18/2014 4 48 PM)
ARBS received email from Donna with BBB requesting date for arbitration. ARBS called her to clarify as MRF not due utnil 11/19/14. Attorney wants set for hearing. Donna requested a date week of December 15. ARBS checking with DTS on same as per TL AG, should have DTS at hearing when an attorney is attending. ARBS sent email to Mike Wetherill requesting a date during that week that would be agreeable with his schedule.

Make Public
Created By Kristie Tate-Paul (11/17/2014 3 26 PM)
ARBS notes the following on repair history:

Open date 3/19/13 . Mileage 3,110 RO [redacted] .Days down 1
1.. Recall PC197- TCM reprogram complete.
2.. C/s pass side door panel ripped on corner and panel has two bumps on edge- Ordered pass front door panel will contact when it arrives.

Open date 4/16/13 Mileage 3,804 .RO[redacted] .Days down 1
1.. C/s replace SOP pass front door panel- Complete.

Open date 8/1/13 .Mileage 6,755 RO[redacted] Days down 2
1.. C/s smells antifreeze, sweet smell inside and outside the car- Attempted to verify. Unable to duplicate.

Open date 8/14/13 Mileage 6,858 .RO[redacted] .Days down 1
1. C/s check for antifreeze smell -Technician was unable to verify at this time. No coolant leak.

Open date 8/26/13 ..Mileage 7,580 RO[redacted] Days down 1
1. Open Recall PC216- Replaced both OCS sensors.

Open date 10/11/13 .Mileage 8,662 .RO[redacted] Days down 1
1. C/s passenger seat does not move forward or backward- Seat trim was caught on level not allowing level to move completely.

Open date 11/1/13 ..Mileage 9,351 RO[redacted] .Days down 1
1. C/s perform ABS Recall-Recall R1308 –reprogram ABS.

Open date 11/22/13 .Mileage 10,181 .RO [redacted] s down 1
1. C/s vehicle cranks but does not start at times, C smells antifreeze-Could not duplicate

Open date 3/28/14 Mileage 13,028 .RO [redacted] Days down 1
1. C/s smells antifreeze burning- Could not duplicate – no leak found. Left veh to run in shop. Pressure tested system and did not lose pressure.
2. C/s transmission slips real bad- 15 mile test drive – could not duplicate. Transmission did not slip and no codes in system.

Open date 4/1/14 .Mileage 13,142 RO [redacted] .Days down 1
1. C/s smells coolant- Ordered radiator cap.
2. C/s transmission slips and juddered-Could not duplicate, C drove with tech.

Open date 5/16/14 Mileage 15,419 RO [redacted] .Days down 1
1. C/s open recall R1405- Reprogrammed [redacted] sensors.
2. C/s had radiator cap order in parts for install- Radiator cap not holding proper pressure due to deformed seal, replaced radiator cap. SOP in.

Make Public
Created By Kristie Tate-Paul (11/12/2014 3 38 PM)
ARBS notes receipt of MRF due 11/19 to BBB.

Make Public
Created By Heathre Vanriper (11/12/2014 3 23 PM) Last Modified By Heathre Vanriper (11/12/2014 3 24 PM)
NIS1430009. DRTS rec'd MRF from BBB 11/12/14 dated same. C seeks: Repurchase. CCF states: Anti-Freeze burning smell inside veh*4, Transmission slips*4. See attached for review.

Make Public
Created By Kristie Tate-Paul (10/28/2014 8 54 AM)
No PIW received to date. No atty response to ARBS AM.

Make Public
Created By Kristie Tate-Paul (10/17/2014 11 06 AM)
ARBS KTP reviewed CCF filed by Atty Abeel requesting repurchase of vehicle. Review of file indicates offer made by ARBS ASM.
ARBS KTP will monitor case, any response to ARBS AM from atty and respond to MRF or PIW if received.

Make Public
Created By Heathre Vanriper (10/17/2014 10 45 AM)
NIS1430009. DRTS rec'd CCF from BBB 10/17/14 dated same. C seeks: Repurchase. CCF states: Anti-Freeze burning smell inside veh*4, Transmission slips*4. See attached for review.

Make Public
Created By Angie Mathis (10/15/2014 11 01 AM)
Arbs-ASM received email from atty-Tim advising will move forward to file suit.

Arbs notes no further action necessary and closing case.

Make Public
Created By Angie Mathis (10/13/2014 1 44 PM)
Arbs-ASM submitted email to atty-Tim:

Tim,

The highest offer I would be able to make on this vehicle at this time is $3,750.

Please advise.

Thank you,

Make Public
Created By Angie Mathis (10/9/2014 10 15 AM)
Arbs-ASM received email from atty-Tim:

Angie,

Nissan inspected this vehicle last Friday for the anti-freeze smell and the transmission problems. Prior to sending the vehicle for inspection to an outside mechanic, can we resolve the matter at this time for a replacement vehicle.

Make Public
Created By Angie Mathis (10/6/2014 4 10 PM)
Arbs-ASM notes DTS results:

DTS MW met with Mr [redacted] at Peruzzi Nissan on 9/26/14. At the time of this inspection the vehicle had 19,252 miles on the odometer. Mr. [redacted] s complaining of a coolant type smell from the engine compartment which is worse on hot days. [redacted] told me that he has had the vehicle checked recently for this smell at an independent service facility. He said that they could not find any leaks from the vehicle but they did smell an odor.

We went to the vehicle and there was a slight odor from the engine compartment. This smells like the long life coolant odor from the reservoir tank. We put the vehicle on the lift and checked for any signs of leakage under the vehicle and under the hood. There was no evidence of any leaks current or past.

The onlt suggestion I have for this odor would be to flush the cooling system and install a different type of coolant.

Make Public
Created By Angie Mathis (9/12/2014 11 54 AM)
Arbs-ASM placed call to dlr at 215-943-6200 and spoke with SM-Rob. Arbs advised SM DTS will inspect veh on 9/26 at 1 and need assistance of master tech. SM understood and thanked Arbs for call.

Arbs submitted email to Tracy confirming DTS.

Arbs submitted email to DTS

Mike,

This has been confirmed with the customer via the attorney and Rob at the dealer. Rob is aware you will need the assistance of his master tech, customer is aware you will need to meet with her directly.

Thanks,

Make Public
Created By Angie Mathis (9/12/2014 11 45 AM)
Arbs-ASM received email from Tracy with atty office:

Client is good with 9/26 at 1PM at Peruzzi Nissan.

Make Public
Created By Angie Mathis (9/5/2014 12 30 PM)
Arbs-ASM submitted email to atty:

Tim,

The soonest inspection date is 9/26 at 1pm at Peruzzi Nissan. Unfortunately, the Specialist will not be available to schedule an appointment after 5pm. The customer will need to be present and meet with the Specialist and test drive the vehicle. If the Specialist needs to keep the vehicle, a rental will be provided to [redacted] at no cost.

Please advise.

Thank you,

Make Public
Created By Angie Mathis (9/5/2014 12 25 PM)
Arbs-ASM received email from DTS-Mike:

I can look at this on 9/26 at 1:00 pm at Peruzzi Nissan if it can be set up with the dealer and customer.
Once confirmed please instruct the dealer that I will need a rental vehicle made available for the customer and the assistance of their most competent technician to aid in verifying and resolving this customers' concerns. Please advise the customer that they will be required to meet with me to discuss their concerns and that they should allow sufficient time to participate in a test drive if necessary. Please let me know if this date/time is agreeable, I will need confirmation of this inspection at least 5 working days prior to the agreed upon date. Without confirmation I will consider the inspection postponed or canceled and schedule another appointment in its place.
Thank you,

Make Public
Created By Angie Mathis (9/4/2014 8 55 AM)
Arbs-ASM received email from atty:

Send me a proposed date and I will speak with my clients.

Arbs submitted DTS request.

Make Public

Created By Angie Mathis (9/4/2014 8 17 AM)
Arbs-ASM recevied email from atty:

Angie,

I am in receipt of the offer. My client declines the offer, I am currently in the process of having an outside mechanic inspect the vehicle, those costs are recoverable per the lemon law. The inspection was delayed by the holiday / the clients vacation.

My clients have mechanical experience and know the problem(s) exist.

I can resolve it prior to the inspection for a repurchase and fees of $1,750.00. After the inspection my costs will increase to $2,750 00 inclusive of fees/costs.

Let me know whether we can resolve it and I will cancel the inspection.

Tim

Arbs responded:

Tim,

If acceptable to you and your client, I would prefer to have one of NNA's technicians inspect the vehicle. I can request a proposed date.

Please advise.

Thanks,

Created By Angie Mathis (9/3/2014 11 14 AM)
Arbs-ASM submitted email to atty-Tim:

Tim,

Make Public

I wanted to follow up with you regarding the offer for the above customer sent 8/13.

Please advise.

Thank you,

Make Public

Created By Angie Mathis (9/3/2014 11 10 AM)
Attorney Representation - Please Do NOT contact C, if C should call please refer C to their Attorney.

Make Public

Created By Angie Mathis (9/3/2014 11 09 AM)
Arbs-ASM notes atty receipt of offer letter via Fed Ex and signed by S. Christy on 8/15.

Arbs attached POD to case.

Make Public

Created By Angie Mathis (8/13/2014 11 09 AM)
Arbs-ASM prepared offer letter in the amount of $2,500 via Fed Ex [redacted] atty.

Arbs attached letter and docs to case.

Make Public

Created By Angie Mathis (8/13/2014 11 02 AM)
Arbs-ASM notes the following:

6 repairs reg antifreeze smell
1 repair reg ripped door panel
12 days out of service

Make Public

Created By Angie Mathis (8/13/2014 10 58 AM)
Arbs-ASM reviewed RHR:

3/19/13-3/19/13 Mileage: 3,110
1. Recall PC197
2. C/S psgr door panel ripped in corner- ordered psgr front door panel

4/16/13-4/16/13 Mileage: 3,804
Replace psgr front door panel from previous visit

8/1/13-8/2/13 Mileage: 6,755
C/S smells antifreeze - could not dup

8/14/13-8/14/13 Mileage: 6,858
C/S check for antifreeze smell - unable to dup

8/26/13-8/26/13 Mileage: 7,580
Recall PC216

10/11/13-10/11/13 Mileage: 8,662
C/S psgr seat does not move forward/backward - seat trim was caught

11/1/13-11/1/13 Mileage: 9,351
Perform ABS recall

11/22/13-11/22/13 Mileage: 10,181
C/S veh cranks but does not start, smells antifreeze - could not dup

3/28/14-3/28/14 Mileage: 13,028
1. C/S smells antifreeze - could not dup
2. C/S trans slips - could not dup

4/1/14-4/1/14 Mileage: 13,142
1. C/S smells antifreeze - ordered rad cap
2. C/S trans slips - could not dup

5/16/14-5/16/14 Mileage: 15,419
1. R1405
2. Rad cap installed from previous repair

Make Public

Created By Rebecca Morton (8/1/2014 2 46 PM)
DRTS, completed RHR, attached to case.

Make Public

Created By Rebecca Morton (8/1/2014 12 48 PM)
DRTS, rec'd ROs from Haldeman Nissan, attached to case.

Make Public

Created By Rebecca Morton (8/1/2014 11 08 AM)
DRTS, rec'd ROs from Peruzzi Nissan, attached to case.

Make Public

Created By Rebecca Morton (8/1/2014 10 49 AM)
DRTS, placed a call to Peruzzi Nissan, spoke w/Max requested ROs for V N, Max agreed

placed a call to Haldeman Nissan, spoke w/Matt requested ROs for V N Matt agreed.

Make Public

Created By Rebecca Morton (8/1/2014 9 23 AM)
Attorney Representation - Please Do NOT contact C, if C should call please refer C to their Attorney.

Previous Cases - [redacted]

Recalls/Campaigns -
CLSD PC197 PATHFINDER ECM REPRO
CLSD PC216 PTHFNDR(R52)OCS NTB13-035
CLSD R1308 R52 ABS REPRO NTB13-093
CLSD R1405 NTB14-027 OCS REPROGRAM

DRTS, in receipt of an Attorney Letter of Representation from Timothy Abeel & Associates, dated 7/31/2014, rec'd on 7/31/2014, DRTS rec'd on 8/1/2014, the letter states:

This is notification that Timothy Abeel & Associates, P.C. represents the above individual against Nissan North America for claims pursuant to the New Jersey Lemon Law, Magnuson Moss Warranty Act and the New Jersey Consumer Fraud Act. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

Please do not have any further contact with our client, only with the exception to expedite necessary warranty repairs.

Thank you for your attention to this matter. If you have any questions, please contact me at your convenience.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/1/2014	YX	BK	233500	OA
Edit | Del		ENGINE COOLING SYSTEM	RADIATOR	POOR OR MPROPER OPERATION	06	8/1/2014	YX	AE	126500	OA
Edit | Del		ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR MPROPER OPERATION	11	8/1/2014	YX	AF	134000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	12/17/2014	Kristie Tate-Paul	12/18/2014 4:01 PM
Edit | Del	[redacted]		✓	12/17/2014	Kristie Tate-Paul	12/17/2014 1:07 PM
Edit | Del			✓	12/4/2014	Kristie Tate-Paul	12/4/2014 10:23 AM
Edit | Del			✓	12/3/2014	Kristie Tate-Paul	12/3/2014 7 28 AM
Edit | Del			✓	11/12/2014	Kristie Tate-Paul	11/12/2014 3:26 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MM7DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	12/18/2014	Attorney	Approved	$6,000.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | De	[redacted]	DTS Request	Angie Mathis 9/4/2014 8:59 AM	9/4/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	76KB	1/13/2015 3:54 PM	Tammy Knotts
Edit | View | Del		431KB	12/22/2014 11:06 AM	Kristie Tate-Paul
Edit | View | Del		49KB	12/17/2014 1 06 PM	Heathre Vanriper
Edit | View | Del		1.33MB	12/17/2014 11:20 AM	Kristie Tate-Paul
Edit | View | Del		58KB	12/4/2014 10 28 AM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/22/2014 11:07 AM	Kristie Tate-Paul	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/18/2014 4:04 PM	Kristie Tate-Paul	Changed **Follow Up Date** from 12/18/2014 to **12/23/2014**.
12/17/2014 11:47 AM	Kristie Tate-Paul	Changed **Description**.

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [13] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Nicholas Stanton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/1/2014 10:30 AM
CA Multiple Repairs		Date/Time Closed	8/25/2014 12:18 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue- passenger airbag light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,195		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FERMAN NISSAN OF NORTH TAMPA	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN9D[redacted]		
Created By	Sheena Marie Dela Cruz 8/1/2014 10 30 AM	Root Cause Code	S N
Last Modified By	Veronica Moody 4/12/2015 6:00 PM	Root Cause Code (2)	
Days Closed	506	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Nicholas Stanton (8/25/2014 12 17 PM) CASE SUMMARY C called NNA requesting help in fixing the customers OSC sensors as the customer did not believe they were working properly. After speaking with the dealer and TL RCAS-NS advised c that the sensors are working properly to the standards set by the Highway safety administration. RCAS-NS provided c with the website www nhtsa gov Case closed. **********
Make Public		RCAS-NS called c to talk about the case. RCAS-NS left the website www.nhtsa gov that the customer requested in a voicemail. RCAS-NS advised c in previous conversations that at this time the seat sensors are working properly and in the guidelines of the Highway safety standards. RCAS-NS closing case as no further assistance can be provided.
Make Public		Created By Nicholas Stanton (8/22/2014 2 44 PM) RCAS-NS called c to follow up on the case. C stated Wesley Chapel preformed the software update again. and the light is currently off. C stated c would ride in the passenger side seat this weekend and make sure it is fixed. RCAS-NS thanked C for the help. RCAS-NS advised c to call RCAS back if the concern continues.
Make Public		Created By Nicholas Stanton (8/19/2014 3 32 PM) RCAS-NS called c to follow up on the case. RCAS-NS left a call back message.
Make Public		Created By Nicholas Stanton (8/14/2014 4 16 PM) RCAS-NS called c to confirm if c had taken the vehicle back into the DLR to have the airbag sensor looked at.
Make Public		Created By Nicholas Stanton (8/11/2014 3 12 PM) RCAS-NS called 2nd DLR and confirmed Wesley Chapel Nissan would look at the veh for free. ********** RCAS-NS called c and left a message stating to contact Wesley Chapel and set up an appointment to bring it in.
Make Public		Created By Nicholas Stanton (8/11/2014 3 03 PM) RCAS-NS received call from c. C stated c would like to confirm that DLR will do something different this time when looking at the airbag sensor as the customer has been to the DLR 4-5 times already. RCAS-NS advised c that RCAS would like c to take to a 2nd DLR for a 2nd look. C understood.
Make Public		Created By Nicholas Stanton (8/11/2014 1 35 PM) RCAS-NS called c to follow up on the case. RCAS-NS left a message asking if c was able to take the veh back to the DLR yet for a 2nd look. Follow up set for 8/14
Make Public		Created By Nicholas Stanton (8/8/2014 12 06 PM) Customer name : Amy
Make Public		Created By Nicholas Stanton (8/8/2014 12 06 PM) RCAS-NS called c to talk about the case.

RCAS-NS left a message.

RCAS-NS advised c that DLR would like to look at the veh again and make sure if is correct.

Created By Nicholas Stanton (8/5/2014 5 11 PM)
RCAS-NS called c to talk about the case.

Make Public

C stated c would like RCAS to look into the case and make sure the airbag sensor is working properly.

RCAS-NS advised c that RCAS would look into the case and follow up in 3 bus days.

Created By Nicholas Stanton (8/4/2014 5 55 PM)
RCAS-NS called c to talk about the case.

Make Public

RCAS-NS left a call back message.
Follow up set for 8/5

Make Public

Created By Sheena Marie Dela Cruz (8/1/2014 10 37 AM)
Vehicle Concern

Created By Sheena Marie Dela Cruz (8/1/2014 10 37 AM)
Crr-sd received call from DLR SA Jose Toledo.

SA advised that SA is calling in behalf of C, as per c's advise.
SA advised that the issue on the passenger airbag cannot be duplicated. SA advised that c called before but c was only advised to go to another nna dlr (unable to located related case) which c finds unreasonable.

Make Public

SA advised that c want the issue to be duplicated. SA is seeking help from nna to replicate the issue.

Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agreed. crr-sd offered further assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number.
Crr-sd transferring case to RCAS.

C stated the best number to contact c is [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/1/2014	WT	BK	233500	OA
Edit | De		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/1/2014	YX	BK	233500	OA
Edit | De		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	GENERAL INQU RY	QA	8/1/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/25/2014 12:18 PM	Nicholas Stanton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/22/2014 2:45 PM	Nicholas Stanton	Changed **Follow Up Date** from 8/22/2014 to **8/25/2014**.
8/19/2014 3:33 PM	Nicholas Stanton	Changed **Follow Up Date** from 8/19/2014 to **8/22/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [16] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [1] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Heather Jimenez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/1/2014 11:00 AM
CA Multiple Repairs		Date/Time Closed	8/15/2014 4:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	*Summary* C has concern with Intouch Apps and back up camera RCAS-HJ offered C either service credit or maintenance plan C declined Case escalated to Supervisor-TJ C offered (2) veh payments		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7AP7EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF THOUSAND OAKS	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$837.94	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: JN1BV7AP7EM[redacted]		
Created By	Melody Benedict 8/1/2014 11 00 AM	Root Cause Code	SDIN
Last Modified By	NNAETL 10/14/2015 12:10 AM	Root Cause Code (2)	
Days Closed	516	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heather Jimenez (8/15/2014 4 11 PM)** RCAS-HJ rec'd notification check request was approved RCAS-HJ closing case, no further assistance provided
Make Public		**Created By Heather Jimenez (8/15/2014 4 01 PM)** *Summary* C has concern with Intouch Apps and back up camera RCAS-HJ offered C either service credit or maintenance plan C declined No further assistance provided
Make Public		**Created By Heather Jimenez (8/14/2014 2 20 PM)** RCAS-HJ submitted check request ********** RCAS-HJ sending C an email as requested by C stating INF's offer **********
Make Public		**Created By Heather Jimenez (8/14/2014 2 18 PM)** RCAS-HJ submitting check request per CXM-Bob in the amount of $ 837.94 **********
Make Public		**Created By Tondia Johnson (8/14/2014 2 11 PM)** Supervisor TJ phone c at [redacted] and discussed case. Sup-Tj apologize to c for Infiniti InTouch apps not being available. Sup-TJ offered to reimburse c two monthly payments in the amount of $837.94..TJ
Make Public		**Created By William Crockett (8/14/2014 8 01 AM)** TL-WC received notice from CXM-RL regarding case. CXM approved reimbursement for 2 veh payments totaling $837 94 as a measure of customer satisfaction. (Payment confirmation attached) - Rcas-HJ to reach out to c on 8/14 to advise approval of the 2 payments and confirm mailing address.
Make Public		**Created By Heather Jimenez (8/6/2014 2 18 PM)** Customer had Sales Adv to call in to open case with INF CA regarding several concerns with veh. See previous case [redacted]
Make Public		**Created By Heather Jimenez (8/6/2014 2 17 PM)** RCAS-HJ contacted C at [redacted] 8/6/14, 2:06pm CENTRAL RCAS-HJ spoke with C RCAS-HJ advised C RCAS-HJ spoke with SM-Nicole at RTLR regarding C's concerns with veh RCAS-HJ apologized to C for the inconvenience of not having the InTouch Apps RCAS-HJ advised C currently there is not an update available for App RCAS-HJ apologized C for the concerns with veh RCAS-HJ advised C RCAS-HJ would like to offer C a service credit or maintenance plan for C's inconvenient C states those things are useless C states C wants INF to make up for INF's mistake C states INF should not have released a veh that would have so many problems RCAS-HJ apologized to C for concerns with veh RCAS-HJ advised C RCAS-HJ understands frustration RCAS-HJ advised C at this time RCAS-HJ is able to offer C a service credit or maintenance plan C states C does not want those C states C wants INF to give C something that is worth something C states INF needs to change C's lease payments RCAS-HJ apologized to C and advised C RCAS-HJ and ICA is unable to change C's lease payments RCAS-HJ advised C at this time C is being offered a service credit or maintenance plan C states C will call SM-Nicole at RTLR and then C will file a law suit for lemon law C ended call

****
RCAS-HJ closing case, no further assistance provided

Make Public
Created By Heather Jimenez (8/4/2014 5 38 PM)
RCAS-HJ contacted C at [redacted]/14 at 5:37pm CENTRAL
RCAS-HJ left vxm containing case number 15101710 and call back number 1-800-777-5101 ext. 57198
****

Make Public
Created By Heather Jimenez (8/4/2014 12 53 PM)
RCAS-HJ reviewed case with TL-WC
TL-WC advsied RCAS-HJ to offer C a service credit or maintenance plan
TL-WC advised RCAS-HJ ICA can not assist C with trading veh, C needs to speak with RTLR
TL-WC advised RCAS-HJ previous case was already escalated to management and all ICA is able to offer is either the service credit or maintenance plan
****

Make Public
Created By Heather Jimenez (8/4/2014 12 51 PM)
RCAS-HJ spoke with SM-Nicole
SM-Nicole states back up camera lines take 9 minutes to show up
SM-Nicole states C is frustrated because C does not have Intouch apps that were promised when C purchased veh
SM-Nicole states a code was found for air bag, RTLR reset 0-OSC and the veh was functioning properly
SM-Nicoel states C currently has possession of veh
RCAS-HJ thanked SM-Nicole for information
****

Make Public
Created By Heather Jimenez (8/4/2014 12 49 PM)
RCAS-HJ contacted RTLR to speak with SM-Nicole, 8/4/14 at 12:37pm CENTRAL
RCAS-HJ

Make Public
Created By Heather Jimenez (8/2/2014 1 45 PM)
RCAS-HJ noting**
RCAs-HJ searched in VROI and found following:

RO[redacted]/28/14 C states back up camera does not show line- RTLR rebooted AV unit

RO[redacted]/28/14 C states InTouch Apps do not work- RTLR advised C Intouch Apps are not available at this time

RO[redacted]/28/14 C states InTouch App on screen does not load when pressed- RTLR advised C Intouch Apps not available

RO[redacted]/28/14 C states InTouch does not display contact picture from phone- RTLR found fuctioning as designed

RO[redacted]/1/14 C states radio shuts off with no sound- RLTR could not duplicate

RO[redacted]/1/14 C states airbag light is on even when no passenger is in seat- RTLR reset 0-point of OCS, tested OCS, operating properly now

RO[redacted]/1/14 C states C can not reply to text messages- RTLR found no issue with text messaging

RO[redacted]/1/14 C states back up camera lines do no show- RTLR found back up camera operating as designed, advised C to wait for boot up of computer
****

Make Public
Created By Melody Benedict (8/1/2014 12 25 PM)
Technology Package

Make Public
Created By Melody Benedict (8/1/2014 12 23 PM)
*****RCAS HJ to review case TL WC after touching base Service Manager and customer******

Make Public
Created By Melody Benedict (8/1/2014 12 20 PM)
RCASMB received inbound call from SA Nicole with Thousand Oak INF
C called Sales Adv Nicole regarding concerns with veh and wanted SA call INF CA regarding concerns
C veh is at Thousand Oaks NF
C concerns with veh are
-Air bag light coming on even with no passenger sitting in seat
-Radio shuts off no sound. C was shown how to reboot
-Reply to text with I phone 4s not working. C was adv that features are not compatiable
-Back up camera lines taking to long to come up.
-And apps are still not available.
Sales Adv wanted to confirm if C called to CA regarding concerns.
RCASMB adv that on previous case [redacted] called to CA and case was review.
C reported concerns with technology package and apps.
C wanted for INF to reimburse 1 veh car payment and upgrade to another veh model.
C request was decline but C was offer a maintenance plan and service credit. C decline.
SA Nicole state that C wants another case open and want SA Nicole to call CA to open case.
Veh is currently with the service dept
RCASMB adv will open case to document concern and adv C that a RCAS will follow up with C within 1 business day.

C contact# [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/1/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	8/15/2014	Heather Jimenez	8/18/2014 1:53 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0P9BQ8 ref]		✓	8/14/2014	Heather Jimenez	8/14/2014 3:04 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Infiniti [ref: 00DA09j8L. 500F0P9BQ8:ref] *8/14/2014 Case #[redacted] Thank you for cont...*	[redacted]	8/14/2014 3 04 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	8/16/2014		Approved	$837 94	92GDWIL	Infiniti West Goodwill	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	395KB	8/14/2014 8:14 AM	William Crockett

Case History

Case History Help

Date	User	Action
8/15/2014 4:11 PM	Heather Jimenez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/15/2014 4 01 PM	Heather Jimenez	Changed **Description**.
8/14/2014 3 05 PM	Heather Jimenez	Changed **Follow Up Date** from 8/14/2014 to **8/18/2014**.

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Surveys

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No records to display

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Case [redacted]

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Case Comments [8] | Case Categorizations [5+] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kristie Soucek [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/1/2014 12:54 PM
CA Multiple Repairs		Date/Time Closed	8/15/2014 2:00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BOB ROHRMAN NISSAN OF CHESTERTON IN BURN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 1N4AL3AP5D[redacted]		
Created By	Vidah May Lucas 8/1/2014 12:54 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:09 AM	Root Cause Code (2)	
Days Closed	516	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Kelli Souders (8/15/2014 1 58 PM) ~~~~~~Summary~~~~~~ C called for concerns that 3 dlrs cannot duplicate. Rcas advised that until a dlr is able to verify and duplicate a concern that NNA cannot assist in anyway. C referred back to dlr. Closed file ~~~~~~ Rcas-Kelli Souders assisting Rcas-Kristie Soucek ~~~~~~ Rcas placed call to dlr. SA-Frank advised that veh has not been seen since 8/4 when fuel pump was repaired. Dlr states that no concerns further were diag at that time. ~~~~~~ Rcas placed call to c on [redacted] at 2:51pm. Left vmx apologizing for concerns. rcas advised that Rcas is not technical and relies on dlr to diag and make repairs. Rcas advised that repairs cannot be made until dlr is able to verify and duplicate concerns. Rcas advised especially with electrical concerns may have many possibilities on repairs needed. Rcas advised has to refer c back to dlr for further diag but again stated cannot assist any further until concern has been duplicated by a dlr. Rcas advised at that time if c needs further assistance can call NNA back. ~~~~~~ Closing file
Make Private	✓	
		Created By John De Castro (8/14/2014 2 19 PM) crr-jd received call from c with veh concern c stated that the following issues has not been resolved yet: - OCS - Brake light - steering wheel button are not working c is asking to speak to RCAS-KS c states that this will be the 3rd dlrshp and they still cannot diagnose the issue crr-jd apologized to c for the inconvenience crr-jd verified that C still wants to be transferred to EXT# even if call is prompted to VMX crr-jd advised C that CRR will send an internal message to RCAS regarding contact with c crr-jd offered further assistance c declined crr-jd provided case number, name and EXT# crr-jd exiting case
Make Public		
		Created By Brian Visniski (8/8/2014 8 57 AM) RCAS assisting RCAS- Kristie Soucek RCAS contacting c on [redacted] at 9:48am EST, and spoke with c. RCAS advised c that the call may be recorded for quality and training purposes. c agreed. RCAS advised c that RCAS is calling to follow up with c concerning veh repair and c stated that veh has been repaired and c stated that SA megan was fantastic and c never had to call dlr to check on veh as SA kept c informed and c stated that this is way different from other dlr that c used before and now will continue to use BOB ROHRMAN NISSAN OF CHESTERTON IN BURN and RCAS asked if c needed anything else and c stated no and RCAS read closing and made sure c had contact info for case owner and closing case. ++++++++++++++++++++++++++++++++summary++++++++++++++++++ c called CA with fuel pump concern, RCAS called dlr, RCAS called c, veh repaired, c satisfied, case closed
Make Public		
		Created By Jason Bowers (8/5/2014 11 12 AM) rcas placed call to [redacted] AT 12:12 EST rcas left vmx requesting call back
Make Public		
		Created By Jennifer Lanning (8/4/2014 5 00 PM) Rcas placed call to c [redacted]6 (only #) Rcas left VMX on case concern and provided contact info Call ended Follow up set for 8/5/14
Make Public		
		Created By Jennifer Lanning (8/4/2014 4 58 PM) Rcas placed call to dlr and spoke with SA-Megan on concern C just picked up veh. dlr replaced fuel pump C had other complaints and could not duplicate (OCS, Brake light, steering wheel button inop) Rcas thanked for info and call ended
Make Public		
		Created By Vidah May Lucas (8/1/2014 1 52 PM) Vehicle Concern
Make Public		

Make Private ✓ Created By Vidah May Lucas (8/1/2014 1 52 PM) Last Modified By Jennifer Lanning (8/4/2014 1 46 PM)

c called about veh concern
crr-vi verified info of c
c stated c took veh yesterday when it broke down on c at the side of the street cause the fuel pump is out. veh was towed to dlr.
c stated it's the 6th time c is going without the veh.
c still had issue with the passenger airbag, still had red light coming on.
c also stated that mechanism on power steering is not working and had issue before with c's driver side broke and c can't open. c stated c had nothing but issues with the veh. c was advised that dlr won't get fuel pump until monday. c stated c don't think it's fair for c to have issues with the veh when it was new. c provided dlr info:

DEALERSHIP: BOB ROHRMAN NISSAN OF CHESTERTON IN BURN
SA: Megan
ISSUE: multiple issues with veh
C'S REQUEST: c want a loaner veh until c got c's veh back.
C'S BEST PHONE NO.: ([redacted]

c stated c don't know if part is on backorder cause dlr did not tell c if it's backordered. c only knew c's fuel pump will be replaced and dlr won't have part til Monday.

crr-vi informed c that crr-vi will forward c's case to RCAS for review and RCAS will call c back within the next business day; c stated c wants case escalated cause c is not been taken care off and then hung up.
crr-vi unable to offer further assistance
crr-vi unable to provide case no.,name and ext
crr-vi forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	FUEL/INTAKE SYSTEM	FUEL PUMP	PREMATURE WEAR/FAILURE	07	8/8/2014	WA	AI	152000	OA
Edit | Del		BRAKES	REAR BRAKE LIGHTS	POOR OR IMPROPER OPERATION	12	8/15/2014	YX	AD	124500	OA
Edit | Del		BRAKES	REAR BRAKE LIGHTS	UNABLE DIAGNOSE/DUPLICATE	12	8/15/2014	WT	AD	124500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	8/15/2014	YX	BK	234000	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	8/15/2014	WT	BK	234000	OA

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Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Follow Up Call	[redacted]	✓	8/14/2014	Kristie Soucek	8/14/2014 2:29 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/15/2014 2:00 PM	Kelli Souders	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/14/2014 2:15 PM	John De Castro	Changed **Follow Up Date** from 8/8/2014 to **8/15/2014**.
8/14/2014 2:14 PM	John De Castro	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [19] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/1/2014 6 28 PM
CA Multiple Repairs		Date/Time Closed	9/19/2014 5:37 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN CHULA VISTA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 1N4AL3AP3EC[redacted]		
Created By	Ma. Jessica Alidon, 8/1/2014 6 28 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 9/19/2014 7:11 PM	Root Cause Code (2)	
Days Closed	481	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (9/19/2014 5 35 PM)** CASE SUMMARY C contacted NNA with OCS concerns. DTS inspected C's veh. Veh operates as intended. RCAS attempted to contact C three times to follow up. RCAS unable to contact C. RCAS closing case pending C contact.
Make Public		**Created By Zachary Mallett (9/19/2014 5 35 PM)** RCAS sent email requesting C contact RCAS.
Make Public		**Created By Zach[redacted] (9/19/2014 5 34 PM)** RCAS called C at [redacted], and left vmx with case number rCAS name and number requesting C return call.
Make Public		**Created By Zac[redacted] 9/16/2014 11 03 AM)** RCAS called C at [redacted] an dleft vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (9/16/2014 10 18 AM)** RCAS received email from DTS-CB stating no further inspection is necessary as veh operates as intended.
Make Public		**Created By Zachary Mallett (9/10/2014 4 18 PM)** RCAS-ZM called C at [redacted] and left vmx with case number RCAS-ZM name and number requesting C return call.
Make Public		**Created By Zachary Mallett (9/4/2014 12 07 PM)** RCAS-ZM called C at [redacted] an dleft vmx with case number RCAS-ZM name and number requesting C return call.
Make Public		**Created By Zachary Mallett (8/19/2014 3 58 PM)** RCAS-ZM called C at [redacted] C stated C's concern had not been resolved. RCAS-ZM advised c to follow DTS recommendation. C stated C had and concern persists. RCAS-ZM advised C RCAS-ZM would further review C's concern and follow up on 08/22/14. C stated C is leavign country on 08/21/14, and RCAS-zM should contact C on 09/03/14. RCAS-ZM advised c that RCAS-zM would. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (8/13/2014 4 26 PM)** RCAS-ZM called C [redacted] C stated C would make appointment. C stated C's concern occurs intermittently. RCAS-ZM advised C that C should advise DTS of concern. RCAS-ZM advised C RCAS-ZM would follow up on 08/19/14. C declined further assistance.
Make Public		**Created By Zachary Mallett (8/8/2014 5 24 PM)** RCAS-ZM called C [redacted] and left vmx with case number RCAS-zM name and number requesting C return call.
Make Public		**Created By Zachary Mallett (8/8/2014 10 09 AM)** RCAS-ZM received DTS appointment time of 08/18/14 at 10:00 am.
Make Public		**Created By Zachary Mallett (8/7/2014 6 55 PM)** RCAS-ZM called C at [redacted] RCAS-zM advised C that RCAS-ZM was still reviewing C's case. C understood. C stated light came back on again while passenger. RCAS-ZM advised C that RCAS-ZM would follow up with C on 08/08/14 with further information. C understood. RCAS-ZM offered further assistance.

C declined.
Call ended mutually

Make Public

Created By Zachary Mallett (8/7/2014 5 50 PM)
RCAS-ZM sent SDTS-JS email to review for possible DTS inspection.

Make Public

Created By Zachary Mallett (8/4/2014 6 52 PM)
RCAS-ZM called C at ([redacted]
C stated on passenger side the airbag off light comes on.
RCAS-ZM apologized and provided empathy.
C stated SA told C the OCS sensor had a design flaw.
C provided best numbe[redacted].
RCAS-ZM advised C that corporate technicians may need to look at veh.
C understood.
RCAS-ZM advised C that RCAS-ZM would review C's case.
RCAS-ZM provided C with RCAS-ZM phone number and follow up for 08/07/14.
C understood.
RCAS-ZM offered further assistance.
C declined.
Call ended mutually

Make Public

Created By Dennis Martinez (8/4/2014 3 06 PM)
RCAS Case Follow-up

Make Public

Created By Dennis Martinez (8/4/2014 3 06 PM)
crr-dm received call from c's wife[redacted] referred to as c stating that c wants an update on c's case
crr-dm verified c's contact information, nothing has changed.
crr-dm told c that rcas will contact c before the end of the business day today.
c understood.
c said that if in case rcas will not able to talk to c on both numbers on the account, rcas can leave name and call back number.
crr-dm acknowledged
crr-dm offered further assistance, c declined.
crr-dm provided name, ext and case number.
crr-dm exiting case.

Make Public

Created By Ma. Jessica Alidon (8/1/2014 6 37 PM)
Vehicle Concern

Make Public

Created By Ma. Jessica Alidon (8/1/2014 6 37 PM)
crr-ma adding note:
crr-ma asked how would c like NNA to help c.
c stated c would like the issue be fixed.
c stated c is concerned about the safety in the veh.
c stated c doesnt go with c's husband that much because c is afraid that c may be unprotected by the airbag.

Created By Ma. Jessica Alidon (8/1/2014 6 36 PM)
CRR -MA received call from c's wife,[redacted]will now be c, stating that c received a noticed about a campaign in the airbag, and c had the campaign performed. c stated the indicator light stays on and it says the passenger air bag is not on.
c stated c doesnt feel safe riding the veh. c stated when c's husband took the veh to DLR, c's husband was told that there is nothing the DLR could do.

CRR -MA verified c's name, vin, address, mileage, phone number,
email address & dlr.
Changed/Updated customer's home/mobile/work phone number to
[redacted]
crr-ma asked if the veh has been diagnosed.
c stated c brought the veh back twice, and supposedly the DLR fixed it.
c stated it worked for only a while.
crr-ma asked when was the last time c brought the veh to DLR.
c stated it was on may.
c stated c doesnt know if it was the first or second time, because it was c's husband who took the veh to DLR.

CRR -MA advised c that case will be transferred to rcas for review.
CRR -MA advised c to expect a call within the next business day.
c understood.
CRR -MA offered further assistance, c declined.
CRR -MA provided name, ext and case number.
CRR -MA leaving case open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/1/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0P9KCV ref]	[redacted]	✓	9/19/2014	Zachary Mallett	9/19/2014 5 37 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0P9KCV:ref] *9/19/2014 Case #[redacted] ,Thank you for taking the time to c...*	[redacted]	9/19/2014 5:37 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date

Edit | Del [redacted]	DTS Request	Zachary Mallett, 8/7/2014 6 59 PM	8/7/2014

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/19/2014 5 37 PM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/16/2014 11:03 AM	Zachary Mallett	Changed **Follow Up Date** from 9/15/2014 to **9/19/2014**.
9/10/2014 4:18 PM	Zachary Mallett	Changed **Follow Up Date** from 9/10/2014 to **9/15/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [2] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Maria Theresa Roque-Balisi [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 8:14 AM
CA Multiple Repairs		Date/Time Closed	8/4/2014 8:41 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,150		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WEST HILLS NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP4DC[redacted]		
Created By	Maria Theresa Roque-Balisi, 8/4/2014 8:14 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/5/2014 7:12 PM	Root Cause Code (2)	
Days Closed	527	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Racquel Aquino (8/5/2014 4 09 PM) *** [Added after the case is closed] *** *******Customer e-mail details******** email addressed to :nnaconsumeraffairs@nissan-usa com Method of contact: e- mail open campaigns: 0 c's email reads: I am on my second repair visit for this recall. What does the passenger air bag light mean if it is illuminated **********response details********** email addressed to [redacted] Method of contact: e- mail crr-ra 's resolution: crr-ra called c on [redacted] at 4:40; spoke with c advised c that call might be monitored/recorded for qty and training purposes c said veh was taken to nna dlr yesterday and wasadvised that the airbag was reprogrammed but dlr wouyld not be able to assure c that the airbag wouldnt do the same issue again since dlr said dlr is detecting c's wife as a small adult; c said cnever had issues with the passenger airbag of other vehs ; c asked for the weight limit ; crr advised c that there;s no published weight limit for airbags ; crr advised c of the ffG;
Make Public		• Unoccupied passenger's seat: The is OFF and the front passenger air bag is OFF and will not inflate in a crash. • Passenger's seat occupied by a small adult, child or child restraint as outlined in this section: The illuminates to indicate that the front passenger air bag is OFF and will not inflate in a crash. • Occupied passenger seat and the passenger meet the conditions outlined in this section: The light is OFF to indicate that the front passenger air bag is operational c understood; crr advised c that in case issue happens again.; c could either call or email back and crr would try to get back to c asap; advised cthat c might be advised to take veh back to the dlr Crr-ra provided name case number and ext;advised c that c might receive a survey crr-ra closing case
		Created By Maria Theresa Roque-Balisi (8/4/2014 8 41 AM) CRR-MR verified name, VIN, address, contact number, email, service DLR and mileage. CRR-MR received a call from C stating C is having problems with the passenger airbag light. C stated the DLR told C that the airbag light keeps coming on because C's wife only weighs about 105 lbs. C stated C wants NNA to confirm what the weight limit is.
Make Public		CRR-MR informed C that as per tech line - Weight is only a part of the equation for the OCS operation. Passenger position and weight distribution also play a key role in how the system operates. There is no published "weight limit" for this system. The most important component of the restraint system is the seat belt. The air bags are there only to supplement the effectiveness of the seat belts. This is why the air bag system is referred to as the Supplemental Restraint System or SRS. C understood then hung up. CRR-MR closing case - no further action needed at this time.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/4/2014	YX	BK	234000	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/4/2014 8:41 AM	Maria Theresa Roque-Balisi	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/4/2014 8:14 AM	Maria Theresa Roque-Balisi	Changed **Subject** to **CUSTOMER** [redacted] **HONE** ([redacted] **/IN 1N4AL3AP4DC2** [redacted]
		Changed **Home Phone** to (7 [redacted]

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Surveys Surveys Help

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Case [redacted]

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Case Comments [10] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted]duardo Mantilla [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 8:45 AM
CA Multiple Repairs		Date/Time Closed	9/5/2014 11:22 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	OCS Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF C NCINNATI	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 5N1AL0MN1DC[redacted]		
Created By	Angelica Gomez 8/4/2014 8:45 AM	Root Cause Code	SCTS
Last Modified By	System Account NNAINT, 9/5/2014 7 06 PM	Root Cause Code (2)	
Days Closed	495	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Eduardo Mantilla (9/5/2014 11 21 AM) ***Summary*** RCAS-AG inbound call from C stating C has been experiencing the passenger side air bag gauge illuminate since C purchased the veh. C stated the recall has been performed and has been reprogrammed twice, but still having the same concern. C stated C would like further assistance to this matter. C states C has been experiencing the passenger side air bag gauge illuminate since C purchased the veh. C stated the recall has been performed and has been reprogrammed twice, but still having the same concern. C states C weighs 117 lbs and C states that C has video evidence of the concern. C states C is working with the RTLR on this and they advised to contact CA to assist. C states C used to live in Tennessee (SM Mark Byrd @ Knoxville contacted SM Tom Smith about concern already) and went to a different RTLR and now C is in a different state and was advised to contact us now because C is in Cincinnati. C is bringing veh – Tom Smith is handling the diagnostic – on Thursday and RCAS plans to follow up with C on Wednesday, 8/13. RCAS spoke to FOM requesting DTS for recurring but intermittent air bag concern. C states air bag concern happens with lighter weight people in the seat. C did a video recently showing her 117 lb. sister-in-law in the seat and the air bag not coming on. C states that it does not happen all the time but happens with C pax weighing 115-125 lb. range. Per FOM after speaking with P&P Manager Chuck Ogden, etc., we are requesting DTS to do inspection for this concern. C states C has more videos from when C was in Knoxville available if DTS needs to review ,etc.
Make Private	✓	RCAS spoke with C and C confirmed that she is able to meet at 9:00 am on Wednesday, September 3rd 2014. C asked if C would be able to send DTS Jeff a link to videos that C has taken showing the concern. RCAS advised DTS, if is something DTS is able to review prior to meeting with C, to please send C an email to [redacted] or the send a link to the video evidence C states C has showing the concern occurring. C asked RCAS to request this since C does not know and/or cannot guarantee that the concern will be duplicated when DTS meets with C on 9/3/2014. RCAS advises C that RCAS will send an email to C with the request. C thanks RCAS and call ends mutually. RCAS emailed DTS Jeff Silverthorn and advised C asked if C would be able to send DTS Jeff a link to videos that C has taken showing the concern. RCAS also advises DTS that RCAS can send C an email and forward the link to DTS if DTS prefers. RCAS asks DTS to please let RCAS know so RCAS can get back in touch with C prior to the 3rd of September. RCAS spoke to C. RCAS asked C how it went with DTS Jeff. C states that C learned that C had to sit in a certain position in order for the air bag sensor to recognize someone was in seat. C appreciated having that information that had never been explained all the time C dealt with concern. C did state that concern was not able to be duplicated when DTS spoke to C. However, C states that DTS seemed very experienced with how air bag worked, etc. RCAS advised that if C had concern again to contact RCAS again if C needed assistance.
		Created By Eduardo Mantilla (9/5/2014 11 19 AM) RCAS spoke to C. RCAS asked C how it went with DTS Jeff. C states that C learned that C had to sit in a certain position in order for the air bag sensor to recognize someone was in seat.
Make Private	✓	C appreciated having that information that had never been explained all the time C dealt with concern. C did state that concern was not able to be duplicated when DTS spoke to C. However, C states that DTS seemed very experienced with how air bag worked, etc. RCAS advised that if C had concern again to contact RCAS again if C needed assistance. C thanked RCAS for all RCAS' help and call ended mutually.
		Created By Eduardo Mantilla (9/5/2014 10 45 AM)
Make Private	✓	RCAS-EM called and left vmx for C on [redacted] RCAS advised C to please contact RCAS @ 615-725-7143 M-F 8 am - 5 pm Central. RCAS set follow up for 09/08/14 pending C call back.
		Created By Eduardo Mantilla (9/3/2014 2 58 PM)
Make Private	✓	RCAS emailed DTS Jeff regarding inspection of veh completed today. RCAS will await DTS inspection report, etc. before contacting C to see how it went. RCAS will move follow up to 09/05/14 to follow up with C.
		Created By Eduardo Mantilla (8/22/2014 11 22 AM)
Make Private	✓	RCAS spoke with C and C confirmed that she is able to meet at 9:00 am on Wednesday, September 3rd 2014. C asked if C would be able to send DTS Jeff a link to videos that C has taken showing the concern. RCAS advised DTS, if is something DTS is able to review prior to meeting with C, to please send C an email to [redacted] or the send a link to the video evidence C states C has showing the concern occurring. C asked RCAS to request this since C does not know and/or cannot guarantee that the concern will be duplicated when DTS meets with C on 9/3/2014. RCAS advises C that RCAS will send an email to C with the request.

C thanks RCAS and call ends mutually.
RCAS emailed DTS Jeff Silverthorn and advised C asked if C would be able to send DTS Jeff a link to videos that C has taken showing the concern.
RCAS also advises DTS that RCAS can send C an email and forward the link to DTS if DTS prefers.
RCAS asks DTS to please let RCAS know so RCAS can get back in touch with C prior to the 3rd of September.
RCAS setting follow up for 09/03/2014 pending DTS inspection and/or if DTS requests for RCAS contact for videos prior to 9/3/14.

Make Private ✓

Created By Eduardo Mantilla (8/18/2014 4 40 PM)
RCAS spoke to FOM requesting DTS for recurring but intermittent air bag concern.
C states air bag concern happens with lighter weight people in the seat. C did a video recently showing her 117 lb. sister-in-law in the seat and the air bag not coming on.
C states that it does not happen all the time but happens with C pax weighing 115-125 lb. range.
Per FOM after speaking with P&P Manager Chuck Ogden, etc., we are requesting DTS to do inspection for this concern.
C states C has more videos from when C was in Knoxville available if DTS needs to review ,etc.
RCAS keeping original follow up date of 8/22/14 to update C, etc.

Make Private ✓

Created By Eduardo Mantilla (8/13/2014 4 53 PM)
C wants to test veh.
RCAS moving follow up back to 8/22 and will set follow up with RTLR for 8/21.

Make Private ✓

Created By Eduardo Mantilla (8/8/2014 4 25 PM)
RCAS moving follow up back to 8/13.
C wants to test veh.
FOM sent email to RTLR to get feedback, but no update as of yet.

Make Private ✓

Created By Eduardo Mantilla (8/5/2014 4 54 PM)
C states C has been experiencing the passenger side air bag gauge illuminate since C purchased the veh.
C stated the recall has been performed and has been reprogrammed twice, but still having the same concern.
C states C weighs 117 lbs and C states that C has video evidence of the concern.
C states C is working with the RTLR on this and they advised to contact CA to assist. C states C used to live in Tennessee (SM Mark Byrd @ Knoxville contacted SM Tom Smith about concern already) and went to a different RTLR and now C is in a different state and was advised to contact us now because C is in Cincinnati.
C is bringing veh – Tom Smith is handling the diagnostic – on Thursday and RCAS plans to follow up with C on Wednesday, 8/13.
C understood and agreed and call ended mutually.

Make Public

Created By Angelica Gomez (8/4/2014 8 55 AM)
Previous cases found: [redacted]
RCAS-AG verified C's name, address, phone# and V N#
RCAS checked for Recalls/Campaigns and found:
[redacted]
Safety Closed 2013-2014 - Infiniti Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS 4/11/2014
Safety Closed 2013-2014 - JX35-QX60 ABS Software Update ABS SOFTWARE UPDATE 10/16/2013 ITB13-041
Service Closed 2013 - JX35 ECM Reprogram Retailer Service Action ECM REPROGRAM A/F SENSOR 10/26/2012 ITB12-067
Service Closed 2013 - JX35 Meter Back Light and Distance to Empty Reprogramming METER BACK LIGHT 8/31/2012
Safety Closed 2013 - JX35 Fuel Sender FUEL TANK HOSE 8/14/2012 ITB12-048

RCAS-AG inbound call from C stating C has been experiencing the passenger side air bag gauge illuminate since C purchased the veh. C stated the recall has been performed and has been reprogrammed twice, but still having the same concern. C stated C would like further assistance to this matter.

RCAS advised C a case has been created and concern documented. RCAS advised a Regional Specialist will contact C before the end of business on 8/5/14. >> C understood and stated could be contacted at phone# [redacted]
RCAS provided name and case#.
Call ended amicably.
~

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/5/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Eduardo Mantilla, 8/18/2014 4 36 PM	8/18/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	81KB	9/5/2014 3 39 PM	Eduardo Mantilla

Case History

Case History Help

Date	User	Action
9/5/2014 11 22 AM	Eduardo Mantilla	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/5/2014 10:45 AM	Eduardo Mantilla	Changed **Follow Up Date** from 9/5/2014 to **9/8/2014**.
9/3/2014 2 58 PM	Eduardo Mantilla	Changed **Follow Up Date** from 9/3/2014 to **9/5/2014**.

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Case [redacted]

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Case Comments [16] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Jessica Lee [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 9 39 AM
CA Multiple Repairs		Date/Time Closed	10/14/2014 12:57 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh. concern: airbag light issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ARDMORE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP1EN[redacted]		
Created By	Rowena Godoy, 8/4/2014 9:39 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:10 AM	Root Cause Code (2)	
Days Closed	456	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jessica Lee (10/14/2014 12 57 PM) **Case Summary** C contacted NNA CA to request assistance with the air bag light coming on. RCAS-JL took over case to see how DTS appointment went. C states that c does not want the veh and is obtaining a lawyer.
Make Public		**Created By Jessica Lee (10/14/2014 12 56 PM)** RCAS-JL placed outbound call to c a[redacted] RCAS-JL states that RCAS-JL is the new case owner for c's case. RCAS-JL advised c that this call may be recorded for quality and training purposes. RCAS-JL asked how the appointment with DTS went. C states that DTS wanted to put more sensors in the veh. C states that there is concerns with the air bag light and the radio. C states that the veh is not safe. C states that c did not let DTS put the sensors in the veh. C states that c does not want the veh anymore. C states that c has children and does not feel safe with the children in the veh. RCAS-JL asks if RCAS-JL can assist c. C states no. C states that c has obtained a lawyer. C states that c does not want the veh. RCAS-JL states that since c has obtained legal council that c's lawyer will know who to contact next. C thanked RCAS-JL. call ended mutually.
Make Public		**Created By Joseph Shively (9/22/2014 9 48 AM)** (NOTE: C's VMX from below was in relation to RCAS-JS touching base with C to make sure no issues existed that would affect DTS appointment.)
Make Public		**Created By Joseph Shively (9/22/2014 9 46 AM)** RCAS-JS received VMX from C stating 9/25 at 10am worked for C. RCAS-JS setting follow-up for Wednesday. **********
Make Public		**Created By Joseph Shively (9/18/2014 1 30 PM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number. RCAS-JS requested C return call, otherwise RCAS-JS would call C Monday. **********
Make Public		**Created By Joseph Shively (9/16/2014 9 17 AM)** RCAS-JS placed outbound call to DLR at (610) 649-4400 ********** RCAS-JS spoke with new SM-Matt Talley (SM-MT). RCAS-JS informed SM-MT of DTS inspection on 9/25 at 10am. **********
Make Public		**Created By Joseph Shively (9/5/2014 3 16 PM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS asked C if DLR had resolved C's concerns. C declined. RCAS-JS informed C DTS would arrive 9/25 at 10am.

C thanked RCAS-JS, requested to be reminded in advance.
RCAS-JS set follow-up for 9/18/14.
****

Make Public

Created By Joseph Shively (9/2/2014 11 19 AM)
RCAS-JS received inbound call from C a[redacted]
****
C stated C will be taken VEH to DLR Thursday.
RCAS-JS stated RCAS-JS would investigate further internal resources available to address C's concerns.
C stated if C does not feel safe in VEH, C will contact attorney.
RCAS-JS stated RCAS-JS understood and that ensuring the safety of C's VEH is a priority of NNA.
RCAS-JS set follow-up for Friday.
Call ended mutually.
****

Make Public

Created By Joseph Shively (9/2/2014 11 08 AM)
RCAS-JS placed outbound call to C at[redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would C Wednesday.
****

Make Public

Created By Joseph Shively (8/29/2014 8 10 AM)
RCAS-JS placed outbound call to C a[redacted]
****
C answered and then terminated call.
Setting follow-up for Tuesday.
****

Make Public

Created By Joseph Shively (8/27/2014 1 21 PM)
RCAS-JS placed outbound call to C at[redacted]
****
C stated VEH had last been in DLR two weeks ago.
C stated C would take VEH back to DLR Friday.
Follow-up set for Friday.
Call ended mutually.
****

Make Public

Created By Sheryll April Joy Perez (8/26/2014 8 00 AM)
RCAS Case Follow-up

Make Public

Created By Sheryll April Joy Perez (8/26/2014 8 00 AM)
reopened case as per customer callback

crr-sp received a call from c and provided case no
crr-sp verified that there are no changes in c's contact information
c stated that c has a video with 48 year old adult and airbag light is still off, c also have video with kids and airbag light is still off
crr-sp informed c that crr willr eopen case and rcas will call c within the day as per SOP 2.4; c understood

best phone no to reach c[redacted]

crr-sp- asked for further assistance; c declined
crr-sp- gave name and ext
crr-sp- exiting case

Created By Joseph Shively (8/5/2014 3 24 PM)
CASE SUMMARY:

C experienced concern regarding airbag sensor. C brought VEH to DLR. DLR was unable to replicate concern. DLR stated VEH functioned as designed. RCAS-JS informed C airbags deploy based on OCS determination of safety to passenger.
****

Make Public

****
RCAS-JS placed outbound call to C [redacted]
RCAS-JS informed C RCAS-JS had spoken with DLR, and that system was found to be operating as designed.
C stated C could not comprehend how system was functioning as designed.
RCAS-JS stated that airbag OCS determines whether or not to activate airbags from many factors.
C continued to express prior sentiments regarding disbelief that system could be functioning as designed.
RCAS-JS informed C that in specific instances, not deploying airbags is deemed safer than airbag deployment.
C stated C would contact lawyer regarding matter.
RCAS-JS thanked C for his time.
Call ended mutually.
****

Make Public

Created By Joseph Shively (8/4/2014 2 56 PM)
RCAS-JS placed outbound call to DLR at (610) 649-4400
PREVIOUS RELATED CASES FOUND: None
PREVIOUS UNRELATED CASES: None
CHECKED FOR OPEN RECALLS/CAMPAIGNS/ETC & FOUND: None
****
RCAS-JS requested Service Dept, spoke with SA-Mark Davis (SA-MD).
RCAS-JS received history of VEH from DLR database:

4/30/14 - DLR performed recall R14050 (reprogramming C mentioned).
7/10/14 - C came to DLR regarding A/C concerns.
7/25/14 - C came to DLR regarding airbag issue. DLR contacted TECHLine, performed zero point reset per TECHLine advice. Changed part no. 988533JA0A. Advised VEH would require further diagnostics should concern persist.
7/30/14 to 8/1/14 - C stated airbag issue had resurfaced, but DLR was unable to duplicate.
Went for ride with C and contacted TECHLine.

RCAS-JS thanked SA-MD for time.
Call ended mutually.
****

Make Public

Created By Rowena Godoy (8/4/2014 10 39 AM)
crr-rg received a call from c, stated that c's passenger airbag light's not working properly. c told that c just bought the veh. 2 months ago
crr-rg verify c's Name, Mailing Address, Contact Number (s) & Email Address, VIN
c told that c had it reset on 07/14 by dlr, but before that , c's dlr also previously had it reprogrammed, but c told that it's still not working properly
c also was able to have veh checked by SA Ken Mcfadyen
c told that c didn't buy this veh. to have it always checked at dlr, & c don't feel safe driving the veh. anymore
crr-rg told c that c's case will be escalated
to RCAS for further review and assistance,
CRR-RG advised c that will receive a call back before the end of the next business day c agreed.
CRR-RG ask c to provide the best number,
c provided contact #[redacted]
CRR-RG offered fur[redacted] declined.
CRR-RG provided a brief call recap, name, case number, and ext number
CRR-RG thanked C for calling Nissan Consumer Affairs
CRR-RG forwarding the case to RCAS

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del CC-7914116	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/4/2014	YX	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Joseph Shively, 9/2/2014 11:17 AM	9/2/2014

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/14/2014 12:57 PM	Jessica Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 8:33 AM	Brittney Smith	Changed **Follow Up Date** from 9/24/2014 to **10/15/2014**.
10/14/2014 8:33 AM	Brittney Smith	Changed **Case Owner** from Lauren Bowling to **Jessica Lee**.

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Surveys Surveys Help

No records to display

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NISSAN Search.. Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [11] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jennifer Lanning [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 9:57 AM
CA Multiple Repairs		Date/Time Closed	8/11/2014 1:54 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vehicle concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	14,667	Related Vehicle Make	Nissan
Current Mileage	24,484		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	6
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JAMES CERANTI NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/5/2014
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP2D[redacted]		
Created By	Sheryll April Joy Perez 8/4/2014 9 57 AM	Root Cause Code	SCSV
Last Modified By	Veronica Moody, 4/12/2015 4:57 PM	Root Cause Code (2)	SCIN
Days Closed	520	Action Code	NT4A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jennifer Lanning (8/11/2014 1 53 PM)** ***CORRECTION COMPLA NT WAS NN DUPLICATION OF OCS/OPERATING NORMAL
Make Private	✓	**Created By Jennifer Lanning (8/11/2014 1 52 PM)** SUMMARY********** C CALLED INTO NNA UPSET OVER REPA RS NEEDED AND PART ON BACKORDER. C REQUESTED RENTAL AND WAS TOLD CAN BE REVIEWED FOR REIMBURSEMENT. C DECL NED AND REQUESTED REPURCHASE. C UPSET OVER 10 DAYS. RCAS PROV DED FOLLOW UP AND C TRADED VEH. CASE CLOSED **********
Make Private	✓	**Created By Jennifer Lanning (8/11/2014 1 50 PM)** Rcas placed call to c #6[redacted]5 Rcas spoke with c and explained RHR still in review C advised traded out of veh and into new veh. C states no longer pursuing RHR Rcas agreed to note C declined further assistance and call ended Case closed
Make Private	✓	**Created By Jennifer Lanning (8/11/2014 11 16 AM) Last Modified By Jennifer Lanning (8/11/2014 11 18 AM)** Rcas placed call to dlr and spoke with SA-Lynn Rcas advised still needs ROs SA agreed to send and was provided fax info. Rcas thanked and call ended
Make Private	✓	**Created By Jennifer Lanning (8/7/2014 11 46 AM)** Rcas placed call to c #[redacted] Rcas left VMX on case advising providing follow up on case as did not get call from c daughter Rcas inquired as to how c would like to proceed and set follow up for 8/11/14
Make Private	✓	**Created By Jennifer Lanning (8/5/2014 4 23 PM) Last Modified By Jennifer Lanning (8/5/2014 4 23 PM)** Rcas placed call to c[redacted] Rcas spoke with c and verified c concerns Rcas explained that spoke with dlr who advised on repairs completed C states has had concerns since purchase in 02/2014 Rcas explained will work with dlr to resolve and make sure dlr utilizes resources C states really does not want veh anymore Rcas explained to c of RHR process for review Rcas advised will collect info on svc history and submit for review by ARBS Rcas explained can take up to 10 business days c finds to be unacceptable and cannot be without veh Rcas advised can see if dlr as Loan veh, or c can get rental and Rcas can review at later point for reimbursement C not satisfied and feels is Nissan responsibility as c has warranty. Rcas explained loan and rentals are not covered under warranty unless c purchased extended warranty Rcas apologized but cannot provide c with rental and cannot speed up RHR process C states Rcas is saying c and family need to get rid of all Nissan veh as Nissan is doing nothing Rcas explained is not what Rcas advised C asked what c is supposed to do Rcas advised c can do whatever c wants to do. C feels is a bad answer and wants Rcas to talk to c daughter C could not get in touch with daughter C states daughter will call c Rcas explained may not be available when calls back Rcas was informed is Cathy Williams Rcas provided contact info and call ended
Make Private	✓	**Created By Jennifer Lanning (8/5/2014 3 57 PM)** Rcas placed call to dlr and spoke with SM-Robbie as c SA-Lynn not currently in Rcas verified c concern and veh was in 7/21/14 C had concern of Check engine light, veh jerking, noise from LF tire and dlr performed campaign Rcas asked to be faxed over all ROs SM agreed and call ended
Make Public		**Created By Sarah Jane Iglesia (8/5/2014 3 44 PM)** RCAS Case Follow-up
Make Public		

Created By Sarah Jane Iglesia (8/5/2014 3 44 PM)
CRR-SI received a call from c following-up on the case.
CRR SI verified that there are no changes on contact information. C gave [redacted] e best phone number to reach c.

CRR-SI told c that c's case is already escalated to RCAS and today is the follow up date.
CRR-SI told c that c will be contacted within the business by a Specialist. C understood.
CRR-SI offered further assistance, c declined.
CRR-SI gave name & extension.
CRR-SI exiting case.

Make Public

Created By Sheryll April Joy Perez (8/4/2014 10 12 AM)
vehicle concern

Make Private ✓

Created By Sheryll April Joy Perez (8/4/2014 10 11 AM) Last Modified By Jennifer Lanning (8/5/2014 9 09 AM)
crr-sp received a call from c stating that veh has been in and out of the dealer for the same issue
crr-sp verified c's information
crr-sp informed c that there is an open recall on c's veh about the Nissan Occupant Classification System Module Reprogramming and advised c to bring veh to a nissan dlr to have the campaign performed; c understood
crr-sp c stated that veh has been in and out of the dlr for the same issue . c said that veh was squeaking and dlr replaced struts, then veh was jerking and c took veh back to dlr and kept veh for 2 weeks but veh is not repaired beh is still jerking.
c said that c doesnt have veh to go to work , and c is taking risk to use veh
crr-sp informed c to pay out of poket first for a rental veh and c cut off saying that c doesnt want to pay out of pocket and then be reimbursed
c said that c is frustrated and c doesnt want veh anymore and wants money back as veh is no longer safe

dlr JAMES CERANTI NISSAN
best phone no to reach c: [redacted]

crr-sp informed c that case will be forwarded to RCAS for review and c will receive a call back within the end of the next business day; c understood
crr-sp asked for further assistance; c declined
crr-sp gave name, ext and case no
crr-sp leaving case open
crr-sp setting follow-up date to: 8/5/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/11/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/11/2014	WT	BK	233500	OA
Edit | Del		NISSAN PRODUCT NQUIR ES	ALTIMA	CRITICISM	QF	8/11/2014	ZH	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	450KB	8/11/2014 12:26 PM	Jennifer Lanning

Case History

Case History Help

Date	User	Action
8/11/2014 1:54 PM	Jennifer Lanning	Changed Case Record Type from CA to CA Closed Case.
		Changed Status from Open to Closed.
		Closed.
8/7/2014 11:44 AM	Jennifer Lanning	Changed Follow Up Date from 8/7/2014 to 8/11/2014.
8/5/2014 4 23 PM	Jennifer Lanning	Changed Follow Up Date from 8/5/2014 to 8/7/2014.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [36] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 10:20 AM
CA Multiple Repairs		Date/Time Closed	9/2/2014 8 39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00048537

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Consumer Affairs voluntarily settled with this customer due to 3 visits for the airbag light with 24 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,470		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WESTON NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	8/7/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$3,000.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/8/2014	Vehicle Service Contract	
RHR Completed	8/8/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: R[redacted] VIN: 1N4AL3AP7DN[redacted]		
Created By	Joshua Lemus 8/4/2014 10:20 AM	Root Cause Code	SCSH
Last Modified By	System Account NNAINT, 9/2/2014 7 01 PM	Root Cause Code (2)	
Days Closed	498	Action Code	NT9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Amanda Johnson (9/2/2014 8 39 AM)** ARBS notes FedEx tracking: - 9/02/2014 - Tuesday 9 02 am Delivered FORT LAUDERDALE, FL Left at front door. Package delivered to recipient address - release authorized Signature release on file ARBS closing case
Make Public		**Created By Amanda Johnson (8/29/2014 10 25 AM)** ARBS notes FedEx tracking: - 8/29/2014 - Friday 9 21 am Delivery exception MIRAMAR, FL Customer not available or business closed
Make Public		**Created By Amanda Johnson (8/28/2014 1 57 PM)** check out
Make Public		**Created By Amanda Johnson (8/26/2014 1 43 PM)** Consumer Affairs voluntarily settled with this customer due to 3 visits for the airbag light with 24 days out of service. CST00048537 - Consumer Affairs voluntary settlement CR0132000 in the amount of $3,000 made payable to Raul Felipe Agualimpia for the agreed upon settlement amount after receipt of signed settlement agreement. ARBS notes FedEX label [redacted]ut 8/28, indirect signature required, overnight) ARBS setting follow up for 8/29
Make Public		**Created By Amanda Johnson (8/26/2014 11 19 AM)** ARBS rec'd signed settlement agreement. Attached.
Make Public		**Created By Amanda Johnson (8/25/2014 3 14 PM)** ARBS setting follow up for 9/25 pending receipt of signed settlement agreement
Make Public		**Created By Amanda Johnson (8/25/2014 3 12 PM)** ARBS sent attached settlement agreement to c: Mr. [redacted] We are happy to hear that your vehicle is repaired and that you would like to keep your vehicle. Please see the attached Settlement Agreement for your consideration and signature with notary. Please let me know if you have any questions. You may scan and email the agreement back to me or fax it to 615.984.5839. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Amanda Johnson (8/25/2014 3 07 PM)** ARBS rec'd vmx from c stating he thinks he will go with the $3,000 because his vehicle has been repaired. Call back @[redacted] ARBS called c @[redacted] o confirm that he wants to keep his vehicle and rec a check for $3,000. C confirmed. C states he believes it has been repaired and knows it is still under

warranty. ARBS thanked and confirmed email address:

anacris7@bellsouth.net

ARBS advised ARBS will send settlement agreement today so the c has some time to go over it. C will need to have it notarized and send it back to ARBS. C thanked. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (8/25/2014 8 27 AM)
ARBS called [redacted] to find out if c knows which route he would like to go. Spoke to c. C states he is going to stop by the NNA dlr to check on the veh. C states he is still not sure. ARBS told the c to take his time. C thanked. C asked for explanation again. ARBS explained settlement, replacement, and repurchase. C states he will call this afternoon. ARBS thanked. The call ended mutually.

Created By Amanda Johnson (8/20/2014 1 06 PM)
ARBS rec'd email from NMAC:

Hi Amanda,

Below is the payment/payoff information that you requested.

SR[redacted]
Account#[redacted]
Customer:[redacted]
Payoff amount is $22442.18 good thru 9/1/2014
Payments received 12
Payment amount $289.74
Recent payment received on 8/1/2014 in the amount of $289.74

Thanks,

_____
Israel Ramos
Fulfillment and Correspondence

Make Public

Created By Amanda Johnson (8/19/2014 10 57 AM)
ARBS rec'd fax from c, attached welcome letter from NMAC, lienholder release, lease agreement, and registration to case

Make Public

Created By Amanda Johnson (8/19/2014 10 39 AM)
ARBS rec'd email from NMAC:

Good Morning Amanda,
Yes to SOC.
Account number is [redacted]

_____
Anna Fraley
Nissan Motor Acceptance Corporation
Quality Assurance Specialist

Created By Amanda Johnson (8/19/2014 9 50 AM)
ARBS emailed NMAC-AF:

Good morning!

Would an SOC be okay for

Make Public

[redacted]
1N4AL3AP7D[redacted]

Thanks!

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (8/19/2014 9 50 AM)
ARBS emailed NMAC Payoffs:

Good morning!

Could you provide me with the payoff for

Make Public

[redacted]
1N4AL3AP7D[redacted]

Thanks!

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (8/19/2014 9 49 AM)
ARBS rec'd vmx from c asking for call back @ [redacted]

Make Public

ARBS called c @[redacted] spoke to c. C states he has some questions. C states he got the letter.
C states the lienholder is NMAC because it is a lease.
C wants to know about the settlement. C states his warranty would continue? ARBS confirmed.
C asked if he could just return the veh and how much he would get back. ARBS explained repurchase.
C asked if the settlement is negotiable. ARBS advised that the three offers are in the letter. C thanked.
C states he will send the documents and then decide what to do. ARBS thanked. The call ended mutually.

Created By Amanda Johnson (8/19/2014 9 29 AM)
ARBS notes tracking information:

Make Public

- 8/12/2014 - Tuesday
9 23 am
Delivered
FORT LAUDERDALE, FL
Left at front door. Package delivered to recipient address - release authorized

Created By Amanda Johnson (8/11/2014 9 49 AM)
ARBS called c @[redacted] line busy.
ARBS called again, line busy

Make Public

ARBS called c @[redacted] to advise that NNA would like to replace the veh. Spoke to c. Advised that a letter was sent to his home. C states he is on vacation right now and would rather wait to discuss details when c gets letter. ARBS agreed.
C states he may want to get a different Nissan. ARBS explained that c would have to allow us to repurchase the veh if that is the case, as we can only replace a leased veh with a comparable one. C thanked.
C states he will get the letter when he gets home this weekend and call ARBS next week. ARBS thanked. The call ended mutually.

ARBS setting follow up for 8/20 pending c call back

Make Public

Created By Amanda Johnson (8/11/2014 9 37 AM)
ARBS sent attached replacement intent letter via FedEx [redacted]

Make Public

Created By Amanda Johnson (8/11/2014 9 32 AM)
ARBS taking over case

Created By Amanda Johnson (8/11/2014 9 27 AM)
ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR, dlr:

Open date 09/04/13... Mileage 78... RO [redacted] 1 day down
Concerns:
1. TPMS light is on
2. Perform recall PC212
Actions:
1. Replaced R/F sensor
2. Complete

Open date 09/11/13... Mileage 312... RO [redacted]... 2 days down
Concern: Horn did not sound when pressing
Action: Resize and refit wire harness pin contacts. Cleaned contacts

Open date 12/02/13... Mileage 3,198... RO [redacted]. 2 days down
Concerns:
1. Humming noise from under hood when veh is running
2. Right side under veh lighting stays on for extended time after veh is shut off
3. Passenger airbag turns off when normal size person sits in seat
4. Cover for power point under radio came off
Actions:
1. Normal noise
2. Repaired wiring harness
3. Unable to duplicate. Performed zero point reset
4. SOP

Open date 02/05/14... Mileage 4,428... RO [redacted]. 1 day down
Concern: Cap for accessory jack NOP
Action: Replaced cap

Open date 04/24/14... Mileage 5,774... RO [redacted]... 1 day down
Concerns:
1. Veh will not start
2. Whining from under hood when turning either direction
3. Perform recall R1405
Actions:
1. Replaced battery
2. Repaired per TSB for H-EPS
3. Complete

Make Public

Open date 06/18/14... Mileage 8,103... RO [redacted]... 1 day down
Concern: Passenger airbag light shows "airbag off" when there is nothing in seat
Action: Performed zero point reset

Open date 06/20/14... Mileage 8,173... RO [redacted] 14 days down
Concerns:
1. Both front windows and door lock switch is NOP
2. Door locks INOP
Actions:
1. Replaced driver's side door harness. Replaced window master switch
2. Replaced BCM

Open date 08/05/14... Mileage 8,470... RO [redacted]... 2* days down
Concerns:
1. TPMS light is on. Doesn't register pressure in dash
2. Airbag light turns off when no one in seat
Actions:
1. replaced right rear tire sensor
2. replaced air bag module assembly

ARBS notes in-service date of 9/2/2013
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes techline cases 14862698 and 15125818
ARBS notes no previous CA cases, no CSTs, no CRs, no DTS

ARBS notes no additional entries in Salesforce except pre-delivery
ARBS notes entries in CPIA:
[redacted] above
ARBS notes 148420 is still open and not in either Salesforce or CPIA

ARBS notes 24 days down with
2 visits for TPMS light – replaced RF sensor, replaced RR sensor
1 visit for horn inop - Resize and refit wire harness pin contacts. Cleaned contacts
2 visits for humming noise – NPF, Repaired per TSB for H-EPS
1 visit for under veh lighting staying on - Repaired wiring harness
3 visits for airbag light - Performed zero point reset, Performed zero point reset, replaced air bag module assembly
2 visits for power cap – replaced
1 visit for no start - Replaced battery
1 visit for window switches inop - Replaced driver's side door harness. Replaced window master switch
1 visit for door locks inop - Replaced BCM
ARBS notes 8 visits total with 12 warrantable repairs

Make Public

Created By Amanda Johnson (8/11/2014 9 18 AM)
ARBS notes comment that veh was picked up on 8/7
ARBS called dlr @ 954 888.6800 to find out what was done on RO [redacted] Asked for Nissan service. Transferred.
Advised of reason for call. Transferred.
Spoke to Damien. Advised of reason for call. Held.
Provided last 8 of VIN.
Dlr states one tire pressure sensor was replaced as well as an air bag module assembly. ARBS thanked for the information. The call ended mutually.

Make Public

Created By Eric Cuthrell (8/8/2014 3 24 PM)
***DRTS received the RHR. The RHR was assigned to ARBS-Amanda Johnson for review.

Make Public

Created By Jonathon Spurling (8/8/2014 12 57 PM)
rcas-jonathon spurling assisting
rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR
rcas completed and submitted RHR

Make Private ✓

Created By Service Manager (8/7/2014 9 43 AM)
FAXED ALL COP ES OF RO'S TO JOSH — CUSTOMER VEHICLE IS REPAIRED AT THIS TIME AND CUSTOMER HAS PICKED UP THE VEHICLE===8-7-2014

Make Private ✓

Created By Joshua Lemus (8/7/2014 9 23 AM)
RCAS emailed CSM-David Mackay RHR details

RCAS submitted RHR to RCAS-Jonathon Spurling

Make Private ✓ **Created By Joshua Lemus (8/7/2014 8 30 AM)**
RCAS made out bound call to [redacted] at 9 28am Est
RCAS advised the C that the information on the veh has been collected & advised the C that the case is still being reviewed & RCAS will contact the C on 8/12/14
C understood

Make Private ✓ **Created By Joshua Lemus (8/7/2014 8 22 AM)**
RCAS made out bound call to [redacted] at 9 20am Est
RCAS spoke with SA-Josh
RCAS asked for the C copy of the RO's on the veh
SA understood & asked for fax #
RCAS provided [redacted]
SA understood

Make Private ✓ **Created By Joshua Lemus (8/6/2014 2 31 PM)**
RCAS emailed FOM-Pete Sczcyrba for help collecting RO's

Make Private ✓ **Created By Joshua Lemus (8/6/2014 1 46 PM)**
RCAS made out bound call to [redacted] at 2 37pm Est
RCAS spoke with SA-Adrian
RCAS asked the following

How many times has the c's vehicle been in for repairs? 0
What repairs were performed? 0
How many days has the vehicle been kept out of service at the dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders that contain the technician time stamps.
Has Techline been involved? No
Has the Dealer Technical Specialist (DTS) been involved? 0

SA states that the C's veh was only there for a campaign
RCAS understood & asked if the SA can send the C copy of the RO on the veh
SA transferred RCAS to the SM's VMX

Make Private ✓ **Created By Joshua Lemus (8/6/2014 1 37 PM)**
RCAS made out bound call to [redacted] at 2 35pm Est
RCAS left VMX for SM to contact RCAS at 1-800-343-6913 ext 457364

Make Private ✓ **Created By Joshua Lemus (8/6/2014 11 21 AM)**
RCAS made out bound call to [redacted] at 12:10pm Est
RCAS spoke with SA-Damian
RCAS asked why the RO was kept open for so long
SA transferred RCAS to the SM
RCAS asked why the RO was kept open for so long
SM states because parts had to be ordered, SM states the veh was at the dlrshp & the C was in a rental
SM states that there was corrosion in the doors & every time something would be fixed something else would go bad
RCAS understood
SM states that the last RO on the veh is still open
RCAS understood

Make Private ✓ **Created By Joshua Lemus (8/6/2014 11 03 AM)**
RCAS made out bound call to [redacted] at 11:59am Est
RCAS spoke with SA-Barbara
RCAS asked to speak with the SM
RCAS left SM-Bryan VMX requesting call back at 1-800-343-6913 ext 457364

Make Private ✓ **Created By Joshua Lemus (8/5/2014 1 30 PM)**
RCAS made out bound call to [redacted] at 2:18pm Est
RCAS spoke with SA-Darrel
RCAS asked to speak with the SM
RCAS spoke with SM-Denny
RCAS asked the SM the following

How many times has the c's vehicle been in for repairs? 8
What repairs were performed? BCM replaced a long with Wiring repairs, battery replacement, install bracket for whining noise in the power steering, OCS sensor campaign, accessory socket was replaced, repaired wiring harness, replaced horn pad & airbag module, replaced tire pressure sensor
How many days has the vehicle been kept out of service at the dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders that contain the technician time stamps.
Has Techline been involved? Yes
Has the Dealer Technical Specialist (DTS) been involved? Yes DTS was at the dlrshp looking at another veh & the C's veh was looked at but techline has not recommended a DTS.

RCAS asked for the C copy of the RO's & the open RO
SM understood & asked for fax #
RCAS provided fax # 615-984-5753
SM understood

Make Private ✓ **Created By Juanita Orona (8/5/2014 12 07 PM)**
SRCAS-Juanita Orona received a call from c stating wants to speak with: RCAS- JL. C states took veh for diagnostic.
SRCAS asked c if any contact information such as address or phone #'s have changed, c stated: All remains the same.
SRCAS was advised by RCAS-JL that RCAS is on break. SRCAS understood.
Agent became available.
SRCAS asked c to hold 1-2 min (2x's) c agreed each time.
C was transferred to RCAS-JL for further assistance.
SRCAS provided c with RCAS'S name & extension.
SRCAS exiting case.

Make Private ✓ **Created By Joshua Lemus (8/5/2014 12 06 PM)**
RCAS received call from the C stating that the C took the veh to the service department, C states that the passenger airbag was the concern again & the dlrshp tried to reprogramming the sensor but the dlrshp was unable to repair it & the dlrshp put the C into a rental veh
RCAS understood & advised the C that RCAS will keep in contact with the dlrshp & will follow up with the C on 8/7/14
C understood

Make Private ✓ **Created By Joshua Lemus (8/4/2014 10 34 AM)**
RCAS-JL checked for previous related cases: [redacted]
RCAS-JL checked for previously unrelated cases: None
RCAS-JL verified name, address, primary and alternate phone #, C's VIN number, email address, mileage, how veh was acquired, Srv Dlr
RCAS-JL checked for open recalls/campaign found: None

RCAS-JL received call from C stating that the C has gone to the dlrshp about 4 or 5 times to the dlrshp
C states that the last time the C went the whole electrical system was changed, C states the battery & sensors have been replaced. C states that the C met with the seller & the C was advised to file the lemon law.
RCAS asked the C how can NNA assist the C
C states that the C doesn't want the veh & states that the C is tired of going to the dlrshp. C states that the veh has always had electrical concerns, C states that the TPMS light is currently on & states that today the C was talking on the Bluetooth on in the veh & the radio turned off randomly
C states that the C would either like to change the veh or return the veh

RCAS apologized for the inconvenience & asked the following

Why does c want to return the vehicle to Nissan North America? C states because the veh has too many electrical concerns & the C is tired of the veh
Where is the vehicle currently? With the C
Where was the vehicle purchased? WESTON NISSAN
Was it purchased new or used? New
If used, when was the vehicle purchased?
Where is the vehicle serviced? WESTON NISSAN

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? No

RCAS advised the C that the RHR process takes up to 10 business days & advised the C that the decision will be ready on 8/18/14
C understood
RCAS advised the C that RCAS cannot guarantee that the veh will be exchanged or bought back & advised the C that RCAS will be contacting the C on 8/7/14 with a case update
C understood

C states that the C has an appointment with the dlrshp tomorrow because the C went in today but the dlrshp was too busy
RCAS understood

RCAS-JL provided C with name, extension 457364, & case number #
RCAS-JL offered further assistance C was satisfied and declined the further assistance
RCAS-JL thanked C for calling Nissan C.A

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7943759	TIRE/WHEEL	TIRE (TIRE/VALVE/TUBE)	GENERAL INQUIRY	QA	8/26/2014	ZR	BO	254500	OA
Edit | Del	CC-7943760	BODY ELECTRICAL	HORN	PREMATURE WEAR/FAILURE	11	8/26/2014	WA	AC	114000	OA
Edit | Del	CC-7943761	STEER NG	POWER STEER NG PUMP	POOR OR MPROPER OPERATION	01	8/26/2014	YX	BM	245500	OA
Edit | Del	CC-7943762	BODY ELECTRICAL	BODY WIRING HARNESS	POOR OR MPROPER OPERATION	11	8/26/2014	YX	AC	112000	OA
Edit | Del	CC-7943763	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/26/2014	YX	BK	233500	OA

Show 4 more » | Go to list (9) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	FedEx tracking	[redacted]	✓	9/2/2014	Amanda Johnson	9/2/2014 8 39 AM
Edit | Del	Review Approved Check Request		✓	8/26/2014	Amanda Johnson	8/27/2014 7 38 AM
Edit | Del	CST/CR		✓	8/26/2014	Amanda Johnson	8/26/2014 1:45 PM
Edit | Del	c decision?		✓	8/25/2014	Amanda Johnson	8/25/2014 8 38 AM
Edit | Del	RHR Review Complete		✓	8/8/2014	Joshua Lemus	8/11/2014 10:51 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00048537	DRT Resolution	1N4AL3AP7DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0132000	514042	8/27/2014	Customer	Approved	$3,000.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	1.05MB	10/2/2014 3 06 PM	Amanda Johnson
Edit | View | Del		67KB	9/17/2014 8:12 AM	Tammy Knotts
Edit | View | Del		54KB	8/26/2014 11:18 AM	Amanda Johnson
Edit | View | Del		24KB	8/25/2014 3:13 PM	Amanda Johnson
Edit | View | Del		35KB	8/25/2014 3 03 PM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/2/2014 8 39 AM	Amanda Johnson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/29/2014 10:25 AM	Amanda Johnson	Changed **Follow Up Date** from 8/29/2014 to **9/2/2014**.

8/26/2014 1:44 PM	Amanda Johnson	Changed **Follow Up Date** from 9/25/2014 to **8/29/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Kelli Souders [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 11:24 AM
CA Multiple Repairs		Date/Time Closed	8/4/2014 11:31 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,753		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	1
Model Line	Sentra	Beyond PT Warranty Miles	0
Model Code	12413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN RVING	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted]N: 3N1AB7AP2DL[redacted]		
Created By	Kelli Souders, 8/4/2014 11 24 AM	Root Cause Code	SRIN
Last Modified By	System Account NNAINT, 8/26/2014 7:04 PM	Root Cause Code (2)	
Days Closed	527	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Kelli Souders (8/26/2014 9 07 AM)** *** [Added after the case is closed.] *** DTS met with the father of the driver [redacted] attorney at law [redacted] is now the main contact for this file. No[redacted] [redacted] North Richland Hills, TX [redacted] [redacted] 1) Consumers called ahead and stated they were going to be late for the appointment scheduled and agreed at 10:00AM (arrived at 10:38AM 2) [redacted] stated he was frustrated that the previous dealership appointment was cancelled due to dealership not communicating with consumer. 3) [redacted] state when asked when was this OCS light last on, stated "three days it was on with no one in the front seat" as recent as last FR DAY. 4) I tried to explain the system to [redacted], but he interrupted me and stated "he had been driving Nissan's for a long time and this system was not operating correctly". I tried to again explain the system operation characteristics, but [redacted] did not seem interested. 5) We asked [redacted] to demonstrate the concerns to duplicate the incident, vehicle was driven by [redacted] for 24 miles and then he decided to return to the dealership with no incident. the dealership shop foreman, Phillip was also present with the CONSULT III Plus in case the incident would arise. 6) [redacted] stated he was promised that he would get a rental and the dealership would keep it for a few days. 7) The DTS was not informed of this agreement, but the dealership supplied a rental and the consumers left. Inspection showed no trouble codes and the incident was not duplicated by the consumers father [redacted] ** the dealership will drive the vehicle and try to duplicate consumers complaint until Wednesday.
Make Private	✓	**Created By Kelli Souders (8/5/2014 10 01 AM)** *** [Added after the case is closed.] *** DTS is scheduled for August 25, 2014 at AutoNation Nissan Irving # 946 at 10 00AM
Make Private	✓	**Created By Kelli Souders (8/4/2014 11 27 AM)** Rcas opening case for DTS request per FOM-Randy Streng/CSM-Bob Brissie ~~~

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F29288	DTS Request	Kelli Souders 8/4/2014 11 29 AM	8/4/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/4/2014 11 31 AM	Kelli Souders	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/4/2014 11 24 AM	Kelli Souders	Changed **Subject** to **CUSTOMER**[redacted]**PHONE**[redacted]**VIN 3N1AB7AP2DL**[redacted]
		Changed **Home Phone** to[redacted]

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Surveys

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michelle Bills [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	8/26/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/4/2014 11:39 AM
CA Multiple Repairs		Date/Time Closed	8/26/2014 10:57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname : [redacted]
email : [redacted]
homep[redacted]
address1 [redacted]
address2 :
city : Beaver
twitter :
state : PA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP4DC[redacted]
dealerstate : PA
dealername : West Hills Nissan
comments : Recall #14V138000
I am on my second repair visit for this recall. What does the passenger air bag light mean if it is illuminated

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WEST HILLS NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	I have a question about vehicle recalls.		
Created By	Managed Services, 8/4/2014 11 39 AM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	NNAETL 10/14/2015 12:08 AM	Root Cause Code	SCMV
Days Closed	505	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Michelle Bills (8/26/2014 10 55 AM) unable to datanet
Make Public		Created By Michelle Bills (8/26/2014 10 53 AM) **********case summary********** c had a concern with airbag light. Rcas advised c to have a diagnosis and contact rcas back.
Make Public		Created By Michelle Bills (8/26/2014 10 52 AM) Rcas contacted c at 11:49 est on phone # [redacted]. C stated that c took veh the first time to have the ocs campaign performed but the light was still coming on while c's wife sat in the seat so c took veh back on 8/4/14 and the campaign was performed again but now the light is coming back on when c's wife sits in the seat, rcas asked c if c has taken veh back since the light has came back on, c stated no. Rcas advised c to take veh back to dlr for a diagnosis and to contact rcas back at the 1-800# and ext #458172 once c does, c understood and thanked rcas.
Make Public		Created By Roselle Beconia (8/25/2014 9 15 AM) crr-rb received a call from c c verified c's name, address, phone number and email c states that c called in with issue regarding veh airbag warning light c concern that c have taken veh to nna dlr and dlr reset air bag system 2x c states veh was last diagnosed last month but issue still occurs crr-rb asked but c unable to verify name of SA who assisted c with veh repairs crr-rb informed c that crr will escalate case to rcas for multiple repair attempts crr-rb informed c that rcas will be schedule to call c back before business day ends tomorrow crr-rb offered further assistance c declined crr-rb provided c with crr name, extension number and case number crr-rb exits case
Make Public		Created By Racquel Aquino (8/5/2014 4 08 PM) case closed
Make Public		Created By Racquel Aquino (8/5/2014 4 08 PM) related case [redacted]
Make Public		Created By Racquel Aquino (8/5/2014 4 08 PM) ********Customer e-mail details********* email addressed to :nnaconsumeraffairs@nissan-usa com Method of contact: e- mail open campaigns: 0 **********response details**********

email addressed to [redacted]
Method of contact: e- mail
crr-ra 's resolution: crr-ra called c on [redacted] t 4:40; spoke with c
advised c that call might be monitored/recorded for qty and training purposes
c said veh was taken to nna dlr yesterday and wasadvised that the airbag was reprogrammed but dlr wouyld not be able to assure c that the airbag wouldnt do the same issue again since dlr said dlr is detecting c's wife as a small adult; c said cnever had issues with the passenger airbag of other vehs ; c asked for the weight limit ; crr advised c that there;s no published weight limit for airbags ; crr advised c of the ffG;
• Unoccupied passenger's seat: The is
OFF and the front passenger air bag is OFF
and will not inflate in a crash.
• Passenger's seat occupied by a small adult,
child or child restraint as outlined in this
section: The illuminates to indicate
that the front passenger air bag is OFF and
will not inflate in a crash.
• Occupied passenger seat and the passenger
meet the conditions outlined in this section:
The light is OFF to indicate that
the front passenger air bag is operational
c understood; crr advised c that in case issue happens again.; c could either call or email back and crr would try to get back to c asap; advised cthat c might be advised to take veh back to the dlr

Crr-ra provided name case number and ext;advised c that c might receive a survey

crr-ra closing case

Make Public

Created By Racquel Aquino (8/5/2014 3 13 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : Beaver
twitter :
state : PA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP4DC[redacted]
dealerstate : PA
dealername : West Hills Nissan
comments : Recall #14V138000
I am on my second repair visit for this recall. What does the passenger air bag light mean if it is illuminated

Make Public

Created By Racquel Aquino (8/5/2014 3 13 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : Beaver
twitter :
state : PA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP4DC[redacted]
dealerstate : PA
dealername : West Hills Nissan
comments : Recall #14V138000
I am on my second repair visit for this recall. What does the passenger air bag light mean if it is illuminated

Make Public

Created By Managed Services (8/4/2014 11 39 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homep[redacted]
address1 : [redacted]
address2 :
city : Beaver
twitter :
state : PA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP4DC2[redacted]
dealerstate : PA
dealername : West Hills Nissan
comments : Recall #14V138000
I am on my second repair visit for this recall. What does the passenger air bag light mean if it is illuminated

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7917295	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/5/2014	YE	BK	233500	OA
Edit | Del	CC-7917296	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	8/5/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0P9jEy ref]	[redacted]	✓	8/5/2014	Racquel Aquino	8/5/2014 4:00 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0P9jEy ref] *8/5/2014 Case # [redacted] # 1N4AL3AP4DC[redacted] Thank you ...*	[redacted]	8/5/2014 4 00 PM
Reply | To All | Del	Replied		I have a question about vehicle recalls *firstname : [redacted] homephone : addr...*	nissanconsumeraffairs@my-nissan-usa.com	8/4/2014 11 39 AM

Customer Support Tools — Customer Support Tools Help

No records to display

Check Activity — Check Activity Help

No records to display

Forms — Forms Help

No records to display

Attachments Attach File — Attachments Help

No records to display

Case History — Case History Help

Date	User	Action
8/26/2014 10:57 AM	Michelle Bills	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/25/2014 9 23 AM	Roselle Beconia	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000021e8v**.

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Surveys — Surveys Help

No records to display

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NISSAN

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Case Comments [13] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Holly Allen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 11:40 AM
CA Multiple Repairs		Date/Time Closed	9/23/2014 11:42 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c wants to know if veh is affected by an open campaign		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	J M KERAS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MNXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25714	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JIM KERAS NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	9/23/2014
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted] / N: 5N1AR2MNXE[redacted]		
Created By	Dennis Martinez, 8/4/2014 11:40 AM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 9/23/2014 7:06 PM	Root Cause Code (2)	
Days Closed	477	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Holly Allen (9/23/2014 11 40 AM) RCAS-HA is closing case due to no further assistance available at this time
Make Private	✓	**********CASE SUMMARY******* c contacted NNA regarding an OCS light concern vehicle was repaired RCAS-HA closing case
Make Private	✓	Created By Holly Allen (9/23/2014 11 38 AM) RCAS-HA contacted c at 9[redacted] about case c stated that c got vehicle back on Friday and c is glad to have vehicle back but will never take vehicle back to that dlr c stated that there are 3 different Nissan's in c's area and c will take vehicle to one of them RCAS-HA advised that case will be forwarded to region management for review and advised c that if c has future concerns c can contact CA c thanked RCAS-HA for everything RCAS-HA advised c to have a good day call ended mutually
Make Private	✓	Created By Holly Allen (9/18/2014 10 34 AM) RCAS-AA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-AA advised in a message that RCAS-AA will follow up after vehicle is repaired
Make Private	✓	Created By Holly Allen (9/18/2014 10 31 AM) RCAS-AA contacted dlr and spoke with SM Jim SM advised that dlr is repairing vehicle and vehicle may be ready by tomorrow SM advised that the execs and owner is involved in case and drl has detailed vehicle and is going to fill with gas also
Make Private	✓	Created By Holly Allen (9/11/2014 10 36 AM) RCAS-AA contacted c a[redacted] about case c stated that c took vehicle to dlr on 9/2/2014 and dlr dented vehicle c stated that c has taken vehicle to dlr 4 times now c stated that dlr called c and advised that dlr had replaced dash and everything and OCS light was still on c stated that dlr dented c's vehicle door while at dlr c stated that c called GM of dlr and spoke with Mr Keras about situation c stated that buy the time c gets the vehicle back that the vehicle will look like new c stated that vehicle is in repair at the body shop for dlr damage to vehicle RCAS-AA advised c that RCAS-AA will follow up with c once vehicle is repaired or by 9/16/2014 RCAS-AA advised c to have a nice day call ended mutually
Make Private	✓	Created By Holly Allen (9/3/2014 8 47 AM) RCAS-AA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-AA will attempt contact again 9/8/2014
Make Private	✓	Created By Holly Allen (8/25/2014 10 26 AM) RCAS-AA contacted c at [redacted] about case c stated that c's vehicle OCS light is still coming on with noone in the seat c stated that c could not take vehicle into dlr until Friday RCAS-AA advised c that would be fine and RCAS-AA will follow up with c again on 9/2/2014 after c has taken vehicle to dlr for further diagnosis c thanked RCAS-AA RCAS-AA advised c to have a nice day call ended mutually
Make Private	✓	Created By Holly Allen (8/19/2014 9 24 AM) RCAS-AA contacted c at [redacted] about case RCAS-AA advised c in a voicemail that c needs to bring vehicle back into dlr for further diagnosis as advised by management RCAS-AA provided case # and contact info RCAS-AA will attempt contact again 8/22/2014
Make Private	✓	Created By Holly Allen (8/12/2014 7 04 PM) RCAS-AA contacted c at [redacted] got no answer, left a voicemail with case [redacted] and contact info RCAS-AA advised c that RCAS-AA is still working on case
Make Private	✓	Created By Holly Allen (8/6/2014 4 40 PM) RCAS-AA contacted c at [redacted] about vehicle concern

c stated c starting noticing c 's vehicle was having problems with OCS light
c stated c took vehicle to dlr for diagnosis and dlr advised c that dlr could not duplicate concern
c stated OCS light shows as off when c or c's father is in seat and that's not right
c stated this is a new vehicle and c did not have issue with other vehicle
c stated c told dlr that if c was in an accident because airbag did not deploy Nissan would be responsible

RCAS-AA apologized to c for c's experience
RCAS-AA advised c that RCAS-AA would contact dlr for diagnosis and what had been done thus far and research case
RCAS-A provided c with case # and contact info
RCAS-AA advised c that RCAS-AA would follow up with c by 8/11/2014

Make Private ✓ **Created By Holly Allen (8/5/2014 10 51 AM)**
RCAS-AA contacted c at [redacted] got no answer, left a voicemail with case #[redacted] and contact info
RCAS-AA will attempt contact again 8/6/2014

Make Public **Created By Dennis Martinez (8/4/2014 11 47 AM)**
Campaign Inquiry

Make Public **Created By Dennis Martinez (8/4/2014 11 47 AM)**
crr-dm received call from c stating that c wants to check if the veh is affected by any open campaign or recall
crr-dm verified c's name, vin, address, mileage, phone number, email address & dlr.
crr-dm checked for open recalls/campaigns/upgrades found: none
c said that the front passenger airbag light turned on c's veh
crr-dm told c that the OCCUPANT CLASS SYSTEM OCS campaign has been performed on the veh.
c said that c's veh is at the dlr for diagnosis and c is being assisted by sa-robert.
sa told c that the dlr could not duplicate the problem
crr-dm advised c that file will be transferred to rcas for review.
crr-dm advised c to expect a call before the end of the next business day.
c understood.
crr-dm offered further assistance, c declined.
crr-dm provided name, ext and file number.
crr-dm provided recap

crr-dm leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7914352	NISSAN PRODUCT NQUIR ES	PATHF NDER	PROVIDED RECALL INFORMATION	QF	8/4/2014	VG	AZ	207500	OF
Edit | Del	CC-7914353	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/4/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/23/2014 11:42 AM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/23/2014 11:41 AM	Holly Allen	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [32] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michelle Bills [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/4/2014 4:35 PM
CA Multiple Repairs		Date/Time Closed	9/15/2014 11 50 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,700		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GANLEY NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/9/2014	Vehicle Service Contract	
RHR Completed	9/9/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP4EN[redacted]		
Created By	Jackie Santos 8/4/2014 4:35 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:09 AM	Root Cause Code (2)	
Days Closed	485	Action Code	NT4F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Michelle Bills (9/15/2014 11 49 AM) **********CASE SUMMARY**********
Make Public		C REQUESTED VEH TO BE REPURCHASE DUE TO C BEL EVES THAT THE A RBAG IS FAULTY/DEFECTIVE. 2 NISSAN DLRS DETERM NED A RBAGS TO BE PERFORM NG AS DESIGNED. ARBS DENIED REPURCHASE.
Make Public		**Created By Michelle Bills (9/15/2014 11 48 AM)** unable to datanet
Make Private	✓	**Created By Suzanne Farlow (9/15/2014 10 31 AM)** SRD/ES-SF called the customer at requested phone [redacted]t 11:20am est and spoke to the customer. SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed. SRD/ES-SF advised that c had requested repurchase or replacement of the veh and case had been reviewed but NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. The customer advised that c does not know why this determination was made. SRD/ES-SF advised that when a customer requests repurchase or replacement of a vehicle, RCAS obtains all Repair Orders associated with the V N from the dealerships the vehicle has been serviced at and this information is submitted to ARBS for review. SRD/ES-SF advised that ARBS reviews the repair history of the vehicle as compared to local laws and regulations and makes the determination as to whether or not a vehicle qualifies for repurchase. SRD/ES-SF advised that unfortunately at this time, NNA has declined the customer's request for repurchase and that there is nothing that SRD can do to change this decision. SRD/ES-SF apologized that this is not the determination that the customer was seeking. SRD/ES-SF provided the number for the BBB Autoline as follows: 1.800.955 5100 SRD/ES-SF also provided the mailing address for NNA as follows: Nissan North America, Consumer Affairs P3C, PO Box 685003, Franklin, TN 37068 C states that SRD is implying that c is an "idiot" and is very unhappy with determination but will pursue on c's own. C terminated the call.
Make Public		**Created By Michelle Bills (9/15/2014 8 40 AM)** Rcas received email from fom/region no goodwill to be offered to c.
Make Public		**Created By Michelle Bills (9/15/2014 8 24 AM)** Rcas emailed fom and region with details of case requesting gw. Rcas received a vmx from c stating that c wants a decision today but not provided by rcas, c would like to speak to supervisor again.
Make Public		**Created By Anthony Zacharyasz (9/15/2014 8 10 AM)** ARBS notes the following: 3 visits for audio unit going black; rebooting. 4 visits for Passenger side airbag light on. (last 2 visits, operating as intended) 1 visit for Bluetooth functionality. (Advised C's phone is not compatible) 5 days down ARBS notes the concerns with the audio unit do not substantially impair the use, value, or safety of the vehicle. ARBS notes the PABI light has been inspect by 2 dealers and both have determined the vehicle to be operating as intended. C has been advised of the OM section containing specifics of the operation of the system. Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.
Make Public		**Created By Anthony Zacharyasz (9/15/2014 7 57 AM)** ARBS rec'd RHR, reviewed ROs, and notes the following repair history: 5/30/14... 4,465 miles... 1 days down -Concern: 1. Recall: OCS reprogram. 2. C states screen will go black and nav will reboot. -Action Taken: 1. OCS reprogram 2. Reprogrammed software for radio, radio still has concern customer to bring vehicle back. 6/18/14... 7,449 miles... 1 days down

-Concern:
1. Passenger air bag light goes on and off.
2. Radio going on and off by itself.
-Action Taken:
1. Replaced the right occupant sensor.
2. Replace the radio.

7/24/14... 8,481 miles... 1 day down
-Concern:
1. Air bag light will not come on when son in seat.
2. Audio and Nav will shut down while driving.
-Action Taken:
1. Working as designed
2. Performed new update on radio

8/7/14... 9,406 miles... 1 day down
-Concern:
1. Passenger side air bag light keeps coming on.
-Action Taken:
1. OCS seat sensors inspected and system is working as designed

8/21/14... 10,421 miles... 1 day down
-Concern:
1 Passenger air bag off lamp on with adult in seat.
2. Phone rings but does not come over speakers after call over starts ringing and will not stop until vehicle is shut off.
-Action Taken:
1. Unable to duplicate concern.
2. Unable to duplicate concern customer advised phone may not be compatible.

Make Public — **Created By Sara Dorazio (9/9/2014 10 58 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Private ✓ — **Created By Karen Dorner (9/9/2014 9 54 AM)**
SRD-KD completed and submitted RHR

Make Public — **Created By Michelle Bills (9/5/2014 2 20 PM)**
Rcas submitted ros to tl-LK.

Rcas emailed region/cxm with details of case and rhr.

Make Public — **Created By Michelle Bills (9/5/2014 2 18 PM)**
Rcas contacted sm-Tom for a timestamp or explanation for Ro[redacted] sm stated that c's veh was not down the ro was just left open.

Make Public — **Created By Michelle Bills (9/5/2014 2 12 PM)**
Rcas received ros from Mentor nissan and attached to case.

Make Public — **Created By Michelle Bills (9/5/2014 11 53 AM)**
Rcas left a vmx for c at 12 52 est on phone #4[redacted] inform c that rcas is in the process of gathering all the ros from both dlrshps and will follow up with c on 9/12/14.

Make Public — **Created By Michelle Bills (9/5/2014 11 49 AM)**
Rcas contacted sm-Tom at Mentor Nissan to request all ros be faxed to 615-984-5015, sm agreed to do so.

Make Public — **Created By Michelle Bills (9/4/2014 9 35 AM)**
Rcas received a ro from Ganley nissan and attached to case.

Make Public — **Created By Michelle Bills (9/4/2014 9 26 AM)**
Rcas left a message with sa Lauren at Mentor Nissan (440-951-1100) for sm-Tom to contact rcas.

Make Public — **Created By Michelle Bills (9/4/2014 9 23 AM)**
Rcas contacted sm-Erin at Ganley nissan (4404499500) to request ro to be faxed to 615-984-5015, sm agreed to fax ro.

Make Private ✓ — **Created By Suzanne Farlow (9/3/2014 8 17 AM)**
SRD/ES-SF called the customer at requested phone [redacted] at 8:42am est and spoke to the customer.
Per case notes below, SRD asked if the c was recording call and c advised c was.
C states that if NNA can record call then c can too.
SRD/ES-SF advised that SRD/ES-SF cannot continue conversation if the c continues recording.
C asked for SRD/ES-SF to not record.
SRD/ES-SF advised callback on non-recorded line.
C understood and call ended.

SRD/ES-SF called the customer at requested phone [redacted] at 8:46am est and spoke to the customer on non-recorded line.
SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed.
SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time.
The customer advised that c is very unhappy with the operation of the veh at the current time.
C states that the PABI is the concern that matters most to the customer as the customer feels it is a safety issue.
SRD questioned the customer on the dealerships the veh has been seen at.
C verified that the veh has been into multiple dealers thus far and both dealers were not able to identify a fault in the system or duplicate the concern.
C reiterated many concerns about the system function and advised c has videos of the system malfunctioning.
C verified that both dlrs have bot been able to duplicate the airbag concern
C states that son who is 80lbs when sitting in the front to test the system it does not register as off.
C has two videos that show the malfuntioning of the system and this should suffice to show that something is wrong.
SRD/ES-SF empathized but advised that NNA CA relies on dlr expertise to make the determination as to whether or not a veh concern needs a repair.
SRD/ES-SF empathized but advised that there is nothing that NNA CA can do to overturn if the dlr is not able to recommend a repair.
C became very argumentative with SRD.
C states that SRD is not answering c's questions about the airbag operation nor is SRD is advising about the Lemon Law and this is not helping c.
SRD/ES-SF advised that SRD/ES-SF is neither a mechanic nor has legal expertise and therefore cannot advise.
SRD/ES-SF asked what the customer is asking for from SRD/ES-SF and NNA at this time.
C states that c no longer wants the vehicle.
SRD/ES-SF advised of repurchase process and how the determination can take up to 10 business days.
SRD/ES-SF assured the customer that the RCAS agent will follow up with the c every 2-3 days throughout the process for any updates and as soon as a determination is made.
SRD/ES-SF asked the customer the following questions:
Why do you want to return the vehicle to Nissan North America? C states the veh is malfunctioning and not working the way the manual states and the airbag system can cause serious injuries and according to Lemon Law in Ohio if the veh is seen three times for this it can be bought back.
Where is the vehicle currently? Customer's possesion
Where was the vehicle purchased? Mentor Nissan
Was it purchased new or used? New
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? Mentor Nissan and Ganley Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? Mentor Nissan and Ganley Nissan
SRD/ES-SF reiterated that the RCAS agent will follow up with the c every 2-3 days throughout the process for any updates and as soon as a determination is made.
The customer understood and the call ended mutually.
SRD/ES-SF transferring case back to RCAS for RHR submission.

Make Public — **Created By Michelle Bills (9/2/2014 9 35 AM)**
Rcas received a vmx from c requesting a call back from supervisor only.

**********C HAS 2 CONCERNS, A RBAG AND BLUETOOTH. DLR HAS NOT BEEN ABLE TO DUPLICATED EITHER CONCERN, C HAD 2ND OPINION AND ST LL NO DUPLICATION.

Make Public — **Created By John De Castro (8/29/2014 6 39 PM)**
crr-jd received call from c with concerns
c gave case number [redacted]
crr-jd verified that contact info has not changed
c stated that c still has issues with the airbag light
c stated that the even if an adult is occupying the front passenger seat the light will still come on
c stated that this happened on 2 occasions
c is worried that in case of an accident the airbag may not deploy
c stated that c had brought the veh 4 times to the dlrshp after the campaign was performed

c stated that c already had 2 dlrshps look at the concern but they cannot figure out what is wrong
crr-jd apologized to c
crr-jd adv c that RCAS already prov info to c according to OM
c stated that the description on the OM is unrelated to what is happening
c stated that c also still has issues with the Navi screen and when c is receiving calls via Bluetooth
c stated that the Navi screen will still show or ring even though the call had already ended
c stated that c needs these issues fixed
crr-jd apologized to c
crr-jd adv c that crr will update notes and send M to RCAS regarding c's additional info
crr-jd offered further assistance
c declined
crr-jd prov case and ext
crr-jd exiting case

Created By **William Miller** (8/29/2014 9 26 AM)
C RECORD NG CALL

rcas assisting RCAS-Michelle Bills made outbound call to c@10.04am on [redacted]
c states c has concern with passenger airbag light not coming on when c's son is sitting in the seat, 2 dealers advised unable to duplicate concern, c feels dlr did not address small child in seat, did not explain to c, not consistently working.
RCAS advised c per 2014 Altima Owners Manual:
1-51 Front passenger seat adult occupants who are properly seated and using the seat belt as outlined in this manual should not cause the passenger air bag to be automatically turned OFF. For small adults it may be turned OFF, however if the occupant takes his/her weight off the seat cushion (for example, by not sitting upright, by sitting on an edge of the seat, or by otherwise being out of position), this could cause the sensor to turn the air bag OFF. Always be sure to be seated and wearing the seat belt properly for the most effective
protection by the seat belt and supplemental air bag.
NISSAN recommends that pre-teens and children be properly restrained in a rear seat.
NISSAN also recommends that appropriate child restraints and booster seats be properly installed in a rear seat.
**
If the passenger air bag status light will not illuminate even though you believe that the child
restraint, the seat belts and the occupant are properly positioned, the system may be sensing an unoccupied seat (in which case the air bag is OFF). Your NISSAN dealer can check that the system is OFF by using a special tool.
c states system is not working consistently.
RCAS advised per OM:
Make Private ✓ 1-42
7. If the booster seat is installed in the front passenger seat, place the ignition switch in the ON position. The front passenger air bag status light may or may not illuminate, depending on the size of the child and the type of booster seat being used.
RCAS advised reiterated dlr is in best position to determine proper operation, 2 dlr's have advised veh is operating as designed.
c states RCAS has not explained anything to c, c has
line dropped.
RCAS redialed
RCAS provided disclaimer.
c states c is recording call.
RCAS advised call is being recorded without RCAS's knowledge or permission, if c does not cease recording call will be disconnected.
RCAS asked if c has stopped recording call.
c states c will not stop recording.
RCAS advised disconnecting call.
call ended.

RCAS closing case.
**********case summary**********

c had a concern with the airbag not working properly but dlr found airbag to be working as designed, rcas advised c to have a second opinion.
c had 2nd opinion, no duplication.
RCAS contacted c, advised per owners manual.

Make Public
Created By **Michelle Bills** (8/29/2014 7 44 AM)
Rcas contacted sa to ask about c's concernsd. sa stated that neither the airbag or speaker concern has been duplicated.

Make Public
Created By **Michelle Bills** (8/26/2014 11 10 AM)
Rcas contacted c at 12:06 est on phone [redacted] C stated that c took veh to Ganley nissan for the airbag but again the dlr found nothing wrong but c swtated that when c's son who is 80lbs sits in the passenger seat the light does not come on so this indicates that the airbag is on. C stated that also the speakers to the bluetooth are not working correctly but because this is intermittent the concern could not be duplicated and there are no codes, rcas empathized with c and told c that rcas will speak to the dlr and follow up with c on 8/28/14, c understood..

Created By **Joy Acebedo** (8/25/2014 4 10 PM)
C called again saying that the airbag light is on again that is why the veh was sent back to the last friday. C said that the dlr told c that the veh is fine. C also said that the additional issue is that, the bluetooth is working fine today. Actually, c is talking to CRR-JA using the bluetooth. However, there are sometimes that c will hear a continuing ring and c have to turn off the engine so that the ring will stop. C said that the dlr tried to fix the issue but still, the issue is there.

C would like to talk to the RCAS department again. C said that the previous Nissan was the Mentor Nissan and now, c go to the GANLEY NISSAN.

Make Public
CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day.

CRR-JA is forwarding the case to RCAS

CRR-JA asked c for further assistance but c decline.

CRR-JA provided name, case and extension number.

Make Public
Created By **Michelle Bills** (8/8/2014 2 21 PM)
unable to datanet

Make Public
Created By **Michelle Bills** (8/8/2014 2 19 PM)
**********case summary**********

c had a concern with the airbag not working properly but dlr found airbag to be working as designed, rcas advised c to have a second opnion.

Make Public
Created By **Michelle Bills** (8/8/2014 2 11 PM)
Rcas contacted c at 3 09 est on phone #[redacted] to inform c that the dlrsh has determined c's air bags to be performing as designed. C stated that c does not believe so and dlr would not listen to reasoning, just kept telling c to read the manual. rcas empathized with c and advised c to have a second opinion at another nissan dlr, c understood.

Make Public
Created By **Michelle Bills** (8/8/2014 1 59 PM)
Rcas contacted sm-tom who stated that c was in on 8/7/14 and dlr found airbag system to be performing as designed.

Make Public
Created By **Michelle Bills** (8/5/2014 2 03 PM)
Rcas contacted c at 3;01 est on phone #[redacted] Rcas asked c if c has been back to the dlr since c recorded concern, c stated no that c just recorded concern yesterday. rcas advised c to take veh back to dlrshp and rcas will follow up with c on 8/8/14, c understood and thanked rcas.

Make Public
Created By **Michelle Bills** (8/5/2014 1 36 PM)
Rcas contacted sm-tom who stated that c had the occupant sensor replaced on 6/18/14, c came back on 7/24/14 stating that when c's son sits in the passenger seat the airbag is not working properly, sm stated that there were no codes and dlr has determined airbag is performing as designed. sm stated that c was back in on 8/4/14 with a punctured tires and replaced the tires but the airbag concern was not mentioned.

Make Public
Created By **Jackie Santos** (8/4/2014 4 49 PM)
veh concern

Make Public
Created By **Jackie Santos** (8/4/2014 4 48 PM)
crr-js received a call from c
c said that this is the second time that c's airbag sensor showed that no one is seating in the veh
c said that a campaign was performed to c's veh but then after that veh airbag system is still not working properly
c said that when c took veh the first time after campaign was performed the dlr told c that c's veh is working properly
c said that this time c took video of the airbag light showing that no one is in the seat
c said that c just want veh to be fixed because c said that c's concern with c's safety
crr-js apologized for the inconvenience.
crr-js verified c's updated information
[redacted]
Mentor, OH [redacted]

US
[redacted]
crr-js informed c that c's case will be forwarded to rcas for a review and c will be contacted to give c update with the case by the end of the next business day c understood.
crr-js offered further assistance to c. c declined.
crr-js gave name, extension number and case number to c.
crr-js transferring case to RCAS, leaving case open.

crr-js forwarding case to rcas for review because c has concern with c's veh

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7921998	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/8/2014	WT	BK	233500	OA
Edit | Del	CC-7942033	AUDIO/VIDEO/NAVI	BLUETOOTH	POOR OR IMPROPER OPERATION	QA	8/25/2014	YX	AA	306500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]		✓	9/15/2014	Michelle Bills	9/15/2014 8 25 AM
Edit | Del			✓	9/9/2014	Anthony Zacharyasz	9/15/2014 8:11 AM
Edit | Del			✓	9/9/2014	Michelle Bills	9/9/2014 10 58 AM
Edit | Del			✓	9/8/2014	Michelle Bills	9/8/2014 1:26 PM
Edit | Del			✓	8/29/2014	Michelle Bills	9/3/2014 8:47 AM

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Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	23KB	9/9/2014 9:53 AM	Karen Dorner
Edit | View | Del		83KB	9/9/2014 9:37 AM	Karen Dorner
Edit | View | Del		196KB	9/5/2014 2:12 PM	Michelle Bills
Edit | View | Del		74KB	9/4/2014 9:35 AM	Michelle Bills

Case History

Case History Help

Date	User	Action
9/15/2014 11:50 AM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/15/2014 10:31 AM	Suzanne Farlow	Changed **Case Owner** from Leslee Koleszar to **Michelle Bills**.
9/15/2014 8:40 AM	Michelle Bills	Changed **Escalated By ID** from 005F0000001zQjh to **005F0000001zQhM**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case
1[redacted]

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Case Comments [22] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/5/2014	Type	CA
Follow Up Date	10/20/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/5/2014 7:17 AM
CA Multiple Repairs	✓	Date/Time Closed	12/29/2014 2:03 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051058

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Inspection will be handled by phone as dealer is over ten hours from home office. 11-28-2014 1pm MST		
Description	State Attorney General Voluntary Repurchase. NNA will repurchase the vehicle for 26 days down and 7 repair attempts to shudder.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Repurchase Agreement Sent
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM2D0[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GREEN NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$33,120.51	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/7/2014	Vehicle Service Contract	
RHR Completed	8/11/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM2DC[redacted]		
Created By	Paula Lingenfelter 8/5/2014 7:17 AM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	380	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/3/2014 2 31 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: CVT SHUDDER
Make Public		**Created By Robert Peterson (10/14/2014 3 03 PM)** ARBS sent Morley Packet 216515 via FedEx [redacted] ARBS closing case.
Make Public		**Created By Robert Peterson (10/13/2014 1 06 PM)** ARBS notes receipt of Repurchase Agreement SIGNED, attaching to case. ARBS requesting the following check: $33,120 51 payable to LH for payoff
Make Public		**Created By Robert Peterson (10/13/2014 1 04 PM)** QC Hot Alert
Make Public		**Created By Robert Peterson (10/3/2014 11 36 AM)** ARBS called LH to update payoff per C request, notes the following figures: PARKSIDE FEDERAL CREDIT UNION 1300 BAKER AVE WHITEFISH, MT 59937 ACCT #[redacted] PAYOFF: $33,120.51 till 11/3/14 PD: $3.75 Interest paid to date: $1,703.20 ARBS revising Repurchase Calculation and notes the following figures: Base Price $40,595.00 Registration $253.00 Doc Fee $249.00 Interest Paid to Date $1,703.20 Less Usage ($9,742 80) {$40,595/100,000 x 24,000 miles} Total Repurchase Amount $33,057.40 Lien Payoff $33,120.51 till 11/3/2014 Refund amount -$63.11 ARBS will waive -$63.11 to facilitate repurchase. ARBS sending Repurchase Agreement 4 to C via email.
Make Public		**Created By Robert Peterson (9/18/2014 5 44 PM)** C submitted copy of registration receipt from state and requests reimbursement for registration. ARBS notes registration cost: $253.00 Base Price $40,595.00 Doc Fee $249.00 Registration $253.00 Interest Paid $1,597 99 Less reasonable allowance for use* ($9,742.80) Total Repurchase Allowance $32,952.19 30 Day Payoff ($37,723 26)

Amount owed to NNA at surrender ($4,771.07)

ARBS sent Repurchase Agreement 3 to C via email.

Make Public

Created By Robert Peterson (9/5/2014 10 38 AM)
ARBS sent Repurchase Agreement to C via email and advised C that settlement offer is $3,500.00 and Powertrain ECW as alternative to repurchase.

ARBS went ahead and drafted a settlement release agreement and attached release to email as well.

Make Public

Created By Robert Peterson (9/5/2014 10 36 AM)
ARBS calculating repurchase and notes the following figures:

Base Price $40,595.00
Doc Fee $249.00
Interest Paid $310 30
Less reasonable allowance for use* ($9,742.80)
Total Repurchase Allowance $31,411 50
30 Day Payoff ($37,723 26)

Amount owed to NNA at surrender ($6,311.76)

*Reasonable allowance for use is $40,595/100,000 x 24,000 miles

Make Public

Created By Robert Peterson (9/5/2014 10 35 AM)
ARBS verified payoff with LH and notes the following information:

PARKSIDE FEDERAL CREDIT UNION
1300 BAKER AVE
WHITEFISH, MT 59937

ACCT #: [redacted]
PAYOFF: $37,723.26 till 10/3/14
PD: $4.2507
Interest to date: $310 30

Make Public

Created By Robert Peterson (9/3/2014 3 25 PM)
ARBS sent payoff request form to LH via fax.

Make Public

Created By Robert Peterson (8/28/2014 2 30 PM)
ARBS notes receipt of LH Release, Registration, and Sales Docs from C-- attaching to case.

Make Public

Created By Robert Peterson (8/26/2014 1 29 PM)
ARBS rec'd email from C stating that C received MT AG response indicating that NNA is in a position to repurchase the vehicle.

ARBS replied via email with copy of LOI, requesting LH release filled out, copy of registration, and purchase agreement if not financed through NMAC.

Make Public

Created By Diana Maniquis (8/20/2014 6 02 PM)
CRR-DM received a call from C who was asking about the status of the buyback request that c forwarded to Consumer Protection for the state of Montana. CRR stated that there was a case created and it was forwarded to a higher dept of NNA. But for all the details, crr told c to contact the Consumer Protection for the state of Montana regarding all the details about that request, c understood and asked for the case # and crr provided.
crr-dm offered further assistance, c declined.
crr-dm leaving case.

Make Public

Created By Robert Peterson (8/18/2014 1 00 PM)
ARBS notes FedEx delivery rejected, ARBS sending Repurchase Intent to PO Box via USPS.

Make Public

Created By Robert Peterson (8/12/2014 1 47 PM)
ARBS notes due to repair history, NNA is in a position to repurchase this vehicle.

ARBS sending MT AG Response Letter via FedEx [redacted]

ARBS sending Repurchase Intent Letter to C via FedE[redacted]

Make Public

Created By Robert Peterson (8/12/2014 1 25 PM)
ARBS reviewing case and notes the following repair history:

09/26/13 @ 2,177 Miles 6 Days Down
CONCERN
1. C/s the vehicle seems to judder at different speeds.
2. Performed recall for ABS reprogramming.
ACTION
1. Replaced CVT per NTB13-086.
2. Completed.

11/13/13 @ 3,217 Miles 1 Days Down
CONCERN
1. C/s there is a slight hesitation when accelerating from stop sign.
ACTION
1. No problem found.

11/25/13 @ 4,110 Miles 1 Days Down
CONCERN
1. C/s there is a shudder between 10-20 mph when going around a corner, happened once so far.
ACTION
1. Test drove to try and confirm. No problem found on test drive.

12/11/13 @ 5,390 Miles 6 Days Down
CONCERN
1. C/S there is a shudder from 15-20 mph and a judder when going over 60 mph.
ACTION
1. Test drove vehicle at multiple different speeds 92 miles and could not duplicate C's concern.

03/20/14 @ 12,333 Miles 2 Days Down
CONCERN
1. C/S the driver side molding on the roof is coming off.
ACTION
1. Replaced left side roof molding.

06/02/14 @ 19,850 Miles 3 Days Down
CONCERN
1. C/s there is a shudder between 15-30 mph.
2. Perform recall for OCS sensor.
ACTION
1. Test drove vehicle multiple times, checks for codes and could never duplicate C's concern.
2. Completed.

06/27/14 @ 20,781 Miles 2 Days Down
CONCERN
1. C/S vehicle shudders.
ACTION
1. Reprogrammed TCM.

07/10/14 @ 20,781 Miles 3 Days Down
CONCERN
1. C/S there is a shudder when driving around 50 mph.

2. Axle bearing seized in mounting bracket.
ACTION
1. Replaced CVT transmission.
2. Replaced right front axle and mounting bracket.

Make Public — **Created By Barbara Parker (8/11/2014 12 52 PM)**
DRTS completed RHR and attached to case.

Created By Robert Peterson (8/8/2014 4 22 PM)
ARBS reviewed CCF and requested RHR on 8/7/14

Make Public — ARBS notes email from FOM stating the DLR received Montana DOJ letter requesting answer by 8/14/14.

ARBS attaching Montana DOJ letter to case.

Make Public — **Created By Barbara Parker (8/7/2014 9 45 AM)**
DRTS rec'd RO's from Dlr # 5269 and attached to case.

Make Public — **Created By Barbara Parker (8/7/2014 9 20 AM)**
DRTS called Dlr # 5269 and requested any and all RO's. SA-Roy agreed to fax RO's. Provided name and fax #.

Make Public — **Created By Barbara Parker (8/7/2014 7 08 AM)**
DRTS obtained RO's from previous case and attached to current case.

Make Public — **Created By Paula Lingenfelter (8/5/2014 7 24 AM)**
Previous Cases [redacted]
Open Recalls/Campaigns: None

NIS1424616. DRTS rec'd CCF from BBB on 8/5/14, dated 8/4/14. C seeks repurchase. CCF states: Transmission, repair attempts 3. ABS System, repair attempts 1. Roof Molding, repair attempts 2. Air bag sensor, repair attempts 1.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7915684	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	8/5/2014	YX	BG	302500	OA
Edit | Del	CC-7915685	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	8/5/2014	YX	AD	121500	OA
Edit | Del	CC-7915686	BODY	PANEL (HOOD/TRUNK/ROOF)	POOR OR MPROPER OPERATION	16	8/5/2014	YX	AB	109000	OA
Edit | Del	CC-7915687	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/5/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/5/2014	Thomas Tejeda	11/3/2014 9:49 PM
Edit | Del	Review Approved Check Request		✓	10/13/2014	Robert Peterson	10/14/2014 3:01 PM
Edit | Del	Update Payoff		✓	9/29/2014	Robert Peterson	10/13/2014 1:01 PM
Edit | Del	Check Request		✓	9/9/2014	Robert Peterson	10/13/2014 1:01 PM
Edit | Del	Calculate Repurchase		✓	8/19/2014	Robert Peterson	9/5/2014 10:57 AM

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Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00051058	DRT Resolution	5N1AR2MM2DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0135001	520842	10/14/2014	Lienholder	Approved	$33,120.51	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	772KB	10/14/2014 3:02 PM	Robert Peterson
Edit | View | Del		109KB	10/13/2014 11:07 AM	Robert Peterson
Edit | View | Del		134KB	10/3/2014 11:39 AM	Robert Peterson
Edit | View | Del		41KB	9/18/2014 5 05 PM	Robert Peterson
Edit | View | Del		56KB	9/5/2014 10 38 AM	Robert Peterson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/29/2014 2:03 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 2 29 PM	Jim Land	Changed **Case Owner** from Robert Peterson to **Jim Land**.
11/3/2014 2 29 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case [redacted]

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[redacted] Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/4/2014	Type	CA
Follow Up Date	9/26/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/5/2014 8 26 AM
CA Multiple Repairs		Date/Time Closed	11/11/2014 10:20 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00050711

DTS Inspection

DTS Inspection Date	11/7/2014 4:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Description: NNA is repurchasing the vehicle due to 4 repairs and 18 days out of service for airbag light concerns.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP2DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	1
Model Line	Sentra	Beyond PT Warranty Miles	0
Model Code	12413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN RVING	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$20,888.96	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	8/5/2014	Vehicle Service Contract	
RHR Completed	8/5/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted]IN: 3N1AB7AP2DL[redacted]		
Created By	Barbara Parker, 8/5/2014 8 26 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	428	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (10/29/2014 2 03 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Airbag Light
Make Public		**Created By Rob Dickens (10/8/2014 2 57 PM)** ARBS created Morley ca[redacted] and sent docs via Fed[redacted]
Make Public		**Created By Rob Dickens (10/6/2014 4 19 PM)** ARBS rec'd signed offer letter. ARBS requested $20,888 96 check payable to C. ARBS notes C's atty was C's father. ARBS did not include law firm on C's refund check.
Make Public		**Created By Rob Dickens (10/6/2014 4 08 PM)** ARBS emailed offer letter to atty: Contract Price $23,909.71 Less Reasonable Allowance for Use* ($3,020.75) Total refund to Ms. Newman from NNA $20,888.96 * [(12,000-65 miles) + ((20,753-12,000 miles) x 50%) divided by 120,000] x $22,223 00
Make Public		**Created By Rob Dickens (10/6/2014 3 47 PM)** ARBS notes the following repair history: 12/05/12 @ 361 mi - 1 day down Concern: A. C/S steering wheel is off center to the left. Action: A. toe specs out alignment off. Performed alignment, adjust front toe specs. 07/01/13 @ 8,065 mi - 3 days down Concern: A. Performed recall PC2134 for OCS sensor. B. Perform recall PC3212 for engine idle. Action: A. Replaced both OCS sensors and installed new with new nuts. Performed zero point reset. B. Reprogrammed ECM. 08/20/13 @ 10,146 mi - 2 days down Concern: A. C/s passenger seat trim will not stay attached. Action: A. Replaced passenger right side seat trim. 09/04/13 @ 12,000 mi - 6 days down Concern: A. C/S the SRS light comes on some times and starts flashing. Also the right front seat lower cover is loose from the last repair. Action: A. No codes or malfunction with airbag system. Seat side cover loose and not clipping in place. No malfunction with SRS system. No codes present. System operation normal. Side seat cover not secure. Tabs on cover fatigued and not holding in place. Replace right front seat outside cover and installed new. 05/28/14 @ 20,617 mi - 3 days down Concern:

A. C/S both drip rail moldings pop up.
B. C/S flapping noise right front tire area. Splash shield?
C. Perform recall R1405 for OCS reprogramming.
Action:
A. Special ordered part.
B. Test drove vehicle was unable to duplicate concern at this time. Lifted vehicle for inspection, no sign of any object hanging.
C. Competed.

05/31/14 @ 20,753 mi - 4 days down
Concern:
A. Check passenger side seat OCS system, C/S light keeps coming on for passenger side airbag being off when seat is occupied.
B. Passenger side front seat bottom loose and coming off, 3rd time n for this issue.
C. SOP roof molding came in.
Action:
A. Verified proper operating of OCS system as state in assist. At this time OCS is working as designed.
B. Adjusted seat bottom cover to correct concern.
C. Replaced passenger side roof molding.

Make Public — **Created By Rob Dickens ([redacted] PM)**
ARBS drafted and fedex'd ([redacted] letter to C's atty/father offering to repurchase the vehicle.

Make Public — **Created By Barbara Parker (8/5/2014 2 58 PM)**
DRTS completed RHR and attached to case.

Make Public — **Created By Barbara Parker (8/5/2014 11 58 AM)**
DRTS rec'd RO's from Dlr # 946 and attached to case.

Make Public — **Created By Barbara Parker (8/5/2014 11 35 AM)**
DRTS called Dlr # 946 and requested any and all RO's. SA-Janet agreed to fax RO's. Provided name and fax #.

Make Public — **Created By Barbara Parker (8/5/2014 9 19 AM)**
DRTS rec'd an Attorney Letter from Michael Newman, Attorney at Law on 08/04/14, dated 07/29/14 via Certified Mail. Letter states their office represents C pursuant to Texas Lemon Law and Texas Motor Vehicle Commission Warranty Performance Obligations. Attorney states soon after C purchased C's vehicle C began to have problems with the passenger airbag system. Attorney states that NNA has attempted to repair the passenger airbag system on four (4) separate occasions. Attorney states upon written confirmation from NNA 's agreement and commitment to participate in this fifth, and final attempt to repair the vehicle, C will arrange to deliver the vehicle to the dealer to attempt one final repair. Attorney states to please advise when NNA will arrange for a meeting with NNA so that their office may schedule this final attempt to repair the vehicle. Signed Michael S. Newman.

Previous cases:
[redacted]

**********DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY.**********

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7915911	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/5/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/31/2014	Robert Underwood	11/2/2014 10:18 AM
Edit | Del	Review Approved Check Request		✓	10/7/2014	Rob Dickens	10/8/2014 8:40 AM
Edit | Del	Complete VPP Goodwill Process - CST00050398		✓	9/30/2014	Rob Dickens	9/30/2014 1 06 PM
Edit | Del	Complete VPP Goodwill Process - CST00050398		✓	9/30/2014	Rob Dickens	9/30/2014 1 06 PM
Edit | Del	Create RHR		✓	8/11/2014	Barbara Parker	8/5/2014 2:58 PM

Show more » | Go to list »

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00050398	Goodwill VPP		Processed	DRT	Rob Dickens	DRT	Rebecca Martin	9/30/2014
Edit	CST00050711	DRT Resolution	3N1AB7AP2D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0134547	520007	10/8/2014	Customer	Approved	$20,888 96	32BUYBACK	Nissan South Central Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	221KB	7/15/2015 10:50 AM	Rebecca Martin
Edit | View | Del		180KB	10/8/2014 2 57 PM	Rob Dickens
Edit | View | Del		55KB	10/6/2014 4:18 PM	Rob Dickens
Edit | View | Del		189KB	10/6/2014 3 06 PM	Rob Dickens

Edit | View | Del [redacted]		148KB	9/29/2014 8 56 AM	Rob Dickens

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/11/2014 10:20 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 2:03 PM	Jim Land	Changed **Case Owner** from Rob Dickens to **Jim Land**.
10/29/2014 2:01 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/5/2014	Case Origin	Internal
Supporting Documents		Date/Time Opened	8/5/2014 8:40 AM
CA Multiple Repairs		Date/Time Closed	8/5/2014 9 02 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	*****NOTE: Case opened to document a TechLine DTS request for month-end reporting purposes. GWC-JL had no customer contact, communication or follow-up involved in the creation of the case. Any further customer follow-up or concern should be directed to a RCAS or other appropriate Customer Care team.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LAKE NORMAN INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AL0MM7EC[redacted]		
Created By	Jim Land, 8/5/2014 8:40 AM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 8/5/2014 7 03 PM	Root Cause Code (2)	
Days Closed	526	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (8/5/2014 8 40 AM)** B00A0-00 OCS SYSTEM { H33 } Past 1. Reprogrammed OCS module per campaign.....now Pabi light comes on and B00A0-00 is set. 2. Replaced OCS control unit.....no change 3. Replaced seat track assembly (for seat sensors)..... no change. Customer did not notice an issue prior to the OCS reprogram campaign being performed. No components were replaced prior to OCS reprogram being performed. Only the Pabi light comes on at times. The Air Bag light does not come on. DTC is erased every visit and returns. Seat belt light is not on with the passenger seat empty. Incident occurs with "husband" in the seat, husband is a normal sized adult. Incident is not noticed with other passengers in the seat. Customer states incident began after the OCS was reprogrammed, but had only owned the vehicle for a few hundred miles prior to that. OCS unit label # NJ9NC142130423. Tech is unsure if DTC was erased before or after perfroming Zero-point reset.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7915839	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/5/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date

Edit | Del F29328	DTS Request	Jim Land 8/5/2014 8:46 AM	8/5/2014

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/5/2014 9 02 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/5/2014 8:40 AM	Jim Land	Changed **Work Phone** t[redacted]
		Changed **Subject** to **CUSTOMER** [redacted]/IN 5N1AL0MM7E[redacted]

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Surveys Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Julio Gutierrez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	8/6/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	8/5/2014 10:44 AM
CA Multiple Repairs		Date/Time Closed	8/6/2014 6 57 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ28R29T[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	38
Model Line	CUBE	Beyond PT Warranty Miles	0
Model Code	62219	Beyond PT Warranty Months	14

Dealer Access

Case Servicing Dealer	SANTA BARBARA NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Service	Case Type	Nissan Service

Survey Request Date		Receipt Date	7/30/2014
Survey-Source		Survey NPS Score 1	8
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	VEHICLE PICKUP No problems Justin helped me and it was very fast and easy.. SERVICE ADVISOR COMMENTS Justin @sb nissan is awesome!! He is so helpful easy going makes it fast and simple. My experience for new cvt honestly was the best experience i have ever had.. They diagnosed the problem under warranty and immediately called me and offered me a rental.. No hassle and relieved my stress.. Justin is a great asset to sb nissan!! I am from sb and live in ventura.. Bought my cube in oxnard.. Oxnard service dept is rude unhelpful and inefficient.. I called to have my vehicle checked there first .. my only available day was a sat, the manager basically refused to take me when he realized car was under warranty and that i needed a new cvt.. I will always drive to sb nissan .. Its worth the gas.. Less hassle and less stress. Only issue is that Nissan needs to recall the CVT's on all 2009-2010 cubes people should not have to go through this or be stuck after 120000 miles with a bad transmission.. Being thag Nissan is aware of the problem.. it is their responsibility to fix the problem... I would prob not buy another nissan though too many problems with a 2009 vehicle.. My CVT went out .. Drive belt warn out.. Now im having a gas gauge problem that wasnt there before my vehicle went into the dealership to be fixed .. And their saying its not covered by warranty.. My confusion is a new vehicle isnt smogged for so many yrs after purchase therefor how can the emissions warranty only last a few yrs if the smog doesnt occur til afterwards.. How are you supposed to know if there is a problem til its smogged.. Sad part is i do not recommend nissan to any of my friends or family .. Due to the multiple issues with my vehicle .. I recommend sb nissan service dept.. But not the vehicles.. I currently have alot of family members purchasing new vehicles and were considering Nissan until they realized all the problems im having with my vehicle IMPROVEMENTS TO SERVICE EXPERIENCE Service experience was awesome..i have a very busy schedule and i will make sure that i always have Justin help me so that my time isnt wasted...No suggestions. Recall the CVT's on all 2009-2010 Nissan is fully aware of issue .. Extended warranty is great but if someone goes over 120,000 miles and it goes out their screwed...it is your job to make sure when a customer pays that much $ for a car it is reliable.. And also that they will refer others to purchase Nissans..	Hot Alert Type	CA T5
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	[redacted] Email Address: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: JN8AZ28R29T1[redacted]		
Created By	Alvergei Glenn Cruz, 8/5/2014 10:44 AM	Root Cause Code	SCCO
Last Modified By	System Account NNAINT, 8/6/2014 7:14 PM	Root Cause Code (2)	
Days Closed	525	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Julio Gutierrez (8/6/2014 6 54 PM)** RCAS-JG sent apology / follow-up email to C —CASE CLOSED—
Make Public		**Created By Julio Gutierrez (8/6/2014 1 09 PM)** RCAS-JG called DLR SA Justin answered the call RCAS-JG informed SA that C was very satisfied with the level of customer service provided by SA justin SA-J thanked RCAS-JG for feedback SA states Mileage 70,930 SA states Fuel gauge need work SA states $280 parts and labor before tax SA states C came in for transmission and recall OCS SA states C called SA a week later not reading all the way full SA states does not service regularly and only thing C bought is drive belt $ 181.97 and two oil changes RCAS-JG asked SA for warranty prices for fuel gauge parts and labor

SA states will call RCAS-JG back with answer
call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7919420	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	8/6/2014	YZ	BF	222500	OC

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PA0jF ref]	[redacted]		8/6/2014	Julio Gutierrez	8/6/2014 6 54 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0PA0jF ref] *8/6/2014 Case #[redacted] VIN # JN8AZ28R29[redacted]*	[redacted]	8/6/2014 6 54 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/6/2014 6 57 PM	Julio Gutierrez	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/5/2014 12:11 PM	Leslee Koleszar	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zQi7**.

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Surveys

Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Vance Walden [Change]
Executive Referral		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	8/14/2014	Date/Time Opened	8/5/2014 10:44 AM
Supporting Documents		Date/Time Closed	8/14/2014 4:58 PM
CA Multiple Repairs			
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AB7AP9DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JIM BONE NISSAN OF SANTA ROSA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Service	Case Type	Nissan Service

Survey Request Date		Receipt Date	7/30/2014
Survey-Source		Survey NPS Score 1	7
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	SERVICE ADVISOR COMMENTS We brought the car in for repairs to our malfunctioning passanger seat airbag indicator. The previous 4 times we brought the car in for service we requested this to be checking into, never was until we were told a separate appointment was needed. Once the car was checked we were told nothing was wrong. Unfortunately for your service department we have made videos of this problem since then. The indicator STILL shows it is inactive with a passenger in the seat. We have to stop and restart the car several times to get it functional, even then it occasionally will turn off then back on while driving. We are very disappointed that we are not being taken seriously about this problem. We will attempt one more time during our next service appointment to get this issue resolved, if it isnt we will consider our options for a remedy to this situation. Many Thanks Roger/Jennifer Kilgore IMPROVEMENTS TO SERVICE EXPERIENCE see other comments	Hot Alert Type	CA T5
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted], Santa Rosa, CA [redacted] Preferred Email: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 1N4AB7AP9DN[redacted]		
Created By	Alvergei Glenn Cruz, 8/5/2014 10:44 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/14/2014 7:08 PM	Root Cause Code (2)	
Days Closed	517	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Vance Walden (8/14/2014 4 57 PM) RCAS-VW closing c's case pending c call back
Make Public		Created By Vance Walden (8/11/2014 4 20 PM) RCAS-VW sent follow up email to c advising c to contact RCAS back @ 6157257536
Make Public		Created By Vance Walden (8/6/2014 4 41 PM) RCAS-VW contacted c @ [redacted] RCAS left vmx advising c that RCAS received c's survey RCAS advised C to contact RCAS back @ [redacted] to discuss c's veh concern RCAS advised c that RCAS would follow up Monday 8/11
Make Public		Created By Vance Walden (8/6/2014 4 29 PM) RCAS-VW contacted SA-Kyle @ [redacted] RCAS advised SA for more information about c's veh concern SA has been unable to verify c's concern on multiple test drives SA advised RCAS that DLR tech performed zero point reset, tech found no codes, and performed OCS reprogram SA stated that Tech Line advised of a gray area between 90-130lbs that may cause the light to come on and off RCAS advised SA if SA explained to c the weight sensor parameters SA advised RCAS that c is of smaller stature and would near the lower end of the sensor parameters SA advised RCAS that SA explained to c that the sensor turns airbag off the weight in the seat is below 90lbs SA advised RCAS that SA explained to c that the sensor turns airbag on if the weight in the seat is above 90lbs RCAS advised SA that RCAS has survey from c address c's veh concern and c did not call in a complaint SA stated that DLR had read survey and that SM has reached out to c RCAS thanked SA for information Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7929882	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/14/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PA0jx ref]	[redacted]	✓	8/11/2014	Vance Walden	8/11/2014 4:20 PM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0PA0jx ref] *8/11/2014Case #[redacted] Thank you for taking the time to...*	[redacted]	8/11/2014 4 20 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/14/2014 4 58 PM	Vance Walden	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/11/2014 4 21 PM	Vance Walden	Changed **Follow Up Date** from 8/11/2014 to **8/14/2014**.
8/6/2014 4:41 PM	Vance Walden	Changed **Follow Up Date** from 8/6/2014 to **8/11/2014**.

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Surveys

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Case Comments [5] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jennifer Lanning [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/5/2014 11:50 AM
CA Multiple Repairs		Date/Time Closed	8/6/2014 2:55 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Veh Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NORMAN OK
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	50,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	14,000
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BOB MOORE NISSAN / NORMAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP2DN[redacted]		
Created By	Mark Joven Salumbides, 8/5/2014 11:50 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/6/2014 7:10 PM	Root Cause Code (2)	
Days Closed	525	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Lesley Howard (8/6/2014 2 43 PM) **********closing summary********** rcas received case regarding c's concern that passenger side airbag goes off and on intermittently. Dlrshp unable to duplicate concern. c dissatisfied with no further assistance unless dlrshp can duplicate.
Make Public		Created By Lesley Howard (8/6/2014 2 [redacted] rcas-lah placed outbound call to c 8/6/14@[redacted]@3;37p and spoke with c. rcas reviewed case with c. rcas advised that rcas-jennifer lanning discussed concerns with dlrshp. rcas advised per dlrshp concern has was not duplicated. rcas apologized for c's frustration and advised without duplication nna could not further assist. c repeatedly stated that sa-andy advised c that the concern was duplicated. c states that the codes are not being stored which tells c that the veh is not operating right because the airbag light goes off and on. c states that c has had veh into the dlrshp approximately 7 times for this concern. c states that c has the "lemon law" in the state of OK. c states that c will pursue the lemon law. c states again that dlrshp advised that the concern was duplicated. rcas again advised per dlrshp no duplication. rcas advised that c may leave veh at dlrshp and have dlrshp drive for a day or two to try to duplicate c's intermittent concern or take veh to another dlrshp for second opinion. c states that nna will be hearing from c's side in the future. rcas thanked c and call ended
Make Private	✓	Created By Jennifer Lanning (8/6/2014 9 28 AM) Rcas placed call to dlr and spoke with SA-Anthony as SM not available Rcas verified that c has had complaint with dlr many times and dlr has worked with Techline. on c complaint, numerous repairs have been made, but concern not verified C states when wife or friend sit in seat light comes on and off. C took picture, but cannot make diagnosis from picture on if is normal or not C advised has friend with Altima whose light does not operate same as cs Rcas explained a verifiable concern needs to be duplicated while at dlr before can assist further SA understood Rcas explained there are a multitude of factors that can cause the light to go on and off SA states c was asking for and engineer to come out Rcas declined and explained if c has a duplicated concern, Rcas can readdress, but as of now, there is nothing to indicate veh operation is abnormal
Make Public		Created By Mark Joven Salumbides (8/5/2014 11 56 AM) Vehicle Concern
Make Private	✓	Created By Mark Joven Salumbides (8/5/2014 11 54 AM) Last Modified By Jennifer Lanning (8/6/2014 8 40 AM) CRR-MS received a call from C regarding veh concern CRR-MS verified c's information; name, number, alternate number, mailing address & Email Address C provided best number to reach ; [redacted] C said c is having an on going issue with the passenger airbag sensor of c's veh, c said that c have taken c's veh to the dlr multipe times already but the dlr cannot duplicate the issues on c's veh, c said that the airbag sensor is malfunctioning, c said c was assisted by SA Anthony at the dlr and was advised that this is normal on c's veh. c said that it is not normal, c said that c's veh is still at the dlr right now and c decided to call nna ca to ask for further assistance to resolve this issues. CRR-MS apologized to C and advised C that C's case will be forwarded to RCAS for assistance. CRR-MS advised C that C will received a call by the next business day by an RCAS specialist. CRR-MS offered further assistance. C declined. CRR-MS gave C name, extension number and case number. CRR-MS forwarded case to RCAS. CRR-MS leaving the case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7918857	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/6/2014	YX	BK	233500	OA
Edit | Del	CC-7918858				14	8/6/2014	WT	BK	233500	OA

RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/6/2014 2 55 PM	Lesley Howard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/5/2014 11:55 AM	Mark Joven Salumbides	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000022PSw**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Quinta Chaney [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/5/2014 1:40 PM
CA Multiple Repairs		Date/Time Closed	8/6/2014 12:46 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - Restraint System		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GLENDALE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP6DN[redacted]		
Created By	Shirley Santos, 8/5/2014 1:40 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/6/2014 7 09 PM	Root Cause Code (2)	
Days Closed	525	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Quinta Chaney (8/6/2014 12 46 PM)** ***case summary*** C contacted CA regarding airbag concern C took veh to dealership for diagnosis C advised dealership states veh is working as performed and could not duplicate concern RCAS-QC advised C per what C is stating that is occurring, veh is performing as designed C declined further assistance Closing case due to no further assistance required
Make Private	✓	**Created By Quinta Chaney (8/6/2014 12 44 PM)** RCAS-QC contacted C @ [redacted] C states C is having concerns with the airbag light C states when someone is sitting on the passenger seat, the airbag indicator light does not come on C advised C took veh to dealership for diagnosis and was advised that the veh is performing as designed RCAS-QC apologized to C for inconvenience RCAS-QC advised C that when someone is sitting in the passenger seat, the airbag light is not supposed to come on RCAS-QC advised C that the indicator means the airbag is off when the light comes on RCAS-QC advised C per what C is saying, RCAS-QC agrees with dealership that veh is performing as designed C understood and appreciated assistance Call ended mutually
Make Public		**Created By Shirley Santos (8/5/2014 1 46 PM)** Vehicle Concern
Make Public		**Created By Shirley Santos (8/5/2014 1 46 PM)** crr-ss received a call from c regarding a veh concern. crr-ss updated c information. crr-ss verified c's name, mailing & email address. crr-ss verified c's primary and alternate phone numbers. crr-ss informed c that the veh is not part of any veh campaign. crr-ss asked c if the veh was already taken to an authorized dlrshp for diagnosis. c stated yes. crr-ss asked the Dlrshp that diagnosed the veh. c stated GLENDALE NISSAN. crr-ss asked when the veh was diagnosed. c stated 07/2014. crr-ss asked for the the name of the Service Adviser who assisted c at the dlrshp. c stated SA Anthony. crr-ss asked the Failing Part on the veh. c stated Passenger Airbag, multiple repair attempts crr-ss empathized and apologized for the inconvenience. crr-ss asked for the current mileage of the veh. c stated 14,000 miles. c is seeking a permanent resolution to the case. c stated has owned 4 Nissan vehs and has been a loyal Nissan c.

crr-ss advised c that file will be transferred to rcas for review.
crr-ss advised c to expect a call within the next business day.
c understood
crr-ss offered further assistance, c declined.
crr-ss provided name, ext and file number.
crr-ss leaving file open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7916821	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/5/2014	YX	BK	233500	OA
Edit | Del	CC-7916822	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/5/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/6/2014 12:46 PM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/5/2014 1:48 PM	Shirley Santos	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000020gZB**.

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Surveys

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/6/2014 12:47 PM
CA Multiple Repairs		Date/Time Closed	9/12/2014 11:44 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP3DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN KEARNY MESA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/15/2014	Vehicle Service Contract	
RHR Completed	9/2/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 3N1AB7AP3DL[redacted]		
Created By	Jeehan Mabalot, 8/6/2014 12:47 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 9/12/2014 7:09 PM	Root Cause Code (2)	
Days Closed	488	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (9/12/2014 11 43 AM)** CASE SUMMARY C contacted NNA with veh concerns. C requested RHR. RHR denied. RCAS requested DTS inspection of veh. C stated C is working with an attorney. RCAS closing case as no further assistance may be offered.
Make Public		**Created By Zachary Mallett (9/12/2014 11 40 AM)** RCAS called C[redacted] C stated C had retained an attorney. C stated attorney told C to cease working with CA. Call ended mutually.
Make Public		**Created By Zachary Mallett (9/11/2014 10 26 AM)** RCAS-ZM received DTS appointmetn of 09/16/14 at 10 00 am.
Make Public		**Created By Zachary Mallett (9/10/2014 6 17 PM)** RCAS-ZM reviewed case with CXM-FH. Decsion reached to poissibly offer C one month's payment for inconvenience and DTS inspection. RCAS-ZM called C a[redacted] RCAS-zM stated NNA is not in a position to repurchase C's veh. RCAS-zM apologized and provided empathy. RCAS-zM stated RCAS-ZM stated a DTS needs to inspect C's veh. C understood. RCAS-ZM stated RCAS-zM would contact C by 09/12/14 with appointment time. RCAS-zM stated NNA will reimburse C one month's payment. C stated C's payment is 505. C stated C's RPMs went below 1,000. C stated C's son told C that it sounds like C's transmission is going bad. C asked of DTS finds something wrong will NNA repurchase veh then. RCAS-ZM stated it is determined on a case by case basis. RCAS-zM stated if additional repairs are performed, RHR can be resubmitted. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (9/9/2014 6 55 PM)** RCAS-ZM called C at [redacted] C stated C brought veh back in and DLR was unable to duplicate C's concerns. C stated C does not feel safe in veh. C stated C is not happy that DLR gives C's car back with very little gas. RCAS-ZM stated RCAS-zM would call C on 09/10/14 with further information. RCAS-ZM stated DTS may need to inspect C's veh. C declined further assistance. CAll ended mutually.
Make Public		**Created By Angie McVey (9/5/2014 3 56 PM)** ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time. ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.
Make Public		**Created By Angie McVey (9/5/2014 3 55 PM)** History provided by RCAS as follows: 5/8/14 at 9,494 miles - 1 day

Concern
1. C states there is a rattling noise from under the car
Action
1. Replace CVT transmission

5/13/14 at 9,737 miles - 2 days down
Concern
1. C states veh makes a thudding sound when turning.
2. C states veh loses power at high speeds.
Action
1. No problem found
2. No problem found

5/30/14 at 11,222 miles - 1 day
Concern
1. C states engine lacks power on acceleration
Action
1. Operates as intended

6/27/14 at 12,254 miles - 5 days down
Concern
1. C states there is a thud noise when pulling into driveways
2. C states veh makes grinding noise when executing U-turn
3. C states steering whel makes grinding noise
Action
1. Tightened underbody bolts and rack and pinion bolts.
2. Could not duplicate
3. Could not duplicate

7/16/14 at 13,755 miles - 4 days down
Concern
1. C states air bag off light comes on while passenger present
Action
1. Could not duplicate

8/18/14 at 16,010 miles - 1 day down
Concern
1. C states air bag light off comes on while passenger present
Action
1. Replace OC sensor, and performed zero point reset

+1 CA file, No tech line file, No DTS, Retail Purchase, Plan Purchased
1 x rattle noise = cvt replaced
2 x loses power – no repairs
2 x thud when turn
2 x air bag light
ARBS notes that previous file was an attorney file reviewed by ARBS Rob Dickens. This was discussed with Rob who advised to proceed as normal.

Make Public

Created By Zachary Mallett (9/2/2014 12 51 PM)
RCAS-ZM called C a[redacted]
C stated C ahd not yet had veh in to DLR for brake noise concern.
RCAS-ZM stated C should contact RCAS-ZM if DLR recommends additional repair.
RCAS-ZM stated additioanl repair would be considered in RHR.
C understood.
C stated C would contact RCAS-zM if additioanl repair was needed.
RCAS-ZM stated RHR was still under review.
RCAS-ZM stated RCAS-ZM would follo wup witjh C on 09/08/14.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Gloria Holman (9/2/2014 11 23 AM)
DRTS received the RHR. The RHR was assigned to ARBS Angie McVey for review.

Make Public

Created By Zachary Mallett (8/28/2014 1 21 PM)
RCAS-ZM received ROs from SM-RS

RCAS-ZM called C at [redacted]
RCAS-ZM stated RHR is still under review.
C stated C is going to take veh back in to DLR
C stated brakes are clicking .
RCAS-ZM stated RCAS-ZM would follow up with C on 09/02/14.
C decliend further assistance.
Call ended mutually

Make Public

Created By Zachary Mallett (8/27/2014 7 49 PM)
RCAS-ZM called SM-RS of Mossy Nissan El Cajon requesting ROs.

Make Public

Created By Zachary Mallett (8/25/2014 3 20 PM) Last Modified By Zachary Mallett (8/25/2014 3 20 PM)
RCAS-ZM emailed SM-BC of Mossy Nissan Kearny requesting ROs.

C is not expecting follow up until 08/28/14.
RCAS-ZM moving follow up date.

Make Public

Created By Zachary Mallett (8/22/2014 1 03 PM)
RCAS-ZM called C at [redacted]nd left vmx with RCAS-ZM name and number requesting C return call.

Make Public

Created By Zachary Mallett (8/22/2014 9 09 AM)
RCAS-ZM sent email requesting ROs from SM-BA.

Make Public

Created By Zachary Mallett (8/18/2014 1 36 PM)
RCAS-ZM sent email to SM-BC requesting ROs

RCAS_ZM moving follow up date to 08/22/14 as C is not expecting follow up on 08/18/14.

Make Public

Created By Zachary [redacted]4 3 11 PM)
RCAS-ZM called C at [redacted]
C stated C's airbag light keeps coming on.
C stated this is third time C has brought veh in.
C stated second time C brought veh in transmission was replaced.
C stated C took veh in for a noise and SA could not determine cause of noise.
C stated C's veh is still not driving right.
C stated after long periods of driving engine runs rough.
C stated C's brakes make a clicking noise.
C stated veh has not been right since transmission was replaced.
C stated C is taking veh back in on 08/18/14.
RCAS-ZM advised C that corporate technicians may need to inspect C's veh.

C stated C does not want veh.
C stated C is ok with the exact same year and model of car.

RCAS-ZM advised C that RHR can take up to ten business days to reach a decision, and a decision to repurchase is not guaranteed at this time.
C understood.

C stated C does not want veh because of the numerous repairs.
C stated C purchased veh from Pacific Nissan new.
C stated C has veh serviced at Pacific Nissan and Mossy Nissan El Cajon, and Mossy Nissan Kearny Mesa.

RCAS-ZM advised C that RCAS-ZM would review to for possibility of corporate technicians inspecting veh.
RCAS-ZM advised C that RCAS-ZM would follow up with C on 08/20/14.
C declined further assistance.

RCAS-ZM emailed CXM-FH notifying of RHR.

Make Public

Created By Zachary Mallett (8/12/2014 6 20 PM)
RCAS-ZM called C at ([redacted] and left vmx with case number RCAS-ZM name and number requesting C return call.

Make Public

Created By Zachary Mallett (8/12/2014 3 15 PM)
RCAS-ZM called Mossy Nissan Kearny.
RCAS-ZM left message for SM-Brad with the receptionist requesting further information.

Created By Roselle Beconia (8/12/2014 12 04 PM)
crr-rb received a call from c
c states c would like to speak with rcas-Zach
crr-rb informed c that crr will connect c to rcas direct line ([redacted]
c agreed to leave a message for rcas in case rcas is unavailable

Make Public

crr-rb informed c that c is schedule for a follow up call before business day ends today

CRR-RB offered further assistance. c declined
CRR-RB provided c with crr name and extension number
crr transferred c to rcas voice mail
CRR-RB leaving the case

Make Private ✓

Created By Quinta Chaney (8/7/2014 5 39 PM)
RCAS-QC contacted c @[redacted] left VMX including case number, name
RCAS-QC advised that RCAS-ZM will follow up with C by COB 8-12-14

Created By Jeehan Mabalot (8/6/2014 12 52 PM)
crr-jm received a call from c. c stated that c is having a lot of issues on the veh. C had taken the veh to the dlr 2-3 times. C said c was told by the dlr that dlr heard the noise but dlr still don't know where the noise is coming from. C mentioned c had to take the veh to the dlr 2 weeks ago because airbag light came on with c's son sitting on the veh. C said c feels unsafe to drive the veh. C would like the issues to be taken care of by nissan.

crr-jm verified the name of registered owner, mailing address, phone numbers, email, if veh was purchased new or pre-owned, mileage on the veh and c's servicing dlrshp.

crr-jm verified if the veh was diagnosed, c said yes and provided the following information:
WHERE: MOSSY NISSAN KEARNY MESA
WHEN: 2 weeks ago
DIAGNOSIS: C stated c is having a lot of issues on the veh
SA: SA-Mark
Make Public ESTIMATE COST OF REPAIR: Veh is still under warranty

crr-jm asked c how c would like to be assisted by nna, c stated C is asking for assistance from Nissan to get the veh fixed.

crr-jm informed c that c's concern will be forwarded to the Regional Office and a Regional Specialist will be calling c before the end of the next business day, c acknowledged.

crr-jm asked for the best number to reach c, c provide[redacted]

crr-jm offered further assistance, c declined.

crr-jm provided name ext case #

crr-jm forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7918473	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/6/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Review RHR recommendation	Not Started		✓	[redacted]	9/5/2014	N/A	Zachary Mallett

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]		✓	9/2/2014	Angie McVey	9/5/2014 4:00 PM
Edit | Del	[redacted]		✓	9/2/2014	Zachary Mallett	9/2/2014 11 24 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F31045	DTS Request	Zachary Mallett, 9/10/2014 6:18 PM	9/10/2014

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	59KB	9/2/2014 11:16 AM	Zachary Mallett
Edit | View | Del		28KB	9/2/2014 11:16 AM	Zachary Mallett
Edit | View | Del		98KB	8/28/2014 6:28 PM	Zachary Mallett
Edit | View | Del		59KB	8/22/2014 9:00 AM	Zachary Mallett
Edit | View | Del		705KB	8/22/2014 8:56 AM	Zachary Mallett

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/12/2014 11:44 AM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/10/2014 6:19 PM	Zachary Mallett	Changed **Follow Up Date** from 9/10/2014 to **9/12/2014**.
9/9/2014 6 56 PM	Zachary Mallett	Changed **Follow Up Date** from 9/9/2014 to **9/10/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [18] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Alex Loft [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/6/2014 3 37 PM
CA Multiple Repairs		Date/Time Closed	9/23/2014 1:43 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Airbag sensor light issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	35,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN CHANDLER	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP9DN[redacted]		
Created By	Vanessa Arguelles, 8/6/2014 3 37 PM	Root Cause Code	SCSV
Last Modified By	Veronica Moody 4/12/2015 4 57 PM	Root Cause Code (2)	
Days Closed	477	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Alex Loft (9/23/2014 1 43 PM)** RCAS-AL spoke with C a[redacted] C stated that at this time C does not have time to deal with the concern. C thinks that the light is not working 100% right but it is better than it was. C thanked RCAS-AL for calling. C will call back in if this continues to be a problem. RCAS-AL closing case at this time
Make Public		**Created By Alex Loft (9/17/2014 12 22 PM)** RCAS-AL left VM for C at [redacted] RCAS-AL inquired if C had any further questions or comments for RCAS-AL RCAS-AL included name, case, and phone.
Make Public		**Created By Alex Loft (9/12/2014 11 01 AM)** RCAS-AL left VM for C at [redacted] RCAS-AL inquired if C had time to speak with husband about DTS appointment. RCAS-AL left name, case, phone and a call back request.
Make Public		**Created By Alex Loft (9/9/2014 5 37 PM)** RCAS-AL spoke with C a[redacted] C stated that DTS was able to look at the veh and that C's husband was present. C has not talked to C's husband since the appointment. C will inform RCAS-AL with what C gathers from C's husband. RCAS-AL will wait for a DTS report to be delivered to RCAS-AL C thanked RCAS-AL call ended mutually.
Make Public		**Created By Alex Loft (9/5/2014 10 48 AM)** RCAS-AL spoke with C to remind C that C has a DTS appointment on Sept. 8th at 10:00am C stated that C just found out that C will not be able to be there personally. C is a substitue teacher and just found out. C thanked RCAS-AL RCAS-AL wished C a good weekend. RCAS-AL will review with TL-AA.
Make Public		**Created By Alex Loft (8/27/2014 10 50 AM)** RCAS-AL adjusting follow up date to day before DTS, such that RCAS-AL can remind C of C's DTS appointment.
Make Public		**Created By Alex Loft (8/22/2014 3 40 PM)** RCAS-AL spoke with C on mobile RCAS-AL informed C that a DTS would be on site on September 8th at 10 00 am C thanked RCAS-AL for this information. C will be at the dealer at this time. call ended mutually.
Make Public		**Created By Alex Loft (8/19/2014 5 00 PM)** RCAS-AL left VM for C RCAS-AL included name, phone, case number and a call back request.
Make Public		**Created By Alex Loft (8/19/2014 4 22 PM)** RCAS-AL contacted Sr. DTS- JS via email in regards to airbag sensor. RCAS-AL will be creating a DTS request so that the customer and DTS can review the system operation of the occupant classification system. RCAS-AL will be submitting a DTS request at this time.
Make Public		**Created By Alex Loft (8/19/2014 3 55 PM)** RCAS-AL spoke with SA-Jason at dlrshp.

SA-Jason stated that
4/13/13 replaced sensors and performed campaign
3/14 reset airbag occupancy system
5/14 performed recall per new campaign
6/14 replaced sensors
8/14 No codes, could not duplicate

tech line advised that at this time there is nothing the dlr can do

Make Public

Created By Alex Loft (8/14/2014 6 48 PM)
RCAS-AL left VM for C.
RCAS-AL informed C that RCAS-AL has been in contact with TechLine
RCAS-AL left name, phone, and a call back request.

Make Public

Created By Alex Loft (8/11/2014 4 25 PM)
RCAS-AL received C's inbound call in response to RCAS-AL VM.

C described airbag problem as not working since she has purchased the veh.

C has been into the dlrshp at least 4 times for the same problem.

RCAS-AL will submit a Tech Line request .

Make Public

Created By Alex Loft (8/11/2014 4 05 PM)
RCAS-AL received VM from C asking for a call back.
RCAS-AL called C back at best contact from 1st note entry.

-= next step =-
RCAS-AL will speak with dlrshp about airbag light.

Make Public

Created By Alex Loft (8/7/2014 12 11 PM)
RCAS-AL reviewed with RCAS-QH about calling a private number.
RCAS-AL dialed C's mobile and left a VM for C with call back information.

-= Next step=-
RCAS-AL will contact dlrshp again and wait on C to return VM

Make Public

Created By Alex Loft (8/7/2014 12 02 PM)
RCAS-AL attempted to contact C at secondary number.
The number RCAS-AL dialed is not C's number.

RCAS-AL will review with TL-AA about dialing a private number.

Make Public

Created By Alex Loft (8/6/2014 6 50 PM)
RCAS-AL attempted to contact dlr.
RCAS-AL left VM for SM-Chad with contact information and a request to call RCAS-AL back.

RCAS-AL will ask SM-C which airbag light is on in the veh and if the veh is functioning properly.

Make Public

Created By Vanessa Arguelles (8/6/2014 3 56 PM)
Vehicle Concern

Make Public

Created By Vanessa Arguelles (8/6/2014 3 55 PM)
c called in & said that c said that c is having an issue with the passenger airbag sensor light since c purchased the veh in Jan 2013
c said that c is having an issue with the airbag before the recall/campaig came out
c took the veh to AUTONATION NISSAN CHANDLER but dlr said that there is a campaign related to the issue but dlr has to wait for the campaign to come out

c said that the dlr performed the campaign in June 2014 & c said that there are 2 campaigns done

RC-3797576 R1405 Safety Closed 2013-2014 - Nissan Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS

RC-3797578 PC214 Safety Closed 2013 - Altima Occupant Classification System (OCS) Sensor ALTIMA ODS

c said that dlr replaced the sensor, but 2 days after the recall,
the passenger airbag light came back on & c was told that dlr need to keep the veh for 2 days but the dlr said that there is no error message

c is dealing with SA-Jason

c said that c was at the dlr yesterday & dlr said that dlr as able to addressed the issue to NNA but NNA said that there is nothing NISSAN can do.
c said that c is looking for a lemon law
c said that c would like to know if NISSAN can fix the issue

crr-va told c that case will be forwarded to rcas for review & c will receive call before the end of the next business day. c understood

crr-va offered further assistance, c declined.
crr-va gave name, extension & case number.
crr va is leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7919094	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/6/2014	YX	BK	233500	OA
Edit | Del	CC-7919095	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/6/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30037	DTS Request	Alex Loft, 8/19/2014 4:24 PM	8/19/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/23/2014 1:43 PM	Alex Loft	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/17/2014 12:23 PM	Alex Loft	Changed **Follow Up Date** from 9/17/2014 to **9/23/2014**.
9/12/2014 11:01 AM	Alex Loft	Changed **Follow Up Date** from 9/12/2014 to **9/17/2014**.

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Surveys

Surveys Help

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Case [redacted]

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[redacted] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Chad Alsup [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/6/2014	Type	CA
Follow Up Date	10/14/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/7/2014 9 23 AM
CA Multiple Repairs		Date/Time Closed	10/13/2014 8:10 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00050630

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Attorney Demand Voluntary settlement due to 19 days out of service and 3 repair attempts to correct vibration concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,009		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TENNESON NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$3,935.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/21/2014	Vehicle Service Contract	
RHR Completed	8/21/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 1N4BL3AP0EC[redacted]		
Created By	Sheena Williams, 8/7/2014 9 23 AM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 10/13/2014 7:01 PM	Root Cause Code (2)	
Days Closed	457	Action Code	NE9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Chad Alsup (10/13/2014 8 10 AM)** ARBS-CA notes check sent via FedEx ARBS-CA closed case
Make Public		**Created By Chad Alsup (10/3/2014 12 23 PM)** ARBS-CA sent check request to ARBS-SUP ARBS-CA requested check in the amount of $3935.00 payable to C and ATTY ARBS-CA notes FedEx tracking #[redacted]
Make Public		**Created By Chad Alsup (10/3/2014 12 07 PM)** ARBS-CA received signed settlement
Make Public		**Created By Chad Alsup (10/3/2014 8 06 AM)** ARBS-CA received copy of registration ARBS-CA notes registration is in the name of Jack & Pearl ARBS-CA sent updated settlement letter to ATTY via email
Make Public		**Created By Chad Alsup (9/30/2014 8 49 AM)** ARBS-CA sent settlement agreement to ATTY via email
Make Public		**Created By Chad Alsup (9/30/2014 8 31 AM)** ARBS-CA received email from ATTY Chad, My clients have authorized me to accept the offer of $3,935 00. Please let me know if you need anything further. Thank you for your prompt assistance in this matter. Lisa L. Leverette-Lott
Make Public		**Created By Chad Alsup (9/29/2014 7 40 AM)** ARBS-CA sent offer to ATTY - $3935.00 inclusive Hello Lisa, The DTS inspected and test drove the vehicle with the client last week, the DTS found the vehicle to be working as designed. At this time, NNA is not in the position to replace or repurchase the vehicle. NNA is willing to settle the case with an inclusive cash settlement of $3935.00, as first offered. Thanks,
Make Public		**Created By Chad Alsup (9/29/2014 7 36 AM)** ARBS-CA notes updated RHR In-Service date 05/12/14 04/11/14 5 miles —Dlr performed R1405 OCS recall 5 days down 07/30/14 1630 miles –C states vehicle jerks while taking off / C requested to make sure shields are still on the vehicle —Dlr replaced CVT / Confirmed shields are on vehicle 13 days down 09/25/14 2099 miles –C states vibration when driving —Dlr (DTS) advised vehicle is operating as designed, no defect found, no repairs made to vehicle 1 day down

Make Public	**Created By Josh Wegener (9/26/2014 11 31 AM)** DRTS-JW updated & attached RHR
Make Public	**Created By Josh Wegener (9/26/2014 11 13 AM)** DRTS-JW received new RO & attached to case. RO# is 83891, this hasen't been through warranty yet so I attached RO & tech notes so that the action taken could be documented.
Make Public	**Created By Josh Wegener (9/26/2014 10 40 AM)** DRTS-JW contacted dealer & spoke to Jody in service he will fax RO [redacted] as soon as he can.
Make Public	**Created By Chad Alsup (9/26/2014 8 43 AM)** ARBS-CA requested updated RHR including last RO with DTS
Make Public	**Created By Chad Alsup (9/26/2014 8 42 AM)** ARBS-CA notes DTS made no repair, vehicle performing as designed DTS test drove with customer for a vibration concern. Previously, the dealer had replaced the transmission for a judder incident. During the test drive, the customer pointed out the vibration of concern, but DTS-JN noted the vibration was a reaction of the vehicle to road input, and is characteristic of this vehicle (sport suspension, low profile tires). DTS explained this to the customer. DTS took vehicle in and performed a thorough inspection and found no warrantable concerns. No repairs are necessary at the present time. During the interview, Mr. [redacted] admitted that as soon as he drove off the lot with this vehicle, he knew the purchase was a mistake. After driving Cadillacs all his life (he traded one in on this vehicle), he chose to purchase this Alltima, and is simply not happy with its ride characteristics.
Make Public	**Created By Chad Alsup (9/23/2014 9 49 AM)** aRBS-CA contacted dealership, advised of DTS insepction set for 9/25 ARBS-CA sent email to DTS to advised all have confirmed DTS inpsection date and time
Make Public	**Created By Chad Alsup (9/10/2014 11 23 AM)** ARBS-CA advised DTS inspection date and time confirmed with ATTY, ARBS-CA advised will contact dealership closer to the 25th
Make Public	**Created By Chad Alsup (9/8/2014 11 25 AM)** That date and time works for them. The offer will remain open until we get the opinion of the DTS? Lisa L. Leverette-Lott
Make Public	**Created By Chad Alsup (9/4/2014 12 19 PM)** ARBS-CA sent email to ATTY to confirm date and time
Make Public	**Created By Chad Alsup (9/4/2014 12 16 PM)** ARBS-CA received date from DTS - 9/25 at 10am Chad Let's set this one up for September 25th @ 10 00 a m. Please advise the attorney that I would like to meet with the customer if possible. Thanks
Make Public	**Created By Chad Alsup (9/3/2014 9 01 AM)** ARBS-CA sent email to ATTY to advise waiting for DTS inspection date
Make Public	**Created By Chad Alsup (9/3/2014 8 46 AM)** ARBS-CA notes requesting DTS per last email from ATTY to ARBS-LF
Make Public	**Created By Lundy Flowers (8/29/2014 12 29 PM)** ARBS-LF received an email from the attorney stating: My clients desire a buyback or a replacement. Therefore lets proceed with having a Dealer Technical Specialist inspect the vehicle. The Nissan dealership was unwilling to even explain what they did to the car only provided the invoice with the work order codes. So they don't know if they have a new transmission or a rebuilt transmission. Please advise when the DTS will be coming to inspect the vehicle.
Make Public	**Created By Lundy Flowers (8/28/2014 3 18 PM)** ARBS-LF sent an email to the attorney stating: Nissan North America has reviewed the case and at this time Nissan North America would like to offer a Dealer Technical Specialist (DTS) inspect the vehicle if the vehicle still has a concern. If the vehicle no longer has any concerns Nissan North America would like to make a settlement offer in the amount of $3,935.00 inclusive of fees for your clients inconvenience.
Make Public	**Created By Lundy Flowers (8/28/2014 3 04 PM)** ARBS-LF notes the dealer service records: Open 8-28-13 Closed 8-28-13 Miles 1 RO [redacted] Concern: 1. Tint 5 windows. Action Taken: 1. Completed Open 4-11-14 Closed 4-15-14 Miles 75455 RO [redacted] Concern: 1. Perform R1405 OCS. Action Taken: 1. Completed Open 7-30-14 Closed 8-11-14 Miles 1,630 RO [redacted] Concern: 1. C/s jerking when taking off. 2. C/s check underneath to make sure shields are still on vehicle. Action Taken: 1. Verified shudder and sent results to PT control center which recommended CVT replacement. Replaced CVT with Torque converter being failed part. 2. Completed
Make Public	**Created By Kathleen Pernici (8/21/2014 10 52 AM)** DRTS KP attached the Updated RHR.
Make Public	**Created By Kathleen Pernici (8/21/2014 10 25 AM)** DRTS KP received and attached the R.O. from dealer 5246.
Make Public	**Created By Kathleen Pernici (8/21/2014 9 52 AM)** DRTS KP called dealer 5246 to get R.O [redacted] anything newer or open. SA Jody will fax the R.O. - there are no others.
Make Public	**Created By Lundy Flowers (8/21/2014 9 41 AM)** ARBS-LF called the attorney at 9:19am cst on 8-21-14 ARBS-LF went over the case with the attorney and the attorney stated that the c is requesting a repurchase for a transmission concern. The attorney stated that the vehicle was repaired last week. ARBS-LF stated that NNA will review the vehicle history and see what can be done. ARBS-LF requested that the attorney send over the sales documents, the title and the vehicle registration for the review. The attorney stated that the info will be sent over. ARBS-LF thanked the attorney and ended the call.
Make Public	**Created By Jeanne Lorraine Coria (8/21/2014 8 28 AM)** Atty: LIZA LEVERETTE called back and wants to do a follow up regarding the issue Atty: said she was expecting a call back but did not get any call back. crr-jc informed atty that ARBS-LF will call back by the end of todays business day (8/21/14) atty wants to be transfered to ARBS-LF crr-jc was unable to contact ARBS-LF crr-jc offered further assistance atty declined crr-jc provided name and extension number
Make Public	**Created By Lundy Flowers (8/19/2014 4 29 PM)** ARBS-LF notes the dealer service records: Open 8-28-13 Closed 8-28-13 Miles 1 RO [redacted]

Concern:
1. Tint 5 windows.
Action Taken:
1. Completed

Open 4-11-14 Closed 4-15-14 Miles 75455 R[redacted]
Concern:
1. Perform R1405 OCS.
Action Taken:
1. Completed

Created By Michael Atienza (8/18/2014 8 27 AM)
ADD NG COMMENTS

Make Public

Atty: LIZA LEVEReTTE calling for Pearl Tanner. ask Atty: how can she be assisted. Atty: said she was expecting a call back but did not get any call back. Crr-ma check file. Crr-ma advised Atty: that our next level is still reviewing the file and one of our specialist will call c back. crr-ma ask if atty: callback number is the best way for a call back.atty: said yes the 9123839392 is the best call back numb. crr-ma thank the atty: did closing crr-ma provide ext number. crr-ma

Created By Kristinee Ann Apuyan (8/13/2014 8 31 AM)
c's attorney, Lisa Leverette, called to followup on the case.
c's attorney stated that letter of representation was emailed last 8/6/2014, advised c's attorney that email has been received by rcas.
crr-ka advised c's attorney to wait for rcas' callback.
c's attorney asked for a specific callback timeframe, crr-ka advised to wait within the day or end of next business day.
crr-ka offered further assistance, c's attorney declined.
crr-ka provided closing script, name, ext#. call ended.

Make Public

Created By Kathleen Pernici (8/11/2014 2 22 PM)
***DRTS KP received an EXACT DUPLICATE copy of the Letter from Leverette Law Firm on 08/11/14, dated 08/06/14, addressed to NNA, method of delivery undetermined.

Make Public

Exact duplicate of original previously attached.

Created By Kathleen Pernici (8/11/2014 1 16 PM)
DRTS KP attached the RHR.

Make Public

Created By Sheena Williams (8/8/2014 10 00 AM)
DRTS rec'd ROs from dlr 5246.

Make Public

Created By Sheena Williams (8/8/2014 9 43 AM)
DRTS called dlr 5246, spoke wtih Cashier. Cashier stated will fax docs right away.

Make Public

Created By Sheena Williams (8/7/2014 9 58 AM)
DRTS called dlr 5246, spoke with Sa-Jodie. Requested any and all ROs. Provided fax number.

Make Public

Created By Sheena Williams (8/7/2014 9 29 AM)
********DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C, F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY.*********

Make Public

Created By Sheena Williams (8/7/2014 9 29 AM)
DRTS rec'd an Attorney Letter from the offices of Leverette Law Firm on 08/06/14, dated 08/06/14 via unknown mail. Letter states I am writing this letter on behalf of my client, [redacted] will be representing [redacted] regarding case #[redacted] you have any questions or concerns please do not hesitate contacting. Your assistance is this matter is greatly appreciated. Letter signed by Lisa L. Leverette-Lott.

Make Public

Created By Sheena Williams (8/7/2014 9 25 AM)
DRTS found previous cases: [redacted]

Make Public

DRTS found open campaigns/recalls: NONE

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7923815	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	10/3/2014	Chad Alsup	10/5/2014 9:50 PM
Edit | Del	RHR		✓	10/2/2014	Josh Wegener	9/26/2014 11 32 AM
Edit | Del	Collect RO Documents		✓	9/30/2014	Josh Wegener	9/26/2014 11:14 AM
Edit | Del	Update RHR		✓	8/27/2014	Kathleen Pernici	8/21/2014 10 52 AM
Edit | Del	Collect RO Documents		✓	8/25/2014	Kathleen Pernici	8/21/2014 10 26 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00050630	DRT Resolution	1N4BL3AP0EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0134436	[redacted]	10/4/2014	Attorney	Approved	$3,935.00	DRTSETTLN	Nissan DRT Goodwill Settlement	J[redacted]	

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30646	DTS Request	Chad Alsup 9/3/2014 8:51 AM	9/3/2014

Attachments

Attachments Help

Attach File | View All

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	74KB	12/17/2014 11:18 AM	Tammy Knotts
Edit | View | Del		1.1MB	10/3/2014 12:08 PM	Chad Alsup
Edit | View | Del		641KB	10/3/2014 8 09 AM	Chad Alsup
Edit | View | Del		162KB	10/3/2014 8 08 AM	Chad Alsup
Edit | View | Del		753KB	10/3/2014 8 07 AM	Chad Alsup

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/13/2014 8:10 AM	Chad Alsup	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/3/2014 12:15 PM	Chad Alsup	Changed **Description**.
10/3/2014 8 06 AM	Chad Alsup	Changed **Follow Up Date** from 10/3/2014 to **10/14/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [9] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Thomas Elton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/7/2014 10:25 AM
CA Multiple Repairs		Date/Time Closed	8/11/2014 10:10 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vsh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ED MART N NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	5
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ED MARTIN NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP8D[redacted]		
Created By	Catherine Realo, 8/7/2014 10:25 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7 57 PM	Root Cause Code (2)	
Days Closed	520	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Thomas Elton (8/11/2014 10 09 AM) Summary: C was concerned with passenger front side air bag light turns on intermittently. Case reviewed with Nissan dlr and campaign has been performed and after can not duplicate c concerns with this vehicle. C was adv to get a second opinion from another dlr. C hung up on Rcas. Rcas case closed.
Make Public		Created By Thomas Elton (8/11/2014 10 06 AM) Rcas notes received 1 vmx from c asking to call back to 317.345.8414. Rcas placed outbound call to c ([redacted] 56 am est and left a detail vmx message with case number and Rcas contact information. Rcas c understood. Rcas reviewed case with c and adv case has been reviewed with dlr and adv SA Adam adv vehicle campaign has been serviced and passenger air bag sensor has been reset "0" Point and dlr has adv Rcas can not duplicate c concern. Rcas c is adv intermittently light will stay on while passenger is in seat and does not appear all the time. Rcas c is adv Rcas does not believe c. Rcas adv understood c concern and adv c warranty is determined via dlr inspection and warranty approval and adv c if dlr can not confirm c concerns and is adv Rcas of no findings nothing that NNA can assist c at this time and adv c can always take vehicle to any other Nissan dlr for a second opinion. Rcas c adv will buy another Nissan vehicle and hung up on Rcas and call ended.
Make Public		Created By Thomas Elton (8/11/2014 8 28 AM) Rcas notes received 1 vmx from c asking to call back to [redacted] Rcas placed outbound call to c [redacted] 9:27 am est and left a detail vmx message with case number and Rcas contact information.
Make Public		Created By Thomas Elton (8/8/2014 3 56 PM) Rcas placed outbound call to [redacted] 4:55 pm est and left a detail vmx message with case number and Rcas contact information.
Make Public		Created By Thomas Elton (8/8/2014 3 54 PM) Rcas placed outbound call to c ([redacted] 2 pm est and left a detail vmx message with case number and Rcas contact information.
Make Public		Created By Thomas Elton (8/8/2014 3 51 PM) Rcas notes dlr is not set up with datanet.
Make Public		Created By Thomas Elton (8/8/2014 3 50 PM) Rcas placed outbound call to dlr 3173599231 4:43 pm est and was speaking with SA Adam since Julian and SM DJ are not available. Rcas reviewed case and c concerns and dlr adv passenger side air bag sensor was been reset "0" point and campaign has been performed on this vehicle vehicle and at this point dlr can not duplicate c concerns. Rcas thanked dlr and call ended mutually.
Make Public		Created By Catherine Realo (8/7/2014 10 30 AM) Vehicle Concern
Make Public		Created By Catherine Realo (8/7/2014 10 30 AM) CRR-CR received a call from c stating that c is has an on going issue with the passenger airbag. c said that the passenger airbag light came on, c took the veh to the dlrshp and the dlr reset it. the problem is s till there, c received a noticed about a campaign for the said part, c took it again to the dlr to have the campaign performed and the problem occurs again. c was advised to call nna. c was assisted by sa-julian crr-cr verified account CRR-CR told c that crr-cr will escalate case to rcas. CRR-CR told c that c will receive a call from rcas before the end of the next business day, c understood. crr-cr noting c's # [redacted] CRR-CR offered further assistance, c declined. CRR-CR provided name, ext and file number. CRR-CR leaving file open, transferring resp to rcas for veh concern.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7919901	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	8/7/2014	WT	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/11/2014 10:10 AM	Thomas Elton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/11/2014 10:07 AM	Thomas Elton	Changed **Follow Up Date** from 8/12/2014 to **8/11/2014**.
8/11/2014 8:31 AM	Thomas Elton	Changed **Follow Up Date** from 8/11/2014 to **8/12/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [1] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Leo Vergel Borjal [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/7/2014 10:58 AM
CA Multiple Repairs		Date/Time Closed	8/7/2014 11:05 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	passenger airbag light illuminates		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,100		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP1EC[redacted]		
Created By	Leo Vergel Borjal 8/7/2014 10:58 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/7/2014 7 03 PM	Root Cause Code (2)	
Days Closed	524	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Leo Vergel Borjal (8/7/2014 11 05 AM) crr-lb received a call from c stated that the the passenger airbag refuses to go off even tho someone is already seated on the passenger seat. c stated c already told nna dlr about the concern but c was informed to bring the veh once the light illuminates again. c stated the issue happens intermittently and stated that c had 2008 model and c also had the same problem. crr found no campaigns on the veh. crr advised c to bring the veh in nna dlr to different nna dlr for 2nd opinion. c understood crr-lb offered further assistance c declined crr provided case number, name and extn crr closing case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7920003	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/7/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/7/2014 11 05 AM	Leo Vergel Borjal	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/7/2014 10 58 AM	Leo Vergel Borjal	Changed **Subject** to **CUSTOME[redacted]VIN 1N4AL3AP1EC[redacted]**
		Changed **Home Phone** t[redacted]

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Surveys

Surveys Help

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NISSAN

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Case [redacted]

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Case Comments [27] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [1] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] William Crockett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/7/2014 11:45 AM
CA Multiple Repairs		Date/Time Closed	9/19/2014 8:34 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	***SUMMARY** C contacted INF regarding OCS light complaint. Veh inspected by DTS, found to be operating as designed. Rtlr made repair on 9/3, C picked up on 9/4 and concern has not returned.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN9EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RAY BRANDT INF/META R E	Data Net	
Case Servicing Dealer Region	Infiniti South Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$719.21	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOM [redacted] VIN: 5N1AL0MN9EC[redacted]		
Created By	Virginia Howell, 8/7/2014 11:45 AM	Root Cause Code	SCSD
Last Modified By	NNAETL 10/14/2015 12:12 AM	Root Cause Code (2)	
Days Closed	481	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lakisha Benedict (9/18/2014 1 56 PM) *** [Added after the case is closed] *** Customer agreed to the payment, and Rcas advised the c that the payment will be mailed, and the c will receive the payment in 2-4 weeks.
Make Public		Rcas-kb verified the cs address: [redacted] Metairie, LA 70[redacted] US
Make Public		**Created By Lakisha Benedict (9/18/2014 1 28 PM)** *** [Added after the case is closed] *** Check request information" RCAS-KB is submitting check request in the amount of: $ 719.21 FOLLOWING ARE THE DETA LS OF THE REIMBURSEMENT: One vehicle payment requested by the CSM-RL NAME OF THE DLRSHP: Ray Brandt Infiniti MILEAGE: PART NAME/NUMBER: PART AMOUNT: LABOR AMOUNT: SHOP SUPPL ES: SUBTOTAL: TAX AMOUNT: TOTAL AMOUNT: 719.21 RCAS-KB SUBMITT NG CHECK REQUEST for reimbursement to customer in the amount of payment ($719 21) for the inconvenience he has undergone with the passenger air bag light. The vehicle is now repaired. See attached documentation.
Make Public		**Created By Lakisha Benedict (9/18/2014 1 19 PM)** *** [Added after the case is closed] *** Rcas-kb received email from the CSM requesting rcas to offer the customer a vehicle payment. On behalf of Ray Brandt Infiniti and Infiniti USA, please offer this customer one monthly vehicle payment ($719.21) for the inconvenience he has undergone with the passenger air bag light. The vehicle is now repaired. See attached documentation.
Make Public		**Created By William Crockett (9/10/2014 6 04 PM)** airbag light
Make Public		**Created By William Crockett (9/10/2014 6 03 PM)** Received call from c returning call from TL. TL advised c that TL was calling at c's request to speak to a spvr. C stated c wanted TL to document that c was not happy with the c received from the DTS and Rcas. TL asked how so. C stated c did not totally agree with the assessment of the veh by the DTS and c also felt that the DTS made an inappropriate comment to c. C stated c asked what c should do with the veh since c did not agree that the veh was operating as designed. C stated the DTS advised c can drive the veh, sell the veh or leave it on the lot at the rtlr. C stated c felt that was not professional at all. TL apologized to c for the bad experience and advised the case has been documented as such. C stated the INF Rcas was not rude but c was left feeling like the Rcas did not actually listen to c's complaint at all and would only say that the veh was operating as designed. TL again apologized to c for the bad experience and agreed to address the Rcas. C thanked TL for listening. C stated INF authorized another repair and that c picked up the veh on Monday 9/8. C stated so far the concern has not returned. TL urged c to report any repeat concerns to the rtlr and INF. C agreed. C thanked TL for calling c, TL thanked c for c's time and call ended mutually. - Closing case. - ***SUMMARY** C contacted INF regarding OCS light complaint. Veh inspected by DTS, found to be operating as designed. Rtlr made repair on 9/3, C picked up on 9/4 and concern has not returned.
Make Public		

Created By William Crockett (9/10/2014 11 55 AM)
TL-WC placed call to c @[redacted]
Left vmx with direct phone # and office hours

Created By LaPourche White (9/9/2014 1 28 PM)
*** [Added after the case is closed] ***
RCAS-LO received inbound call from C
C requesting to speak with supervisor on decisions made by CA on closed case
RCAS-LO asks for specific concerns involving case (de-escalate); C declined RCAS's assistance
Make Public
C states wants to discuss overall experience C has had with CA
RCAS-LO advised would submit case for review by supervisor and C would hear back from supervisor by COB 9/10/14
C asks why unable to get anyone today
RCAS-LO apologized; states supervisor unavilable however RCAS has documented C's concerns and for supervisor to call C back

C's best contact numbe[redacted]

Created By Lakisha Benedict (9/4/2014 2 12 PM)
Rcas-kb received call from c.
C states c would like Inf to know the cs side of the inspection..
C states the light stayed on in the cs vehicle for 4 to 5 mins.
C states that the system did not recalibrate like the DTS advised it should.
C states c was advised by another rep with the DTS that it is best to not have a airbag in some instance.
C states c was advised that the airbag can do more damage than good per the c.
C states that is what the c was advised by the rep-DE.
C states that c was also told that the primary restraint is the seat belt.
C states that is unacceptable to be advised of that.
C states that DTS-JD advised that the FCC approved the OCS.
C states that is unacceptable because Inf built the seat.
C states c is not happy with the inspection.
C states asked the DTS what the cs other course of action.
Make Public
C states the DTS advised drive the vehicle that is operating as design, sale the vehicle, or not to drive the vehicle at all.
C states those options is unacceptable.
Rcas-kb asked the c what the c is seeking from Inf.
C states the vehicle fixed.
Rcas-kb advised the c that the vehicle was inspected by the Rltr parts replaced, and the vehicle is operating as designed.
Rcas-kb advised the c that the DTS was there to determine if the Rtlr inspected the vehicle, and to provide a fix if the DTS found that the vehicle was not operating as it should.
C states okay that is fine.
C states c wants the cs info documented.

Rcas-kb thanked the c, and the call ended.

Rcas-kb closing case no further assistance needed.

Created By Lakisha Benedict (9/4/2014 12 55 PM)
Rcas-kb received DTS ******REPORT*******

REPORT from: JD
CUSTOMER AND VEHICLE INFO
• George Milam
• 14 QX60
• 5N1AL0MN9EC5[redacted]

INSPECTION NFO
• Vehicle inspection conducted on 9/3/14 at Ray Brandt Infiniti in New Orleans, LA.
• Odometer at time of inspection: 12,401 miles.

CUSTOMER ROOT CONCERN
• Occupant Classification System light stays illuminated while driving at times.

SYMPTOM VER FICATION
• Verified customers concern while test driving with customer and wife.

PREL MINARY TEST NG
Make Public
• Performed visual inspection of OCS system.
• Checked for stored DTC's.
• Performed operational check of OCS system.

DIAGNOSIS & REPAIR
• No repairs performed due to vehicle is operating as designed.

SERVICE HISTORY REVIEW
• 7/31/14 – 12,014 miles – No repairs performed.
• 7/24/14 – 10,265 miles – No repairs performed.
• 5/31/14 – 8,669 miles – Performed R1405 OCS reprogram.
• 2/6/14 – 5,848 miles – Replaced passenger front seat bottom frame.
• 1/8/14 – 4,759 miles – No repairs performed.

ADDITIONAL COMMENTS
• Customer was able to induce concern when front passenger (wife) lifted out of seat when vehicle was stopped, then started to drive. Light stayed illuminated until vehicle stopped for ~40 seconds. This is proper operation.
• Discussed inspection results with customer.
• Educated customer on operation of OCS system.
• Gave customer documentation from ITB14-042.
• Customer stated that concern occurred on 14 QX60 loaner vehicle.
• Customer is not satisfied with results of inspection.

Created By Lakisha Benedict (9/2/2014 3 18 PM)
Rcas-kb contacted the c.
Rcas-kb advised the c that the cs appointment is set for 9/3 9 00,
C states c is still able to make the appointment; however the time allotted for inspection is not enough time.
C states the concern happens intermittently, and the c does not think it will work.
Make Public
C states c has video, and pictures of the concern.
C states c will bring those items for the DTS to review.
Rcas-kb thanked the c, and call ended.

Rcas-kb sent email advising the DTS that the customer will be able to keep the appointment.

Created By Lakisha Benedict (8/25/2014 1 54 PM)
Make Public
Rcas-kb spoke with the c on 8/22/14, and the c states c does not think the vehicle can be repaired.
C states c does not think Inf should waste money bring a rep out to look at the vehicle; however the c will keep the appointment.

Created By Lakisha Benedict (8/25/2014 10 59 AM)
Make Public
Rcas-kb contacted the SM-Lisa.
Rcas-kb left vmx for the Sm to follow up with Rcas regarding the cs case

Created By Lakisha Benedict (8/22/2014 10 25 AM)
Make Public
Rcas-kb contacted the SM-Lisa.
Rcas-kb left vmx for the Sm to follow up with Rcas regarding the cs case

Make Public

	Created By Lakisha Benedict (8/22/2014 9 07 AM) DTS-JD will be scheduling the inspection for Wednesday 9/3 @ 9 00 am at Ray Brandt Infiniti. DTS spoke with the SM Lisa and informed SM of cs updated appointment. SM is going to contact the customer with the updated date and time. The parameters of the inspection are still the same. It will be required that the owner is present for the inspection. It would also be best if the normal passenger occupant that turns the light on is also present. Due to this inspection will require flight and the changing of the date and time, can the owner of this case in CA, contact the customer to verify the new time. Please respond once the appointment has been confirmed.
Make Public	**Created By Lakisha Benedict (8/21/2014 10 33 AM)** left vmx including case number, name, and RCAS contact of [redacted] RCAS requested that if c does call back and reach vmx to please leave best time and number to reach c. best contact # ([redacted]
Make Public	**Created By Lakisha Benedict (8/21/2014 10 31 AM)** Rcas-kb contacted the SM-Lisa. Rcas-kb left vmx for the Sm to follow up with Rcas regarding the cs case.
Make Public	**Created By Elizha Colquitt (8/20/2014 3 36 PM)** RCAS-EC received a call from c C requested to speak to RCAS-KB RCAS-EC transferred c to RCAS-KB
Make Public	**Created By April Chenault (8/13/2014 12 27 PM)** RCAS-AC received incoming call from C. RCAS-AC advised of DTS appointment on 9/16 @ 9 AM. RCAS-AC requested that C bring whomever occupies the seat to make the PABI light illuminate per DTS Thomas request. C confrimed appointment time for DTS. RCAS-AC advised would follow up with C as a reminder on 9/15. C thanked RCAS-AC. Call ended mutually.
Make Public	**Created By April Chenault (8/13/2014 10 38 AM)** RCAS-AC contacted c @ (5[redacted]) left vmx including case number, name, and RCAS-AC contact of 615.725.7565. RCAS-AC requested that if c does call back and reach vmx to please leave best time and number to reach c. RCAS-AC advised will follow up with C by COB on 8/14.
Make Public	**Created By April Chenault (8/13/2014 10 37 AM)** RCAS-AC received email with DTS appointment of 9/16 @ 9 AM.
Make Public	**Created By William Crockett (8/11/2014 11 24 AM)** ***CASE NOTES*** RCAS-AC to follow up with c once DTS provides inspection date
Make Public	**Created By William Crockett (8/11/2014 11 23 AM)** Received call from c returning call from TL TL advised TL called at c's request to speak to a spvr. C stated c wanted NF to know that c's veh has been to the rtlr 5 times for a concern related to the passenger airbag. C asked if INF is aware and if NF has a resolution. TL apologized to c for the veh's inconvenience and advised c that NF CA is now aware of c's veh concerns and would like to send a DTS out to meet with and inspect the veh. C agreed. TL advised c that Rcas-AC will be following up with c in a few days to advise c of the DTS' availability. C understood. C thanked TL for the call, TL thanked c for c's time and call ended mutually.
Make Public	**Created By William Crockett (8/11/2014 10 53 AM)** Retrieved vmx from c requesting a call back. TL placed call to c @[redacted] left vmx with direct # and office hrs
Make Public	**Created By William [redacted]14 6 04 PM)** TL placed call to c @[redacted] Left vmx with direct phone #
Make Public	**Created By April Chenault (8/8/2014 11 55 AM)** C states contact RCAS-AC C ask if C can record the call. RCAS-AC advised cannot record call. C states requested to speak with a supervisor yesterday and it has been 24 hours and no one has called. RCAS-AC advised would escalate case per C's request and send email to supervisor to request call. C states C is documenting everything and wants C's veh fixed. C states has called in twice to CA and has been to RTLR 5 times. RCAS-AC empathized with C. RCAS-AC advised would escalate call. C had no further questions. Call ended mutually.
Make Public	**Created By Lakisha Benedict (8/8/2014 7 24 AM)** Rcas-kb received email from the Fixed Op advising rcas too: create a DTS request to look at this vehicle for us at Ray Brandt Infiniti? The customer has an ongoing complaint of the passenger side air bag light coming on with an adult sitting in the seat. The dealer has been in touch with Tech Line and has done all repairs recommended to them and the light is coming on again. I believe the last repair was a seat bottom frame. The dealer has been unable to duplicate the concern this time in but the customer has video of the light coming on with an adult in the front seat.
Make Public	**Created By Virginia Howell (8/7/2014 11 56 AM)** rcas-vh received call from cust rcas-vh verified phone, address, email, retailer & mileage c advised did not vin due to veh being at retailer c advised recording call rcas-vh advised could not speak to cust if recording call c advised that ICA is recording why couldn't cust c advised would stop recording call and give complaint c advised has taken veh in on 01/08/14, 02/06/14, 07/24/14 and 07/31/14 due to airbag light coming on and staying on for a couple of hours c advised that each time veh has been taken in advised that reset and concern is still not resolved c advised retailer advised that when light is on airbag is not working if in accident c advised retailer has not been able to resolve concerns with airbag and wants something done rcas-vh apologized cust is having concerns c advised apology is just words c requested supervisor rcas-vh advised did not have supervisor avail rcas-vh advised would have case reviewed and contacted back by eob tmr c understood best contact #[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7920146	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/7/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

View All

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	9/19/2014	Lakisha Benedict	6/4/2015 7:11 AM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0133564	517706	9/20/2014		Approved	$719 21	92GDW L	Infiniti West Goodwill	[redacted]	

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F29583	DTS Request	Lakisha Benedict, 8/8/2014 12:12 PM	8/8/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Please Create Check Req Customer [redacted] 5N1AL0MN9E[redacted]ay Brandt Infiniti 71229.msg	396KB	9/18/2014 1:19 PM	Lakisha Benedict
Edit | View | Del	George Milam_POP.pdf	316KB	9/18/2014 1:03 PM	Lakisha Benedict

Case History

Case History Help

Date	User	Action
9/19/2014 8 34 AM	Pam Thompson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/18/2014 1 56 PM	Lakisha Benedict	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Lee [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/7/2014 2 34 PM
CA Multiple Repairs		Date/Time Closed	8/11/2014 2:42 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern- airbag		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	FUCCILLO NISSAN OF LATHAM
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FUCCILLO NISSAN OF LATHAM	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 1N4AL3AP6DN[redacted]		
Created By	Rohanne Gaviola 8/7/2014 2:34 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/11/2014 7:10 PM	Root Cause Code (2)	
Days Closed	520	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jessica Lee (8/11/2014 2 41 PM) **Case summary** C contacted NNA CA because of concerns with the air bag light coming on. RCAS-JL states that NNA cannot assist c at this time because the vehicle is operating normally, and the veh is just sensitive as stated by FUCCILLO NISSAN OF LATHAM and DTS-Peter Merkel. C started recording the call, and after saying "This call is being recorded without my knowledge or permission and if you do not agree to cease recording, I will need to end this call." and "Since you are not honoring my request to cease recording this call, I am ending the call." RCAS-JL ended the call.
Make Public		**Created By Jessica Lee (8/11/2014 2 35 PM)** RCAS-JL contacted c at [redacted] C states that c is very upset. C states that c is unsafe in the veh. C states that c was instructed that when the air bag light comes on to pull over, turn the veh off, and then restart the veh to reset the sensor. C states that something is faulty with the veh. RCAS-JL advised that DTS has been involved and DTS advised that the veh was operating normally. C states that c is now recording the call. RCAS-JL stated "This call is being recorded without my knowledge or permission and if you do not agree to cease recording, I will need to end this call." RCAS-JL then stated ""Since you are not honoring my request to cease recording this call, I am ending the call." RCAS-JL ended call.
Make Public		**Created By Jessica Lee (8/11/2014 2 08 PM)** RCAS-JL received vmx from c asking RCAS-JL to call back at [redacted]
Make Public		**Created By Jeehan Mabalot (8/11/2014 1 24 PM)** RCAS Case Follow-up
Make Public		**Created By Jeehan Mabalot (8/11/2014 1 24 PM)** crr-jm received a follow up call from c. c provided case number. C stated c was transferred to rcsa vmx earlier. C is requesting to speak with someone regarding the case. crr-jm verified if any of c's contact information changed since the last time c called in, c said none. crr-jm advised c that rcas received c's vmx requesting for a call back by 5. C acknowledged. crr-jm informed c that c will be contacted by RCAS by the end of the business day. C understood. crr-jm asked for the BEST CALL BACK NUMBER, C provided [redacted] crr-jm offered further assistance, c declined. crr-jm gave name, extension and case number. crr-jm exiting case
Make Public		**Created By Jessica Lee (8/11/2014 11 42 AM)** RCAS-JL received vmx from c requesting that RCAS-JL call back by 5 today.
Make Public		**Created By Jackie Santos (8/11/2014 11 16 AM)** rcas case follow up c provided best phone no. [redacted]
Make Public		**Created By Jackie Santos (8/11/2014 11 14 AM)** crr-js received a call from c's husband c said that c never got any callback and c said that c just got the veh and c said that c is driving this veh that is unsafe c gave case no crr-js apologized for the inconvenience.

crr-js asked c if any of c's info changed since the last time c called, c stated none.
crr-js advised of the ff up date.
crr-js offer transfer to rcas ext, c said yes.
crr-js transferred c to rcas-.advised c to leave a msg, best phone number to reach c at and case number, if routed to vmx and crr-js will send an internal message to rcas- to give c a call back.
crr-js offered further assistance, c said no.
crr-js provided name,case,extension number to c.
crr-js exiting case.

Make Public

Created By Jessica Lee (8/11/2014 9 15 AM)
RCAS-JL made second attempt to contact c at [redacted]
RCAS-JL left voicemail for c to call back at [redacted]

Make Public

Created By Jessica Lee (8/8/2014 11 32 AM)
RCAS-JL attempted to contact c at [redacted]
RCAS-JL left voicemail for c to call back at [redacted]

Make Public

Created By Jessica Lee (8/8/2014 11 29 AM)
RCAS-JL spoke with SM-Kevin
SM-Kevin states that c has been in 3 times with a concern dealing with the air bag light coming on while driving.
SM-Kevin states that the c has been in 3 times for the same concern.
SM-Kevin states that DTS-Peter Merkel has also been involved.
SM-Kevin states that DTS-Peter Merkel states that the vehicle is operating normally.
SM-Kevin states that the seat is just sensitive.
SM-Kevin states that if the c wants a new seat belt, it would have to be paid out of pocket.
SM-Kevin states that there is nothing wrong with the veh, and that the veh is operating normally.

RCAS-JL thanked SM-Kevin.
Call ended mutually.

Make Public

Created By Jessica Lee (8/8/2014 10 27 AM)
RCAS-JL contacted dlr.
SA-Will took RCAS-JL's phone number-[redacted]
SA-Will advised that SM-Kevin will call back.

Make Public

Created By Jessica Lee (8/8/2014 9 30 AM)
RCAS-JL contacted dlr.
SA-Rodney took RCAS-JL's phone number-[redacted]
SA-Rodney advised that SM-Kevin will call back.

Make Public

Created By Rohanne Gaviola (8/7/2014 2 43 PM)
crr-rg received call from c's husband R[redacted]referred to as c on the notes, stating that c has issue with the airbag which c already have been taken 3 to 4x already at the dlrship but the issue is still there.

c stated that c initially took it to the dlrship upon notification of the OCS campaign, which was performed on the veh, but the issue still exist.

c stated that c just gotten a call from the dlship advising c that there is no doubt that the light will come on for the airbag indicator, but dlr advised, as per NNA, that NNA cannot assist further.
c stated that c was advised that everything was kept fine on the veh and c was advised that the sensor was too sensitive, so if this happened to c, as per c, c will need to stop the veh and restart it, or if c was driving, c can just ignore the indicator lights until veh will be involved in an accident.

c stated that what c wanted is to replaced the seatbelt,or sensor or if this will not work, to replaced the veh.

c stated that c is an attorney and will wait for a resolution to the case, but advised that if NNA will not fix issue or replaced veh, c will go to media and sue NNA.

crr-rg verified c's name, vin, address, mileage, phone number,
email address & dlr.
crr-rg checked for open recalls/campaigns/upgrades found none

crr-rg advised c that file will be transferred to rcas for review.
crr-rg advised c to expect a call within the next business day.
c understood.
crr-rg offered further assistance, c declined.
crr-rg provided name, ext and file number.
crr-rg leaving file open.
crr-rg escalating case to rcas for repair assistance

crr-rg noting best numbers to reach c are ([redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7920565	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/7/2014	YX	BK	233500	OA
Edit | Del	CC-7920566	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/7/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/11/2014 2:42 PM	Jessica Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/11/2014 9:15 AM	Jessica Lee	Changed **Follow Up Date** from 8/11/2014 to **8/12/2014**.
8/8/2014 11 32 AM	Jessica Lee	Changed **Follow Up Date** from 8/8/2014 to **8/11/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [4] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marie Woodruff [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/7/2014 3:31 PM
CA Multiple Repairs		Date/Time Closed	8/8/2014 2:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	VEHICLE CONCERN - AIRBAG ISSUE - The airbag light continue to flash. Veh has been brought 4-5 times for the same issue. OCS campaign performed already. No code coming out.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	EDDIE YAKLIN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,390		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	EDDIE YAKLIN NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/8/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1AR2MN9D[redacted]		
Created By	Michelle Henares, 8/7/2014 3:31 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/8/2014 7:07 PM	Root Cause Code (2)	
Days Closed	523	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jennie Perez (8/8/2014 2 13 PM) rcas assisting rcas-Marie Woodruff rcas made call to c [redacted] at 2 37 pm est rcas spoke to c c stated that rcas would have to contact c's dad at [redacted] ********** rcas made call to [redacted] 2 39 pm est rcas reached vx and left vxm with case number and rcas-MW contact info rcas assisting rcas-Marie Woodruff rcas made call to c [redacted] 2:45 pm est rcas spoke to c
Make Private	✓	c stated that c had rec'd a letter from NNA about the campaign c stated that c took the veh in May 2014 c stated that again in June c noticed that when there is a passenger side that a light would come on in the dash c stated that c called the dlr and was advised to bring the veh back c stated that c took the veh back and had the campaign was re performed c stated that again in July the light was flashing again c stated that c took the veh back to the dlr C stated that on 8/6/2014 c took the veh back to dlr and the dlr keep the veh and had found that there was an object under the seat that was causing the light to come on c stated that even before leaving the dlr the light came back on and the dlr had contacted tech-line and with no codes being stored there is no repairs that can be made c understood and thanked rcas rcas made call to [redacted] t 2 53 pm est rcas reached vx and left vxm with rcas-MW contact info ********* summary c called with airbag concern dlr stated that there is not repairs that can be made the veh. veh is operating as designed closing case
		Created By Jennie Perez (8/8/2014 9 16 AM) rcas assisting rcas-Marie Woodruff rcas made call to Eddie Yaklin Nissan 3615922661 at 10 09 am est
Make Private	✓	rcas spoke to SA-Tim (SA assistance customer) rcas explained the customer concern SA stated that c is stating that when c's wife is sitting in the passenger seat that the light stay on SA stated that the zero point test and everything is operating as designed SA stated that tech-line was contacted and that there is no repairs needed at this time because the veh is operation as designed and there is no codes stored. rcas understood and thanked SA
Make Private	✓	**Created By Michelle Henares (8/7/2014 3 55 PM) Last Modified By Jennie Perez (8/8/2014 9 09 AM)** Vehicle Concern
Make Private	✓	**Created By Michelle Henares (8/7/2014 3 54 PM) Last Modified By Jennie Perez (8/8/2014 9 09 AM)** CRR-MH received a transferred call stating that C is having an issue with the airbag light. The veh was brought in again yesterday. C stated that light continued to flash. Veh has been brought 4-5 times already for the same issue. The OCS campaign was performed already. C stated that there is no code coming out and that dlrshp had reset the light again. But before C could leave the dlrshp lot, the light was back on. Veh was brought in again. The light is not on temporarily but C was advised to contact Nissan.

C wants the issue fixed. C stated that wife loves the veh and there there is no problem with the veh except for this issue.
C is in contact with SA-Tim #434.
CRR-MH verified C's updated contact information.
CRR-MH informed C that the case will be forwarded to the regional office for review and a regional specialist will be in contact with C by the end of the next business day. The best no. to reach C is [redacted]
CRR-MH escalating case to RCAS for vehicle concern.
CRR-MH offered further assistance to C. C declined.
CRR-MH gave name, extension number and case number to C.
CRR-MH leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7920690	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/7/2014	YX	BK	233500	OA
Edit | Del	CC-7920691	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/7/2014	YE	BK	233500	OA
Edit | Del	CC-7920692	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/7/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/8/2014 2:13 PM	Jennie Perez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/8/2014 9:16 AM	Jennie Perez	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ricardo Garcia [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	6/4/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/7/2014 4:01 PM
CA Multiple Repairs		Date/Time Closed	6/2/2015 2:07 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	2
		DRT Origination	BBB Faxes
		DRT Support Status	
		DRT Resolution	CST00062436

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	BBB Auto Line Voluntary : NNA is offering to buyback vehicle due to 3 repair visits and 16 days out of service related to brake pedal hits floor when applied.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	ATLANTIC NISSAN SUPERSTORE
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,577		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP7D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line		Beyond PT Warranty Miles	

	SENTRA		0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RIVERHEAD AUTO MALL	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$18,710.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/12/2014	Vehicle Service Contract	
RHR Completed	8/15/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 3N1AB7AP7DL[redacted]		
Created By	Shiela Capuz, 8/7/2014 4:01 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 8/8/2015 9:03 PM	Root Cause Code (2)	
Days Closed	225	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

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Case Categorizations

Case Categorizations Help

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Open Activities

Open Ac ivi ies Help

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Activity History Activity History Help

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Emails Emails Help

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Customer Support Tools Customer Support Tools Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Nena Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	8/21/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	8/7/2014 6:19 PM
CA Multiple Repairs		Date/Time Closed	8/21/2014 9:48 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	OCS		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,179		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN NATIONAL CITY	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]

Survey Type	Quality Connection	Case Type	QFS75D
Survey Request Date		Receipt Date	8/6/2014
Survey-Source		Survey NPS Score 1	1
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	F1266A Passenger side air bag warning lite comes on while passenger is in the seat ! Reported on 06/30/2014. Again on 07/28/2014, and replacement parts for the seat were ' back ordered', and I still do not have the car ! F1266B Still do not have the car, Service Order #[redacted] Would request an 'unwind' and replace the car !	Hot Alert Type	Bothersome
Survey Verbatim	Like Most About Vehicle Unsafe to drive!	Post Follow-Up NPS Score	8
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] San Diego, CA, [redacted] vening Phone: - Email Address: [redacted] n - Preferred Email: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz, 8/7/2014 6:19 PM	Root Cause Code	SCSV
Last Modified By	NNAETL 9/2/2015 9:23 PM	Root Cause Code (2)	
Days Closed	510	Action Code	NT2M
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Nena Smith (8/21/2014 9 44 AM)** **********CASE SUMMARY********** C had OCS concern parts on backorder. Parts obtained veh concern addressed C offered 24 mo VSC as GW to restore C's faith in veh **********
Make Private	✓	**Created By Nena Smith (8/21/2014 9 42 AM)** TCS-NS received call from C C requesting clarification on maintenance plan as C has 3 yr 36,000 warranty TCS-NS explained difference of warranty items and consumables C understood C thanked TCS-NS for TCS-NS assistance. TCS-NS reminded C C has TCS-NS number should C have any questions or concerns in future. TCS-NS closing case no further assistance needed at this time.
Make Private	✓	**Created By Nena Smith (8/20/2014 10 31 AM)** TCS-NS lvm for C to follow up on C's VSC to insure C has received and review should C have any questions. TCS-NS provided TCS-NS contact information.
Make Private	✓	**Created By Nena Smith (8/19/2014 2 52 PM)** TCS-NS sent C email with VSC documents
Make Private	✓	**Created By Nena Smith (8/15/2014 1 21 PM)** TCS-NS contacted Mossy Nissan 619-588-0500 to request RO's TCS-NS advised SA unavailable.
Make Private	✓	**Created By Nena Smith (8/15/2014 1 16 PM)** TCS-NS checked Nesna policy not available yet.
Make Private	✓	**Created By Paula Neal (8/12/2014 2 36 PM)** TL-PN helping TCS-NS contacted Mossy Nissan and spoke with Alea/SVC asked to have RO's faxed Alea/SVC stated TL-PN needs to speak to an SA and all were with clients TL-PN gave TCS-NS contact information, c's name and last six of V N and asked that an SA return call
Make Private	✓	**Created By Nena Smith (8/11/2014 4 21 PM)** TCS-NS contacted C and thanked for survey C states C unhappy as it has taken multiple attempts to fix C's concern with OCS C states finally sensors were ordered for C's veh seat and parts on back order C states this tells C that known issue if parts on backorder. TCS-NS advised TCS-NS did not know this and would check for C C states C now has veh and C will see if veh has concern again if so C will be very concerned about C's safety TCS-NS apologized and advised C that Airbag is supplemental restraint system. C states C has had 4 NNA products and C is concern now. TCS-NS advised to restore C's faith in NNA products and insure C's veh reviewed on timely basis TCS-NS offering C 24 mo maintenance plan. C very happy and advised C feel better TCS-NS advised will take 3-5 days to process and TCS-NS can download by next tuesday 8/19 at latest and tCS-NS will email to C TCS-NS verified C's contact email address and C's milage
Make Public		**Created By Nena Smith (8/8/2014 7 56 AM)** QC Hot Alert
Make Private	✓	**Created By Nena Smith (8/8/2014 7 55 AM)** TCS-NS checked for related previous CA cases and found: None TCS-NS checked for unrelated CA cases and found: [redacted] TCS-NS checked for open recalls/campaigns and found: None TCS-NS received case for handling as a result of QC survey response received from c. TCS-NS copied survey notes below: Passenger side air bag warning lite comes on while passenger is in the seat ! Reported on 06/30/2014. Again on 07/28/2014, and replacement parts for the seat were ' back ordered', and I still do not have the car ! Still do not have the car, Service Order #[redacted] Would request an 'unwind' and replace the car ! Like Most About Vehicle Unsafe to drive!

[redacted] San Diego, CA, [redacted] vening Phone: - Email Address:

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7937155	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/21/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09j8L. 500F0PAnPy ref]	[redacted]	✓	8/19/2014	Nena Smith	8/19/2014 2:50 PM
Edit | Del	CST00047844- VSC docs [DO NOT DELETE]		✓	8/18/2014	Nena Smith	11/5/2015 3:38 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		VSC Original Documents Request [ref: 00DA09j8L. 500F0PAnPy ref] *8/19/2014 Case # [redacted] VIN # 1N4AL3AP6EN[redacted]*	[redacted]	8/19/2014 2:50 PM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00047844	Goodwill VSC	1N4AL3AP6EN[redacted]	Processed	Customer Loyalty	Nena Smith	TCS	Rebecca Martin	8/13/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | De	[redacted]	2.24MB	8/19/2014 2:28 PM	Nena Smith

Case History

Case History Help

Date	User	Action
8/21/2014 9:48 AM	Nena Smith	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/20/2014 10:32 AM	Nena Smith	Changed **Follow Up Date** from 8/20/2014 to **8/21/2014**.
8/19/2014 2 53 PM	Nena Smith	Changed **Follow Up Date** from 8/19/2014 to **8/20/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kelli Souders [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/8/2014 8 09 AM
CA Multiple Repairs		Date/Time Closed	8/11/2014 2:06 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vehicle concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HENDRICK NISSAN KANSAS CITY	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/11/2014
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM8DC[redacted]		
Created By	Sheryll April Joy Perez 8/8/2014 8:09 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	520	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Kelli Souders (8/11/2014 2 06 PM) ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~Summary~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ C called NNA for complaint that airbag light still on since campaing was done. C has not been back to dlr since 6/17/14. C advised that SM will test drive with c and there may or may not be further repairs needed. Complaint documented. Closed file ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~[redacted]~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Make Private	✓	Rcas placed call to c on [redacted] at 2:53pm. Rcas apologized for concerns and advised that SM was contacted who advised that veh has not been backa nd that dlr would gladly look at veh again, speak to c and go for test drive. Rcas advised that dlr is also able to reach out to technical dept for further assistance at that time if needed. C states doesnt know the benefit of taking veh back as SA told c dlr cannot do anything. Rcas advised that without further diag Rcas/dlr cannot determine if there is infact further concerns with veh and if repairs can be made or not. Rcas advised will definately document concerns/ complaints. Rcas advised that veh may be operating as designed as well. Rcas advised cannot diag over the phone and has to refer c back to dlr for such. C understood ~~~~~~~~~~~~~~~~~~~

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/11/2014 2 06 PM	Kelli Souders	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/11/2014 11:10 AM	Kelli Souders	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys Surveys Help

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Case 1[redacted]

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Case Comments [9] | Case Categorizations [4] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [1] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Londa Adkins [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/8/2014 8:32 AM
CA Multiple Repairs		Date/Time Closed	8/14/2014 7:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh/dlr concern / related case[redacted]		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ABELOFF NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$137.75	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP7E[redacted]		
Created By	Leo Vergel Borial 8/8/2014 8 32 AM	Root Cause Code	SNFA
Last Modified By	System Account NNAINT, 8/14/2014 7:09 PM	Root Cause Code (2)	
Days Closed	517	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Londa Adkins (8/14/2014 7 39 AM) **********SUMMARY********** C called stating Rcas told c a couple months ago Rcas would reimburse c for cost of tape over paint concerns. Rcas checked related case [redacted] Rcas noted 100.00 reimbursement offered to c. Rcas received proof of payment, submitted check request, check approved. Rcas advised c will receive reimbursement in mail within 2-4 business weeks. Rcas closing case.
Make Private	✓	Created By Londa Adkins (8/14/2014 7 36 AM) Rcas placed outbound call to c at 9[redacted]t 8 28 A.M. Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed. Rcas advised c reason for call is to follow up with c to advise that reimbursement check for 137.75 processed and will arrive to c within 2-4 business weeks. C thanked Rcas for assistance. C states c believes c still having problems with passenger airbag. C states c has recorded light staying on over 12 minutes and c weighs significantly over 100 lb. C states dlr advised normal operation. Rcas advised c can take veh back to dlr for continued diagnostic or take to another Nissan dlr for second opinion as dealership in best position to diagnose veh concerns. C understood and thanked Rcas for information. Rcas provided outbound script after confirming c has Rcas contact information. Call ended mutually.
Make Public		Created By Londa Adkins (8/13/2014 3 23 PM) Rcas received proof of payment for interior trim tape. Attached to case. Rcas promised c 100.00 reimbursement but will provide entire reimbursement for repairs 137.75. ****GOODWILL REIMBURSEMENT**** THE FOLLOW NG ARE THE DETA LS OF THE RE MBURSEMENT: NAME OF DEALERSHIP: Abeloff Nissan INVOICE DATE: [redacted]013 NUMBER: [redacted] MILEAGE: 10,888 PART NAME: Protective tape NUMBER: none available PART AMOUNT: $ 22 50 LABOR AMOUNT: $ 17.45 Sublet: 100 00 TAX AMOUNT: $ 7.80 Discount: 10.00 Total 137.75 RCAS-LA SUBMITTING CHECK REQUEST Rcas confirmed mailing address is [redacted] EAST STROUDSBURG, PA [redacted]
Make Private	✓	Created By Londa Adkins (8/13/2014 8 12 AM) Rcas placed outbound call to c at [redacted]t 9 07 A.M. Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed. Rcas advised c reason for call is to follow up with c to advise Rcas has not received fax from c. C states c does not know what time c will be getting to Staples or Office Max to fax document. C states c's machine not working. Rcas provided fax number 615-967-3406 and 615-984-5591 as back up. C thanked Rcas for follow up. Rcas suggested follow up call to c for 08/14/2014 C agreed. Call ended mutually.
Make Private	✓	Created By Londa Adkins (8/12/2014 8 26 AM) Rcas received voice message from c stating c attempts to fax documents to Rcas at number provided not successful. Rcas placed outbound call to c [redacted]at 9:42 A.M. Rcas left voice message advising Rcas received voice message and calling to provide different fax number for c to try. Rcas left [redacted] and advised Rcas will keep follow up call scheduled with c for 08/13/2014 pending receipt of documents requested.
Make Private	✓	Created By Londa Adkins (8/12/2014 7 49 AM) Rcas placed outbound call to c at [redacted]at 8:46 A.M.

Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed.
Rcas advised c reason for call is to follow up with c to advise Rcas has not received document requested.
C states c tried a couple times 08/11/2014 and gave up but will try again today.
Rcas advised Rcas will look for fax and if received submit check request and follow up with c again 08/13/2014.
C agreed.
Call ended mutually.

Created By Londa Adkins (8/11/2014 1 11 PM)
Rcas received voice message from c stating c fax'd proof of payment to Rcas. C requested return call to c at [redacted]

Rcas placed outbound call to c at [redacted] at 1 50 A.M.

Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed.
Rcas advised c reason for call is to follow up with c to advise Rcas did not receive fax from c.
Make Private ✓ C states c just fax'd then looked and stated confirmation said line busy and c will try again.
Rcas agreed.
C requested Rcas wait on line while document fax'd.
Rcas agreed.
Call ended.
Rcas placed outbound call to c at [redacted] at 2 09 attempting to reach c after call dropped.
Left vmx with name, number (800) 343-6913, ext: 457305 and case # [redacted]

Rcas advised c reason for call is to follow up with c to advise to this point Rcas has not received fax, will look for and return call to c 08/12/2014.
Rcas requested return call with best contact number and time to reach c.

Created By Londa Adkins (8/8/2014 8 53 AM)
Rcas received inbound call from c advising Rcas told c a couple months ago Rcas would reimburse c for cost of tape over paint concerns.
Rcas checked related case [redacted] Rcas noted 100.00 reimbursement offered to c.

Rcas advised c will need to fax copy of proof of payment to Rcas at [redacted] and when received Rcas will submit check request, Check approval can take up to 2 business days after which c will receive check in mail within 2-4 business weeks.
C understood, agreed and states will fax POP 08/09/2014.

Rcas confirmed c's mailing address is
[redacted]
EAST STROUDSBURG, PA [redacted]

Make Private ✓ C states c has another problem with Nissan dlr C states veh has recall for passenger airbag light.
C states c took veh to dlr to have airbag light checked because when c starts c's veh light comes on and stays on sometimes until c reaches destination and that is not what manual for veh states is to happen.

C states c just wants to know if seat is safe for passengers.
Rcas inquired if passenger in seat or not when light on.
Rcas inquired what is stature of passenger. C states c's mother is about 100 pounds.
Rcas explained to c that when seat senses passenger of small stature that could be injured by airbag deployment passenger airbag will turn off to prevent injury and reminded c seat belt is primary restraint system.

C states c just does not understand why light stays on when someone in seat and when someone not in seat.
Rcas advised dlr in best position to diagnose concerns and unfortunately if veh not exhibiting concern when at dlr. Dlr not able to recommend repairs.
C understood.
Rcas suggested at time veh exhibiting concern for c to take to any Nissan dlr for diagnostic.
C understood and agreed.
Rcas confirmed c has Rcas contact information and case number.
Call ended mutually.

Created By Leo Vergel Borial (8/8/2014 8 40 AM)
Make Public crr-lb received a call from c stated that c spoke with RCAS and was promised of a reimbursement for c's satisfaction.
c stated it took 2 months to process c's concern.
c s now calling back to process the reimbursement
crr informed c that crr will open a new case and case will be escalated back to RCAS for assistance
c understood
c wished to be connected to RCAS
crr informed c that crr will try to contact RCAS and c will be connected to RCAS once reached.
c understood
crr contacted RCAS, reached RCAS
while crr is explaining c's concern to RCAS, c hung-up
crr escalating case to rcas
crr exiting case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7921232	BODY	PA NT	POOR APPEARANCE	QA	8/8/2014	YU	AB	108000	OA
Edit | Del	CC-7921233	BODY	PA NT	NON-WARRANTY ITEM GOODWILL ASSISTANCE REQUEST	QA	8/8/2014	VF	AB	108000	OA
Edit | Del	CC-7921234	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR IMPROPER OPERATION	14	8/8/2014	YX	BK	263000	OA
Edit | Del	CC-7921235	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	8/8/2014	WT	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	ABELOFF NISSAN	[redacted]	✓	8/14/2014	Londa Adkins	8/13/2014 3:24 PM
Edit | Del	Review Approved Check Request		✓	8/13/2014	Londa Adkins	8/14/2014 7:39 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0131156	512075	8/14/2014	Customer	Approved	$137.75	26GDW L	Northeast Goodwill	E[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	107KB	8/13/2014 4:53 PM	Londa Adkins

Case History

Case History Help

Date	User	Action
8/14/2014 7:39 AM	Londa Adkins	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/13/2014 8:12 AM	Londa Adkins	Changed **Follow Up Date** from 8/13/2014 to **8/14/2014**.
8/12/2014 7:49 AM	Londa Adkins	Changed **Follow Up Date** from 8/12/2014 to **8/13/2014**.

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Surveys

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Case [redacted]

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Case Comments [22] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [5] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Julio Gutierrez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/18/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/8/2014 8:53 AM
CA Multiple Repairs		Date/Time Closed	9/15/2014 10 53 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle concern: Airbag light / 2 visits to DLR 1/21/2014 & 6/24/2014 OCS campaign performed DTS involvement 9/10/2014 at 10 00 AM		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP3DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MAITA'S NISSAN OF SACRAMENTO	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 8/8/2014 8:53 AM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	System Account NNAINT, 9/15/2014 7:06 PM	Root Cause Code	SCSV
Days Closed	485	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Julio Gutierrez (9/15/2014 10 47 AM)** RCAS-JG contacted C @[redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone[redacted] —No further follow-ups / case will close due to unable to contact C— email out RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Julio Gutierrez (9/12/2014 10 13 AM)** DTS Notes: This vehicle was inspected as scheduled. • Met with C to review concern with the Passenger Airbag Light. • C explained that when she is in the seat the Passenger Airbag status light comes on intermittently. • C understands that the light may come on with her in the seat as she is a small adult and weighs approximately 100 lbs. • Incident has occurred with C's father in-law in the seat and he weighs approx. 200 lbs. • Other than the Status light for the passenger airbag, no warning lights have come in the past. • Test drove vehicle with DTS in the front passenger seat. • Was unable to verify any abnormalities. • Had tech demonstrate how the OCS reprogram was performed to check their process. • Found reprogram was completed properly. • Inspected connections to sensors under seat, found to be normal. • Discussed OCS operation and proper passenger posture. • Discussed what to look for if and when the status light comes on. • C expressed concern with the system and stated she would bring vehicle back if incident reoccurred. • DTS provided C with owner's manual pages 1-44 and 1-45, which explains the operation of the status light.
Make Public		**Created By Julio Gutierrez (9/10/2014 12 54 PM)** RCAS-JG sent email to DTS asking for outcome of DTS visit to diagnose VEH –reply pending—
Make Public		**Created By Julio Gutierrez (9/10/2014 12 52 PM)** RCAS-JG contacted C @[redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone[redacted] RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/15/2014 RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Julio Gutierrez (9/8/2014 10 28 AM)** RCAS-JG contacted C @ [redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone[redacted] RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/9/2014 RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Julio Gutierrez (9/8/2014 10 15 AM)** Correction, Time: 10:00 AM
Make Public		**Created By Julio Gutierrez (9/8/2014 10 14 AM)** DTS informed RCAS-JG appointment is set for 9/10/2014 a0:00 AM MAITA'S NISSAN OF SACRAMENTO
Make Public		**Created By Julio Gutierrez (9/5/2014 1 14 PM)** RCAS-JG contacted C @ [redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone[redacted] RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/9/2014 RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Julio Gutierrez (9/3/2014 4 23 PM)** Vehicle concern: Airbag light / 2 visits to DLR 1/21/2014 & 6/24/2014 OCS campaign performed
Make Public		**Created By Julio Gutierrez (9/3/2014 4 22 PM)** RCAS-JG contacted C @[redacted]

RCAS-JG left VMX including case number, name
RCAS-JG provided VXM with contact phone [redacted]
RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/5/2014
RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.

Make Public

Created By Melissa Plante (8/27/2014 5 33 PM)
RCAS-MP notes response from DTS-DG with inspection date for 9/10/14 @ 10am.
DTS-DG is requesting for passenger who sits in the seat causing airbag light be present as well.

Make Public

Created By Melissa Plante (8/26/2014 12 51 PM)
RCAS-MP notes response from DTS-DG approving DTS request to be submitted.

RCAS submitting DTS request.

Make Public

Created By Melissa Plante (8/22/2014 4 47 PM)
RCAS-MP sent email to Sr. DTS-DG regarding case.

Make Public

Created By Julio Gutierrez (8/19/2014 7 09 PM)
RCAS-JG called C[redacted]
C states took VEH 3 times to DLR for air bag light
RCAS-JG verified C took VEH on 1/21/2014 reported Airbag light ON
and again on 6/24/2014 OCS campaign performed
C states light is going on again regardless of who is on seat.
RCAS-JG informed C RCAS-MP will review C's case and call back 8/21/2014
C agreed
call ended mutually

Make Public

Created By Julio Gutierrez (8/19/2014 7 07 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : West Sacramento
twitter :
state : CA
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP3DL[redacted]
dealerstate : CA
dealername : Nissan of Sacrament
comments : Hi,
I bought a Nissan Sentra (2013) VIN 3N1AB7AP3DL[redacted] in December of 2013. I have been having many issues with my passenger airbag. The light comes on and off, even though there is a passenger in the front seat. I have taken the car to the dealership twice or three times regarding this particular issue. I also took it in after the recall, and still the problem is not fixed. The car is about to have 6k miles on it. I am not sure what to do at this point, I am afraid if I am in the car with my wife the passenger air bag may not employ if I am in an accident. Please help me resolve this issue ASAP.

Thanks,
Simranjit Dhillon

Make Public

Created By Melissa Plante (8/13/2014 11 06 AM)
RCAS-MP notes vmx received from c, left call back # of [redacted]

Make Public

Created By Melissa Plante (8/11/2014 7 09 PM)
RCAS-MP called c at [redacted] no answer.
RCAS left vmx with direct # and hours for RCAS, requesting call back to discuss further.

Make Public

Created By Racquel Aquino (8/8/2014 2 13 PM)
case moved

Make Public

Created By Racquel Aquino (8/8/2014 2 13 PM)
*******Customer e-mail details********
email addressed to :nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
open campaigns: 0
**********response d[redacted]
email addressed to [redacted]
Method of contact: e- mail
crr-ra 's resolution:forwarding case to rcas

Make Public

Created By Racquel Aquino (8/8/2014 12 48 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homeph[redacted]
address1 : [redacted]
address2 :
city : West Sacramento
twitter :
state : CA
zip : [redacted]
owner : false
make : Nissan
source : NissanCon[redacted]
vin : 3N1AB7AP3D[redacted]
dealerstate : CA
dealername : Nissan of Sacrament
comments : Hi,
I bought a Nissan Sentra (2013) VIN 3N1AB7AP3DL[redacted] in December of 2013. I have been having many issues with my passenger airbag. The light comes on and off, even though there is a passenger in the front seat. I have taken the car to the dealership twice or three times regarding this particular issue. I also took it in after the recall, and still the problem is not fixed. The car is about to have 6k miles on it. I am not sure what to do at this point, I am afraid if I am in the car with my wife the passenger air bag may not employ if I am in an accident. Please help me resolve this issue ASAP.

Thanks,
Simranjit Dhillon

Make Public

Created By Racquel Aquino (8/8/2014 12 48 PM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : West Sacramento
twitter :
state : CA
zip : [redacted]
owner : false
make : Nissan
source : NissanCon[redacted]
vin : 3N1AB7AP3D[redacted]
dealerstate : CA
dealername : Nissan of Sacrament
comments : Hi,

I bought a Nissan Sentra (2013) VIN 3N1AB7AP3D[redacted] December of 2013. I have been having many issues with my passenger airbag. The light comes on and off, even though there is a passenger in the front seat. I have taken the car to the dealership twice or three times regarding this particular issue. I also took it in after the recall, and still the problem is not fixed. The car is about to have 6k miles on it. I am not sure what to do at this point, I am afraid if I am in the car with my wife the passenger air bag may not employ if I am in an accident. Please help me resolve this issue ASAP.

Thanks,
Simranjit Dhillon

Created By: Managed Services (8/8/2014 8 53 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : West Sacramento
twitter :
state : CA
zip : [redacted]
owner : false
Make Public
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP3DL[redacted]
dealerstate : CA
dealername : Nissan of Sacrament
comments : Hi,
I bought a Nissan Sentra (2013) VIN 3N1AB7AP3D[redacted] in December of 2013. I have been having many issues with my passenger airbag. The light comes on and off, even though there is a passenger in the front seat. I have taken the car to the dealership twice or three times regarding this particular issue. I also took it in after the recall, and still the problem is not fixed. The car is about to have 6k miles on it. I am not sure what to do at this point, I am afraid if I am in the car with my wife the passenger air bag may not employ if I am in an accident. Please help me resolve this issue ASAP.

Thanks,
Simranjit Dhillon

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7921988	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/8/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PAsZc:ref]	[redacted]	✓	9/15/2014	Julio Gutierrez	9/15/2014 10 52 AM
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0PAsZc:ref]		✓	8/8/2014	Racquel Aquino	8/8/2014 2:12 PM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0PAsZc:ref] *9/15/2014Case # [redacted] Thank you for taking the time t...*	[redacted]	9/15/2014 10:52 AM
Reply | To All | Del	New	FW: Regional Specialist [ref: 00DA09j8L. 500F0PAsZc ref] *Hello, Please see email chain below..it has been several weeks since my h...*		9/3/2014 12 03 PM
Reply | To All | Del	New	RE: Regional Specialist [ref: 00DA09j8L. 500F0PAsZc ref] *Hi, Can someone advise me on the below case number? I had a Nissan represent...*		8/18/2014 9:46 AM
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0PAsZc:ref] *8/8/2014 Case # [redacted] VIN # 3N1AB7AP3DL[redacted] T...*		8/8/2014 2:12 PM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname : [redacted] homepho...*	nissanconsumeraffairs@my-nissan-usa.com	8/8/2014 8 53 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30356	DTS Request	Melissa Plante 8/26/2014 1 00 PM	8/26/2014

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/15/2014 10:53 AM	Julio Gutierrez	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/15/2014 10:52 AM	Julio Gutierrez	Changed **Follow Up Date** from 9/15/2014 to **9/18/2014**.
9/10/2014 12:54 PM	Julio Gutierrez	Changed **Follow Up Date** from 9/10/2014 to **9/15/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

Back To Top Always show me more records per related list

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NISSAN Search.. Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [12] | Case Categorizations [4] | Open Activities [0] | Activity History [2] | Emails [5+] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Joseph Shively [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	8/18/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/8/2014 1:21 PM
CA Multiple Repairs		Date/Time Closed	8/18/2014 9:45 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname :
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1ar1nb9ac[redacted]
dealerstate :
dealername :
comments : I don't have my V N accessible for the vehicle referenced, so, I entered the VIN for my other Pathfinder.
I purchased a 2013 Pathfinder in November, 2012. I immediately noticed that the airbag light indicated that the airbag was off when an adult passenger was sitting properly in the seat. I reviewed the owners manual and found that we were meeting the requirements for the airbag to be on. I brought it to 2 different dealerships on at least 5 occasions for this and had the recall reprogramming done at least twice. In each case, I was told that everything was fine and it was suggested that I wasn't following the owners manual instructions. My husband and I found the pattern that if the engine is on when a passenger gets in the passenger side, the airbag light comes on indicating that the airbag is off. Whenever we see that the airbag is off when an adult passenger is properly seated in that seat, we turned the car off and start it again. Restarting the car with the passenger already seated results in the light remaining off indicating that the airbag is on. My car was serviced this week and the service manager was unable to replicate this issue. While I was with the service manager, we started the car with a bag of sand in the passenger seat and saw that the light illuminated properly. We then took the bag out and he sat in the seat. The light remained on for approximately 1 minute before turning off. He explained that this was normal because the OCS needs to recalibrate. Assuming that I was incorrect in my assessment of the issue, I trusted that everything was working properly. This morning, my husband started the car right before I got in the passenger seat. The airbag light remained on for over 45 seconds as the car was still parked. We started driving to see if the light would go off. I recorded this light remaining on as we drove for over 4 minutes at speeds of 40 mph for over 2 miles. This light went off while we were stopped at a stop sign. I feel this is extremely dangerous because an adult passenger following the guidelines in the owners manual should not be in a moving vehicle for almost 5 minutes with the airbag not on. We also should be able to start the car before the passenger gets in and have the OCS recognize a passenger within seconds. I am also extremely concerned because this indicator is very unpredictable-I do not trust that this light is accurate. I'm hoping to receive a solution from you as 2 different dealerships have been unable to address it and I'm not satisfied with the answer I received that it is normal for the OCS to take several minutes to recalibrate. This is my 3rd Pathfinder since 2002 and 4th Nissan vehicle. None of my other Nissan's had this issue and I've never been in a car where the OCS acted this way. Safety is my top concern with a vehicle. If this issue cannot be rectified, I will have no choice but to buy a different vehicle that will definitely not be a Nissan. Please let me know how to proceed to get this issue resolved. Thanks

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM8DC[redacted]	Part Number 1	
Model Year		Beyond Basic Warranty Miles	

	2013		0
Make	Nissan	Beyond Basic Warranty Months	2
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF DEVON	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 8/8/2014 1:21 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	System Account NNAINT, 8/18/2014 7:05 PM	Root Cause Code	SCIN
Days Closed	513	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT6A
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Joseph Shively (8/18/2014 9 44 AM) CASE SUMMARY ********** C contacted NNA CA with concerns regarding C's OCS. VEH was diagnosed to be fine by DLR. RCAS-JS contacted engineering and provided C with engineering's comments. C stated C believed this to be unacceptable. **********
Make Public		Created By Joseph Shively (8/18/2014 9 42 AM) RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS stated RCAS-JS had spoken with engineering. RCAS-JS stated engineering told RCAS-JS that OCS purposefully does not reclassify as frequently while VEH is moving due to knowledge that passenger will not enter/leave space while VEH is moving. RCAS-JS stated ignition being on, shaking VEH, can also delay re-calibration. C stated C did not believe VEH should take as long to re-calibrate when C sits in passenger side. RCAS-JS stated VEH had been diagnosed by DLR to be working as designed and that C's concerns had been explained by engineering perspective. C stated C no longer wished to own Nissan VEH and would be trading VEH in. RCAS-JS asked if RCAS-JS could be of further assistance. C declined. Call ended mutually. **********
Make Public		Created By Joseph Shively (8/13/2014 12 44 PM) **CORRECTION CALL C AT [redacted]
Make Public		Created By Joseph Shively (8/13/2014 12 41 PM) CALL C AT [redacted] RCAS-JS placed inbound call from C at [redacted] **********

C stated VIN for VEH is actually 5N1AR2MM8DC[redacted]
C stated OCS has been reprogrammed multiple times at both Exton Nissan and .
C stated passenger side airbag light has taken multiple minutes/miles to "recalibrate" (what DLR stated was happening).
C stated this presents safety concern.
RCAS-JS expressed empathy.
RCAS-JS stated RCAS-JS would contact DLR and engineering to investigate matter further and contact C on Monday with more information.
Call ended mutually.
****

Created By Joseph Shively (8/12/2014 11:06 AM)
RCAS-JS placed outbound call to C[redacted]
****

Make Public

RCAS-JS left VMX stating case number, contact details and that RCAS-JS would be reaching out to C again tomorrow.
RCAS-JS sent follow up email requesting C provide best contact number.
****

Created By Joseph Shively (8/11/2014 3:50 PM)
RCAS-JS placed outbound call to C at [redacted]
****

Make Public

RCAS-JS left VMX stating case number, contact details and that RCAS-JS would be reaching out to C again tomorrow.
****

Created By Joseph Shively (8/11/2014 8:27 AM)
RCAS-JS placed outbound call to DLR at 6106952900.
PREVIOUS RELATED CASES FOUND: None
PREVIOUS UNRELATED CASES: [redacted]
CHECKED FOR OPEN RECALLS/CAMPAIGNS/ETC & FOUND [redacted] addressed according to SM-SG)
****

Make Public

RCAS-JS spoke with SM-Sammy Green (SM-SG)
SM-SG stated OCS system was working as designed.
SM-SG stated DLR picked up/returned VEH for C.
SM-SG stated SM-SG used 40lb bag of sand to illustrate system to C.
RCAS-JS thanked SM-SG for information.
Call ended mutually.
****

Make Public

Created By Jastine Mesina (8/9/2014 2:10 PM)
case moved

Created By Jastine Mesina (8/9/2014 2:10 PM)
Email case logged
E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Method of contact: E-mail
crr-jm checked for open recalls/campaigns/upgrades found: none
crr-jm checked for previous/related case found: none
***

Make Public

crr-jm informed c of open campaign c have with veh, advised c that veh can be taken to any Nissan dlr for campaign to be repaired at no cost.
crr-jm advised c that case will be escalated to RCAS and c will be contacted before end of next business day. crr-jm leaving case open.

crr-jm called c @ ff. numbers:

[redacted] eft vmx advising c of same information as e-mailed.

crr-jm informed that call may be recorded for training and quality assurance.
crr-jm provided case number, name

Created By Jastine Mesina (8/9/2014 2:05 PM)
firstname : [redacted]
lastname :
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1ar1nb9ac[redacted]
dealerstate :
dealername :

Make Public

comments : I don't have my V N accessible for the vehicle referenced, so, I entered the VIN for my other Pathfinder.
I purchased a 2013 Pathfinder in November, 2012. I immediately noticed that the airbag light indicated that the airbag was off when an adult passenger was sitting properly in the seat. I reviewed the owners manual and found that we were meeting the requirements for the airbag to be on. I brought it to 2 different dealerships on at least 5 occasions for this and had the recall reprogramming done at least twice. In each case, I was told that everything was fine and it was suggested that I wasn't following the owners manual instructions. My husband and I found the pattern that if the engine is on when a passenger gets in the passenger side, the airbag light comes on indicating that the airbag is off. Whenever we see that the airbag is off when an adult passenger is properly seated in that seat, we turned the car off and start it again. Restarting the car with the passenger already seated results in the light remaining off indicating that the airbag is on. My car was serviced this week and the service manager was unable to replicate this issue. While I was with the service manager, we started the car with a bag of sand in the passenger seat and saw that the light illuminated properly. We then took the bag out and he sat in the seat. The light remained on for approximately 1 minute before turning off. He explained that this was normal because the OCS needs to recalibrate. Assuming that I was incorrect in my assessment of the issue, I trusted that everything was working properly. This morning, my husband started the car right before I got in the passenger seat. The airbag light remained on for over 45 seconds as the car was still parked. We started driving to see if the light would go off. I recorded this light remaining on as we drove for over 4 minutes at speeds of 40 mph for over 2 miles. This light went off while we were stopped at a stop sign. I feel this is extremely dangerous because an adult passenger following the guidelines in the owners manual should not be in a moving vehicle for almost 5 minutes with the airbag not on. We also should be able to start the car before the passenger gets in and have the OCS recognize a passenger within seconds. I am also extremely concerned because this indicator is very unpredictable-I do not trust that this light is accurate. I'm hoping to receive a solution from you as 2 different dealerships have been unable to address it and I'm not satisfied with the answer I received that it is normal for the OCS to take several minutes to recalibrate. This is my 3rd Pathfinder since 2002 and 4th Nissan vehicle. None of my other Nissan's had this issue and I've never been in a car where the OCS acted this way. Safety is my top concern with a vehicle. If this issue cannot be rectified, I will have no choice but to buy a different vehicle that will definitely not be a Nissan. Please let me know how to proceed to get this issue resolved. Thanks

Make Public

Created By Jastine Mesina (8/9/2014 2:05 PM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1ar1nb9a[redacted]
dealerstate :
dealername :
comments : I don't have my V N accessible for the vehicle referenced, so, I entered the VIN for my other Pathfinder.
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normal because the OCS needs to recalibrate. Assuming that I was incorrect in my assessment of the issue, I trusted that everything was working properly. This morning, my husband started the car right before I got in the passenger seat. The airbag light remained on for over 45 seconds as the car was still parked. We started driving to see if the light would go off. I recorded this light remaining on as we drove for over 4 minutes at speeds of 40 mph for over 2 miles. This light went off while we were stopped at a stop sign. I feel this is extremely dangerous because an adult passenger following the guidelines in the owners manual should not be in a moving vehicle for almost 5 minutes with the airbag not on. We also should be able to start the car before the passenger gets in and have the OCS recognize a passenger within seconds. I am also extremely concerned because this indicator is very unpredictable-I do not trust that this light is accurate. I'm hoping to receive a solution from you as 2 different dealerships have been unable to address it and I'm not satisfied with the answer I received that it is normal for the OCS to take several minutes to recalibrate. This is my 3rd Pathfinder since 2002 and 4th Nissan vehicle. None of my other Nissan's had this issue and I've never been in a car where the OCS acted this way. Safety is my top concern with a vehicle. If this issue cannot be rectified, I will have no choice but to buy a different vehicle that will definitely not be a Nissan. Please let me know how to proceed to get this issue resolved. Thanks

Created By: Managed Services (8/8/2014 1 21 PM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1ar1nb9ac[redacted]
dealerstate :
dealername :

Make Public

comments : I don't have my V N accessible for the vehicle referenced, so, I entered the VIN for my other Pathfinder.
I purchased a 2013 Pathfinder in November, 2012. I immediately noticed that the airbag light indicated that the airbag was off when an adult passenger was sitting properly in the seat. I reviewed the owners manual and found that we were meeting the requirements for the airbag to be on. I brought it to 2 different dealerships on at least 5 occasions for this and had the recall reprogramming done at least twice. In each case, I was told that everything was fine and it was suggested that I wasn't following the owners manual instructions. My husband and I found the pattern that if the engine is on when a passenger gets in the passenger side, the airbag light comes on indicating that the airbag is off. Whenever we see that the airbag is off when an adult passenger is properly seated in that seat, we turned the car off and start it again. Restarting the car with the passenger already seated results in the light remaining off indicating that the airbag is on. My car was serviced this week and the service manager was unable to replicate this issue. While I was with the service manager, we started the car with a bag of sand in the passenger seat and saw that the light illuminated properly. We then took the bag out and he sat in the seat. The light remained on for approximately 1 minute before turning off. He explained that this was normal because the OCS needs to recalibrate. Assuming that I was incorrect in my assessment of the issue, I trusted that everything was working properly. This morning, my husband started the car right before I got in the passenger seat. The airbag light remained on for over 45 seconds as the car was still parked. We started driving to see if the light would go off. I recorded this light remaining on as we drove for over 4 minutes at speeds of 40 mph for over 2 miles. This light went off while we were stopped at a stop sign. I feel this is extremely dangerous because an adult passenger following the guidelines in the owners manual should not be in a moving vehicle for almost 5 minutes with the airbag not on. We also should be able to start the car before the passenger gets in and have the OCS recognize a passenger within seconds. I am also extremely concerned because this indicator is very unpredictable-I do not trust that this light is accurate. I'm hoping to receive a solution from you as 2 different dealerships have been unable to address it and I'm not satisfied with the answer I received that it is normal for the OCS to take several minutes to recalibrate. This is my 3rd Pathfinder since 2002 and 4th Nissan vehicle. None of my other Nissan's had this issue and I've never been in a car where the OCS acted this way. Safety is my top concern with a vehicle. If this issue cannot be rectified, I will have no choice but to buy a different vehicle that will definitely not be a Nissan. Please let me know how to proceed to get this issue resolved. Thanks

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7922646	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/9/2014	YX	BK	233500	OA
Edit | Del	CC-7922647	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/9/2014	WT	BK	233500	OA
Edit | Del	CC-7922648	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/9/2014	YE	BK	233500	OA
Edit | Del	CC-7922649	NISSAN PRODUCT NQUIR ES	PATHF NDER	PROVIDED RECALL INFORMATION	QF	8/9/2014	VG	AZ	207500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PAyWr:ref]	[redacted]	✓	8/12/2014	Joseph Shively	8/12/2014 11:06 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PAyWr:ref]		✓	8/9/2014	Jastine Mesina	8/9/2014 2 07 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	Re Your inquiry to Nissan [ref 00DA09j8L. 500F0PAyWr ref] *I just sent this via Dropbox, however, here is the link: Video Aug 08, 8 03...*	[redacted]	8/13/2014 2:36 PM
Reply | To All | Del	New	Re Your inquiry to Nissan [ref 00DA09j8L. 500F0PAyWr ref] *The video that I have of this is too large to email. Please let me know if yo...*		8/13/2014 11:59 AM
Reply | To All | Del	New	Re Your inquiry to Nissan [ref 00DA09j8L. 500F0PAyWr ref] *I can be reached a[redacted] after 4:30 est today or anytime tomorrow. T...*		8/12/2014 12:01 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref 00DA09j8L. 500F0PAyWr:ref] *8/12/2014Case #[redacted] Thank you for taking the time to c...*		8/12/2014 11:06 AM
Reply | To All | Del	New	Re Your inquiry to Nissan [ref 00DA09j8L. 500F0PAyWr ref] *I did not hear from anyone today-should I have heard from this person? > On ...*		8/11/2014 7:43 PM

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Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attachments Help

Attach File

No records to display

Case History

Case History Help

Date	User	Action
8/18/2014 9:45 AM	Joseph Shively	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/13/2014 12:41 PM	Joseph Shively	Changed **Follow Up Date** from 8/13/2014 to **8/18/2014**.
8/12/2014 11:06 AM	Joseph Shively	Changed **Follow Up Date** from 8/12/2014 to **8/13/2014**.

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Surveys

Surveys Help

No records to display

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Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ronald Valencia [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CCC
Follow Up Date	8/10/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/9/2014 9 37 PM
CA Multiple Repairs		Date/Time Closed	8/10/2014 3:31 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname : [redacted]
email : [redacted]
homep[redacted]
address1 : [redacted]
address2 :
city : Eastford
twitter :
state : CT
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP6EY[redacted]
dealerstate : CT
dealername : DeCormier Nissan
comments : My 2014 Nissan Sentra passenger air bag light that indicates it is off. I noticed this on 8/7/2014 leaving work at night. No one was sitting in the passenger seat at this time. Then today on my way home it came on again in the middle of my drive but this time with a passenger. Is there a recall that I wasn't informed about or is this something new that Nissan isn't aware of?

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,400		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP6EY[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DECORMIER MOTOR SALES	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Nissan Products		
Created By	Managed Services, 8/9/2014 9 37 PM	Web Email	marketing@my-nissan-usa com
Last Modified By	NNAETL 10/14/2015 12:12 AM	Root Cause Code	SCIN
Days Closed	521	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Ronald Valencia (8/10/2014 3 27 PM) ****E-mail case logged****** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail CRR RV updated owner's information. CRR RV found related case: none CRR RV checked for open recalls/campaigns/upgrades: Found: None ********** CRR RV called c at [redacted] and advised call maybe recorded CRR RV informed c that veh has no open campaign and advised to bring the veh for diagnosis at a Nissan dealer as the dealer is in the best position to diagnose and repair the veh, c understood. C asked if c would be paying for the diagnosis CRR RV advised c that the dealer will be the one to determine if c will be charge for the diagnosis depending on the findings if the concern on the vehicle is due to a warrantable issue, c understood. CRR RV offered further assistance, c declined. CRR RV provided name, ext and case number. CRR RV provided the bait script CRR RV sending an e-mail response to c. E-mail addressed to: [redacted] Method of contact: E-mail Summary: CRR RV responding to c's e-mail with "Open Campaign-No" template. CRR RV closing case.
Make Public		**Created By Ronald Valencia (8/10/2014 3 23 PM)** case closed
Make Public		**Created By Ronald Valencia (8/10/2014 3 15 PM)** firstname : [redacted] lastname : [redacted] email : [redacted] homepl[redacted] address1 : [redacted] address2 : [redacted] city : Eastford twitter : state : CT zip[redacted] owner : true

make : Nissan
source : NissanContactUs
vin : 3N1AB7AP6EY[redacted]
dealerstate : CT
dealername : DeCormier Nissan
comments : My 2014 Nissan Sentra passenger air bag light that indicates it is off. I noticed this on 8/7/2014 leaving work at night. No one was sitting in the passenger seat at this time. Then today on my way home it came on again in the middle of my drive but this time with a passenger. Is there a recall that I wasn't informed about or is this something new that Nissan isn't aware of?

Created By: Ronald Valencia (8/10/2014 3 15 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 : [redacted]
city : Eastford
twitter :
Make Public
stat[redacted]
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP6EY[redacted]
dealerstate : CT
dealername : DeCormier Nissan
comments : My 2014 Nissan Sentra passenger air bag light that indicates it is off. I noticed this on 8/7/2014 leaving work at night. No one was sitting in the passenger seat at this time. Then today on my way home it came on again in the middle of my drive but this time with a passenger. Is there a recall that I wasn't informed about or is this something new that Nissan isn't aware of?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7922827	NISSAN PRODUCT INQUIR ES	SENTRA	PROVIDED RECALL NFORMATION	QF	8/10/2014	VG	AZ	208500	OF
Edit | Del	CC-7922828	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/10/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PBE9W:ref]		✓	8/10/2014	Ronald Valencia	8/10/2014 3:31 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0PBE9W ref] *8/10/2014 Case #[redacted] VIN # 3N1AB7AP6EY[redacted] Thank ...*	[redacted]	8/10/2014 3:31 PM
Reply | To All | Del	Replied		Nissan Products *firstname : [redacted] homepho...*	marketing@my-nissan-usa com	8/9/2014 9:37 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/10/2014 3 31 PM	Ronald Valencia	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/10/2014 3 24 PM	Ronald Valencia	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marisol Patino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/1/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 8:14 AM
CA Multiple Repairs		Date/Time Closed	9/26/2014 3:20 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN3D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ORANGEBURG NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN3DC[redacted]		
Created By	Marie Kyle Pabustan 8/11/2014 8:14 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 10/8/2014 7:04 PM	Root Cause Code (2)	
Days Closed	474	Action Code	NT9H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Marisol Patino (9/26/2014 3 19 PM) RCAS-MP is closing case as no further assistance is needed ========Case Summary========== RCAS-MP received case and c is requesting assistance with airbag light concern.
Make Private	✓	RCAS-MP reviewed and found the light was operating as design. DTS-TG inspected C's vehicle and explained to C the OCS operation along with Navigation operation, ADP operation and A/C operation. RCAS-MP thanked for continue business at NNA . RCAS-MP closing case as no further action needed .
Make Private	✓	**Created By Marisol Patino (9/26/2014 3 18 PM)** RCAS-MP receieved DTS-TG summary stating that C was advised of the OCS operation along with Navigation operation, ADP operation and A/C operation. DTS-TG states C is happy with the way the inspection turn out.
Make Private	✓	**Created By Marisol Patino (9/26/2014 1 04 PM)** PENDING DTS RESOLUTION.
Make Private	✓	**Created By Marisol Patino (9/23/2014 10 49 AM)** ****NO FURTHER CONTACT IS NECESSARY.. RCAS-MP IS WAITING ON DTS-TG SUMMARY OF THE NSPECTION TO CLOSE THE CASE**** RCAS-MP sent email to DTS-TG asking about the inspection.
Make Private	✓	**Created By Marisol Patino (9/18/2014 4 26 PM)** ****NO FURTHER CONTACT IS NECESSARY.. RCAS-MP IS WAITING ON DTS-TG SUMMARY OF THE NSPECTION TO CLOSE THE CASE****
Make Private	✓	**Created By Marisol Patino (9/18/2014 4 25 PM)** RCAS-MP contacted C @ [redacted] RCAS-MP inquired about DTS appointment. C states C met with the DTS and the vehicle has been fixed. RCAS-MP offered further assistance; C declined further assistance at this time. RCAS-MP thanked C for contacting NNA CA, and advised C to please contact NNA CA if NNA CA can be of further assistance. Call ends mutually.
Make Private	✓	**Created By Marisol Patino (9/15/2014 8 51 AM)** RCAS-MP contacted C @ [redacted] RCAS-MP confirmed DTS appointment with C for Sept. 16 at 1:30 PM. C states C will be there. Call ends mutually.
Make Private	✓	**Created By Marisol Patino (8/29/2014 3 39 PM)** RCAS-MP contacted C @ ([redacted] and advised C that DTS appointment has been rescheduled for Sept. 16 at 1 30 PM due dental emergency. C states that is fine. C states C will be present on Tuesday September 16 at 1:30pm. RCAS-MP offered further assistance; C declined further assistance at this time. Call ends mutually.
Make Private	✓	**Created By Marisol Patino (8/15/2014 8 53 AM)** RCAS-MP emailed DTS-TG and confirmed the appointment with both the customer and the Service Manager Mark for Tuesday Sept. 2nd at 1:30 PM.
Make Private	✓	**Created By Marisol Patino (8/15/2014 8 52 AM)** RCAS-MP contacted SM-Mark. RCAS-MP informed SM-Mark that DTS has been confirmed for Tuesday September 2nd at 1 30pm.

SM-Mark confirmed SM will be there for an appointment.
SM-Mark states there are two more vehicles with the same concern and asked if DTS-TG would be available to inspect the other two vehicles.

RCAS-MP advised SM-Mark that that would be up to the DTS. t all the depends on the DTS availability.

SM-Mark understood.
Call ends mutually.

Make Private ✓ **Created By Marisol Patino (8/15/2014 8 34 AM)**
RCAS-MP received email from DTS- TG:

"I have scheduled this inspection for Tueday September 2nd at 1:30pm.
Please advise the customer to meet me at this time.
Regards,"

Created By Marisol Patino (8/15/2014 8 33 AM)
RCAS-MP contacted C @ ([redacted]
RCAS-MP informed C that RCAS-MP has spoken to SM-Mark and RCAS-MP is aware of C's concern.
RCAS-MP advised C that NNA is looking into C's case.
RCAS-MP advised C that a DTS has been requested to inspect C's vehicle and asked if C was willing to have the vehicle inspected.

Make Private ✓ C states that is fine.

RCAS-MP advised C that the inspection is set for Tuesday September 2nd at 1:30pm.

C states C will be present on Tuesday September 2nd at 1:30pm.

RCAS-MP offered further assistance; C declined further assistance at this time.
Call ends mutually.

Make Public **Created By Cherielyn Cejane (8/13/2014 1 09 PM)**
CRR-CNC confirmed that no contact info has changed.
CRR-CNC received call from C stated that rcas called and c was returning call
crr-cnc advised c that crr cant transfer c because rcas ext is not avail
crr informed c that crr will just send M to rcas. c understood
CRR-CNC offered further assistance, C declined.
CRR-CNC provided name, ext.
CRR-CNC exiting file.

Make Private ✓ **Created By Marisol Patino (8/13/2014 11 22 AM)**
RCAS-MP contacted C @ [redacted] and was not able to leave VMX.

Make Private ✓ **Created By Marisol Patino (8/12/2014 2 49 PM)**
RCAS-MP has submitted DTS request for C.

Make Private ✓ **Created By Marisol Patino (8/12/2014 2 41 PM)**
RCAS-MP contacted C @ [redacted] and left MSG with RCAS-MP contact info.

Make Private ✓ **Created By Marisol Patino (8/12/2014 2 39 PM)**
RCAS-MP contacted SM-Mark.

SM-Mark states C has an issue with the air bag light.
SM-Mark states its an on going issue with Nissan.
SM-Mark states the dealer has done everything possible to fix the vehicle.
SM-Mark states C does not leave the vehicle at the shop so the dlr has very limited time to inspect the vehicle.

RCAS-MP asked if Tech line has been involved.

SM-Mark states tech line has been involved.
SM-Mark states the next step will be to have a DTS inspect the vehicle.

RCAS-MP thanked SM-Mark for the info.

Make Public **Created By Marie Kyle Pabustan (8/11/2014 8 19 AM)**
crr-mp received a call from C. C stated that C STATES PASSENGER AIR BAG COMES ON WHEN SOME ONE IS N FRONT SEAT AT T MES as per c dlr had this reset twice but c still having the same exact issue on veh c asking assistance from Nissan to have veh fix

SA Name:SA JoHn Frelick
Date of Diagnosis 6/15/2014 as per SERVICE HISTORY

crr-mp verified and updated C 's contact information.

Crr-mp informed c that c will be contacted within the next business day.

crr-mp informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will be contacting C before the end of the next business day, C acknowledged.
crr-mp asked for the best number to reach C, C provide[redacted]

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7922935	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/11/2014	YE	BK	233500	OA
Edit | Del	CC-7922936	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PBOUH:ref]	[redacted]	✓	8/13/2014	Marisol Patino	8/13/2014 11 23 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0PBOUH ref] *8/13/2014Case #[redacted] Thank you for taking the time to contact...*	[redacted]	8/13/2014 11:23 AM

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F29735	DTS Request	Marisol Patino, 8/12/2014 2:48 PM	8/12/2014

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/26/2014 3 20 PM	Marisol Patino	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/26/2014 1 04 PM	Marisol Patino	Changed **Follow Up Date** from 9/26/2014 to **10/1/2014**.
9/23/2014 10:50 AM	Marisol Patino	Changed **Follow Up Date** from 9/23/2014 to **9/26/2014**.

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Surveys Surveys Help

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[redacted]

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Case Comments [50] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 9:06 AM
CA Multiple Repairs		Date/Time Closed	11/10/2014 10 35 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00048162

DTS Inspection

DTS Inspection Date	10/6/2014 12:33 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary replacement due to 4 repairs regarding airbag light on.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,914		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5E[redacted]	Part Number 1	876503TA5H
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CERRITOS NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$24,334 66	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/14/2014	Vehicle Service Contract	
RHR Completed	8/14/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	

Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: J[redacted] V N: 1N4AL3AP5EC[redacted]		
Created By	Benjamin Pastor, 8/11/2014 9:06 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	429	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Tammy Knotts (12/8/2014 8 15 AM) *** [Added after the case is closed] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $135.00 sent to LOCKBOX #54457; FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		Created By Jim Land (10/3/2014 12 20 PM) DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is "airbag light on"
Make Public		Created By Kara Kabobel (9/19/2014 12 32 PM) Morley case #[redacted]
Make Public		Created By Annice Hill (9/18/2014 2 40 PM) Received check made payable to Cerritos Nissan in the amount of $24,334.66. Forwarding to Morley via FedEx. Tracking [redacted]
Make Public		Created By Kara Kabobel (9/17/2014 1 17 PM) RC emailed Anna Fraley at NMAC replacment invoice and confirmed she will fax the SOC docs to Saif at Cerritos Nissan.
Make Public		Created By Kara Kabobel (9/17/2014 1 12 PM) RC received signed offer letter from C
Make Public		Created By Kara Kabobel (9/12/2014 9 09 AM) RC emailed C the replacement offer letter
Make Public		Created By Angie Mathis (9/12/2014 7 45 AM) Arbs-ASM reviewed and confirmed the following replacement figures: (+) New Vehicle Invoice: $22,605 00 (+) Collaterals: $3,103.40 (-) Rebate: $1,000.00 (= Total due to Dealer $24,708.40 (-) Customer portion to Dealer: ($373.74) (=) Total NNA Pays to Dealer: $24,334.66
Make Public		Created By Christine Wilsey (9/10/2014 3 36 PM) Worksheet notes usage 2408/120000 x 18625
Make Public		Created By Christine Wilsey (9/10/2014 3 35 PM) Dealer letter New Vehicle MSRP: $24,110.00 Old Vehicle MSRP: $23,320 00 Total Upgrade: $0 Usage Fee @ 2,408 miles: $373.74 (=) Total Customer Payment to Dealer $373.74
Make Public		Created By Christine Wilsey (9/10/2014 3 35 PM) Customer letter (+) New Vehicle Invoice: $22,605 00 (+) Collaterals: $3,103.40 (-) Rebate: $1,000.00 (= Total due to Dealer $24,708.40 (-) Customer portion to Dealer: ($373.74) (=) Total NNA Pays to Dealer: $24,334.66
Make Public		Created By Kara Kabobel (9/10/2014 3 00 PM) Consumer Affairs Voluntary Repurchase / Replacement / Settlement - Due to 4 repairs regarding airbag light on. Vehicle currently at dealer awaiting seat assembly. As of 8/20, vehicle out of service 21 days.
Make Public		Created By Kara Kabobel (9/10/2014 2 02 PM) RC got approval from ARBS-AM to waive extra options on replacement for C.
Make Public		Created By Sara Dorazio (9/8/2014 1 26 PM) DRTS obtained factory invoice and attached to case.
Make Public		

Created By **Kara Kabobel** (9/8/2014 1 14 PM)
RC spoke to Saif/sales mngr at Cerritos Nissan and went over SOC details. Saif advised C was in earlier today and picked out replacement vehicle. He will fax over invoice and mock buyers order.

Make Public

Created By **Kara Kabobel** (8/28/2014 7 18 AM)
RC received documentation from C and C advised that he is interested in another Altima. RC advised C that he will need to work with the dealership to find a comparable vehicle.

Make Public

Created By **Kara Kabobel** (8/27/2014 10 52 AM)
RC received email from C stating that he did receive letter of intent and wants more details on the vehicle options. RC responded asking if C has retained an attorney and if so, we would need a letter of retention.

Make Public

Created By **Hubert Domanais** (8/22/2014 5 55 PM)
crr-hd received a call from Gladys of Stone Croft Attorney APC who will refer as c
c is asking if there's a direct number for the claims dept where c can speak with in behalf of the owner of the veh
crr-hd advised c that crr doesnt have the direct number of that dept
c understood
crr-hd advised c that c can send a correspondence to:
Nissan North America, Inc.
Consumer Affairs
P.O. Box 685003
Franklin, TN 37068-5003
c understood

c also provided direct number for them to be contacted:
stone croft attorney apc
phone numbe[redacted]
person to be contacted: GLADYS

crr-hd offered further assistance, c declined.
crr-hd provided name, ext and case number.
crr-hd exiting the case

Make Public

Created By **Michael Bardwell** (8/22/2014 1 33 PM)
ARBS received confirmation from FedEx that letter to LA County Dept of Consumer Affairs was delivered on 22-Aug-14 at 1012 PDT.

Make Public

Created By **Michael Bardwell** (8/21/2014 3 32 PM)
ARBS sent letter to LA County Dept of Consumer Affairs via FedEx[redacted] advising that NNA has already offered to repurchase/replace c's veh. ARBS provided tracking number of offer letter to c.

ARBS putting case back in RC-Kara Kabobel's ownership.

Make Public

Created By **Kate Czerwinski** (8/21/2014 2 12 PM)
Previous cases- none
Open recalls/campaigns- none

DRTS in receipt of County of Los Angelas Dept of Consumer Affairs letter, dated August 15, 2014, signed by the Complaint Investigation Unit, sent via US mail, received on August 21, 2014. The letter is attached to the case for review.

Customer is complaining of problems with the airbag sensor light. Customer is requesting buyback of the vehicle. Response in writing is requested within ten business days.

Make Public

Created By **Kara Kabobel** (8/20/2014 4 04 PM)
RC sent letter of intent to C via FedEx with tracking [redacted]

Make Public

Created By **Angie Mathis** (8/19/2014 3 06 PM)
REASON: Consumer Affairs Voluntary Repurchase / Replacement / Settlement - Due to 4 repairs regarding airbag light on. Vehicle currently at dealer awaiting seat assembly. As of 8/20, vehicle out of service 21 days.

LEMON LAW: Yes, CA.

USAGE: 4,816

RETENTION GOODWILL: NNA would waive 1/2 usage for replacement

OPTIONS: NNA would offer $3,500.00 as a cash settlement in lieu of a repurchase.

Make Public

Created By **Angie Mathis** (8/19/2014 3 00 PM)
veh concern

Make Public

Created By **Angie Mathis** (8/19/2014 2 57 PM)
Arbs-ASM placed call to c at[redacted] and lm on c's vm advising c will receive a call in approx 24-48 business hours to discuss.

Make Public

Created By **Angie Mathis** (8/19/2014 2 55 PM)
Arbs-ASM notes the following:

3 repairs regarding airbag light on
veh currently at dlr for same airbag light concern, waiting on seat assy
PC advised seat assy should arrive approx 8/25.
As of 8/20, veh out of service 21 days

Make Public

Created By **Angie Mathis** (8/19/2014 2 34 PM)
Arbs-ASM submitted email to PC to inquire ETA regarding seat assy

Make Public

Created By **Angie Mathis** (8/19/2014 2 34 PM)
Arbs-ASM reviewed RHR:

5/8/14-5/8/14 Mileage: 4,816
Recall R1405

6/9/14-6/12/14 Mileage: 5,925
1. C/S airbag light on - cleared codes
2. C/S noise when braking - resurfaced rotors cleaned pads
3. C/S front brakes making noise - see above

7/7/14-7/8/14 Mileage: 6,915
1. C/S noise when braking - unable to dup
2. C/S airbag light on - replaced airbag control unit

8/6/14-open Mileage: 7,720
C/S airbag light stays on - seat assy on order

Make Public

Created By **Benjamin Pastor** (8/19/2014 1 35 PM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 2:29 PM EST and spoke with PM Rolando.

RCAS asks to know ETA for ordered part and provided part number, and PM states that part is on back order and PM sent an email to a Nissan representative who is working to get part shipped to dlr.

RCAS states that RCAS did not receive the email and asked PM to email pictures of parts to RCAS and provided RCAS's email.

RCAS thanked PM and call ended mutually.

Make Private ✓

Created By **Benjamin Pastor** (8/18/2014 3 24 PM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 4:19 PM EST and asked to speak with PM and was transferred to PM's vxm.

RCAS left a vmx with C's name and VIN, RCAS'S name & extension requesting for PM to email pictures of two different seats ordered by dlr. RCAS also provided call back # of 1800-647-7261.

Make Private ✓

Created By **Sandra Santiago** (8/15/2014 3 04 PM)
RCAS re-dial dlr ph# 8187878400 at 4:00pm est and asked for PM.
PA-Mike stated that PM is not available and transferred call to PM Rolando vmx.
RCAS left vmx asking for picture of the seats to be send by fax at 615-984-5828 and asked for call back if PM has anhy questions.

Make Private ✓

Created By Sandra Santiago (8/15/2014 2 59 PM)
RCAS Sandra Santiago assisting with tasks today called dlr at 8187878400 at 3:57pm est and asked for PM.
Call was transferred to PM vmx. RCAS left vmx and asked for call back.

Make Private ✓ Created By Sara Dorazio (8/15/2014 9 29 AM) Last Modified By Sandra Santiago (8/15/2014 2 54 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Angie Mathis for review.

Make Private ✓ Created By Jonathon Spurling (8/14/2014 12 59 PM) Last Modified By Sandra Santiago (8/15/2014 2 54 PM)
rcas-jonathon spurling assisting
rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR
rcas completed and submitted RHR

Make Private ✓ Created By Benjamin Pastor (8/14/2014 12 26 PM)
RCAS submitting RHR.

RCAS noting that RO [redacted] has been open since 08/06/14 because the front driver's side seat assembly has been ordered from back order according to PM.

Make Private ✓ Created By Benjamin Pastor (8/14/2014 11 19 AM)
RCAS received fax from dlr and attaching doc to case.

Make Private ✓ Created By Benjamin Pastor (8/14/2014 11 07 AM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 12 01 PM EST and spoke with SA Tonya.

RCAS states that RCAS spoke with SA Jose yesterday and still needs open RO. RCAS asks for open RO to be faxed to 615 984 5828.

Make Private ✓ Created By Benjamin Pastor (8/14/2014 10 37 AM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 11 21 AM EST and spoke with PM Rolando.

RCAS asks to know more about ordered part, and PM states that dlr ordered first seat according to parts catalog and it was the incorrect seat and dlr ordered a second seat and is waiting 5 days to make Stop the Presses order.

RCAS states that RCAS as been working with in-house parts coordinator and asked to place PM on brief 1-2 minute hold.

In-house parts coordinator spoke with PM requesting pictures of first seat and second seat to verify that correct part has been ordered and Nissan can get correct part to C as soon as possible.

RCAS provided RCAS email. Call ended mutually.

Make Private ✓ Created By Benjamin Pastor (8/14/2014 10 05 AM)
RCAS received a call from C.

C states that C is very upset with this situation because veh has been at dlr for a whole month for multiple repairs and veh is still at dlr while waiting for a part.

C states that C does not believe that dlr knows how to repair veh and C wants Nissan to give C a response about case by 08/18/14 or C will get a lawyer.

RCAS apologized to C stating that RCAS spoke with dlr about part order and is working to get part to dlr as soon as possible.

RCAS also explained that the repurchase process takes 10 business days and RCAS and arbitration team need the sufficient amount of time to properly work case.

RCAS setting follow up for 08/19/14.

Make Private ✓ Created By Benjamin Pastor (8/13/2014 2 52 PM)
RCAS sending email to in-house parts coordinator Tim Freeman for back order part ETA.

Make Private ✓ Created By Benjamin Pastor (8/13/2014 2 49 PM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 3:44 PM EST and spoke with SA Jose.

RCAS asks to know veh repair status, and SA states that the veh is at dlr waiting for a back ordered part and C has a rental veh.

RCAS asks for open RO to be faxed to 615 984 5828.

RCAS thanked SA and call ended mutually.

Make Private ✓ Created By Benjamin Pastor (8/12/2014 3 53 PM)
RCAS looked for order in HOST FI53.

FI53/HPCN9001 NISSAN NORTH AMERICA, NC. DATE: 08/12/14
PAGE: 1 NTRANSIT STATUS BY PART NUMBER T ME: 13:34:57

PART NUMBER: 87650 3TA5H_____ BACK ASSY FRONT SEAT PDC: __
CHANNEL: NISSAN
ORDER NO/ SH PMENT SH P DOC#/ CASE/ C ORDERED/ DEPART/ ETA/ PID
PDC ITEM NO ORIGIN CONTAINER SC SM C SH PPED CUSTOM ACT ARR (SUSP)
_ ------ ------ ------ -- - - --- --- --- ---
15 3986 DRP93141 2 Y 0 0 80914 0
DRP93141 001 1 0 0

21 5319 RC365524 9999 0 0 0 0
RC365524 9999 1 0 0

Make Private ✓ Created By Benjamin Pastor (8/12/2014 3 53 PM)
RCAS looked for part info in HOST CI53.

CI53/HOPN9201 NISSAN NORTH AMERICA, NC. DATE: 08/12/14
PAGE 1 CUSTOMER ORDERS BY PART NUMBER INQUIRY T ME: 13:32:48

PDC NO: __ PART NO: 876503TA5H_____
CUSTOMER NO: 5393_ DTL SEL: A ORDR SEL: B
(A/B/P) (B/C/O)
ORDER ENTRY CUST C ORDER SCHED ORDER ALLOC RELSD BCKORD CNCL ASSGN
TYPE DATE NUM H NUMBER DATE QTY QTY QTY QTY QTY PDC
VOR 081214 5393 N 14182364 1 1
CSC 081214 5393 N 14182385 1 1 14

Make Private ✓ Created By Benjamin Pastor (8/12/2014 3 30 PM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 4:17 PM EST and asked for PM and was told PM Rolando is not available. RCAS spoke with parts advisor Steve.

RCAS asks if there is an ETA for veh's ordered part, and was told the part is on back order and there is no ETA.

•Part Name - front seat assembly
•Part Number - 876503TA5H
•Order Number - 14182364
•Dealer Name and Code (where parts were ordered) NISSAN OF VAN NUYS / 5393
•Region Code - 44
•Location of the vehicle (business name, phone number, and contact person) veh is at dlr
•Can the vehicle be driven? If not, why? no
•The date the vehicle became inoperable (if applicable)
•ASK:
•Is the part needed due to a warrantable failure? yes

RCAS thanked parts advisor for info and call ended mutually.

Make Private ✓ Created By Benjamin Pastor (8/12/2014 3 11 PM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 4:07 PM EST and asked for SM and was transferred to SM Brian Brennan's vxm.

RCAS left a vmx with C's name and VIN, RCAS'S name & extension. RCAS also provided call back # of 1800-647-7261.

Make Private ✓ Created By Benjamin Pastor (8/12/2014 12 45 PM)
RCAS sending email to CSM Fernando Hernandez, FOM Craig Adrain, and DOM Phil Cady about rhr.

Make Private ✓ **Created By Benjamin Pastor (8/12/2014 12 37 PM)**
RCAS received fax from dlr and attaching docs to case.

Created By Benjamin Pastor (8/11/2014 4 13 PM)
RCAS called NISSAN OF VAN NUYS at 8187878400 at 5:08 PM EST and asked for SM and was told SM is not available. RCAS spoke with SA Tonya.

Make Private ✓ RCAS asks for ROs [redacted] e faxed to 615 984 5828.

RCAS thanked SA and call ended mutually.

Make Private ✓ **Created By Benjamin Pastor (8/11/2014 9 31 AM)**
RCAS cannot data net case because dlr is not enabled to use dlr portal.

Created By Benjamin Pastor (8/11/2014 9 30 AM)
C's name: Jose Cuerva
#'s provided by c to call: [redacted]
C's vin # (if c provides):
C's address: [redacted]
Sun Valley, CA [redacted]
C's campaign info provided to c:

RCAS checked for previously related cases found: none
RCAS checked for previously unrelated cases found: none
RCAS verified and updated C's name,address, primary & alternative phone #'s, email, V N, mileage, how acquired veh and srv dlr.
RCAS checked for open campaigns found: none

RCAS received a call from C stating that C took veh to dlr for an oil change and dlr performed service campaign for OCS airbag sensor but the passenger airbag light has come on and C took veh back to dlr 4 times and dlr cannot fix problem.

Make Private ✓ C states that dlr has duplicated veh concern and has tried to fix problem and veh is at dlr right now waiting for an ordered part. C states C no longer feels secure in veh and no longer wants veh.

•Why do you want to return the vehicle to Nissan North America? C no longer feels secure with veh.
•Where is the vehicle currently? at NISSAN OF VAN NUYS
•Where was the vehicle purchased? at ALHAMBRA NISSAN
•Was it purchased new or used? new
•Where is the vehicle serviced? at NISSAN OF VAN NUYS
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? no

RCAS advised that RCAS will work case for possible veh repurchase.

RCAS states that RCAS will contact dlr for veh repair history.

RCAS states that process may take 10 business days and RCAS will call C back on 08/14/14.

RCAS provided C with name, ext. 458191, and case #.
RCAS offered further assistance. C was satisfied & declined further assistance.
RCAS thanked C for calling CA.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7923147	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	263000	OA
Edit | Del	CC-7923148	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	MULT PLE REPAIR ATTEMPTS	14	8/11/2014	YE	BK	263000	OA
Edit | Del	CC-7927905	INTERIOR (NON-ELECTRIC)	SEAT (SEAT/LEVER/POSITIONER)	PARTS AVA LABILITY (BACKORDER)	QA	8/13/2014	YP	AU	190000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/5/2014	Jose Santiago	10/3/2014 12 37 PM
Edit | Del	Review Approved Check Request		✓	9/17/2014	Kara Kabobel	9/25/2014 8:24 AM
Edit | Del	Review SOC figures		✓	9/12/2014	Kara Kabobel	9/25/2014 8:23 AM
Edit | Del	Review SOC figures		✓	9/10/2014	Angie Mathis	9/12/2014 7:46 AM
Edit | Del	Request for vehicle invoice		✓	9/8/2014	Sara Dorazio	9/8/2014 1:26 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00048162	DRT Resolution	1N4AL3AP5EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0133487	517080	9/18/2014	Dealer	Approved	$24,334.66	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	4 64MB	4/21/2015 9 07 AM	Rebecca Martin

Edit | View | Del	[redacted]	81KB	12/8/2014 8:15 AM	Tammy Knotts
Edit | View | Del		70KB	10/9/2014 8 04 AM	Tammy Knotts
Edit | View | Del		108KB	9/17/2014 1 20 PM	Kara Kabobel
Edit | View | Del		109KB	9/17/2014 1:18 PM	Kara Kabobel

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/10/2014 10 35 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/3/2014 12:08 PM	Jim Land	Changed **Case Servicing Dealer** from NISSAN OF VAN NUYS to **CERRITOS NISSAN**.
10/3/2014 12:07 PM	Jim Land	Changed **Case Owner** from Kara Kabobel to **Jim Land**.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Maria Theresa Roque-Balisi [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 9:15 AM
CA Multiple Repairs		Date/Time Closed	8/11/2014 9:21 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,100		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LITHIA NISSAN OF EUGENE	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	G[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP3EN[redacted]		
Created By	Maria Theresa Roque-Balisi, 8/11/2014 9:15 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/11/2014 7:05 PM	Root Cause Code (2)	
Days Closed	520	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Maria Theresa Roque-Balisi (8/11/2014 9 21 AM) CRR-MR verified name, VIN, address, contact number, email, service DLR and mileage. CRR-MR received a call from C asking if there are any open campaigns on the Veh. CRR-MR informed C that there are no open campaigns on the Veh. C understood. C is having problems with the OCS. CRR-MR advised C to take the Veh to a Nissan DLR to have the Veh diagnosed / serviced. C understood. CRR-MR offered to transfer the call to the DLR so C can schedule an appointment. C declined. CRR-MR offered further assistance. C declined. CRR-MR provided VOC script. CRR-MR provided case number, CRR name and extension number. CRR-MR closing case - no further action needed at this time.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7923108	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	8/11/2014	VG	AZ	204500	OF
Edit | Del	CC-7923109	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/11/2014 9 21 AM	Maria Theresa Roque-Balisi	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/11/2014 9:15 AM	Maria Theresa Roque-Balisi	Changed **Subject** to **CUSTOMER** [redacted] **VIN 1N4AL3AP3EN** [redacted]
		Changed **Home Phone** to [redacted]

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [28] | Case Categorizations [2] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 10:37 AM
CA Multiple Repairs		Date/Time Closed	10/20/2014 11:33 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00049150

DTS Inspection

DTS Inspection Date	9/26/2014 10:23 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Repurchase - Due to 4 repair attempts for OCS concerns and 8 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	VENICE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$27,772.42	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/29/2014	Vehicle Service Contract	
RHR Completed	8/29/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP3DC[redacted]		
Created By	Jastine Mesina 8/11/2014 10 37 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	450	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (9/19/2014 10 58 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted]
Make Public		**Created By Chantel Foxhall (9/9/2014 2 44 PM)** ARBS created Morley Case numbe[redacted] ARBS sent to Morley via Fedex [redacted]
Make Public		**Created By Chantel Foxhall (9/8/2014 8 34 AM)** Vehicle Concern
Make Public		**Created By Chantel Foxhall (9/8/2014 8 22 AM)** ARBS submitted check request to lien holder in the amount of $21,817.16 good through 9/24/2014. ARBS submitted check request to C in the amount of $5,955.26.
Make Public		**Created By Chantel Foxhall (9/8/2014 8 21 AM)** ARBS notes the following repurchase figures: Lease Repurchase Down Payment $908.00 Additional Payments $6,255.18 Total Amounts Paid $7,163.18 Less Usage [5475/120000*26475] $1,207.92 Amount due to Customer $5,955.26 Lease Buyout/Payoff (Good thru 9/24/2014) $21,817.16
Make Public		**Created By Chantel Foxhall (9/8/2014 8 20 AM) Last Modified By Chantel Foxhall (9/8/2014 8 20 AM)** ARBS received the C's signed repurchase offer.
Make Public		**Created By Chantel Foxhall (9/5/2014 2 27 PM)** ARBS emailed the C the repurchase offer letter.
Make Public		**Created By Chantel Foxhall (9/5/2014 2 15 PM)** ARBS notes usage as follows: = 5475/120000*26475 =$1,207.92
Make Public		**Created By Chantel Foxhall (9/5/2014 2 08 PM)** ARBS received the following NMAC payoff: Below is the payment/payoff information that you requested. Anna please see the request below for an SOC SR[redacted] Account#: [redacted] Customer: [redacted] Payoff amount is $21817.16 good thru 9/24/2014 Payments received 19 Payment amount $347.51 Recent payment received on 8/27/2014 in the amount
Make Public		**Created By Chantel Foxhall (9/4/2014 2 30 PM)** ARBS emailed NMAC for payoff: RE[redacted] 2013 Nissan Altima V N: 1N4AL3AP3DC[redacted] Will you please provide the following for Ms. [redacted] account:

1. Acct #
2. Payoff Amt.
3. Per Diem
4. SOC Eligibility?
5. Payment History

Make Public

Created By Chantel Foxhall (9/4/2014 2 26 PM)
ARBS received C's lienrelease, sales documents, and registration.

Make Public

Created By Chantel Foxhall (9/4/2014 11 43 AM)
C called ARBS to verify who needed to sign the lienrelease. ARBS informed C that both C and C's husband needed to sign the form.

Make Public

Created By Chantel Foxhall (9/2/2014 2 39 PM)
ARBS emailed the CSM, DOM, and FOM the following:

Hello,

NNA has decided to replace/repurchase the aforementioned vehicle for several OCS repair concerns.

Please let me know if you have additional questions or concerns.

Thanks,

Created By Chantel Foxhall (9/2/2014 2 35 PM)
ARBS emailed C the following:

Dear [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your situation. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your request during a review of all available facts pertaining to your situation. Based on the vehicle repair history, Nissan offers to repurchase or replace your vehicle to comply with the Florida Lemon Laws.

Re: 2013 Nissan Altima
V N: 1N4AL3AP3DC[redacted]

Make Public

In order to coordinate the repurchase of your vehicle, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me at your convenience, as they will be needed to make a detailed offer:

• A legible copy of the vehicle's current registration
• A copy of the purchase contract for the vehicle
• Any receipts for costs that you want considered for reimbursement
• Completed Lienholder Information Request Form (enclosed)

Please return the requested information to me via fax at 615-967-2271. We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you have any questions you are welcome to call me at [redacted]

Sincerely,

Make Public

Created By Chantel Foxhall (9/2/2014 2 30 PM)
ARBS called C and notified C that NNA is attempting to assist C with getting out of the vehicle; requested the following documentation: current registration, sales documents, and signed Lienholder form.

C stated that C is interested in having car replaced.

C requested needed information and documentation be sent to him via email.

Make Public

Created By Chantel Foxhall (9/2/2014 2 19 PM)
ARBS notes the following summary:

8 days down

4 visits for OCS sensor concerns - 3 replacements and 1 reprogram

Make Public

Created By Chantel Foxhall (9/2/2014 2 17 PM)
ARBS notes the following repair orders:

6/25/2013 – 1,373 miles
Concern:
-C states OCS does not work properly
Action:
-Replaced two OCS sensors
1 day down

5/5/2014 – 4,519 miles
Concern:
-C states OCS does not work properly
Action:
-OCS reprogramming
1 day down

7/25/2014 – 5,377 miles
Concern:
-C states OCS light on with psgr in seat
-C states brake light is on
Action:
-Replace detection sensor
-Replace ABS control unit
1 day down

8/7/2014 – 5,475 miles
Concern:
- C states OCS light is on with psgr in seat
Action:
-Replaced control unit
1 day down

Make Public

Created By Heathre Vanriper (9/2/2014 8 25 AM)
DRTS rec'd RHR. RHR has been submitted for review to ARBS Chantel Foxhall.

Make Public

Created By Jacklyn Capers (8/29/2014 6 07 PM)
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Private ✓

Created By Jessica Goss (8/29/2014 12 08 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 9/4/2014

Make Private ✓ **Created By Jessica Goss (8/22/2014 2 14 PM)**
RCAS-JG made outbound call to C.
RCAS-JG advised still processing RHR.
C understood and advised needs answer soon.
RCAS-JG apologized.

Followup set for 8/27/2014

Created By Jessica Goss (8/18/2014 10 16 AM)
RCAS-JG made outbound call to C.

C stated when took a drive recently and the air bag sensor was not on when drive started.
C stated that halfway through drive the air bag sensor light came on and stayed on through the remainder of the drive.
C stated wants an update on case.
RCAS-JG advised does not have any new information at this time.
C stated is going out of town Friday and would like an update prior.
RCAS-JG advised next followup will be 8/21/2014.
C asked if NNA has ever failed to repurchase a defective veh?
RCAS-JG advised was not in a position to discuss that information as RCAS-JG is not advised or trained in what concerns result in repurchases.
Make Public C understood.
C stated cannot drive veh anymore daily.
C stated fears for life.
C stated will seek legal action if concerns are not resolved.
RCAS-JG advised that NNA is taking C's concerns seriously and wants C to feel safe in veh.
RCAS-JG advised that dlrship in the meantime has agreed to continue to work toward a resolution for C's veh.
RCAS-JG advised would followup with DLR to see if dlr was able to find new information to attempt a permanent fix to C's concerns.

C understood.

Call ended mutually.

RCAS-JG notes followup set for 8/21/2014

Created By Jessica Goss (8/13/2014 1 15 PM)
RCAS-JG notes received inbound call from C.
C stated that the air sensor came on again.
C stated wanted to keep RCAS-JG informed.

RCAS-JG thanked C for update.
RCAS-JG confirmed had received documents from dlrship.
RCAS-JG advised that SM-Steve is still working on finding a permanent resolution to C's concerns.
Make Public

C stated C appreciated SM-Steve and NNA's concern and that NNA was taking safety concern seriously.
C stated C was reassured by dealership's effort and would like to remain a Nissan customer because dealership is trying so hard.

RCAS-JG advised that NNA's top priority is the safety of customers and that will continue to attempt repair of veh.

C thanked RCAS-JG.

Call ended mutually.

Created By Jessica Goss (8/12/2014 1 56 PM)
RCAS-JG made outbound call to SM-Steve

SM-Steve advised had used Tech Assist and taken Techline's recommendations.
Make Public SM-Steve was also planning to consult DTS-Tom Osbourne.
SM-Steve stated C has been having reoccurring concerns for over a year.
SM-Steve stated understands concern and why C is looking for resolution.
SM-Steve stated would continue to work with C to repair veh.
SM-Steven stated would fax over all RO's on veh today.

Created By Jessica Goss (8/12/2014 1 21 PM)
C stated service manager advised C was going to contact and engineer from NNA to find out what's going on with C's veh.

RCAS-JG asked if C is always sitting the same way when the light is on.
C stated yes.
C stated no pattern.
C stated the light is never on when there is nothing in the passenger seat.
C stated first time noticed the light was approximately one month in to vehicle ownership.
C stated concern has been going on too long.
C stated gone through 2 recalls.
C stated veh is becoming too stressful.
C stated veh is an inconvenience to entire life.
C stated doesn't want to drive veh.
Make Public C stated asking for NNA to repurchase veh or for NNA to swap veh out.
C stated has owned other NNA vehs and never had a problem.
C stated SM-Steve and SA-Chris are helping C with vehicle concerns.
C stated likes the attitude and helpfulness of dlrship staff.
C stated had a similar concern with a previous Toyota veh and is glad that NNA is being responsive.

Why do you want to return the vehicle to Nissan North America?: Because C thinks has a defective senor for passenger airbag. The sensor is inconsistent and has been occurring for the past 17 months since C has owned vehicle and has not been resolved.
Where is the vehicle currently?: C has the vehicle. This is C's only veh.
Where was the vehicle purchased?: Venice Nissan
Was it purchased new or used?: New
If used, when was the vehicle purchased?:NA
Where is the vehicle serviced?:Venice Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?: No. Only Venice Nissan.

Created By Jessica Goss (8/12/2014 1 00 PM)
RCAS-JG received inbound call from C.

C stated still having airbag concerns.
C stated has been in to the dealership multiple times and that the dealership has also contacted NNA to resolve airbag concerns.
Make Public C stated concern is intermittent and is not consistent.
C stated is supposed to be traveling to NY and wants to know what can be done to make sure to resolve concern completely.
C stated has been very happy with dlrship, Venice Nissan.
C stated is leaving town the 23rd-29th.
C stated SM is going to talk to dlrship owner to see what options C has.
C stated that has been provided rentals in the past.
C

Created By Jessica Goss (8/11/2014 6 33 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
Make Public RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 8/12/2014

Make Public **Created By Jastine Mesina (8/11/2014 10 45 AM)**
crr-jm received call from c.

c said that c has 13 ALT, c said c has 2 campaigns on Airbag and veh has been taken to Nissan dlr 5x and it's just not fixed. c said that last week, dlr called Nissan technician and put another part under the seat and thought that it will solve the problem. c said that after a few days, c drove veh and light remained on, c said that c got really disappointed. c said that c had

3 campaigns repaired on the veh. c said that Nissan dlr has been nice and has been trying to resolve the issue but dlr just cannot fix the problem. c said c does not know what to do. c said c is concerned about c's safety.

c said that c thinks veh is lemon and defective. c said c wants issue to be looked into. c said c wants to know what c's options are. crr-jm understood.

crr-jm advised c that case will be escalated to RCAS and c will be contacted before end of next business day. crr-jm leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7923400	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	233500	OA
Edit | Del	CC-7923401	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/11/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | De	[redacted]	[redacted]	✓	9/26/2014	Tom Osborn	10/10/2014 3:17 PM
Edit | De			✓	9/9/2014	Chantel Foxhall	9/9/2014 2:47 PM
Edit | De			✓	9/8/2014	Chantel Foxhall	9/9/2014 8:11 AM
Edit | De			✓	9/8/2014	Chantel Foxhall	9/9/2014 8:11 AM
Edit | De			✓	9/2/2014	Jessica Goss	9/2/2014 8 26 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00049150	DRT Resolution	1N4AL3AP3D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0132668	515431	9/9/2014	Customer	Approved	$5,955.26	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	
	CR0132670	515444	9/9/2014	Lienholder	Approved	$21,817.16	34BUYBACK	Nissan South East Buyback/Trade	Nissan Motor	Acceptance Corp

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	699KB	9/1/2015 3:27 PM	Rebecca Martin
Edit | View | Del	[redacted]	387KB	9/9/2014 2:45 PM	Chantel Foxhall
Edit | View | Del		61KB	9/8/2014 8:20 AM	Chantel Foxhall
Edit | View | Del		576KB	9/5/2014 2:28 PM	Chantel Foxhall
Edit | View | Del		102KB	9/5/2014 2:09 PM	Chantel Foxhall

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/20/2014 11:33 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/19/2014 10:57 AM	Jim Land	Changed **Case Owner** from Chantel Foxhall to **Jim Land**.
9/19/2014 10:57 AM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [43] | Case Categorizations [2] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [1] | Check Activity [4] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 11:22 AM
CA Multiple Repairs	✓	Date/Time Closed	10/30/2014 2:54 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	CA RHR
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050564

DTS Inspection

DTS Inspection Date	11/10/2014 9:19 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary repurchase due to 5 repair attempts for airbag light and 76 days down.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DON WILLIAMSON NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$28,027.30	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/3/2014	Vehicle Service Contract	
RHR Completed	9/3/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] V N: 1N4BL3AP5DC[redacted]		
Created By	Kristinee Ann Apuyan 8/11/2014 11 22 AM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	440	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (10/21/2014 1 25 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #216343 The reason for repurchase is: airbag light
Make Public		**Created By Nina Woodruff (10/9/2014 2 41 PM) Last Modified By Nina Woodruff (10/9/2014 2 41 PM)** Arbs submitted Morley case #[redacted]nd sent Docs via Fed Ex tracking # [redacted]
Make Public		**Created By Nina Woodruff (10/2/2014 2 14 PM)** Arbs notes emailed C new repurchase agreement showing new calculations.
Make Public		**Created By Nina Woodruff (10/2/2014 2 01 PM)** Repurchase: Base Price $31,829 00 Sales Tax $648.90 Lic/Reg $29.00 Dealer Doc Fee $499.00 title fee $40 00 Reg Fees $194 53 Interest Paid to Date $841 51 Total Purchase Price $34,081 94 Less Usage $4,557.64 Less Rebates $1,500.00 Loan Payoff* $19,315 09 Total Deductions $25,372.73 Refund Amount $8,709 21 Lien Payoff $19,318 09 Total Repurchase $28,027 30
Make Public		**Created By Nina Woodruff (10/2/2014 2 00 PM)** Arbs notes correction of usage to 3rd repair/120,000 x $31,829 17,183 miles/120,000 x $31,829 00 = $4,557 64
Make Public		**Created By Nina Woodruff (10/2/2014 11 29 AM)** Passenger airbag safety concern
Make Public		**Created By Nina Woodruff (10/2/2014 11 19 AM)** Arbs note calculation of C usage: 23,501 miles/120,000 x $31,829.00 = $6,233.44
Make Public		**Created By Nina Woodruff (10/1/2014 3 51 PM)** Arbs emailed updated copy of repurchase letter to C for review.
Make Public		**Created By Nina Woodruff (9/30/2014 1 43 PM)** Arbs emailed see copy of repurchase letter for signature.
Make Public		**Created By Nina Woodruff (9/30/2014 1 21 PM)** Arbs notes repurchase calculations: Repurchase Base Price $31,829 00 Sales Tax $648.90 Lic/Reg $29.00 Dealer Doc Fee $499.00

title fee $40 00
MVSC
Reg Fees $194 53
Dlr Installed Option $0 00
Interest Paid to Date $841 51
Total Purchase Price $34,081 94

Less Usage $6,233.44
Less Rebates $1,500.00
GAP $0.00
Dlr Installed option $0.00
Loan Payoff* $19,315 09
Total Deductions $27,048.53

Refund Amount $7,033.41
Lien Payoff $19,318 09
Attorney Fees
Total Repurchase $26,351 50

Make Public

Created By Nina Woodruff (9/23/2014 2 41 PM)
Arbs received vml from dlr Kala at Don Williamson Nissan , wanted to check the status repurchase as customer in a loaner vehicle, arbs will cb Kala to advise.

Created By Nina Woodruff (9/19/2014 10 44 AM)
Hi Nina,

Below is the payment/payoff information that you requested.
Anna please see the request below for an SOC

SR[redacted]
Account#0[redacted]
Customer $[redacted]
30 day payoff $19315.69 good thru 10/18/2014
Per diem 1.74
# of scheduled payments received 14
Scheduled Payment amount 359.78
Total Principal paid 4,195.41
Total Interest paid 841 51
Late fees paid 0.00
Recent payment received on 9/11/2014 in the amount of $359.78

Make Public

Thanks,

_____
Israel Ramos
Fulfillment and Correspondence

Nissan Motor Acceptance Corp
Infiniti Financial Services
8900 Freeport Pkwy
Irving TX 75063
Phn: +1 214.596.4260
Fax: +1 972 607.
RamosI2@NMAC.com

Created By Nina Woodruff (9/17/2014 2 36 PM)
Hello,

RE :[redacted]
2013 Nissan Altima
1N4BL3AP5D[redacted]

Will you please provide the following fo[redacted]account:

1. Acct #
2. Payoff Amt.
3. Per Diem
4. Interest Paid to Date
5. Sales Contract
6. Payment History
7. SOC Eligibility?

Thanks
Nina

Make Public

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7028
Fax: +1 615 967.2272
Email: nina.woodruff@nissan-usa com

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Email: nina.woodruff@nissan-usa com

Make Public

Created By Nina Woodruff (9/17/2014 2 29 PM)
Arbs called C and left message to advised if C would like to still complete repurchase or replacment.

Created By Nina Woodruff (9/9/2014 8 25 AM)
Nina,
Yes to SOC.

Make Public

_____
Anna Fraley
Nissan Motor Acceptance Corporation
Quality Assurance Specialist
Fulfillment and Correspondence Department
fraleya@nmac.com
214.596.4567

Make Public

Created By Nina Woodruff (9/9/2014 8 19 AM)
Hi Nina,

Below is the payment/payoff information that you requested.
Anna please see the request below for an SOC

SR[redacted]
Account#: [redacted]
Customer: [redacted]
30 day payoff $19658.86 good thru 10/8/2014
Per diem 1.76
Payments received 13
Payment amount $359.78
Interest paid $786.86
Late fee paid 0.00
Recent payment received on 8/11/2014 in the amount of $359.78

Thanks,

_____
Israel Ramos
Fulfillment and Correspondence

Nissan Motor Acceptance Corp
Infiniti Financial Services
8900 Freeport Pkwy
Irving TX 75063
Phn: +1 214.596.4260
Fax: +1 972 607.
RamosI2@NMAC.com

Created By Nina Woodruff (9/8/2014 1 33 PM)
Hello,

RE [redacted]
2013 Nissan Altima
1N4BL3AP5D[redacted]

Will you please provide the following for [redacted] account:

1. Acct #
2. Payoff Amt.
3. Per Diem
4. Interest Paid to Date
5. Sales Contract
6. Payment History
7. SOC Eligibility?

Thanks
Nina

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Nina Woodruff (9/5/2014 10 51 AM)
Arbs spoke with Dakoka C grandson who called to get clarification on what documents were needed as C advised wanted to do a repurchase. Advised would need the vehicle registration and sales docs.

Make Public

Created By Nina Woodruff (9/4/2014 11 24 AM)
Arb sent Replacement Offer letter via Fed Ex[redacted]

Make Public

Created By Nina Woodruff (9/4/2014 11 19 AM)
Arbs called C and left message advising C would receive letter via Fed Ex discussing assistance options.

Created By Nina Woodruff (9/4/2014 11 16 AM)
September 4, 2014

[redacted]
Jacksonville, NC [redacted]

Re: 2013 NISSAN ALTIMA
1N4BL3AP5D[redacted]

Dear Sir or Madam:

We sincerely appreciate you taking the time to contact Nissan regarding your situation. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your request during a review of all available facts pertaining to your situation. Based on the vehicle repair history, Nissan offers to replace your vehicle.

In order to coordinate the replacement of your vehicle, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me at your convenience, as they will be needed to make a detailed offer:

Make Public

- A legible copy of the vehicle's current registration
- A copy of the purchase contract for the vehicle
- Completed Lienholder Information Request Form (enclosed)

Please return the requested information to me via fax at 615-967-2272. We anticipate completing the repurchase within 2 to 4 weeks from the time we receive your signed repurchase agreement.

If you do not wish to proceed with a replacement, Nissan offers optional repurchase or settlement. If you would like the repurchase, we will need all documents listed above. If your vehicle has been repaired and you would like to keep it, Nissan will provide you with a check for $3,200.00 instead of the lemon law buyback. This means that you will retain ownership of the vehicle. In exchange for this check, you will sign a Confidential Settlement Agreement and Release of Nissan North America, Inc., all Nissan entities, dealers and suppliers, though all warranties will remain in effect.

If you have any questions you are welcome to call me at 615-725-7028. I am generally in the office Monday-Friday 7:30 a.m. – 4:30 p.m. CST.

Sincerely,

Nina Woodruff
Arbitration Specialist
Dispute Resolution Programs
Nissan North America, Inc.

Make Public

Created By Nina Woodruff (9/4/2014 11 06 AM) Last Modified By Nina Woodruff (9/4/2014 11 06 AM)
Per review of Rhr, number of days down, and account history, Arbs would like to assist the customer and offer and replacement or repurchase. I will take over the case from Rcas Jessica

Goss.

Servicing Dealer:

DON W LLIAMSON NISSAN
Dealer Code 3742
Phone 9103537700
Billing Address 310 WESTERN BLVD
JACKSONVILLE, NC 28541
Region Code 34
Region Southeast Region

Thanks
Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7028
Fax: +1 615 967.2272
Email: nina.woodruff@nissan-usa com

Make Public

Created By Nina Woodruff (9/4/2014 10 55 AM)
Arbs will take over the case

Make Public

Created By Nina Woodruff (9/4/2014 10 55 AM)
Arbs notes based on review of rhr, account history, arbs would like to assist the customer by offering an replacment/ repurchase.

Created By Nina Woodruff (9/4/2014 10 53 AM)
ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR, dlr:

Open Date 04/03/14 Mileage 153 RO [redacted] Days Down: 70

Concern:
1.OCS campaign
2 Heated seat campaign
3 PC218 Campaign

Action:
1 Replaced both sensors
2.Complete
3.Checked AF sensor and reprogrammed ECM

Open Date 09/16/14 Mileage 3,522 RO [redacted] Days Down: 1

Concern:
Airbag light indicator: improper operation

Actions:
No duplication

Open Date 05/23/14 Mileage 17,183 RO 1[redacted] Days Down: 1

Concern:
OCS campaign

Action:
Compete

Make Public

Open Date 08/04/14 ... Mileage 22,895 ... RO [redacted] Days Down: 1

Concern:
1 Airbag light is inoperable
2 Remote start does not operate correctly
3 D/S frt window is inoperable

Action:
1. Replaced occupancy sensors
2. Unable to duplicate
3. Lubed window track

Open Date 08/11/14 ... Mileage 23,501 ... RO [redacted] Days Down: 3

Concern:
Airbag light comes on with psgr in the seat

Action:
Replaced OCS control unit

ARBS notes in-service date of 07/05/13
ARBS notes Purchase
ARBS notes no VSC's

ARBS notes 76 days down with :

5 visits for Airbag light indicator: improper operation - Replaced both sensors,OCS campaign
Replaced occupancy sensors,Replaced OCS control unit.
1 visit for D/S frt window is inoperable - Lubed window track

Arbs notes 3 visits with 6 warrantable repairs.

Created By Nicholas Stanton (9/3/2014 4 29 PM)
RCAS-NS called c to update the case.

Make Public

RCAS-NS advised c that NNA does not have a decision yet regarding the repurchase request.

RCAS-NS advised c that RCAS will follow up in 3 bus days.

Make Public

Created By Jessica Goss (9/3/2014 9 17 AM)
RCAS-JG changing followup date to 9/3/2014 per instructions from TL-KJ to implement 1/3 plan.

Make Public

Created By Ashley Fiting (9/3/2014 9 01 AM)
DRTS received RHR. The RHR has been assigned to ARBS- Nina Woodruff for review.

Make Public

Created By Jacklyn Capers (9/3/2014 8 44 AM)
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Private ✓

Created By Jessica Goss (9/3/2014 7 42 AM)
RCAS-JG called dlrship and spoke to Lee.

Lee stated would send missing ROs for RHR.
RO numbers are [redacted]

Make Public

Created By Brandon Chase Hayes (9/2/2014 4 55 PM)
RCAS-CH contacted C @ ([redacted]

C did not answer

RCAS-CH left VMX stating that repurchase request was still under review.

RCAS-CH left name, case number and contact info.

Make Public

Created By Princess Salvador (9/2/2014 12 48 PM)
crr-ps received a call from c regarding case # [redacted]
crr-ps asked for the name
crr-ps verified contact information
c stated that wants to speak to RCAS
crr-ps told c that crr-ps will try to reach RCAS first, and if crr will be routed to the vmx , crr-ps will still transfer c to leave a message
c understood
crr-ps told c that crr will send an internal message to RCAS regading c's request
crr-ps offered further assistance , c declined
crr-ps provided name and ext #
crr-ps transferred c to vmx
crr-ps exiting case

Make Public

Created By Jacklyn Capers (8/29/2014 6 37 PM)
[redacted]sisting with RHR . RCAS noting the following ROs are missing:
[redacted]

RCAS sending email to RCAS-JG to collect missing ROs.

Make Private ✓

Created By Jessica Goss (8/26/2014 1 23 PM)
RCAS-JG made outbound call to C.
RCAS-JG advised C that request for repurchase is still being generated.
RCAS-JG apologized for delay.
RCA-JG asked if C had any questions.
C declined.
Followup with C set for 8/29/2014

Make Private ✓

Created By Jessica Goss (8/22/2014 1 02 PM)
RCAS-JG received inbound call from C.
C asked if there was a mileage limit C could drive and if it would affect repurchase decision.
RCAS-JG advised no.
C asked if 11,000 C accepted for trade in and put down on veh would be returned if repurchase was granted.
RCAS-JG advised C that RCAS-JG cannot advise that information as RCAS-JG does not know.
C understood.
Call ended mutually.

Make Private ✓

Created By Shawn Hough (8/20/2014 10 47 PM)
Chat Started: Wednesday, August 20, 2014, 23:24:25 (-0400) Chat Origin: NissanConnect Agent Shawn H (17s) Shawn: Thank you for contacting Nissan Owner Services, my name is Shawn. How may I help you today?
(1m 6s) [redacted] i traded in a car to get a new one and the new one turns out to be a lemon and if nissan buys back my car, do i get the cash value of the car i traded in back?
(2m 8s) Shawn: I am sorry your having this issue [redacted]
and I would be more then happy to research that for you, in the meantime for verification and documentation purposes can I have your street address, phone number, last name, e-mail address and your Vin number please.
(3m 16s) [redacted] okay itll be a sec for me to find it and i believe i have a case number with nissan . because i called were like 7 days into the 10.
(3m 50s) Shawn: The case number would be good too.
(7m 26s) [redacted] back
(8m 26s) [redacted]
(8m 44s) [redacted]
(10m 22s) Shawn: Dakota can I have the rest of the information I asked for above please.
(10m 36s) [redacted] oh yes im sorry
(11m 9s) [redacted] jacksonville nc [redacted]
(11m 59s) [redacted]
(12m 14s) [redacted] dakota mason
(12m 35s) [redacted] under sharon matteson maybe thats my grandmother who bought it for me
(14m 47s) Shawn: I have found the account and the case, I see that the case is still open and a call back is scheduled for the 25th, I don't have the information available that you have asked for it would be best if you continue speaking with your agent that is taking care of your case,, they will have all the information that you need.
(15m 53s) [redacted] okay thankyou i was just wondering.
(17m 16s) Shawn: You are more then welcome, is there anything further I can assist you with this evening?
(17m 44s) [redacted] no thankyou goodnight
(17m 46s) Shawn: To help us improve our service, would you mind taking a brief survey? If you would like to do so, please click on the End Chat button on the right hand side. Thank you again for contacting Nissan Owner Services. Have a great day.

Make Public

Created By Shawn Hough (8/20/2014 10 45 PM)
C chatted in wanting to know about Lemon law, agent explained case was open and the information they were asking was not available to agent, and informed cx of the call back date and best to speak with the agent handling the case.

Make Public

Created By Jessica Goss (8/20/2014 1 43 PM)
RCAS-JG received inbound call from C.

C stated took veh in to dlr.
C stated dlr was unable to duplicate concern.
C stated only test drove 10 miles.
C stated SA-Kayla helped.

RCAS-JG advised C will call dlr to obtain RO.
RCAS-JG thanked C for the update.

RCAS-JG set followup: Followup set for 8/25/2014

Make Public

Created By Jessica Goss (8/18/2014 1 23 PM)
RCAS-JG notes made outbound call to dlr.

RCAS-JG notes SA-Ian stated would fax ROs.

Make Public

Created By Jessica Goss (8/18/2014 1 23 PM)
RCAS-JG notes received inbound call from C.

C stated airbag sensor came on again.
C stated has picture of C sitting in passenger seat with airbag sensor on.
C asked if could put a rush on NNAs decision to repurchase veh.
RCAS-JG advised C to get veh diagnosed by NNA dlr while repurchase is pending.
C stated is done trying to repair veh.
RCAS-JG advised that as RCAS-JG cannot promise a repurchase, RCAS-JG recommends also trying to get the veh repaired.
C understood.
C asked about the lemon law.
RCAS-JG advised not in a position to discuss what qualifies lemon law as RCAS-JG is not versed in the lemon law.
C understood.

RCAS-JG advised would followup when more information is available.

FOLLOWUP: 8/21/2014

Make Public

Created By Jessica Goss (8/13/2014 2 58 PM)
RCAS-JG received inbound call from C.

Previous cases found: None
RCAS-JG verified C's name, address, phone# and V N#
RCAS-JG checked for Recalls/Campaigns and found: No Current

C stated has had vehicle in dealership 5 times for passenger seat airbag.
C stated got veh out of dlrship today.
C stated not sure if veh is fixed.

RCAS-JG apologized for C's experience with the airbag.
RCAS-JG advised could see that the dlr consulted Techline resources to resolves C's concerns with the airbag.
RCAS-JG advised that safety is NNA's top priority.
C understood

C stated dlrship misrepresented veh.
C stated found on iihs.org that 2013 Altimas manufactured prior to November 2012 are not a 2013 Top Safety Pick.
C stated Salesman- Benny at the dealership advised C that veh was Top Safety Pick at time of purchase.
C stated knows veh was manufactured prior to Nov 2012
C stated Benny doesn't work there anymore
C stated wants veh repurchased and to be swapped into another veh.

Why do you want to return the vehicle to Nissan North America?: Because C does not feel safe in veh and has had multiple repair attempts fixing airbag. Worried for safety of self and passengers. C is also concerned that got a veh that was manufactured prior to Nov 2012 and does not have safely updates to small front overlap.
Where is the vehicle currently?: Customer has vehicle
Where was the vehicle purchased?: Don Williamson Nissan in Jackson, North Carolina
Was it purchased new or used?: New
If used, when was the vehicle purchased?: NA
Where is the vehicle serviced?: Don Williamson Nissan in Jackson, North Carolina
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?: No others.

RCAS-JG advised that repurchase request can be submitted.
RCAS-JG advised that process takes approx 10 days for review.
RCAS-JG advised cannot promise that NNA will be in a position to repurchase veh.
C understood.

Call ended mutually.

Follow up set for COB 8/18/2014

Make Public

Created By Jessica Goss (8/12/2014 5 02 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 8/13/2014

Make Public

Created By Kristinee Ann Apuyan (8/11/2014 11 42 AM)
c called in about passenger airbag issue.
c said that c bought the vehicle for c's grandson less than a year ago.
c said that when c's grandson is driving the passenger airbag light is on when there is a passenger on the seat.
c brought the vehicle to the dealership this morning for the fifth time, and was assisted by sa gerry, but the issue is still not fixed.
c is aware and mentioned that the vehicle was a part of a campaign before (R1405 - OCCUPANT CLASS SYSTEM OCS), it was fixed but still having the same issue.
c is concerned about the safety of c's grandson.
crr-ka verified c's information, edited c's mobile#, email address.
crr-ka informed c that issue will be escalated to rcas.
crr-ka offered further assistance, c declined, c acknowledged.
crr-ka provided recap, and case#, and informed c that c will receive callback by the end of the next business day.
c's best callback number is [redacted]
crr-ka transferred case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7923584	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	233500	OA
Edit | Del	CC-7923585	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/11/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/23/2014	Peter Rusin	10/22/2014 9:26 AM
Edit | Del	Review Approved Check Request		✓	10/8/2014	Nina Woodruff	10/9/2014 2:57 PM
Edit | Del	Review Approved Check Request		✓	10/8/2014	Nina Woodruff	10/9/2014 2:57 PM
Edit | Del	[redacted]		✓	9/3/2014	Nina Woodruff	9/4/2014 11:08 AM
Edit | Del	[redacted]		✓	9/3/2014	Jessica Goss	9/3/2014 9 01 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00050564	DRT Resolution	1N4BL3AP5DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0134664	520146	10/9/2014	Customer	Approved	$8,709 21	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	

CR0134665	520141	10/9/2014	Lienholder	Approved	$19,318 09	34BUYBACK	Nissan South East Buyback/Trade	
CR0134362			Customer	Not Submitted	$0 01	34BUYBACK	Nissan South East Buyback/Trade	[redacted]
CR0134363			Lienholder	Not Submitted	$0 01	34BUYBACK	Nissan South East Buyback/Trade	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	1.26MB	6/11/2015 12 58 PM	Rebecca Martin
Edit | View | Del		1.3MB	12/18/2014 8 32 AM	Nina Woodruff
Edit | View | Del		139KB	10/8/2014 12 50 PM	Nina Woodruff
Edit | View | Del		90KB	10/2/2014 7 37 AM	Nina Woodruff
Edit | View | Del		173KB	9/17/2014 3 57 PM	Nina Woodruff

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/30/2014 2:54 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 1:23 PM	Jim Land	Changed **Case Owner** from Nina Woodruff to **Jim Land**.
10/21/2014 1:23 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [5] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Lee [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 11:40 AM
CA Multiple Repairs		Date/Time Closed	8/12/2014 8:33 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FUCCILLO NISSAN OF LATHAM	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP2DN[redacted]		
Created By	Sarah Jane Iglesia, 8/11/2014 11:40 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/12/2014 7:05 PM	Root Cause Code (2)	
Days Closed	519	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jessica Lee (8/12/2014 8 31 AM) **Case summary** C contacted NNA CA for assistance with air bag light staying on. RCAS-JL advised that the dlr states that the seat is operating as designed and NNA cannot assist c. C understood.
Make Public		**Created By Jessica Lee (8/12/2014 8 28 AM)** RCAS-JL placed outbound call to c a[redacted]. C states that c notices that every time someone sits in the passenger seat that the airbag light off would turn on C states that c notices that there was a recall. C states that c went in to have recall performed. C states that c has to keep going back and forth to the dlr to reset the OCS. C states that the seat has also been replaced. C states that this is c's first time with Nissan. C stats that c is paying $545 per month. C states that c does not feel safe in the veh. C states that the dlr said there is nothing else that dlr will be able to do. RCAS-JL states that the dlr states that the seat is operating as designed.
Make Public		C states that when c is at the dlr, that the dlr makes jokes about safety. C states that c has taken veh into dlr more than 3 times. C states that c is now c wants to go to the BBB. RCAS-JL advised that c can take veh to another dlr for a second opinion and offered to look up another Nissan dlr. C declined. RCAS-JL apologized for the jokes that the dlr was making about c's safety. RCAS-JL advised c that RCAS-JL will forward the dlr concern to the appropriate personnel. RCAS-JL apologized to c for not giving c the answer that c was expecting in regard to assistance with the air bag light. RCAS-JL provided c with RCAS-JL's contact info-[redacted] for any future assistance. C thanked RCAS-JL. Call ended mutually.
Make Public		**Created By Jessica Lee (8/12/2014 7 55 AM)** RCAS-JL spoke with SM-Kevin SM-Kevin states that c was there yesterday. SM-Kevin states that no codes were shown. SM-Kevin states that seat is operating as designed.
Make Public		**Created By Sarah Jane Iglesia (8/11/2014 11 50 AM)** Vehicle Concern
Make Public		**Created By Sarah Jane Iglesia (8/11/2014 11 50 AM)** CRR-SI received a call from c stating that c has a complaint with the veh and with the dlrshp. CRR-SI verified c's account information, verified c's name, address, phone number, email address, V N, mileage of the veh and lastly the responsible dlr. C said c had the campaign for the Occupant Classification System Module Reprogramming done but c still has an issue with the veh. C said c has been back to the dlrshp numerous time for the same issue. C stated that the passenger seat was already replaced by the dlrshp but c still has an issue on the veh. C said c was told that the dlrshp cannot do anything but c can just bring the veh in to the dlrshp for resetting the OSC since it was already replaced. C stated that the dlrshp is not concerned about the safety of c and was not assisted properly. C stated c was inconvenienced with the issue on the veh because c have to bring the veh in back and forth to the dlrshp couple of times. C stated c would like to ask assistance from Nissan to have the issue fixed. CRR-SI apologized and empathized to c. CRR-SI advised c that the case is going to be escalated to RCAS for review. CRR-SI also advised c to expect a callback within the next business day. C understood. CRR-SI offered further assistance; c declined. CRR-SI gave name, ext and case number. CRR-SI leaving case open and transferring resp to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7923633	NISSAN PRODUCT INQUIR ES	ALTIMA	CRITICISM	QF	8/11/2014	ZH	AZ	204500	OF
Edit | Del	CC-7923634	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/11/2014	YE	BK	233500	OA
Edit | Del	CC-7923635	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPER ENCE	QC	8/11/2014	YY	BF	223500	OC

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/12/2014 8 33 AM	Jessica Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/11/2014 11:51 AM	Sarah Jane Iglesia	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000022PSr**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [4] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kristie Soucek [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 11 51 AM
CA Multiple Repairs		Date/Time Closed	8/12/2014 1:22 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	DLR cannot duplicate		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KEN POLLOCK NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	8/12/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 1N4AL3AP6E[redacted]		
Created By	Otto Von Lendhl Franco 8/11/2014 11:51 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/12/2014 7:11 PM	Root Cause Code (2)	SCSV
Days Closed	519	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Tracy Danesi (8/12/2014 1 22 PM) case summary ccalled in for assistance with airbag concern. dlr cannot duplicate. techline was contacted. rcas recommended a 2nd opinion. c is not happy and may contact c's lawyer. rcas closing the case rcas noting that c advised airbag campaign was performed but did not help with the concern
Make Private	✓	Created By Tracy Danesi (8/12/2014 1 20 PM) Last Modified By Tracy Danesi (8/12/2014 1 20 PM) rcas assisting rcas-Kristie Soucek rcas made outbound call to [redacted] 406 EST rcas spoke to c rcas advised c that rcas received c's case rcas advised c that rcas spoke to the dlrshp and was advised dlr could not duplicate the concern c agreed c stated that this concern is intermittent rcas apologized that the light is coming on rcas advised c that the light is meant to come on under certain circumstances c stated that if c cannot sit in the veh comfortably then there is no point in having the veh rcas understood c stated that there is no set pattern to when the light comes on c stated that c would like to have this concern fixed c stated that this may be apoor design of the seat because there are lots of airbag complaints on the internet c stated that c likes c's veh c stated that c has a video tape of the light on rcas explained to c that if the dlr cannot duplicate the concern then there are no recommendations for repairs c stated that if this cannot be repaired c will contact c's lawyer rcas understood rcas advised c that rcas can file a complaint on c's behalf rcas also recommended that c can seek a 2nd opinion at another NNA dlr. c stated that the conversation is done and rcas can just file the complaint rcas understood rcas provided rcas contact information call ended mutually.
Make Private	✓	Created By Tracy Danesi (8/12/2014 1 05 PM) Last Modified By Tracy Danesi (8/12/2014 1 05 PM) rcas made outbound call to dlr 5708190730 at 1352 EST rcas spoke to SA-Allen as SM was not available rcas inquired about airbag concerns SA advised that c's complaint is that the passenger side airbag light comes whether or not c or c's wife is in the passenger seat SA advised that SA rode in the passenger side and the light never came on for SA SA advised that c's last visit to dlr SA also checked the veh out with with c's wife in the seat SA advied that c has been in approx 3 times for this concern and dlr has never been able to duplicate the concern SA advised that techline was contacted and techline advised dlr to educate customer about normal OCS system operation SA advised c already has a new appointment to have this veh looked at again for the same concern SA advised FOM has been contacted in regards to this concern but not DTS rcas thanked SA and call ended mutually.
Make Private	✓	Created By Otto Von Lendhl Franco (8/11/2014 11 54 AM) Last Modified By Tracy Danesi (8/12/2014 12 51 PM) C is calling in because c has brought back the veh to the DLR because of airbag issues since January of 2014. The DLR cannot duplicate the problem and was advised to call NNA CA for assistance. CRR-OF transferring case to RCAS, moving follow up date on 08/12 C is also requesting RCAS to call [redacted] CRR-OF offered further assistance, c declined. CRR-OF provided case#, name and ext # CRR-OF exiting case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7925812	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/12/2014	YX	BK	233500	OA
	CC-7925813				14	8/12/2014	YE	BK	233500	OA

Edit | Del	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS						
Edit | Del CC-7925814	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/12/2014	WT	BK	233500	OA
Edit | Del CC-7925829	NISSAN PRODUCT NQUIR ES	ALTIMA	CRITICISM	QF	8/12/2014	ZH	AZ	204500	OF

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/12/2014 1:22 PM	Tracy Danesi	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/12/2014 1:05 PM	Tracy Danesi	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Thomas Elton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 12:40 PM
CA Multiple Repairs		Date/Time Closed	8/19/2014 2:44 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM1D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GEZON NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MM1D[redacted]		
Created By	Lester Bellen 8/11/2014 12:40 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/19/2014 7:08 PM	Root Cause Code (2)	DR800
Days Closed	512	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Thomas Elton (8/19/2014 2 43 PM)** Summary: C was seeking assistance with passenger side air bag light is on while driving. Case has been reviewed and dlr can not duplicate c concern and c has agreed to get second opinion from another nissan dlr. Rcas case closed pending diagnsotic from second Nissan dlr.
Make Private	✓	**Created By Thomas Elton (8/19/2014 2 41 PM) Last Modified By Thomas Elton (8/19/2014 2 42 PM)** Rcas placed outbound call to c [redacted] at 3:31 pm est and adv c (wife) of disclaimer. Rcas c understood. Rcas c adv Donald Heist is out of town and c adv passenger air bag light does come on while driving this past weekend. Rcas adv c vehicle needs to get a second opinion from Nissan dlr 4 miles away is ok and c needs to drive with tech or SM to demonstrate duplication to Nissan dlr to be diagnosed for warranty covereage. Rcas c understood and c adv if c needs further assistance after 2nd diagnostic will be call Rcas back for assistance and provided c with Rcas contact information and call ended mutually.
Make Private	✓	**Created By Thomas Elton (8/18/2014 11 06 AM) Last Modified By Thomas Elton (8/19/2014 2 42 PM)** Rcas received 1 vmx message from c asking to call back to [redacted] Rcas placed outbound call to c [redacted] at 12:04 pm est and phone did ring 10 time without answer and no vmx can not leave any messages.
Make Private	✓	**Created By Beverly Bansek (8/15/2014 2 44 PM)** Rcas-bb contacted c at 3:36 pm edt at [redacted] Rcas-bb contacted c at 3 38 pm edt at [redacted] ft vmx for c to contact Rcas-te. Rcas-bb contacted c at 3 39 pm edt at [redacted] C no longer works there. C has retired. Setting follow up to 08/18.
Make Private	✓	**Created By Beverly Bansek (8/15/2014 2 41 PM)** Rcas-bb cannot data net case.
Make Private	✓	**Created By Thomas Elton (8/12/2014 3 48 PM) Last Modified By Beverly Bansek (8/15/2014 2 40 PM)** Rcas placed outbound call to c [redacted] 4 25 pm est and adv c of disclaimer. Rcas reviewed case with c and adv c to refer to 2013 Pathfinder owners manual 1-58. Rcas adv c was speaking with SM Charlie and was adv vehicle has been test driven and vehicle passenger side air bag light is operating as designed and can not duplicate c concern. Rcas c adv this happens intermittently and not all the time and adv c to make appointment at a 2nd dlr to duplicate c concerns and to be included in test drive. Rcas c understood and will contact dlr that is closer and provided c with Rcas contact information and adv c will be following up with c on 081514 and call ended mutually.
Make Private	✓	**Created By Thomas Elton (8/12/2014 3 19 PM) Last Modified By Beverly Bansek (8/15/2014 2 40 PM)** Rcas placed outbound call to dlr 6163617361 4:17 pm est and was speaking with SM Charlie. Rcas reviewed c concerns with passenger side air bag light is coming on intermittently and vehicle was test driven with SM in passenger seat and light did not come on. Rcas dlr has never been able to duplicate since ocs Campaign has been performed and c was adv if red light air bag light comes on take to nearest dlr to perform scan code in assist. Rcas thanked dlr and call ended mutually.
Make Private	✓	**Created By Lester Bellen (8/11/2014 12 45 PM) Last Modified By Beverly Bansek (8/15/2014 2 40 PM)** c called in and requested further assistance regarding a veh concern. c stated that the airbag light is still coming on. c stated that the campaign was already performed at the dlr but the light still comes on. c brought the veh back to the dlr for assistance. c was a bit disappointed after being told that the problem can't be determined. c was told that the dlr can't do anything without authorization. c spoke with SA Paul Jones and c was advised to call NNA to request assistance. c is hoping that the issue will be resolved once and for all. c stated that c is concerned with c's family's safety. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7923843	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/19/2014 2:44 PM	Thomas Elton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/18/2014 11:06 AM	Thomas Elton	Changed **Follow Up Date** from 8/18/2014 to **8/19/2014**.
8/15/2014 2:44 PM	Beverly Bansek	Changed **Follow Up Date** from 8/15/2014 to **8/18/2014**.

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Case [redacted]

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Case Comments [15] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	[redacted] Ebonii Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	8/27/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/11/2014 1:08 PM
CA Multiple Repairs		Date/Time Closed	8/28/2014 4:47 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname :
email :
homep
address1
address2 :
city : Anderson
twitter :
state : SC
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP3EC[redacted]
dealerstate : SC
dealername : Piedmont Nissan
comments : We own identical 2014 Nissan Altima SL's (except for color) purchased 7 months apart. After some minor dealer warranty work, our first one is great. We now have several problems with our new one (airbag, dash noise, etc). Our dealer is giving us a run around saying this is normal, but since we have the two, we know this is not true. We expected more from Nissan and I must say our confidence has been shaken. The airbags are nothing to be wrong about as these can cost lives. Hopefully these problems can be satisfactorily taken care of before further action needs to be taken.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PIEDMONT NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	

Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	A Nissan Dealer		
Created By	Managed Services, 8/11/2014 1 08 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	System Account NNAINT, 8/28/2014 7:14 PM	Root Cause Code	SCIN
Days Closed	503	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT6A
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Eboni Smith (8/28/2014 4 46 PM) RCAS-ES reached out to c regarding c veh concern @[redacted] C stated visit dealer on 8/19 and concerns were not duplicated
Make Public		RCAS-ES advised that being able to duplicate a concern is extremely important to provide with resolution C stated will just wait until problem arises again RCAS-ES noted closing case due to pending duplication
Make Public		**Created By Eboni Smith (8/26/2014 2 02 PM)** RCAS-ES reached out to DLR and sent SM an email
Make Public		**Created By Eboni Smith (8/20/2014 1 49 PM)** **RCAS-ES change date to implication of 1/3 plan**
Make Public		**Created By Eboni Smith (8/13/2014 2 26 PM)** **********RCAS-ES changed date for 8/15 to start goodwill process, customer is aware of next follow up date is 8/18**********
Make Public		**Created By Eboni Smith (8/13/2014 2 26 PM)** RCAS-ES reached out to c regarding c veh concern @[redacted] RCAS-ES spoke to c wife[redacted] C stated that has had concerns since purchase veh C stated the DLR keeps stating that the veh is designed that way C stated the would like for DLR to provide c with LOANER until issue is fixed RCAS-ES asked c if c requested a "joy ride" with SA c stated no RCAS-ES asked c if c requested to ride in another like model to duplicate concern c stated no RCAS-ES apologized to c for c experience RCAS-ES advised c that NNA will review c concerns on veh RCAS-ES advise of next follow up 8/18 RCAS-ES will gather the supporting documents for review

RCAS-ES provided c with RCAS-ES numbe[redacted]

RCAS-ES provided c will case [redacted]

RCAS-ES offered further assistance

C Declined

RCAS-ES noted end call with mutual agreement with customer

Make Public

Created By Eboni Smith (8/13/2014 2 14 PM)
RCAS-ES reached out to customer regarding c veh concerns @ P EDMONT NISSAN 8643281188

RCAS-ES spoke to SA, Eric

RCAS-ES advised by SA that unable to duplicate c concerns

RCAS-ES advised by SA that c concern was that radio do not flash Nissan logo and SA unable to duplicate issue

RCAS-ES advised by SA that c concern was with airbag light coming on.

RCAS-ES advised by SA that usually a self check system and unable to duplicate

RCAS-ES suggested that SA reach out to TECH LINE

RCAS-ES suggested that SA show customer a like model

RCAS-ES noted call ended with mutual agreement with C

Make Private ✓

Created By Eboni Smith (8/13/2014 2 11 PM) Last Modified By Eboni Smith (8/13/2014 2 15 PM)
RCAS-ES reached out to customer regarding c veh concerns @ P EDMONT NISSAN 8643281188

Make Public

Created By Janice Arellano (8/13/2014 11 50 AM)
correction:
c was advised will be contacted within the day follow up date 8/13/14

Make Public

Created By Janice Arellano (8/13/2014 11 49 AM)
c would like to speak with crr-jb
c gave the case # and verified no contact # changed

crr-ja advised tha[redacted]d to rcas and will be contacted by the end of the next buss day
c's best contact #[redacted]
crr-ja noted

crr-ja asked for further assistance. c declined.
crr-ja provided to c, name , extension, case #.
Exiting the file

Make Public

Created By Flor de Luisa Ann Sisno (8/12/2014 5 03 PM)
correction
crr-fs verified the best number to reach c. c said [redacted]

crr-fs exiting the case.

Make Public

Created By Jaime Bello (8/12/2014 4 33 PM)
case moved

Make Private ✓

Created By Jaime Bello (8/12/2014 4 33 PM) Last Modified By Eboni Smith (8/13/2014 2 15 PM)
**********E-mail case logged**********
E-mail addressed to: nnaconsumeraffairs@nissan-usa com
Method of contact: E-mail
crr-j verified c's informatiom
crr-jb checked for open campaigns: Found: None
****
crr-jb placed outbound call to telephone #[redacted]
crr-jb reached vmx
crr-jb informed c that call maybe monitored for quality/training purposes.
crr-jb informed c that case will be forwarded to rcas and that a regional specialist will contact c within the next business day.
crr-jb provided crr's name, case and contact numbers.
****
crr-jb sending an e-mail response to c.
E-mail addressed to[redacted]
Method of contact: E-mail
Summary: crr-jb responding to c's e-mail with "RCAS Escalation" template.
crr-jb moving case to rcas, leaving case open.

Make Public

Created By Jaime Bello (8/12/2014 4 00 PM)
firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Anderson
twitter :
state : SC
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP3EC[redacted]
dealerstate : SC
dealername : Piedmont Nissan
comments : We own identical 2014 Nissan Altima SL's (except for color) purchased 7 months apart. After some minor dealer warranty work, our first one is great. We now have several problems with our new one (airbag, dash noise, etc). Our dealer is giving us a run around saying this is normal, but since we have the two, we know this is not true. We expected more from Nissan and I must say our confidence has been shaken. The airbags are nothing to be wrong about as these can cost lives. Hopefully these problems can be satisfactorily taken care of before further action needs to be taken.

Make Private ✓

Created By Flor de Luisa Ann Sisno (8/12/2014 2 16 PM) Last Modified By Eboni Smith (8/13/2014 2 15 PM)
crr-fs received a call from c.
c stated c send an email to Nissan and c supposed to get a call back.
c stated purchased an identical 2014 Nissan altima.
c stated c purchased the other veh 7 months ago then c purchased the same veh a month ago.
c stated the Nissan Altima that c purchased a month ago is having some issue and the Nissan DLR is giving c run around.
c stated c's getting some noise in the dash where in c said the DLR told c that is steering motor which is normal on the veh.
c stated the air bag light comes on even if somebody sitting on the passenger seat.

crr-fs verified/updated c's address/phone number/email:
[redacted]
ANDERSON, SC [redacted]
US
[redacted]

crr-fs asked c:
name of dlrshp: Piedmont Nissan
name of the service adviser: c stated c do not have the name of any service person from the DLR.
c stated c called the dlr and c ask the dlr if can take the veh back.
c stated the dlr were telling c DLR is waiting to hear from Nissan, c said c then ask for a loaner veh then c said the dlr told c that c can get the veh anytime.
c stated c have a picture where in c is driving the veh when the passenger air bag light came on indicating that airbag is not working for 10 minutes.

how would like Nissan to assist? c stated c wanted the veh fix. c said if nissan going to fix it c doesn't mind how long Nissan will repair the veh but c said Nissan have to provide c a loaner veh for c wife to drive.

CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.
crr-fs verified the best number to reach c. c sai[redacted]
CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas for veh concern/dlr concern.
crr-fs exiting the case.

Created By: Managed Services (8/11/2014 1 08 PM) Last Modified By: Eboni Smith (8/13/2014 2 15 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : Anderson
twitter :
state : SC
Make Private ✓ zip : [redacted]
owner : true
make : Nissan
source : NissanCon[redacted]
vin : 1N4AL3AP3EC[redacted]
dealerstate : SC
dealername : Piedmont Nissan
comments : We own identical 2014 Nissan Altima SL's (except for color) purchased 7 months apart. After some minor dealer warranty work, our first one is great. We now have several problems with our new one (airbag, dash noise, etc). Our dealer is giving us a run around saying this is normal, but since we have the two, we know this is not true. We expected more from Nissan and I must say our confidence has been shaken. The airbags are nothing to be wrong about as these can cost lives. Hopefully these problems can be satisfactorily taken care of before further action needs to be taken.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7926296	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR EXPLANATION OF SERVICE DONE	QC	8/12/2014	YV	BF	223500	OC
Edit | Del	CC-7926297	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/12/2014	YX	BK	233500	OA
Edit | Del	CC-7926298	INTERIOR (NON-ELECTRIC)	DASH/PANEL/TRIM	POOR OR MPROPER OPERATION	QA	8/12/2014	YX	AU	187000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09i8L. 500F0PBVJi:ref]	[redacted]	✓	8/12/2014	Jaime Bello	8/12/2014 4:29 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09i8L. 500F0PBVJi ref] *8/12/2014 Case # [redacted] VIN # 1N4AL3AP3EC[redacted]...*	[redacted]	8/12/2014 4:29 PM
Reply | To All | Del	Replied		A Nissan Dealer *firstname : [redacted] homephone : 8...*	nissanconsumeraffairs@my-nissan-usa.com	8/11/2014 1:08 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/28/2014 4:47 PM	Eboni Smith	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

8/27/2014 7 56 AM	Eboni Smith	Changed **Follow Up Date** from 8/26/2014 to **8/27/2014**.
8/26/2014 7 24 AM	Eboni Smith	Changed **Follow Up Date** from 8/25/2014 to **8/26/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [1] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Shiela Capuz [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 3:52 PM
CA Multiple Repairs		Date/Time Closed	8/11/2014 4:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	RECALL NQUIRY/VEHICLE CONCERN		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,125		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: A[redacted] N: 1N4AL3AP4EC[redacted]		
Created By	Shiela Capuz, 8/11/2014 3:52 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/11/2014 7:13 PM	Root Cause Code (2)	
Days Closed	520	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Shiela Capuz (8/11/2014 4 10 PM) CRR-SC received a call from c regarding c's veh. CRR-SC verified c's name, vin, address, mileage, phone number, email address. C stated that c wanted to know if veh has recall for the passenger airbag. C stated that c';s having issue with the passenger airbag light coming on. C stated that the passenger airbag is not activated. CRR-SC checked recall information and told c that there is no open recall/campaign on the veh. CRR-SC told c that recalls are VIN specific. recalls posted online are not applicable to all Nissan veh with the same year and model. C asked what to do. CRR-SC advised c that c can take the veh to dlr for diagnosis. CRR-SC offered further assistance, c declined. CRR-SC did recap and VOC bait. CRR-SC gave name, extension & case number. CRR-SC closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7924517	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	8/11/2014	VG	AZ	204500	OF
Edit | Del	CC-7924518	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/11/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/11/2014 4:11 PM	Shiela Capuz	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/11/2014 3 52 PM	Shiela Capuz	Changed **Work Phone** to [redacted].
		Changed **Subject** to CUSTOME[redacted]VIN 1N4AL3AP4EC[redacted]

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Case [redacted]

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Case Comments [15] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/11/2014 6:36 PM
CA Multiple Repairs		Date/Time Closed	9/15/2014 1:18 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	multiple repair attempts		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	THOROUGHBRED NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] IN: 5N1AR2MN9E[redacted]		
Created By	Otto Von Lendhl Franco 8/11/2014 6:36 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 9/15/2014 7:09 PM	Root Cause Code (2)	
Days Closed	485	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Zachary Mallett (9/15/2014 1 15 PM) CASE SUMMARY
Make Public		C contacted NNA with OCS sensor concerns. DTS inspected veh and veh operates as intended. RCAS advised C that no further recommendations are available as veh operates as intended. RCAS closing case as no further assistance may be offered.
Make Public		Created By Zachary Mallett (9/15/2014 1 14 PM) RCAS called C [redacted] C stated C's veh was inspected. C stated DTS told C that C's daughter may not weigh enough. C stated C does not beleive that is the case. RCAS stated the DTS is the highest authority on the veh operation. RCAS stated RCAS defers to the recommendation of the DTS. RCAS stated there is no further recommendation if veh operates as intended. C stated C would continue to document OCS light. C stated C would contact NNA with documentation of concerns. RCAS stated RCAS should contact NNA if C has further concerns. C declined further assistance. Call ended mutually.
Make Public		Created By Zachary Mallett (9/10/2014 12 29 PM) RCAS-ZM called C at [redacted] receiver stated C was not available, and RCAS-ZM should call C back at [redacted] 09/15/14 as C is out of town.
Make Public		Created By Zachary Mallett (9/4/2014 3 32 PM) RCAS-ZM called C at [redacted] RCAS-ZM stated DLR would provide C with loaner. C stated C was going to take veh out of the state. RCAS-zM stated RCAS-ZM would further review and contact C. RCAS-ZM called Thoroughbred Nissan. SM-Amber stated SM-Amber would provided C with a rental car that could be taken out of state if repair is recommended. RCAS-ZM called C and left message stating rental veh would be provided if repair was performed.
Make Public		Created By Zachary Mallett (9/4/2014 3 31 PM) RCAS-ZM called C at [redacted] RCAS-ZM stated DLR would provide C with loaner. C stated C was going to take veh out of the state. RCAS-zM stated RCAS-ZM would further review and contact C. RCAS-ZM called Thoroughbred Nissan.
Make Public		Created By Zachary Mallett (9/4/2014 3 22 PM) RCAS-ZM called Thouroughbred Nissan. RCAS-ZM spoke to SM-Amber. SM-Amber stated side airbag sensor had been replaced. SM-Amber stated a loaner could be provided if repair is needed.
Make Public		Created By Zachary Mallett (9/4/2014 12 52 PM) RCAS-ZM called Thouroughbred Nissan. RCAS-ZM left message with SA requesting information about loaner veh.
Make Public		Created By Zachary Mallett (9/4/2014 12 46 PM) RCAS-ZM called C at [redacted] C stated C was going out of town on 09/09/14 and would like to know if repair would be complete at that time. RCAS-ZM stated RCAS-ZM could not say if repair would be needed or be complete bt 09/09/14. C stated C would like to know if C could have loaner. RCAS-zM stated RCAS-ZM would contact DLR to find out if that would be available. C understood. Call ended mutually.
Make Public		

	Created By Zachary Mallett (8/27/2014 10 50 AM) RCAS-ZM received vmx from C requesting RCAS-ZM return C's call.
Make Public	Created By Zachary [redacted]/2014 1 23 PM) RCAS-ZM called C at [redacted] RCAS-zM advised C of DTS appointment. C stated C would be present for inspection. RCAS-zM stated RCAS-zM would call C on 09/04/14 to remind C of appointment. C declined further assistance. Call ended mutually.
Make Public	Created By Zachary Mallett (8/22/2014 10 41 AM) RCAS-ZM received DTS inpsection time of 09/05/14 at 2:00 PM
Make Public	Created By Zachary Mallett (8/20/2014 5 09 PM) RCAS-ZM called C a[redacted] C stated light still ocmes on. C stated concern has not been resolved. RCAS-ZM stated RCAS-zM would review to see if corporate technicians need to inspect C's veh. C stated C would like to know if veh is safe. RCAS-ZM stated air bag can be dangerous in certain scenarios. RCAS-ZM stated OCS sensor calculates numerous variables to determine when air bag will be disengaged. C understood. RCAS-ZM stated RCAS-zM would follow up with C on 08/22/14 with further information. C understood. C declined further assistance. Call ended mutually.
Make Public	Created By Zachary Mallett (8/20/2014 5 00 PM) RCAS-ZM called Thoroughbred SM-Amber stated C's concern can not be duplicated. SM stated techline was contacted. SM stated techline could not duplicate concern. SM stated C has not contacted DLR lately. RCAS-ZM stated C's concern with loaner veh. SM stated detailers overlooked glove compartment.
Make Public	Created By Zachary Mallett (8/12/2014 7 07 PM) RCAS-ZM called C a[redacted] C stated veh has been in four times for OCS sensor. RCAS-ZM advised C that C should use veh and contact RCAS-ZM if concerns persist. RCAS-zM advised C that RCAS-ZM would follow up with C on 08/17/14 to verify if concern persists. C understood. RCAS-ZM provided C with RCAS-ZM's number. C stated early in the morning or late at night. C stated service department service is terrible. C stated DLR told C to bring veh in without an appointment. C stated C brought veh in without appointment and then was told C needed an appointment. C stated C lives one hour away from DLR. C stated C was given a Rogue, and the veh smelled horrible. C stated C found hypodermic needles in loaner veh glove box. C stated DLR told C that C should go to another DLR. RCAS-ZM apologized and provided empathy. RCAS-ZM advised C that RCAS-zM would document C's concern and notify appropriate personnel. C declined further assistance.
Make Public	Created By Otto Von Lendhl Franco (8/11/2014 6 37 PM) C has brought the veh back to the DLR a total of 4 times for the same problem- air bag related. DLR said that they cannot fix the problem anymore and suggested to c to bring it to another nissan DLR. C is calling NNA CA for assistance. CRR-OF transferring case to RCAS, moving follow up date on 08/12 C is also requesting RCAS to call [redacted] CRR-OF offered further assistance, c declined. CRR-OF provided case#, name and ext # CRR-OF exiting case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7967175	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	9/15/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30117	DTS Request	Zachary Mallett 8/20/2014 7:21 PM	8/20/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/15/2014 1:18 PM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/10/2014 12:29 PM	Zachary Mallett	Changed **Follow Up Date** from 9/10/2014 to **9/15/2014**.
9/4/2014 3 32 PM	Zachary Mallett	Changed **Follow Up Date** from 9/4/2014 to **9/10/2014**.

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Surveys

Surveys Help

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [12] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marisol Patino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/12/2014 10:41 AM
CA Multiple Repairs		Date/Time Closed	8/22/2014 10:56 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C called in and said that the veh has been repaired multiple times already and still having the same issue.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MODERN NISSAN OF LAKE NORMAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP2DC[redacted]		
Created By	Roxanne Tee 8/12/2014 10:41 AM	Root Cause Code	SCSV
Last Modified By	Veronica Moody 4/12/2015 6 00 PM	Root Cause Code (2)	
Days Closed	509	Action Code	NT1J
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Marisol Patino (8/22/2014 10 55 AM) RCAS-MP is closing case as no further assistance is needed. ========Case Summary========== RCAS-MP received case and c is requesting assistance with assistance with the airbag module.
Make Private	✓	RCAS-MP reviewed and found that the airbag is performing as it should. RCAS-MP thanked for continue business at NNA . RCAS-MP closing case as no further action needed .
		Created By Marisol Patino (8/22/2014 10 54 AM) RCAS-MP contacted C @[redacted] RCAS-MP inquired about DTS meeting.
Make Private	✓	C states it sounds like it is the design and C does not feel like its very safe. C states C still does not feel like its the safest thing. C states C will continue to monitoring the airbag. C states C was hoping that Nissan could do something else about it but C was advised by DTS that that is the way is supposed to function. RCAS-MP explained to C that the airbag is performing as it should. RCAS-MP offered further assistance; C declined further assistance at this time. RCAS-MP thanked C for contacting NNA CA, and advised C to please contact NNA CA if NNA CA can be of further assistance. Call ends mutually.
		Created By Marisol Patino (8/22/2014 10 45 AM) RCAS-MP received e-mail from DTS-TP stating :
Make Private	✓	I met with [redacted] at Lake Norman Nissan today to discuss his 2013 Nissan Altima for passenger airbag light performance. During our discussion, I explained the system and its operating characteristics. He stated that the light would illuminate during times while his wife was in the seat sitting straight and proper mostly at startup but sometimes while driving. I asked if the light had ever came on while no occupants were in the seat and he said no. I explained that the proper classification of the passenger that is occupying the seat is a critical measurement. I was transparent by explaining why the R1405 recall was released and that it has reduced PABI complaints by 95%. Mr. [redacted] understood and thanked me for the information but still feels he should not have to do anything special while driving or sitting in the seat. Again, I elaborated on PABI performed and the FMVSS federal motor vehicle safety standards and Nissans compliance with OCS occupant classification systems. I inspected Mr [redacted] ehicle last Friday prior to today's visit and checked seat to body torque and sensor installation. Did note aftermarket seat heaters have been installed and I believe aftermarket leather. I did explain to Mr. [redacted] at Nissan does not recommend any seat alterations. After the education of the system Mr. Doherty agreed to take the vehicle and monitor the PABI performance. I also made it clear if it is still operating out of his expectations to please follow up with Nissan or myself.
		Created By Marisol Patino (8/19/2014 1 39 PM) RCAS-MP contacted SM-Karl.
Make Private	✓	SM-Karl states the vehicle is operating as it supposed to and everything is working as it should. SM-Karl states if you seat still for 7 second the airbag light will stay on. SM-Karl states C will be meeting with DTS-TP tomorrow. RCAS-MP thanked SM-Karl for the info.
Make Private	✓	**Created By Marisol Patino (8/19/2014 11 10 AM)** RCAS-MP contacted C @[redacted] C states C was not present at the DTS appointment. C states it sounds like there is no resolution regarding the air bag. C states C will be meeting with the DTS. C states there should not be a requirement for how to get in the vehicle. C states C hopes the next time RCAS-MP calls C, RCAS-MP has a adequate resolution regarding the airbag or else the issue is going to have to be escalated and third parties are going to have to be involved. RCAS-MP advised C that RCAS-MP was goint ot contact SM-Karl and as soon as C has updates RCAS-MP will contact C.

C understood.

RCAS-MP offered further assistance; C declined further assistance at this time.
Call ends mutually.

Created By Marisol Patino (8/14/2014 4 59 PM)
RCAS-MP contacted C [redacted]
RCAS-MP advised C that the DTS will be inspecting C's vehicle tomorrow morning.

Make Private ✓

C states C will be dropping C's vehicle off today.
C states C hopes the engineer can fix C's vehicle.

RCAS-MP agreed with C.
RCAS-MP offered further assistance; C declined further assistance at this time.
Call ends mutually.

Created By Marisol Patino (8/14/2014 4 41 PM)
RCAS-MP contacted SM-Karl.

Make Private ✓

SM-Karl states C will be getting a loner today and DTS-TP will be at the dealer tomorrow.

RCAS-MP thanked SM-Karl for the info.

Created By Marisol Patino (8/13/2014 3 29 PM)
RCAS-MP received inbound call from C.

C states a few days after being in the dealer for the third the air bag light went off after C's wife was sitting in the passenger side seat.
C states is tired of bringing the vehicle back to the dealer.
C states C wants NNA to resolve this issue once and for all.

Make Private ✓

RCAS-MP advised C that a DTS is going to be requested to inspect C's vehicle.

C understood and asked if C is supposed to keep on driving the vehicle with a faulty air bag.
C states C just wants NNA to be aware that C is driving with a faulty air bag and that this is safety issue.

RCAS-MP inform C that NNA is working on C's case.
RCAS-MP offered further assistance; C declined further assistance at this time.
Call ends mutually.

Created By Marisol Patino (8/13/2014 2 01 PM)

Make Private ✓

RCAS-MP contacted C @[redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 08/14/14 end of business day.

Created By Marisol Patino (8/13/2014 1 31 PM)
RCAS-MP contacted SA-Brent
RCAS-MP inquired about C.

Make Private ✓

SA-Brent states the dealer replaced some components in the airbag.
SA-Brent states SA is not familiar with C and will have another SA contact RCAS-MP back.

Call ends mutually.

Created By Jacqueline Cruz (8/12/2014 4 34 PM)
Email case logged
related case [redacted]

In reference to case # [redacted] please see my note below to Modern Nissan of Lake Norman regarding the safety issue that cannot be resolved for the passenger airbag. Prompt attention from Nissan would be appreciated.

Make Public

Per the linked video from this Sunday 8/10, my Nissan Altima is still having the issue with the airbag light which has been brought in 3 times (most recently last Tuesday 8/5-weds 8/6) already to be serviced. I am very disappointed that this issue has not been fully resolved yet. More importantly, I am extremely concerned with the safety of passengers riding in my car. I have called Nissan Consumer affairs to report the problem. Please call me promptly once a final solution to remedy this problem has been established. If the vehicle needs to be brought in a fourth and final time, please also let me know what Modern Nissan can do to compensate me for the time and hassle I have had to deal with on this issue. I need a satisfactory resolution to this problem as soon as possible or I will need to escalate the matter further and involve external parties. Video highlighting major safety concern in regards to airbag being off when pasenger is buckled and in seat. Nissan has no solution to the problem at current time:https://onedrive live.com/embed?cid=0EA8400729ACAF5C&resid=EA8400729ACAF5C%21134&authkey=AGiVyZrVg4vBq3w [redacted]

Created By Roxanne Tee (8/12/2014 10 59 AM)
C called in and said that the veh has been repaired multiple times already and still having the same issue.
C said that he is very worried about the safety of his veh because of the existing issue regarding the curtain airbag module. veh just had serviced last 8/5/2014.
C curtain airbag module is still under warranty.

Make Public

crr-rt adv the C that i will escalate the case to RCAS to have them review and check what to do with the continous issue for his veh.
crr-rt adv the c to expect for a call back to our RCAS by the end of the next bus days. best number to call C back: [redacted]

crr-rt provided empathy, further assistance, case #, name, extension# and voc script.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7925453	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/12/2014	YE	BK	233500	OA
Edit | Del	CC-7925454	NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL WARRANTY COVERAGE NQUIRY	QF	8/12/2014	VJ	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30118	DTS Request	Jim Land, 8/21/2014 7:57 AM	8/21/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/22/2014 10:56 AM	Marisol Patino	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/19/2014 1:40 PM	Marisol Patino	Changed **Follow Up Date** from 8/19/2014 to **8/22/2014**.
8/14/2014 5 00 PM	Marisol Patino	Changed **Follow Up Date** from 8/14/2014 to **8/19/2014**.

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Case [redacted]

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Case Comments [0] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jacqueline Cruz [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	8/12/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/12/2014 11:11 AM
CA Multiple Repairs		Date/Time Closed	8/12/2014 11:16 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description: In reference to case # [redacted] please see my note below to Modern Nissan of Lake Norman regarding the safety issue that cannot be resolved for the passenger airbag. Prompt attention from Nissan would be appreciated.

Per the linked video from this Sunday 8/10, my Nissan Altima is still having the issue with the airbag light which has been brought in 3 times (most recently last Tuesday 8/5-weds 8/6) already to be serviced. I am very disappointed that this issue has not been fully resolved yet. More importantly, I am extremely concerned with the safety of passengers riding in my car. I have called Nissan Consumer affairs to report the problem. Please call me promptly once a final solution to remedy this problem has been established. If the vehicle needs to be brought in a fourth and final time, please also let me know what Modern Nissan can do to compensate me for the time and hassle I have had to deal with on this issue. I need a satisfactory resolution to this problem as soon as possible or I will need to escalate the matter further and involve external parties. Video highlighting major safety concern in regards to airbag being off when pasenger is buckled and in seat. Nissan has no solution to the problem at current time:https://onedrive.live.com/embed?cid=0EA8400729ACAF5C&resid=EA8400729ACAF5C%21134&authkey=AGiVvZrVq4vBq3w[redacted]

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MODERN NISSAN OF LAKE NORMAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Case [redacted] Safety issue		
Created By	Managed Services, 8/12/2014 11:11 AM	Web Email	[redacted]
Last Modified By	System Account NNAINT, 8/13/2014 7:03 PM	Root Cause Code	[redacted]
Days Closed	519	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NP4E
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Marisol Patino (8/13/2014 3 28 PM) *** [Added after the case is closed.] *** RCAS-MP received inbound call from C. C states a few days after being in the dealer for the third the air bag light went off after C's wife was sitting in the passenger side seat. C states is tired of bringing the vehicle back to the dealer. C states C wants NNA to resolve this issue once and for all.
Make Private	✓	RCAS-MP advised C that a DTS is going to be requested to inspect C's vehicle. C understood and asked if C is supposed to keep on driving the vehicle with a faulty air bag. C states C just wants NNA to be aware that C is driving with a faulty air bag and that this is safety issue. RCAS-MP inform C that NNA is working on C's case. RCAS-MP offered further assistance; C declined further assistance at this time. Call ends mutually.
Make Private	✓	**Created By Marisol Patino (8/13/2014 2 00 PM)** *** [Added after the case is closed.] *** RCAS-MP contacted C @[redacted] left vmx including case number, name, and RCAS-MP contact of 615.725.7579 . RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 08/14/14 end of business day.
Make Public		**Created By Jessie Villanueva (8/12/2014 11 15 PM)** email update provided by c noted in related case # [redacted] crr created task to case owner for notification tl-jv closing case
Make Public		**Created By Jacqueline Cruz (8/12/2014 4 39 PM)** case closed
Make Public		**Created By Jacqueline Cruz (8/12/2014 4 38 PM)** related case [redacted]
Make Public		**Created By Jacqueline Cruz (8/12/2014 4 38 PM)** ***Email case logged*** E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact: E-mail crr-jc checked for open recalls/campaigns/upgrades found: none crr-jc checked for previous/related case found: none *** crr-jc sent rcas handled template.
Make Public		**Created By Jacqueline Cruz (8/12/2014 4 35 PM)** In reference to case # [redacted] please see my note below to Modern Nissan of Lake Norman regarding the safety issue that cannot be resolved for the passenger airbag. Prompt attention from Nissan would be appreciated. Per the linked video from this Sunday 8/10, my Nissan Altima is still having the issue with the airbag light which has been brought in 3 times (most recently last Tuesday 8/5-weds 8/6) already to be serviced. I am very disappointed that this issue has not been fully resolved yet. More importantly, I am extremely concerned with the safety of passengers riding in my car. I have called Nissan Consumer affairs to report the problem. Please call me promptly once a final solution to remedy this problem has been established. If the vehicle needs to be brought in a fourth and final time, please also let me know what Modern Nissan can do to compensate me for the time and hassle I have had to deal with on this issue. I need a satisfactory resolution to this problem as soon as possible or I will need to escalate the matter further and involve external parties. Video highlighting major safety concern in regards to airbag being off when

pasenger is buckled and in seat. Nissan has no solution to the problem at current time:https://onedrive live.com/embed?cid=0EA8400729ACAF5C&resid=EA8400729ACAF5C%21134&authkey=AGiVyZrVg4vBq3w[redacted]

Created By Jacqueline Cruz (8/12/2014 4 35 PM)
In reference to case #[redacted], please see my note below to Modern Nissan of Lake Norman regarding the safety issue that cannot be resolved for the passenger airbag. Prompt attention from Nissan would be appreciated.

Make Public

Per the linked video from this Sunday 8/10, my Nissan Altima is still having the issue with the airbag light which has been brought in 3 times (most recently last Tuesday 8/5-weds 8/6) already to be serviced. I am very disappointed that this issue has not been fully resolved yet. More importantly, I am extremely concerned with the safety of passengers riding in my car. I have called Nissan Consumer affairs to report the problem. Please call me promptly once a final solution to remedy this problem has been established. If the vehicle needs to be brought in a fourth and final time, please also let me know what Modern Nissan can do to compensate me for the time and hassle I have had to deal with on this issue. I need a satisfactory resolution to this problem as soon as possible or I will need to escalate the matter further and involve external parties. Video highlighting major safety concern in regards to airbag being off when pasenger is buckled and in seat. Nissan has no solution to the problem at current time:https://onedrive live.com/embed?cid=0EA8400729ACAF5C&resid=EA8400729ACAF5C%21134&authkey=AGiVyZrVg4vBq3w Dan Doherty617-974-1942

Created By Managed Services (8/12/2014 11 11 AM)
In reference to case # 1[redacted] please see my note below to Modern Nissan of Lake Norman regarding the safety issue that cannot be resolved for the passenger airbag. Prompt attention from Nissan would be appreciated.

Make Public

Per the linked video from this Sunday 8/10, my Nissan Altima is still having the issue with the airbag light which has been brought in 3 times (most recently last Tuesday 8/5-weds 8/6) already to be serviced. I am very disappointed that this issue has not been fully resolved yet. More importantly, I am extremely concerned with the safety of passengers riding in my car. I have called Nissan Consumer affairs to report the problem. Please call me promptly once a final solution to remedy this problem has been established. If the vehicle needs to be brought in a fourth and final time, please also let me know what Modern Nissan can do to compensate me for the time and hassle I have had to deal with on this issue. I need a satisfactory resolution to this problem as soon as possible or I will need to escalate the matter further and involve external parties. Video highlighting major safety concern in regards to airbag being off when pasenger is buckled and in seat. Nissan has no solution to the problem at current time:https://onedrive live.com/embed?cid=0EA8400729ACAF5C&resid=EA8400729ACAF5C%21134&authkey=AGiVyZrVg4vBq3w[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7926406	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/12/2014	YE	BK	233500	OA
Edit | Del	CC-7926407	NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL WARRANTY COVERAGE NQUIRY	QF	8/12/2014	VJ	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	15175407	[redacted]	✓	8/12/2014	Jessie Villanueva	8/12/2014 11:16 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0PBm7y ref]		✓	8/12/2014	Jacqueline Cruz	8/12/2014 4:38 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: 00DA09j8L. 500F0PBm7y:ref] *8/12/2014 Case # 1[redacted] VIN # 1N4AL3AP2DC[redacted] Th...*	[redacted]	8/12/2014 4:38 PM
Reply | To All | Del	Replied	Case 15175407 - Safety issue *In reference to case [redacted], please see my note below to Modern Nissan of...*		8/12/2014 11:11 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/12/2014 11:16 PM	Jessie Villanueva	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
8/12/2014 4 39 PM	Jacqueline Cruz	Changed **Status** from Open to **Pending**.
8/12/2014 4 35 PM	Jacqueline Cruz	Changed **Case Servicing Dealer** to **MODERN NISSAN OF LAKE NORMAN**.

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Surveys

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Vicky Anderson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/12/2014 11:23 AM
CA Multiple Repairs		Date/Time Closed	8/13/2014 3:15 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	I R-Airbag-EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,174		

Incident Codes - IIR REQUIRED

Incident Date	8/9/2014	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	1
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	1N4AL3AP2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GWINNETT PLACE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR	F29714	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted] VIN: 1N4AL3AP2DC[redacted]		
Created By	Michael Atienza 8/12/2014 11 23 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/13/2014 7:14 PM	Root Cause Code (2)	
Days Closed	518	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Vicky Anderson (8/13/2014 3 10 PM) ARBS-VA called C at[redacted] C stated that she was on Spring St with green light to make a left on Trinity. The other vehicle was on Trinity and it ran the red light striking C on the passenger side front. C stated that the airbags did not deploy and C wanted to know why airbag did not deploy because C had just had recall on passenger side airbag. ARBS-VA explained to C that the passenger side airbag is not intended to deploy if there is not someone occupying the seat. ARBS-VA offered to send the Consumer Safety & Airbag guide to C and she accepted. C asked for ARBS-VA to email her the info. I confirmed C's email address. ARBS-VA explained to C that based on the information C provided, this appears to be a matter for C to address with C's insurance. C understood and agreed. CLOSING CASE, C PURSU NG C'S NSURANCE. ARBS-VA EMAILED C A COPY OF THE CONSUMER SAFETY & AIRBAG GUIDE. **********
Make Public		**Created By Vicky Anderson (8/13/2014 2 21 PM)** ARBS-VA called C at[redacted] and spoke to C. C advised that she was at work. C asked ARBS-VA to give her a call back later. 1ST CALLPROBE INCOMPLETE, ARBS-VA TO CALL C BACK TO COMPLETE PROBE **********
Make Public		**Created By Vicky Anderson (8/12/2014 2 36 PM)** RECEIVED CASE, UNDER REV EW, PROBE PENDS
Make Public		**Created By Vicky Anderson (8/12/2014 2 35 PM)** air bag did not open
Make Public		**Created By Michael Atienza (8/12/2014 11 48 AM)** mother of [redacted] calling for her daugther. c said that her daugther got into an accident and the air bag did not deploy. c said it had a campaign perform before but it ay not have been resolve. crr-ma appologized to c for what happen. crr-ma creat case for c. c said that the vihicle look like a headon c said the front end of the car is smash. c said the driver dorr is jam and making a noise when opened. c said the airbag did not deply. c asking if someon from nissan can come and check the vihicle why the airbag did not deploy. c said that the set belt cause bruses to her sholder. crr-ma told c that we will make an I R report. crr-ma gather info of the accident. crr-ma file an IIR refport. crr-ma told c that her daugther will be contacted within the next 2 business days. crr-ma check call back number. crr-ma

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7925587	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/12/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time

Edit | Del	IIR	NATALIE DING	✓	8/12/2014	Vicky Anderson	8/12/2014 2 08 PM

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F29714	I R	Michael Atienza 8/12/2014 11 37 AM	8/12/2014

Attachments Attach File View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Email to Ding - 15175730 - NISSAN.msg	502KB	8/13/2014 3:14 PM	Vicky Anderson

Case History Case History Help

Date	User	Action
8/13/2014 3:15 PM	Vicky Anderson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/12/2014 2:35 PM	Vicky Anderson	Changed **Follow Up Date** from 8/12/2014 to **8/14/2014**.
		Changed **Description**.

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Surveys Surveys Help

No records to display

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Case Comments [21] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ashley May [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/12/2014 12:46 PM
CA Multiple Repairs		Date/Time Closed	9/22/2014 3:09 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C called in because c wanted refund on the entire vehicle.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LARRY H. M LLER NISSAN HIGHLANDS RANCH	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/26/2014	Vehicle Service Contract	
RHR Completed	8/26/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 5N1AR2MM4D[redacted]		
Created By	Maria Lourdes Yacap, 8/12/2014 12:46 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 9/22/2014 7:12 PM	Root Cause Code (2)	
Days Closed	478	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Ashley May (9/22/2014 3 06 PM) ARBS rec'd v/m from C on 9.18 at 4:13 p.m. ARBS returned call at 2:44 p m. on 9 22 to [redacted] and reached C. ARBS advised DTS-Thomas inspection report and notified that there were no abnormalities found within the system operation. C stated C wasn't sure if they weren't understanding each other but thinks C found out what was causing the issues. C stated what could be happening is that when someone is sitting in the seat, the sensors are unable to determine who is in the seat that it kicks the light off so the bag won't deploy. C believes that the system within the vehicle is very sensative and is not operating properly even though it's not throwing codes. C states still feels that there is still a problem with the system in the car since after each ignition cycle the system resets itself and stated that C's 9 year old daughter was in the front seat and the bag was not turned off when it should have been. C stated that DTS-Thomas stated that the system is a self clearing system so C thinks that since the system is clearing things each time that there is still a problem and why DTS-Thomas was unable to find any codes.
Make Public		ARBS advised will provide additional information to DTS-Thomas in regards to having daughter sit in the seat and the airbag did not show and would deploy. However, ARBS advised based on DTS inspection and no abnormalities found within the airbag system that NNA would not be in a position to repurchase or replace the vehicle. C stated C appreicates the stance taken but still believes there is something wrong with the vehicle and is still not comfortable owning the vehicle. ARBS reiterated NNA's stance on not being in a position to repurchase or replace the vehicle. C stated C believes C is not making the issues up and that meeting with the DTS did nothing but reaffirm C's thought that the vehicle has an issue with the airbag system. C stated since there have been multiple recalls and instances that C has on video with multiple people within the seat and C is at a loss at how to get the issue to duplicate. ARBS advised that NNA respects C's right to move forward with the BBB. C stated C still has issues and is frustrated that since it hasn't been able to be duplicated at the dealership or with the technician that C is not getting any help. ARBS reiterated stance of not repurchase/replacing the vehicle and that NNA respects C's right to move forward with BBB. Call ended mutually.
Make Public		**Created By Asl[redacted]014 2 58 PM)** ARBS called C a[redacted]nd reached v/m. Left v/m requesting return call to discuss DTS inspection.
Make Public		**Created By Ashley May (9/17/2014 2 55 PM)** ARBS rec'd the following inspection results from DTS-Thomas: I have met with [redacted] this afternoon and inspected vehicle for OCS complaint • Customer showed videos mostly prior to campaign R1405 reprogram of OCS light illuminated while vehicle in motion • Performed diag check with consult and no codes in any system • Extensive test drive with customer in passenger seat • Test drive included multiple stops and engine restarts along with customer exiting and re-entering the vehicle • No duplication of any abnormal OCS light operation or any codes duplicated • Performed visual inspection of vehicle and no abnormalities found DTS TT determines at time of inspection no abnormalities were duplicated
Make Public		**Created By Ashley May (9/4/2014 9 45 AM)** ARBS called Larry Miller Nissan and requested to s/w SM-Matt. SM-Matt confirmed appointment, stated rec'd the v/m and s/w DTS-Thomas so he didn't call ARBS back. ARBS thanked SM-Matt for time. Call ended mutually.
Make Public		**Created By Ashley May (9/3/2014 12 38 PM) Last Modified By Ashley May (9/3/2014 12 38 PM)** ARBS rec'd an e-mail from DTS-Thomas with inspection date/time of 9.16 at 2:00 p m.

ARBS called C[redacted]nd s/w C. ARBS provided date/time to C. C stated C had called and left msg in regards to inspection. C stated C would never feel secure in the seat and having someone else look at it again doesn't satisfy C's concerns.

ARBS advised since the vehicle hasn't been seen since 5.2014, NNA's position is requesting the DTS inspection and there isn't a decision to repurchase or replace the vehicle. ARBS advised respected C's opinions and feelings.

C stated C feels that C isn't being heard and that C doesn't feel secure in having the vehicle any longer and just doesn't want it. ARBS advised understands position but the decision to repurchase/replace the vehicle is dependent upon the inspection. ARBS advised since veh had recall in May and last repair was in March, ARBS would like to factory trained specialist to inspect the vehicle. ARBS advised repairs, if recommended, do not necessarily need to be completed but case would be re-evaulated once inspect is complete.

C stated C understood better and that date/time works for her.

ARBS thanked C for time.

Call ended mutually.

ARBS called Larry Miller Nissan and requested to s/w SM-Matt.

Receptionist transferred ARBS to Service Receptionist Bonnie. ARBS requested to s/w SM-Matt.

ARBS was transferred to SM-Matt's v/m. Left msg advising of date/time and DTS-Thomas' request to have technician Mike available. Requested return call for confirmation.

Created By Ashley May (8/29/2014 10 57 AM)
ARBS called [redacted]at[redacted]nd reached v/m.

Left msg requesting return call.

ARBS called [redacted]a[redacted]nd reached [redacted]

ARBS advised would like to have DTS inspect the vehicle.[redacted]tated that they would not be interested in an inspection as [redacted]have been to the dealership at least 10 times and nobody has been able to fix the vehicle.

ARBS explained DTS is factory trained and not from the dealership. ARBS also advised the DTS would be at dealer specifically for the [redacted]ehicle.

Make Public

[redacted]passed phone to [redacted] who stated the same position that they were "done with the vehicle and no longer trust it.[redacted]tated didn't trust that the airbag system was operating correctly.

ARBS explained that is what the DTS would be there to inspect to verify if the system is working correctly and would spend additional time with [redacted] ARBS stated position at this time would be DTS inspection.

[redacted]tated that if that was the only option then they would agree. ARBS advised would request date/time and follow up once rec'd. ARBS confirmed best number to reach [redacted]s [redacted]

Call ended mutually.

ARBS submitted DTS inspection request under Form F30550

Make Public

Created By Ashley May (8/28/2014 9 21 AM)
ARBS-AsMa notes after careful review, ARBS would like to have DTS inspect vehicle for current concerns. ARBS took ownership of the case and will be following up with[redacted]

Created By Ashley May (8/28/2014 9 20 AM)
ARBS notes the following vehicle summary:

In Service Date: 4 5.13

No additional CA cases, VSC or DTS
Tech Line Cases:

Make Public

[redacted]2.18.14 – Airbag light concern. Light working normally at this time. Recommendation: Verify customer is sitting properly in seat and refer to owner's manual for proper position.
[redacted]7.16.13 – Radio not picking up stations. Seek is gone until ignition cycle. Recommendation: check for aftermarket devices, check antenna cable connections/swap antenna base with KGV. Tech found pin fit incorrect at A-Pillar and corrected.

22 days down

5 visits for airbag light – 1 recall, 3 repairs, 1 no dup
1 visit for radio concern – 1 repair
1 visit for hood vibration – 1 adjustment

Created By Ashley May (8/28/2014 9 19 AM)
ARBS notes the following repair history:

07/16/13 - Mileage: 3,405 - RO[redacted]ays Down: 2
Concerns:
1. Radio will not pick up stations
2. Air bag light comes on when an adult is in the seat but not when a child is in the seat.
3. PC216 OCS camp.
4. PC225 BRK to MBR
5. Hood Vibrates
Actions:
1. Reattached wires in A-pillar, verified, radio works.
2. Performed 0 point reset. Corrected concern
3. Inspected. Did not replace sensors
4. Replaced both torque members
5. Adjusted hood stoppers

12/03/13 - Mileage: 7,550 - RO[redacted]Days Down: 1
Concern:
1. R13080 ABS Reprogram Campaign
2. C states passenger airbag light does not work
Action:
1.Completed Campaign
2. Unable to duplicate concern

Make Public

02/11/14 - Mileage: 8,867 - RO: [redacted]- Days Down: 3
Concern:
1.C states airbag light not working correctly
Action:
1. Replaced both seat sensors, performed zero point reset and test drive to verify light is still functioning properly.

03/13/14 - Mileage: 9,424 - RO[redacted]Days Down: 15
Concern:
1.C states passenger airbag light on all the time with passenger in seat
Action:
1. Replaced control module, performed zero point reset and test drive. No light came on with other tech in seat.

05/13/14 - Mileage: 10,373 - RO: [redacted]- Days Down: 1
Concern:
1. R14050 OCS Reprogram Campaign
Action:
1. Completed Campaign

Make Public	**Created By Ashley May (8/28/2014 9 12 AM)** ARBS called Larry Miller Nissan and requested to s/w Service Dept. ARBS was transferred to recepetionist who stated that veh was down for the entire RO dates. ARBS asked if there were any rentals provided - Receptionist stated for 102153 for 1 day. Receptionist then stated didn't want to say that the veh was down if there was a rental. ARBS asked if SA was available. Receptionist stated 1 SA no longer works with company and the other is off today. ARBS thanked for info. Call ended mutually.
Make Public	**Created By Josh Wegener (8/26/2014 12 23 PM)** DRTS received RHR. The RHR has been assigned to ARBS- Ashley May for review.
Make Public	**Created By Melissa Plante (8/26/2014 11 11 AM)** RHR completed and attached to case/ RCAS-MP submitting RHR.
Make Public	**Created By Melissa Plante (8/22/2014 7 06 PM)** RCAS-MP resetting f/u to complete RHR and submit.
Make Public	**Created By Melissa Plante (8/21/2014 9 15 AM)** RCAS-MP noting RO # [redacted] missing from docs sent. RCAS called dlr and spoke with SA-Bonnie. RCAS requested missing RO. SA advised that SA would get the docs and send to RCAS shortly. RCAS thanked SA-Bonnie for the assistance and ended the call.
Make Public	**Created By Melissa Plante (8/20/2014 7 13 PM)** RCAS-MP noting RHR not completed at this time. RCAS resetting f/u to complete RHR.
Make Public	**Created By Melissa Plante (8/18/2014 6 01 PM)** RCAS-MP resetting f/u to complete RHR and submit.
Make Public	**Created By Melissa Plante (8/18/2014 6 00 PM)** RCAS-MP called c at [redacted] reached c. RCAS introduced self and apologized for the delay in contacting c, as RCAS was out of the office for several days last week. C understands, and thanked RCAS for calling c today. RCAS asked how NNA could possibly be of assistance at this time? C stated that is seeking a refund for c's veh. C stated that c has had ongoing concerns with the airbag light in the veh. C stated that c has had sensors replaced, the recall performed, seat sensors replaced, and the concern is still happening. C stated that c knows that with the veh in this condition, c would not be able to sell the veh to anyone else in the future when c is ready to get rid of the veh. C stated that c knows that the airbag light is not going to be working correctly. C stated that c has brought the veh to the dlr several times, but the dlr has not been able to duplicate the concerns. RCAS asked what the concerns were? C stated the pass airbag light does not seem to come on consistently. C stated that there are times when the light is off, and the airbags would deploy, and other times when the light is off, no matter who is sitting in the seat. C stated that the light has come on when c has sat in the seat (approx 130 pounds), c's husband (200 pounds), c's friend (100 pounds). RCAS advised that the airbag light is based on an algorithm that takes into account multiple measurements, including size, weight, position, etc. C stated that c understands, and the dlr has explained that to c as well. C stated that since it is not consistent, c is still worried. RCAS advised c that the airbags are a supplementary system, and c should ensure that the seatbelts are worn at all times, as the seatbelts are the primary safety feature. C understands and agrees. RCAS advised that NNA wants to ensure that the airbag system is working correctly however. C stated that c understands, and that is why c has decided to pursue the repurchase option at this time. C stated that c has consulted with an attorney who is willing to work with c if needed. RCAS confirmed that c has NOT retained an attorney at this time. RCAS reviewed the following info with c: Why do you want to return the vehicle to Nissan North America? due to ongoing concerns with airbag lights Where is the vehicle currently? with c Where was the vehicle purchased? Larry H. Miller Nissan Highlands Ranch Was it purchased new or used? new If used, when was the vehicle purchased? n/a Where is the vehicle serviced? Larry H. Miller Nissan Highlands Ranch Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? no RCAS asked when the last time veh was brought in for the concern? C stated in May. C stated that c had called the dlr in July, and has been playing phone tag with SA-Matt to arrange for veh to be brought back again, but then c decided to contact NNA and pursue the repurchase option. RCAS thanked c for the info. RCAS advised c that RCAS will gather all the needed docs, and submit repurchase request, and the process can take up to 10 bus days. RCAS advised that once RCAS has the request submitted, RCAS will call c back to advise, c understands and agrees. RCAS thanked c for talking with RCAS today, wished c a good day and ended the call.
Make Public	**Created By Melissa Plante (8/18/2014 5 24 PM)** RCAS-MP notes RO's received from SA-Bonnie, 8/13. RCAS attaching to case.
Make Public	**Created By Janice Arellano (8/14/2014 2 51 PM)** c stated c have not heard anything about the case crr-ja verified no contact # changed crr-ja advised that case transferred to rcas and will send internal message for follow up c agreed and said c was advised some one will call the nextday c thanked crr-ja asked for further assistance. c declined. crr-ja provided to c, name , extension, case #. Exiting the file sent internal message
Make Public	**Created By Melissa Plante (8/13/2014 12 29 PM)** RCAS-MP called dlr and spoke with SA-Bonnie. RCAS requested copies of all RO's to be sent to RCAS. RCAS provided fax # to send docs to. SA agreed and stated that SA would send docs over today. RCAS thanked SA-Bonnie, exchanged mutual wishes for a good day and ended the call.
Make Public	**Created By Maria Lourdes Yacap (8/12/2014 1 04 PM)** CRR-MY received a call from c asking refund for the entire vehicle. C stated that c is having problems with the passenger air bags and sensor. And it has been repaired for multiple times. CRR-MY asked when did c brought the vehicle to the dealership and who is the SA who diagnosed the vehicle. C stated that c brought the car to the dealership last May 13 and talked to SM Matt. C also stated that c had the same issue for five times already. CRR-MY advised c that it is beyond CRR-MY's empowerment, and the case will be escalated to RCAS and also advised c that RCAS will contact c by the end of the next business day. CRR-MY offered further assistance then did a recap. C declined further assistance. CRR-MY provided the case number, extension number and ended the call.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7925756	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/12/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	RHR Review Completed and Decision	[redacted]	✓	8/28/2014	Melissa Plante	8/28/2014 10 06 AM
Edit | Del	[redacted]		✓	8/26/2014	Ashley May	8/28/2014 9 21 AM
Edit | Del			✓	8/26/2014	Melissa Plante	8/26/2014 12 23 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30550	DTS Request	Ashley May, 8/29/2014 10:54 AM	8/29/2014

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	75KB	8/28/2014 9:25 AM	Ashley May
Edit | View | Del		83KB	8/26/2014 11:17 AM	Melissa Plante
Edit | View | Del		1.55MB	8/22/2014 10:13 AM	Vance Walden
Edit | View | Del		103KB	8/22/2014 9:10 AM	Vance Walden
Edit | View | Del		3.23MB	8/18/2014 5:29 PM	Melissa Plante

Case History

Case History Help

Date	User	Action
9/22/2014 3 09 PM	Ashley May	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/22/2014 3 08 PM	Ashley May	Changed **Follow Up Date** from 9/19/2014 to **9/24/2014**.
9/17/2014 2 58 PM	Ashley May	Changed **Follow Up Date** from 9/17/2014 to **9/19/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/12/2014 12:56 PM
CA Multiple Repairs		Date/Time Closed	6/2/2015 2 35 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00052512

DTS Inspection

DTS Inspection Date	12/22/2014 12 00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)	Morley VSPC CBB Case #[redacted] Vehicle Model: Altima Vehicle Year: 2013 VIN: 1N4AL3AP8DC[redacted] Location: AUTONATION NISSAN DELRAY CBB repair request. Reason for repurchase is: airbag light illumination DTS Evaluation Form, Vehicle Condition Report and Closing Confirmation will be emailed to you from Morley VSPC.	DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs voluntary repurchase due to 4 visits for airbag light illumination with 7 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,427		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	1
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN DELRAY	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$23,605.02	Goodwill Offered	

IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/17/2014	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP8DC[redacted]		
Created By	Ronald Cabatbat 8/12/2014 12:56 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	225	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/21/2014 12 44 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: airbag light illumination
Make Public		**Created By Amanda Johnson (11/4/2014 2 31 PM)** ARBS notes check [redacted] made payable to Selma and Marvin Sager for $23,605 02 ARBS transmitted Morley case [redacted] nd sent via FedEx [redacted]
Make Public		**Created By Amanda Johnson (11/3/2014 11 18 AM)** BS rec'd 2 vmxs from c: 1110 - faxed papers, call to let c know ARBS rec'd 1114 - rec'd email, thanked, no need to call
Make Public		**Created By Amanda Johnson (11/3/2014 10 35 AM)** Consumer Affairs voluntary repurchase due to 4 visits for airbag light illumination with 7 days out of service. CST00052512 - Consumer Affairs voluntary repurchase CR0136600 in the amount of $23,605.02 made payable to Selma and Marvin Sager for the repurchase refund Morley case 217256 ARBS setting follow up for 11/4 pending rec't of check
Make Public		**Created By Amanda Johnson (11/3/2014 10 34 AM)** ARBS notes DRTS did not attach documents rec'd, attached registration, title app, title
Make Public		**Created By Amanda Johnson (11/3/2014 10 23 AM)** vehicle concern
Make Public		**Created By Amanda Johnson (11/3/2014 10 21 AM)** ARBS rec'd and attached signed repurchase agreement Emailed c: Mr. [redacted] Thank you for faxing the signed repurchase agreement. I expect Morley to contact you on or around 11/14/2014 to begin scheduling the surrender. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Amanda Johnson (10/31/2014 2 42 PM)** ARBS sent the attached repurchase agreement to c: Mr. [redacted]

As we discussed, I have attached the repurchase agreement for your consideration and signatures. Please let me know if you have any questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/31/2014 2 33 PM)
ARBS notes the following repurchase (with no lien) calculations:

Repurchase
Base Price $23,897 63
Dealer Service Fee $599.95
FL Battery Fee $1.50
FL Tire Fee $5.00
Tag Agency/Elec Filing Fee $98.75
Sales Tax $1,356.17
Reg/Tag/Title Fee $122.15
Total Purchase Price $26,081.15

Deductions
Usage (7,736/120,000 x $22,897 63) $1,476.13
Rebates $1,000.00
Total Deductions $2,476.13

Refund Amount $23,605.02
Attorney Fees $0.00

Total Repurchase $23,605 02

Make Public

Created By Kate Czerwinski (10/31/2014 1 51 PM)
DRTS received and attached sale documents, sent via certified mail, tracking [redacted] received on October, 31, 2014. The documents are attached to the case for review.

Make Public

Created By Amanda Johnson (10/31/2014 1 46 PM)
ARBS rec'd documents

ARBS called c @ [redacted] to apologize for the delay, but ARBS wanted to have the documents in hand before ARBS called c back.
ARBS confirmed that ARBS can email the repurchase agreement to [redacted]
C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/31/2014 10 30 AM)
ARBS rec'd vmx from c asking if ARBS got the package because now the tracking shows expected delivery on Saturday, 11/1 and he wants to know what is going on.

ARBS asked AH for follow up from mail room.

Make Public

Created By Amanda Johnson (10/30/2014 3 12 PM)
ARBS rec'd vmx from c advising that something is not right and he needs to know where everything is because someone got the notice because it says the notice was left and ARBS needs to schedule a redelivery as indicated on the notice. C will have to fax tomorrow. Call by the end of the day.

ARBS called c @ [redacted] and advised that his letter was delivered after our morning pick up, so it will be picked up tomorrow. C states he was just worried because he sent so many papers and he does not want this to be delayed. ARBS understands. C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/30/2014 2 16 PM)
ARBS rec'd vmx from c demanding a call back because he sent something certified and got notification that no one was there to sign for it

ARBS called c @ [redacted] to apologize and confirm address.
ARBS confirmed address and apologized but ARBS does not have access to the mail room and would have to find out anything and call the c back. ARBS attempted to apologize and explain more, but the c cut ARBS off.
C is very angry. C states he can never reach ARBS and obviously the post office can never reach ARBS and no one knows how to get ARBS and c calls and half of the time the line is busy and half of the time he gets ARBS' voicemail and he does not leave a voicemail because ARBS should know to call him back and this is ridiculous and he just wants this behind him.
ARBS apologized and asked what number the c is calling when he gets a busy signal. ARBS notes that c is calling 615.725.1000. ARBS advised that he should not call that number because it will always have a busy signal. ARBS confirmed that c should contact the number ending in 7278. C states then he will just get ARBS' voicemail. ARBS apologized and advised that ARBS is on and off the phone throughout the day as well as sometimes in meetings and hearings and many times unable to answer the phone. ARBS explained that if c does not leave a voicemail, ARBS does not know to call the c back. C states this is ridiculous. ARBS apologized.
ARBS advised that ARBS would reach out and try to get the letter so c does not have to fax the documents, as he does not wish to. C said fine. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/23/2014 7 40 AM)
ARBS rec'd vmx from c @ 1454 on 10/22 asking for call back

ARBS called c @ [redacted] to advise that NNA will REPURCHASE this vehicle. Spoke to c.
Asked for registration, sales documents. The vehicle is paid off. ARBS asked for copy of title. C states there was a trade in also. ARBS advised this would be on the sales document.
C states he has a fax machine but it does not work too well. ARBS provided fax and mailing address.
ARBS explained that once docs are rec'd, ARBS will send c a repurchase agreement for signature.
ARBS explained Morley process.
C states he wants to know when he will get rid of this car. ARBS explained Morley process again.
C thanked and will send docs. The call ended mutually.

Make Public

Created By Amanda Johnson (10/22/2014 3 51 PM)
ARBS rec'd email from DTS asking to call
ARBS called DTS to discuss the case. DTS states the c's wife is right on the cusp and we came out with a bulletin about proper seating.
DTS states his concerns about the airbag in this vehicle.
The problems arose after the reprogram and it is very inconsistent.
Based on the bulletin, there isn't any more that can be done. DTS gave them the bulletin, but they really don't want to hear it.
DTS and c had the same conversation about the 9 year old Buick.
DTS advised that the wife is in the 5% of adults.
DTS advised that the dlr did not replace everything the 3rd time, so he had to work on it again. That is the problem with this one.
ARBS advised that ARBS will repurchase but will not offer a replacement because the next vehicle will do the same thing. DTS agreed.

Created By Amanda Johnson (10/21/2014 3 49 PM)
ARBS emailed DTS:

Kevin,

Sager. Thoughts:

Make Public

C states on 10/9, it stayed on for 5 minutes. On 10/10, it was on for 15 minutes. On 10/11, the light stayed on for 15 minutes.
C states on all occasions, his wife was in the seat.
ARBS confirmed that the wife is 110 pounds.

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/21/2014 3 47 PM)
ARBS rec'd vmxs from c:
1033 - c has called 8 times. ARBS is always away. ARBS never answers phone. C told ARBS he would not be available. Call back NOW
1127 - c got the message and has been out but called an hour ago and ARBS has not called back. Call back NOW
1427 - c has called 3-4 times and would like a call back to get this thing resolved now.

ARBS called c @ [redacted] Spoke to c. ARBS apologized for the delay and advised that ARBS rec'd all vmxs.
ARBS asked about the vehicle.
C states on 10/9, it stayed on for 5 minutes. On 10/10, it was on for 15 minutes. On 10/11, the light stayed on for 15 minutes. C does not know what to tell ARBS.

C states on all occasions, his wife was in the seat.
ARBS confirmed that the wife is 110 pounds. C states the DTS provided some information. The c read it but if he had known the airbag system was so sensitive, he would never have bought the vehicle. He would never touch the vehicle. His friends agree.
C states the buick they have acts differently. C states it has never not worked.
ARBS asked about the age of this vehicle. This vehicle is 9 years old.
ARBS advised that the airbag system works differently on his 9 year old buick.
C states this airbag system is worthless. C states this is absolutely absurd.
C states ARBS is impossible to reach. C states he is away from home more than he is not.
ARBS apologized and advised that ARBS is on and off the phone throughout the day as well as in meetings. ARBS asked if c has a cell phone that ARBS could contact.
C provided [redacted]
C states DTS already had an extra shot at it.
ARBS advised that ARBS is not trying to have the c bring the vehicle back in, but that ARBS would like to provide the information to the DTS because ARBS is not a tech.
C states he has had enough of this.
C states he will be out for most of the morning tomorrow. ARBS advised that ARBS will try to contact c in the afternoon. C states he guesses he will be home. ARBS advised ARBS would try all 3 numbers when ARBS gets more information from DTS.

****
ARBS notes c's numbers:
home [redacted]
home [redacted]
cell [redacted]
****

Created By Amanda Johnson (10/21/2014 9 26 AM)
ARBS rec'd vmx from c stating he got the message. Call back @[redacted] regarding problems with the light coming back on.

Make Public

ARBS rec'd additional vmx from c @ 1542 on 10/20 asking for call back, states he has called multiple times.

ARBS notes EST
ARBS called c @[redacted] Left vmx with contact information.

Make Public

Created By Amanda Johnson (10/20/2014 9 14 AM)
ARBS called c @[redacted] to check on vehicle. Left vmx with contact information.

Make Public

Created By Amanda Johnson (10/6/2014 1 01 PM)
ARBS called c @[redacted] to advise that NNA would like the c to drive the veh for 2 weeks before discussing any additional options. Spoke to c. C states that this would be fine. C has to look at his calendar. ARBS advised ARBS will call c on 10/20. C thanked and hopes they have good things to report. ARBS agreed. The call ended mutually.

Make Public

Created By Amanda Johnson (10/6/2014 12 55 PM)
ARBS notes 8 days down with
4 visits for airbag light – reprogrammed OCS module, replaced OCS unit/zero point reset, replaced air bag pressure detection sensor, removed passenger seat mounting bolts and reinstall in an X pattern and torqued mounting bolts to 33LBS/ Performed a 0 Point reset/ rechecked the OCS system (no codes present, OCS and OCS notification light is operating as designed)
ARBS notes 5 visits total with 4 warrantable repairs and 1 recall completion

Make Public

Created By Amanda Johnson (10/6/2014 12 52 PM)
DTS results:
Unable to duplicate concerns
Meeting with the customer occurred on 10/2/14 @ 10:00 am at Auto Nation of Delray Nissan. RO#354193 removed passenger seat mounting bolts and reinstall in an X pattern and torqued mounting bolts to 33LBS. Performed a 0 Point reset rechecked the OCS system. There are no codes present, OCS and OCS notification light is operating as designed. I Refried customer to information in the owner manual per ITB-14-084 on system operation.

Make Public

Created By Amanda Johnson (9/25/2014 1 33 PM)
ARBS notes 7 days down with
3 visits for airbag light – reprogrammed OCS module, replaced OCS unit/zero point reset, replaced air bag pressure detection sensor
ARBS notes 4 visits total with 3 warrantable repairs and 1 recall completion

Make Public

Created By Amanda Johnson (9/25/2014 1 33 PM)
ARBS notes the following repair history:

Open date 06-06-14... Mileage 6, 479... RO [redacted] 1 day down
Concern: Recall R1405 OCCS Reprog
Action: Perform Recall NTB14-027 R1405 OCS Reprogram

Open date 06-30-14... Mileage 6, 944... RO [redacted] day down
Concern: C/S air bag off light will go on and off while driving intermittently-with or without passenger in seat
Action: Reprogrammed OCS Module-first software did not accept into computer. Test drove vehicle, done.

Open date 08-27-14... Mileage 7, 673... RO [redacted]. 3 days down
Concern: C/S pass side air bag light goes off and on while driving
Action: Tech and DTS Kevin Burkett working together to diagnose air bag system. Started by hook up consult, found past DTC occupant sensor (abnormal voltage). FFD ODO / Trip meter was 6944 and malfunc detect count was 4 so at this time, DTS rec replacing occupant control unit and perform zero reset function with consult. SOP install new occupant control unit, perform zero reset with consult RE CK SYS on DTC, also road test with S/F. Ok at this time.

Make Public

Open date 09-03-14... Mileage 7, 736... RO [redacted]. 2 days down
Concern: C/S pass air bag goes on and off while driving
Action: RPL air bag pressure detection sensor – DTS inspection

ARBS notes in-service date of 12/21/2012
ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no techline cases
ARBS notes no previous CA cases, no CSTs, no CRs

ARBS notes DTS Kevin Burkett assisted on RO [redacted]
ARBS notes DTS Kevin Burkett met with c on R[redacted]

Make Public

Created By Gloria Holman (9/19/2014 7 54 AM)
DRTS completed the RHR and attached to the case.

Make Public

Created By Amanda Johnson (9/16/2014 3 51 PM)
ARBS called dlr @ 561 278.6216. Pressed 1 for service. Pressed 2 for service dept. Asked for service manager.
Left vmx for Mike Colletti, Parts and Service Director, advising of DTS inspection for c scheduled on 10/2/2014 @ 10am. Advised of need for loaner veh. Left contact information.

Make Public

Created By Amanda Johnson (9/16/2014 3 47 PM)
ARBS called c @[redacted] to advise that NNA rec'd MVDN and would like to schedule inspection and final repair on 10/2/2014 @ 10:00 AM. Spoke to c.
C states they have already taken the vehicle 4 times. ARBS advised that the c requested a final repair. ARBS advised that the c requested a final repair.
C states the person he had before, an engineer came and he cannot think of his name now. C states hold on while he finds it.
ARBS held.
C states the inspection was done by Kevin Burkitt. C states it is okay if we want to try again and again, go for it. C wants to know what happens after that. ARBS advised that after the inspection, ARBS would respond to the repurchase request.
C states he cannot take the vehicle all day. ARBS advised that the c would be provided a loaner vehicle. C states he does not have rental coverage.
C states there is something that is not right with the sensors because he read some of the articles that Kevin had left with him. The c's wife weighs 110 pounds and she is not a small person. The c would like us to understand that his wife is not a small person. ARBS advised that ARBS is not a technician specialist and the DTS would be better able to discuss the size of the passenger. C said okay and confirmed 10/2 @ 10am.
ARBS provided contact information and thanked.

Make Public

Created By Ashley Fiting (9/15/2014 3 30 PM)
Previous Cases- None
Recalls/Campaigns- None

DRTS in receipt of a MVDN from Marvin Sager, received on September 15, 2014 and it was sent on September 10, 2014. The letter was sent via Certified Mail and the tracking number is [redacted] The letter is attached to the case for review.

In pursuant to the Lemon Law there has been 3 or more repair attempts made to repair the same substantial defect or condition. The defect includes the passenger side airbag light not working properly. the air bag light comes on at times when passenger is seated and stays on continuously. The customer is requesting that we make one final attempt to correct the continuing defect or condition. The selling dealership is Maroone Nissan of Delray and the Servicing Dealership is Auto Nation Nissan Delray.

Make Public

Created By Amanda Johnson (9/15/2014 2 56 PM)
ARBS req'd DTS

Make Public

Created By Amanda Johnson (9/15/2014 2 53 PM)
ARBS notes in-service date of 12/21/2012
ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no techline cases

ARBS notes warr ROs:
[redacted]

ARBS called AUTONATION NISSAN DELRAY (2291) @ 561.278 6216 to get all ROs, pressed 1 for service, pressed 2 for SA.
Spoke to Eldo. Provided reason for call and last 8 of V N and fax. Dlr will send everything. ARBS thanked. The call ended mutually.

ARBS called SUTHERLIN NISSAN (3686) @ 239.415 8600 to get all ROs. Asked for Nissan Service. Transferred.
Spoke to Linda. Provided reason for call and why. Provided last 6 of V N. Dlr thanked and advised that this is an auto nation dlr. They PDI'd the veh, new car prep, nothing else. They have not seen this veh since 10/2012. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/15/2014 2 46 PM)
ARBS rec'd MVDN stating:
"Passenger side air bag light not working properly airbag light comes on at times when passenger is seated and stays on continuously"

Make Public

Created By Nicel Torres (9/8/2014 10 36 AM)
Crr-nt received a call from [redacted](c's husband) and referred to as c
Crr-nt verified and updated c's contact information
Crr-nt was able to pull up case using c's contact information
Csaid that veh has been at he dlr for 4 timesnow about the same concern
C said that Airbag light comes on and off occasionally.
C said that an engineer has already checked concern but after that c still has same issue
Crr-nt asked c how c wants to be assisted but c said c needs address

C said that c was filling up the lemon law form and c would like to know the address for the manufacturer
Crr-nt advised c that crr-nt will send internal message to rcas for follow up but c refused. c said that c just need the address where c can send the lemon law form
Crr-nt provided address:

Nissan north America
Consumer affairs P3C
Franklin TN 37068 – 5003

C said that was what c needs
Crr-nt asked for further assistance but c refused.
C hung up
Crr-nt was unable to provide name case and extension
Crr-nt exiting case

Make Private ✓

Created By Russell Rigsby (9/4/2014 1 51 PM) Last Modified By Russell Rigsby (9/4/2014 1 51 PM)
RCAS-RR closing case due to no further assistance.

Case Summary:
C called NNA requesting assistance with c's concern.
DTS corrected c's concern.

Make Private ✓

Created By Russell Rigsby (9/4/2014 1 50 PM)
RCAS-RR made outbound call to c.

C stated DTS put in veh a new sensor.
C stated c is keeping fingers crossed that c's concern is fixed.

RCAS-RR offered further assistance.
C declined further assistance.
Call ended mutually.

Make Private ✓

Created By Russell Rigsby (9/2/2014 3 05 PM)
RCAS-RR made outbound call to c.

C stated c has spoken with DTS-Kevin.
C stated DTS is meeting with DTS tomorrow at 2 pm.
Call ended mutually.

Make Private ✓

Created By Russell Rigsby (9/2/2014 9 08 AM)
RCAS-RR made outbound call to c, left vmx.
RCAS-RR requested call back and provided best contact number.

Make Private ✓

Created By Russell Rigsby (9/2/2014 9 06 AM)
RCAS-RR received communication from DTS-Kevin that DTS is willing to make another DTS appointment.

Make Private ✓

Created By Russell Rigsby (9/2/2014 8 06 AM)
RCAS-RR made received communication from SM-Michael stating that c's veh was repaired and the customer picked up c's veh.
SM-Michael stated that c left SM a vmx on 8/31 stating that c's concern is still not fixed.

Make Private ✓

Created By Russell Rigsby (8/29/2014 10 24 AM)
RCAS-RR setting follow-up for 9/2 to check on repair.

Make Private ✓

Created By Russell Rigsby (8/29/2014 7 37 AM)
RCAS-RR received communication from DTS-Kevin.

DTS-Kevin stated that c's veh is currently in the repair stage.
DTS-Kevin stated that DTS ordered an OCS control unit that will be installed on Friday to correct c's passenger side airbag light concerns.

Make Private ✓

Created By Russell Rigsby (8/26/2014 8 21 AM)
RCAS-RR made outbound call to c.
RCAS-RR reminded c of DTS inspection scheduled for tomorrow.
C confirmed appointment.
RCAS-RR set follow-up for 8/29.
Call ended mutually.

Make Private ✓

Created By Russell Rigsby (8/21/2014 11 53 AM)
RCAS-RR made outbound call to dlr, spoke with SA-Taylor.

RCAS-RR informed SA-Taylor to give SM a message regarding DTS appointment.
SA understood.
Call ended mutually.

Make Private ✓

Created By Russell Rigsby (8/21/2014 11 49 AM)
RCAS-RR received communication from DTS-Kevin that DTS would like to meet with c on 8/27 at 1 30.

RCAS-RR made outbound call to c.
RCAS-RR confirmed with c the DTS appointment scheduled for 8/27 at 1:30. C understood.
RCAS-RR informed c that RCAS would remind c on 8/26.
Call ended mutually.

Created By Russell Rigsby (8/18/2014 4 27 PM)
RCAS-RR made outbound call to c.

Make Private ✓ RCAS-RR informed c of potential DTS.
RCAS-RR informed c that RCAS would call c to inform c when DTS can meet c.
C understood.
RCAS-RR set follow-up for 8/21.
Call ended mutually.

Make Private ✓ **Created By Russell Rigsby (8/18/2014 1 19 PM)**
RCAS-RR made outbound call to c, left vmx.
RCAS-RR informed c that if c calls RCAS back, RCAS would update c on c's case.
RCAS-RR provided best contact number.

Make Private ✓ **Created By Russell Rigsby (8/14/2014 3 56 PM)**
RCAS-RR received communication from SM-Michael asking for RCAS to schedule a DTS visit.

Created By Russell Rigsby (8/13/2014 2 48 PM)
RCAS-RR made outbound call to c, named Marvin.

Make Private ✓ C stated c took veh to dlr on 6/30.
C stated SM informed c to call CA.
C stated SM said CA would send engineer.
RCAS-RR set follow-up for 8/18.
Call ended mutually.

Created By Ronald Cabatbat (8/12/2014 1 00 PM)
Crr-rc received a call from c's husband
(Who will now be referred as c)
Crr-rc c states that the air bag for the frontpassenger seat is not working again
the dealership already attempted to repair the vehicle 3 times now but the air bag sometime still dont
function as it should be
c dont feel safe is c have a passenger seating on the front
so c want to repair the vehicle as soon as possible with no cost

Make/ Model: 2013 NISSAN ALTIMA
V N:1N4AL3AP8D[redacted]
New
Current Mileage: 7427

Name of Dealership: AUTONATION NISSAN DELRAY
Date of Diagnosis: June 30 2014
Name of Service Adviser: Taylor

Make Public Crr-rc updated customer's following information:

Registered Owne's Name: S[redacted]
Mailing Address[redacted]
BOYNTON BEACH, [redacted]
US
Phone Number: [redacted]

Crr-rc advised c that crr-rc will escalate the case to RCAS for further review and assistance
Crr-rc advised c that the RCAS who was assigned to handle the case
will be coordinating with the involved Nissan Dealership
Crr-rc advised c that RCAS will give c a call within the next business day
to provide further updates regarding c's concern

Crr-rc offered further assistance, c declined
Crr-rc provided Case no.
Crr-rc provided crr-rc's name, and extension no. 457216
Crr-rc exiting the case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7925763	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/12/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/23/2014	Kevin Burkett	11/22/2014 5:15 AM
Edit | Del	Review Approved Check Request		✓	11/3/2014	Amanda Johnson	11/4/2014 7:35 AM
Edit | Del	[redacted]		✓	10/31/2014	Amanda Johnson	10/31/2014 1:51 PM
Edit | Del	follow up about letter		✓	10/31/2014	Amanda Johnson	10/30/2014 3:13 PM
Edit | Del	Confirm Repairs		✓	10/23/2014	Amanda Johnson	10/22/2014 3:51 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052512	DRT Resolution	1N4AL3AP8D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0136600	523974	11/4/2014	Customer	Approved	$23,605.02	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30106	DTS Request	Russell Rigsby, 8/20/2014 4:04 PM	8/20/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	861KB	9/4/2015 10:14 AM	Rebecca Martin
Edit | View | Del	[redacted]	3.13MB	11/4/2014 2:41 PM	Amanda Johnson
Edit | View | Del		951KB	11/4/2014 2:40 PM	Amanda Johnson
Edit | View | Del		418KB	11/3/2014 10:33 AM	Amanda Johnson
Edit | View | Del		131KB	11/3/2014 10:33 AM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
6/2/2015 2 35 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
11/21/2014 12:42 PM	Jim Land	Changed **Case Owner** from Amanda Johnson to **Jim Land**.
11/21/2014 12:42 PM	Jim Land	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys

Surveys Help

No records to display

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Case Comments [3] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	8/13/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	8/12/2014 5:05 PM
CA Multiple Repairs		Date/Time Closed	8/13/2014 1:30 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP1DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JIM CLICK NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Service	Case Type	Nissan Service

Survey Request Date		Receipt Date	8/7/2014
Survey-Source		Survey NPS Score 1	9
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	IMPROVEMENTS TO SERVICE EXPERIENCE Air bag recall still not fixed. VEHICLE PICKUP Air bag problem still not fixed.	Hot Alert Type	CA T5
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name[redacted] Tucson, A[redacted] ayTime Phone: - Evening Phone: - Email Address: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] VIN: 3N1AB7AP1DL[redacted]		
Created By	Alvergei Glenn Cruz, 8/12/2014 5 05 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/13/2014 7:10 PM	Root Cause Code (2)	
Days Closed	518	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (8/13/2014 12 15 PM)** CASE SUMMARY C responded to survey stating OCS recall had no resolved concern. C had recall performed 05/08/14. RCAS-ZM advised C that C should have veh diagnosed. RCAS-ZM closing case pending further diagnosis.
Make Public		**Created By Zachary Mallett (8/13/2014 12 13 PM)** RCAS-ZM called C at[redacted] C stated when nobody is in the seat the light will come on. C stated when C's wife sits in the seat sometimes the light will come. C stated C had not had veh to DLR since the recall was performed in 05/08/14. RCAS-ZM advised C that OCS sensor is sensitive and a number of factors determine if the airbag will be disengaged. RCAS-ZM advised C that C should have veh diagnosed at a DLR if concerns persist. C stated C would take veh to DLR in approximately one month. RCAS-ZM advised C to contact NNA CA if concerns persist. C thanked RCAS-zM . C declined further assistance.
Make Public		**Created By Zachary Mallett (8/13/2014 12 03 PM)** RCAS-ZM called Jim Glick Nissan. RCAS-ZM spoke to SA-Vinnie. SA stated C had OCS reprogram on 05/08/14, and no further concerns about OCS sensor.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7927471	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/13/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/13/2014 1 30 PM	Zachary Mallett	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/13/2014 9 35 AM	Leslee Koleszar	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zQi7**.

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Surveys Surveys Help

No records to display

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Case Comments [18] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jacinta Pederson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/12/2014	Type	CA
Follow Up Date	9/5/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/13/2014 7:53 AM
CA Multiple Repairs		Date/Time Closed	9/10/2014 3:37 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	NHTSA/ DOT/ Government	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	31,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	4
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SANDY SANSING NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/13/2014	Vehicle Service Contract	
RHR Completed	8/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP7DC[redacted]		
Created By	Sheena Williams, 8/13/2014 7 53 AM	Root Cause Code	SCSH
Last Modified By	System Account NNAINT, 9/10/2014 7:12 PM	Root Cause Code (2)	
Days Closed	490	Action Code	NTOH
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jacinta Pederson (9/10/2014 3 36 PM)** Arbs closing file.
		Created By Jacinta Pederson (9/5/2014 8 59 AM) DTS/SJ inspection summary. DTS/SJ met with this customer yesterday. C described that the OCS light would come on at times. DTS explained OCS function and that his wife's body type is in the grey area where the system would see her as a small adult at times turning in the OCS light. The light did not turn on during my test drive with the tech working with me. We found no DTCs in the system.
Make Public		During my previous inspection DTS replaced the seat frame that included the sensors and the OCS control unit. This items are what classify the passenger. No repair was recommended on this visit. Vehicle is operating comparable to like vehicle. Thank you, Stacy JEFCOAT Dealer Technical Specialist
Make Public		**Created By Jacinta Pederson (8/27/2014 8 41 AM)** Arbs left vmx for SM/Barry advising of the DTS inspection. Arbs requested SM call arbs back to confirm information was received.
Make Public		**Created By Jacinta Pederson (8/27/2014 8 37 AM)** Arbs contacted c ph#[redacted] and provided c's with the inspection date/time/location and DTS/SJ information. C agreed and was appreciative of the information. Arbs emailed SJ/DTS confirming the inspection.
Make Public		**Created By Jacinta Pederson (8/27/2014 8 04 AM)** Arbs received DTS/SJ proposed inspection date of 09/04/14 @ 9:00 am @ Sandy Sansing Nissan.
Make Public		**Created By Jacinta Pederson (8/25/2014 8 15 AM)** Arbs submitted DTS request.
Make Public		**Created By Jacinta Pederson (8/25/2014 8 12 AM)** 04/03/13 9,830 miles RO[redacted] Day 1 Concern: 1. C/S passenger airbag lamp comes on. Has happen twice in the last 2 months. While passenger seat is occupied. Action; 1. No DTCs present at this time. System is operating to factory specs. Performed zero point reset, and re-checked. All checks ok at this time. 06/25/13 14,864 miles RO[redacted]ay 1 Concern: 1. C/S there is a rock tumbling noise coming from the trunk when turning. 2. C/S wants noted the passenger seatbelt lamp comes on sometimes while driving. Action; 1. Trunk springs loose. Re-torque. 2. Unable to verify. Noted for customer. 06/26/13 14,940 miles RO[redacted]ay 15 Concern: 1. C/S there is a rubbing noise coming from the vehicle when driving. Drumming noise in front suspension when turning in front suspension when turning Action: 1. Replaced front spring.

05/21/14 28,510 miles RO [redacted] Day 1
Concern:
1. Recall airbag.
2. Driver's front inner door handle inop.
Action;
1. Completed.
2. Replaced left front inside door handle.

06/04/14 29,190 miles RO [redacted] Day 1
Concern:
1. Re-program occupant.
Action:
1. Completed.

06/26/14 30,396 miles RO [redacted] Day 7
Concern:
1. C/S OCS light comes on intermittently while driving.
2. Upon test driving vehicle found brake light coming on intermittently
Action:
1. Replaced passenger front seat track assembly with pressure sensors. Also replaced OCS control unit.
2. Found C1197 vacuum sensor code in system. Reprogram ABS control unit as per NTB 13-013

Make Public — **Created By Jacinta Pederson (8/19/2014 3 44 PM)**
Arbs contacted c ph[redacted] and explained the reason for arbs call.
C was appreciative of the call. Arbs requested c explain in further the concern c has with the passenger side airbag light.
C/S since the last repair the light does not come on as often, but c's wife of 130 lbs and c's friend of 250 lbs the light will come on.
Arbs advised arbs would review c's service history.
C/S c loves the vehicle, but c is frustrated with the airbag light.
C/S c's closest Nissan dealership is Sandy Sansing Nissan.
C/S a factory rep did look at the vehicle once when vehicle was at the dealer.
Arbs advised arbs would look into the service history and call c back by Monday or sooner
C understood.

Make Public — **Created By Sheena Williams (8/13/2014 3 28 PM)**
DRTS completed and attached RHR.

Make Public — **Created By Sheena Williams (8/13/2014 3 27 PM)**
DRTS called dlr 2629, spoke with Sa-Dwayne. Sa stated RO [redacted] was left open for parts. Sa stated the C took the vehicle until the part arrived. Sa stated dlr do not close out tickets and open new ones for same vehicle. Sa stated RO [redacted] was most likely down waiting on DTS inspection.

Make Public — **Created By Sheena Williams (8/13/2014 2 09 PM)**
DRTS rec'd RO from dlr 5212.

Make Public — **Created By Sheena Williams (8/13/2014 9 00 AM)**
DRTS rec'd ROs from dlr 5387.

Make Public — **Created By Sheena Williams (8/13/2014 8 58 AM)**
DRTS rec'd ROs from dlr 2629.

Make Public — **Created By Sheena Williams (8/13/2014 8 12 AM)**
DRTS called dlr 5212, spoke with Sa-Russell. Requested any and all ROs. Provided fax number.

Make Public — **Created By Sheena Williams (8/13/2014 8 09 AM)**
DRTS called dlr 5387, spoke with Sa-Jerome. Requested any and all ROs. Provided fax number.

Make Public — **Created By Sheena Williams (8/13/2014 8 04 AM)**
DRTS called dlr 2629, spoke with Sa-Jonathan. Requested any and all ROs. Provided fax number.

Make Public — **Created By Sheena Williams (8/13/2014 7 59 AM)**
DRTS received a MVDN on 08/12/14, dated by C 08/07/14 via Certified Mail. The MVDN states: Pursuant to the Florida Lemon Law, Notice is given to the manufacturer as follows: Three or more repair attempts have been made to repair the same substantial defect or condition. Description of continuing defect(s) or condition(s): Reference NHTSA recall 14V-138 Occupant Classification System (OCS) software incorrectly classifies the passenger seat as empty when it is occupied by an adult. The C is requesting that NNA make a final attempt to correct the continuing substantial defect(s) or condition(s). Name of selling dealer: Newton Nissan. Name of authorized service agent(s) attempting previous repairs: Newton Nissan.

Make Public — **Created By Sheena Williams (8/13/2014 7 56 AM)**
DRTS found previous cases: [redacted]

DRTS found open campaigns/recalls: NONE.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7926813	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/13/2014	YX	BK	233500	OA
Edit | Del	CC-7926814	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/13/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Create RHR	[redacted]	✓	8/19/2014	Sheena Williams	8/13/2014 3 29 PM
Edit | Del	Collect RO Documents		✓	8/14/2014	Sheena Williams	8/13/2014 2 09 PM
Edit | Del	[redacted]		✓	8/13/2014	Jacinta Pederson	8/13/2014 8:14 AM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30248	DTS Request	Jacinta Pederson, 8/25/2014 8:13 AM	8/25/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	73KB	8/13/2014 3:28 PM	Sheena Williams
Edit | View | Del		64KB	8/13/2014 2:09 PM	Sheena Williams
Edit | View | Del		371KB	8/13/2014 8:59 AM	Sheena Williams
Edit | View | Del		349KB	8/13/2014 8:56 AM	Sheena Williams
Edit | View | Del		135KB	8/13/2014 7:54 AM	Sheena Williams

Case History

Case History Help

Date	User	Action
9/10/2014 3 37 PM	Jacinta Pederson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2014 8:42 AM	Jacinta Pederson	Changed **Follow Up Date** from 8/27/2014 to **9/5/2014**.
8/27/2014 8 04 AM	Jacinta Pederson	Changed **Follow Up Date** from 8/25/2014 to **8/27/2014**.

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Surveys

Surveys Help

No records to display

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Janisha Wilkerson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/27/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 9:22 AM
CA Multiple Repairs		Date/Time Closed	8/27/2014 7:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Multiple Repair Attempts		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	EDISON NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	EDISON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 1N4AL3AP4EC[redacted]		
Created By	Jose Mari Gozar Jr 8/13/2014 9:22 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/27/2014 7:03 PM	Root Cause Code (2)	
Days Closed	504	Action Code	NT3H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Janisha Wilkerson (8/27/2014 7 38 AM)** Closing Summary RCAS-JW is closing case as no further assistance can be offered at this time. C stated that C has not had time to take C's veh to the dlr for diagnosis RCAS-JW informed C that the case will be documented and closed until C takes veh back to dlr for diagnosis at C's convenience Statement of Decision: RCAS-JW cannot proceed to help assist C until C takes C's vrh to the dlr for diagnosis
Make Private	✓	**Created By Janisha Wilkerson (8/27/2014 7 36 AM)** RCAS-JW contacted C at [redacted] RCAS-JW spoke to C's wife Donna RCAS-JW asked if C has taken C's veh back to dlr C stated that C has not had time due to death in family RCAS-JW informed C that the case will be documented and closed until C takes veh back to dlr for diagnosis at C's convenience RCAS-JW provided C with RCAS-JW first name, telephone number, and case number for C to reference when C calls to inform RCAS-JW that C has taken C's veh for a diag at the dlr call ended mutually
Make Private	✓	**Created By Janisha Wilkerson (8/26/2014 8 45 AM)** RCAS-JW contacted C by mobile: [redacted] RCAS-JW left v msg for C to return call
Make Private	✓	**Created By Janisha Wilkerson (8/25/2014 8 57 AM)** RCAS-JW contacted dlr at 7328670400 spoke SA: Stew SA:Stew stated that C has not brought C's veh back in to be diagnosed call ended mutaully
Make Private	✓	**Created By Janisha Wilkerson (8/22/2014 8 12 AM)** RCAS-JW contacted dlr at (732) 867-0400 spoke to Stew SA:Stew stated for C to bring C's veh to the dlr Tues 26 at any time in the morning. call ended mutually RCAS-JW contacted C by mobile: [redacted] RCAS-JW informed C to take C's veh to the dlr Tues 26 at any time in the morning. C stated that C will call the dlr to change the day since C cannot make the apt on Tues RCAS-JW informed C that RCAS-JW will follow up with C by COB 08/26/2014 C stated C understood Call ended mutually
Make Private	✓	**Created By Janisha Wilkerson (8/20/2014 7 27 AM)** RCAS-JW contacted dlr at (732) 867-0400 spoke to John SA John stated that SA:John will reach out to C for C to bring C's veh back to dlr so that SA John can update C's airbag sensor again SA John stated SA:John will contact RCAS-JW by COB 08/20/2014 call ended mutually
Make Private	✓	**Created By Janisha Wilkerson (8/20/2014 7 23 AM)** PREVIOUS RELATED CASES FOUND: None PREVIOUS UNRELATED CASES: None CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None RCAS-JW verified C's name, V N, home and E-mail address, mileage, phone # & DLR Best contact: [redacted]
Make Private	✓	**Created By Janisha Wilkerson (8/19/2014 10 37 AM)** C stated that C's veh is still in C's possession and C is still driving C's veh C stated that C rather RCAS-JW contact C by mobile: [redacted] RCAS-JW informed C that RCAS-JW will follow up with C by COB 08/22/2014 call ended mutually ***Next step*** RCAS-JW will contact dlr by COB 08/20/2014 for info from Tech Line

Make Private ✓ **Created By Janisha Wilkerson (8/19/2014 9 05 AM)**
RCAS-JW contacted C at [redacted] spoke to Edward Banasiak
RCAS-JW left a v msg for C to return call

Make Private ✓ **Created By Janisha Wilkerson (8/18/2014 11 27 AM)**
RCAS-JW contacted C at ([redacted] spoke to Edward Banasiak
RCAS-JW left a v msg for C to return call

Make Private ✓ **Created By Janisha Wilkerson (8/18/2014 11 24 AM)**
RCAS-JW contacted dlr at (732) 867-0400 spoke to John
SA;John stated that SA:John is waiting on further info from Tech Line and will contact RCAS-JW once the information is received
call ended mutually

Created By Janisha Wilkerson (8/15/2014 8 22 AM)
RCAS-JW contacted dlr at (732) 867-0400 spoke to John
RCAS-JW informed SA:John to contact Tech Line directly to provide information of repairs made to C's veh
RCAS-JW informed SA John that RCAS-JW will follow up with dlr COB 08/18/2014

Make Private ✓

RCAS-JW contacted Tech Line at [redacted] spoke to Mike
RCAS-JW informed Tech Line:Mike of C's 2 repairs due to recall
Tech Line :M ke stated the issue is a misconception of what the campaign was designed for.
Tech Line :M ke stated the passenger air bag light is a status indicator, does not indicate there is a malfunction with the veh
Tech Line :M ke stated the recall was a reprogramming/ was designed to fix specific incident and it is a normal operation
call ended mutually

Make Private ✓ **Created By Janisha Wilkerson (8/15/2014 8 07 AM)**
RCAS-JW contacted dlr at (732) 867-0400 spoke to John
SA John stated for RCAS-JW to contact Tech Line bc dlr has been unable to repair C's veh after 2 attempts caused by a recall
call ended mutually

Make Private ✓ **Created By Janisha Wilkerson (8/14/2014 3 17 PM)**
Correction*
RCAS-JW contacted C at [redacted]

Make Private ✓ **Created By Janisha Wilkerson (8/14/2014 3 16 PM)**
C stated that C has been to dlr to repair recall
C stated that dlr informed C that dlr will have to find another solution to resolve C's concerns
C stated that dlr informed C to contact NNA Consumer Affairs to open a case since dlr cannot resolve C's repairs after 2 attempts
RCAS-JW informed C that RCAS-JW will follow up with C by COB 08/19/2014
call ended mutually

next step
RCAS-JW will contact dlr; if dlr cannot resolve issue, RCAS-JW will contact DTS

Make Public **Created By Jose Mari Gozar Jr (8/13/2014 9 26 AM)**
CRR-JG received a call from c's husband [redacted] who will now be referred to as c
CRR-JG received a call from c asking for assistance with c's veh
CRR-JG verified c's name, address, phone number, email address, & vin.
CRR-JG checked for open safety & service campaigns/upgrades found: 0
C states that c has brought the veh to the dlr twice to have the OCS Campaign remedied
C states that c just received a call from JOHN who is from the service department advising c that the dlr is unable to resolve the concern
C states that dlr advised c to contact NNA and have RCAS contact dlr for further assistance
CRR-JG advised c that the case will be transferred to rcas for review.
CRR-JG escalating case to RCAS for Multiple Repair Attempts and Dealer Contact
CRR-JG advised c to expect a call before the end of the next business day. C understood.
CRR-JG offered further assistance. C declined.
CRR-JG provided name, case and extension number.
CRR-JG leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7944298	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/27/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action

8/27/2014 7 39 AM	Janisha Wilkerson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/26/2014 8:46 AM	Janisha Wilkerson	Changed **Follow Up Date** from 8/26/2014 to **8/27/2014**.
8/22/2014 8:13 AM	Janisha Wilkerson	Changed **Follow Up Date** from 8/22/2014 to **8/26/2014**.

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Case [redacted]

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Case Comments [2] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	LaPourche White [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/13/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 9:54 AM
CA Multiple Repairs		Date/Time Closed	8/13/2014 4:40 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	7,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7AR3EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CIRCLE INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JN1BV7AR3EM[redacted]		
Created By	Denise Doddy, 8/13/2014 9:54 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/13/2014 7:14 PM	Root Cause Code (2)	
Days Closed	518	Action Code	NT8C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By LaPourche White (8/13/2014 4:38 PM) RCAS-LO placed outbound call to C[redacted] C states screen issues is low with concerns C states primary concern with passenger air bag C states already had Campaign closed for Infiniti Occupant Classification System Module Reprogramming C states still having same concerns even prior to reprogramming RCAS-LO apologized for duplicate concerns RCAS-LO advised NF pays close attention to concerns with safety and wants to document all concerns RCAS-LO asks if C advise rtlr of duplicate concerns of air bag C states ha not RCAS-LO encourage C to check back with rtlr to see if something was overlooked with reprogramming C states will schedule another appt RCAS-LO apologized for need to service veh once more RCAS-LO advise hasnt heard of continued concern once reprogramming completed C agrees to speak back with rtlr RCAS-LO advises if any further concerns, do not hesitate to contact NF CA RCAS-LO closing case until further review from rtlr _____ ***CASE SUMMARY*** C contacted INF CA concerning air bag light C states veh already serviced under Campaign RCAS-LO encourage C to contact Rtlr for further review RCAS-LO advise is rtlr is saying need further assistance, INF can dispatch DTS for assistance in repair C agreed to contact Rtlr with concerns
Make Public		Created By Denise Doddy (8/13/2014 9 58 AM) RCAS-DD checked -no previous cases found RCAS-DD verified C's name, address, VIN#, mileage, phone#, and svc'ing dlr. RCAS-DD checked for Recalls/Campaigns and found: 1 CLOSED recall RCAS DD checked for VSC, found: none c states the navigation screen will freeze and come on intermittently c states the volume control does not work c states the airbag light is flashing again after the airbag light was reprogrammed best contact[redacted] Rcas-dd informed c unable to guarantee assistance but the case will be reviewed. Rcas-dd informed c an rcas will contact c within 1 business day

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7928215	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/13/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/13/2014 4:40 PM	LaPourche White	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/13/2014 9 59 AM	Denise Doddy	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000020bER**.

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Surveys Surveys Help

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Case Comments [34] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/13/2014	Type	CA
Follow Up Date	10/2/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/13/2014 10:26 AM
CA Multiple Repairs		Date/Time Closed	10/2/2014 10:26 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	NNA rec'd atty filed CCF		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	31,400		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	STAR CHEVROLET-NISSAN-VOLVO	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MM4D[redacted]		
Created By	Paula Lingenfelter 8/13/2014 10 26 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 10/2/2014 7:05 PM	Root Cause Code (2)	
Days Closed	468	Action Code	NL4D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Amanda Johnson (10/2/2014 10 25 AM)** ARBS attached emails ARBS closing case
Make Public		**Created By Heathre Vanriper (10/2/2014 10 16 AM)** NIS1425344 DRTS rec'd assumed rejection from BBB 10/02/14 dated same.
Make Public		**Created By Amanda Johnson (10/2/2014 9 38 AM)** ARBS notes no ARD rec'd ARBS awaiting BBB notification of rejection and case closure
Make Public		**Created By Amanda Johnson (9/30/2014 9 30 AM)** ARBS rec'd email from BBB: Yes, I will wait until the close of business. thanks Donna Patterson, Dispute Resolution Specialist
Make Public		**Created By Amanda Johnson (9/30/2014 8 47 AM)** ARBS emailed BBB: Donna, I am writing to confirm that I am correct in that no ARD has been rec'd and the 14 days will be up on 10/2. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Amanda Johnson (9/30/2014 8 46 AM)** ARBS notes no ARD rec'd
Make Public		**Created By Amanda Johnson (9/18/2014 10 20 AM)** ARBS setting follow up for 10/2 pending rec't of ARD
Make Public		**Created By Heathre Vanriper (9/18/2014 10 08 AM)** NIS1425344. DRTS rec'd Interim Repair Decision from BBB 09/18/14 dated same. See attached for review.
Make Public		**Created By Heathre Vanriper (9/11/2014 8 05 AM)** NIS1425344. DRTS check BBB with report of rec'd documents from the BBB and found In-Writing Position Exchange/Rebuttal dated 09/11/14, never rec'd from the BBB. Pulled CCF from BBB web page. See attached for review.
Make Public		**Created By Heathre Vanriper (9/9/2014 11 02 AM)** NIS1425344. DRTS rec'd Customer Support Doc's from BBB 09/09/14 dated same. see attached for review.
Make Public		**Created By Amanda Johnson (9/9/2014 8 57 AM)** ARBS rec'd email from BB: Hi Amanda, Attached are pictures from the attorney's office for your review and comment. If you will be commenting, Ppease submit comments to this information within 4 days from the date of the email. I will also so sent a hard copy via the system, but wanted to send the original email for better view. Let me know if you have questions or concerns. Thank you. Donna Patterson, Dispute Resolution Specialist

Created By Amanda Johnson (9/9/2014 8 45 AM)
ARBS rec'd email from atty:

Good Morning All,
Attached, please find pictures from our client documenting the air bag light issue – while persons are sitting in the passenger seat.
Kindly confirm receipt. Thank you.

Britney Doyle, Paralegal

ARBS rec'd email from BBB:

Got it.

Make Public

Donna Patterson, Dispute Resolution Specialist
Council of Better Business Bureaus, Inc.

ARBS responded:

Thank you. We have rec'd your pictures.

Please note that our position in writing asks that we be allowed to inspect the vehicle.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Kate Czerwinski (8/28/2014 3 28 PM)
DRTS received a revised ATA and attached to the case

Make Public

Created By Amanda Johnson (8/28/2014 2 49 PM)
ARBS rec'd email from BBB:

When this claim is opened and processed, we will indicated "denial" on the ATA because we have not, at that point, received information regarding the claim. Once the M has determined what they wish to advise the arbitrator on the ATA, they should advise the case specialist to update. So, it was not incorrect, it was not updated. I have provided a revised ATA to all parties per your request.

Donna Patterson, Dispute Resolution Specialist
Council of Better Business Bureaus, Inc.

Make Public

Created By Amanda Johnson (8/28/2014 1 27 PM)
ARBS completed and faxed PIW, attached packet to case, setting follow up for 10/6 pending results of hearing

Created By Amanda Johnson (8/28/2014 12 40 PM)
ARBS notes ATA is incorrect.

ARBS emailed BBB:

Donna,

Make Public

The ATA states we are looking for a denial, but this is incorrect. We have requested to inspect and repair the vehicle, so the ATA should state repairs.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Heathre Vanriper (8/28/2014 11 15 AM)
NIS1425344. DRTS rec'd ATA from BBB on 8/28/14, dated same. ATA states: All parties named submit to arbitration the following: Defective Airbag light, vehicle shudders.The parties have come to agreement on the following: N/A. Each Party requests the arbitrator(s) render the following decision: Consumer: Repurchase, Manufacturer: Denial. The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A.

Make Public

Created By Heathre Vanriper (8/28/2014 11 10 AM)
NIS1425344. DRTS rec'd PIW from BBB prepared by David J Gorberg & Associates. Rec'd 08/28/14 dated same. C seeks: "Full refund pursuant to the PA Lemon Law". CCF states: Defective airbag*3, Vehicle shudders*3 (additional concerns) See attached for review.

Created By Amanda Johnson (8/20/2014 1 05 PM)
ARBS responded and copied BBB:

Donna,

Make Public

The attorney and client have refused the offered DTS and have advised that they would like to proceed to an in writing hearing.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (8/20/2014 1 03 PM)
ARBS rec'd email from atty:

Make Public

In writing but the client will have the vehicle inspected at the BBB site.

Created By Amanda Johnson (8/19/2014 3 38 PM)
ARBS rec'd email from atty:

No, we are proceeding with the BBB in this matter.
Thanks

Make Public

ARBS responded:

Will this be a hearing in writing, by phone, or in person, then?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (8/19/2014 10 46 AM)
ARBS setting follow up for 8/29 pending response from atty/BBB

Make Public

Created By Amanda Johnson (8/19/2014 10 46 AM)
ARBS completed and faxed MRF, attached

Make Public

Created By Amanda Johnson (8/19/2014 10 40 AM)
ARBS emailed atty:

Laura,

NNA has reviewed the case and would like to send out a DTS to inspect the vehicle. Please let me know if this is something you and your client would agree to.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (8/19/2014 10 28 AM)
ARBS notes the following repair history per CPIA, Salesforce, ROs, dlr:

Open date 7/9/2013 Mileage 3,940 RO [redacted] 3 days down
Concern: Passenger airbag light is not working as designed, inspect and report
Action: tech noted open service recall. Removed seat and inspected sensors per recall, PC216 OCS sensor. Reinstalled and reprogrammed.

Open date 10/23/2013 Mileage 11,378 RO [redacted] 4 days down*
Concerns:
1. CS replace antenna (SOP in)
2. CS passenger side rear seat does not slide
3. CS there us a shutter/vibration when driving. Seems to be worse going up a hill
4. ABS recall
5. Channel stripping on the roof is falling off
Actions:
1. antenna attachment loose, replaced antenna assembly
2. cable not attached inside the seat; removed and reattached cables, reinstalled.
3. Performed TCM update
4. Complete
5. replaced roof channel moldings
*per SA and Rental

Open date 5/13/2014 Mileage 25,826 RO [redacted] days down
Concerns:
1. rear heater control assembly inop
2. brake lights stay on even when not applied. Can start car without applying brake
3. veh shutters intermittently, up hills usually.
4. OCS recall
Actions:
1. all controls working as designed
2. tech could not confirm an issue at this time. All lights and ignition systems are working as designed. No fault codes.
3. test drove and could not confirm any issues. No fault codes, No ECM software updates and no bulletins that apply. Suggest test drive with c if c would prefer that
4. complete

Open date 8/7/2014 Mileage 31,393 RO [redacted] 1 day down
Concerns:
1. The passenger side airbag light is acting funny
2. CS going up hill at slower speeds, the veh shutters and jumps
3. drivers side inside roof molding popped out. Pushed back in
4. when travelling the truck was loaded with luggage and passengers in the rear, the car sat weird or uneven
5. strap on the gas cap popped off the door, either reattach or replace
6. last visit, dlkr misplaced secondary key fob.
Actions:
1. no duplication
2. could not duplicate but found TCM reprogram available
3. Tech notes molding is able to pop in and out, positioned firmly at this time.
4. no issue at this time
5. tech removed and replaced gas cap
6. tech performed both the new key fob and old to vehicle

ARBS notes in-service date of 5/17/2013
ARBS notes APR sale
ARBS notes no VSCs

ARBS notes no additional entries in Salesforce
ARBS notes entries in CPIA:
[redacted] rental billing for RO 471443
6023860 – PDI

ARBS notes previous CA cases:
[redacted] RHR denied 2/10/2014
ARBS II denied repurchase request through atty
ARBS notes no techline cases, no CSTs, no CRs, no DTS

ARBS notes 13 days down with
2 visits for airbag concern – performed recall, NPF
1 visit for antenna – replaced
1 visit for rear seat – repaired
3 visits for shutter – no duplication, performed updates only
2 visits for molding – replaced, NPF
1 visit for rear heat – NPF
1 visit for brake lights – NPF
1 visit for car sat uneven when loaded – NPF
1 visit for gas cap tether – replaced
1 visit for dlr concern – corrected
ARBS notes 4 visits total with 7 warrantable repairs and 3 recall completions

ARBS notes 2 visits in first 12,000 miles:
1 airbag, 1 shutter, 1 antenna, 1 rear seat, 1 molding

Make Public

Created By Amanda Johnson (8/19/2014 10 05 AM)
ARBS called Star Nissan, pressed 2 for service. Pressed 2 to speak with SA. Pressed 2 for Nissan service.
Held.
Spoke to Tim. Advised of RO.
4 days of rental on that RO. RO was left open to order parts. ARBS thanked. The call ended mutually.

Make Public

Created By Sarah White (8/14/2014 9 59 AM)
***DRTS attached the Ro's for the V N on this case that were received from Dlr 2251 and Dlr 3948 on Previous Cases [redacted] this case.

Make Public

Created By Sarah White (8/14/2014 9 43 AM)
***DRTS received Ro's for the V N on this case from Dlr 2551 on 08/13/14 at 4:13pm est. DRTS attached the documents to the case.

Make Public

Created By Sarah White (8/13/2014 3 11 PM)
***DRTS notes Ro's for the VIN on this case were previously received from Star Nissan Dlr 2551.

***DRTS contacted Star Nissan Dlr 2551, and spoke to SA Tori. DRTS requested a verification of all Ro's Dlr 2551 had for the VIN on this case. SA verified DRTS was in receipt of all, but two (2) Ro's. DRTS requested the Ro's be sent. SA advised the Ro's would be sent. DRTS contacted Dlr 2551 on 08/13/14 at 4:04pm est.

Make Public

Created By Amanda Johnson (8/13/2014 2 13 PM)
ARBS notes MRF rec'd same day as CCF

Make Public	**Created By Paula Lingenfelter (8/13/2014 2 11 PM)** NIS1425344. DRTS rec'd MRF from BBB on 8/13/14, dated same. C seeks Full refund. CCF states: Defective airbag light, repair attempts 3. Vehicle shutters, repair attempts 3.
Make Public	**Created By Amanda Johnson (8/13/2014 10 49 AM)** Attorney demand due to a passenger side air bag complaint.
Make Public	**Created By Amanda Johnson (8/13/2014 10 45 AM)** ARBS emailed atty: Laura, Thank you for sending us information by filing with the Better Business Bureau. I received the claim and will begin looking into the case. This review can take up to 10 business days. Please feel free to contact me with any questions. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public	**Created By Paula Lingenfelter (8/13/2014 10 30 AM)** Previous Cases: [redacted] Open Recalls/Campaigns: None NIS1425344. DRTS rec'd CCF from BBB on 8/13/14, dated same. C seeks Full refund. CCF states: Defective airbag light, repair attempts 3. Vehicle shutters, repair attempts 3.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7927147	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	8/13/2014	YX	BG	302500	OA
Edit | Del	CC-7927148	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/13/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	10/2/2014	Amanda Johnson	10/2/2014 10:17 AM
Edit | Del			✓	9/18/2014	Amanda Johnson	9/18/2014 10:10 AM
Edit | Del			✓	9/9/2014	Amanda Johnson	9/9/2014 11:04 AM
Edit | Del			✓	8/28/2014	Amanda Johnson	9/12/2014 3:23 PM
Edit | Del			✓	8/28/2014	Amanda Johnson	9/12/2014 3:23 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	7 32MB	10/2/2014 10:26 AM	Amanda Johnson
Edit | View | Del		46KB	10/2/2014 10:16 AM	Heathre Vanriper
Edit | View | Del		101KB	9/18/2014 10:10 AM	Heathre Vanriper
Edit | View | Del		50KB	9/18/2014 10:09 AM	Heathre Vanriper
Edit | View | Del		54KB	9/11/2014 8:06 AM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/2/2014 10:26 AM	Amanda Johnson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/18/2014 10:20 AM	Amanda Johnson	Changed **Follow Up Date** from 10/6/2014 to **10/2/2014**.
8/28/2014 1 27 PM	Amanda Johnson	Changed **Follow Up Date** from 8/29/2014 to **10/6/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [5] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marilyn Hoskinson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 11:29 AM
CA Multiple Repairs		Date/Time Closed	8/14/2014 12:48 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	VEHICLE CONCERN airbag concern - multiple repair attempt		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	D-PATRICK NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	D-PATRICK NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	8/14/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP4D[redacted]		
Created By	Celedonio Evalyn, 8/13/2014 11:29 AM	Root Cause Code	SCMV
Last Modified By	Veronica Moody 4/3/2015 7:36 PM	Root Cause Code (2)	
Days Closed	517	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Cynthia Forster (8/14/2014 12 47 PM)** SUMMARY: C seeking assistance with passenger air bag sensor. DLRSHP found working as designed and C's wife smaller in size. RCAS informed C of DLRSHP information and offered second opinion and C declined. C informed will not purchase another Nissan.
Make Private	✓	**Created By Cynthia Forster (8/14/2014 12 46 PM)** RCAS-CF assisting RCAS-Marilyn Hoskinson RCAS-CF called C o[redacted]at 12:58pm EST. C confirmed concerns with passenger airbag. C states light will be on when going down road. C states that light will come on intermittently. C states that spoke with DLRSHP 4 times and took to DLRSHP 2 times. C states that if pulls over and restarts VEH then light will go off. RCAS states understood. C states that C's wife is only other person that rides in VEH. C states that C's wife weighs about 140-150. RCAS states understood and informed that owners manual states that if OCS light comes on then passenger needs to shift back to proper position. C states that light comes on intermittently. C states once every 2-3 months. RCAS states understood. RCAS offered for C to take to another DLRSHP to get second opinion. C states that nearest DLRSHPs are an hour to an hour and a half away and concern will not happen at DLRSHP so C will not bother. RCAS states understood. RCAS states that DLRSHP informed VEH is operating as designed and directed C to owners manual for proper seating position. C states will be first and last Nissan VEH and C will trade VEH for another manufacturer so C's wife is safe in front seat no matter how is seated. C states that NNA will not fix VEH so no need to go further in call. RCAS provided C with RCAS contact information and call ended mutually. RCAS closing case as no further actions required.
Make Private	✓	**Created By Glenda McDonald (8/14/2014 10 04 AM) Last Modified By Glenda McDonald (8/14/2014 10 04 AM)** RCAS-GM ASSIST NG RCAS-MH WITH CASE Rcas called Dealer at 11:00 am est at [redacted]& spoke to SA-Sean that states SM is in a meeting rcas asked for update on c's concern SA Sean states - no codes -nothing - no duplication of concern SA believes C feels C has a concern but SA feels this veh is operating at normal specs. SA states C's wife is a smaller person and dealer has provided c with info on the air bag of sitting properly etc. rcas thanked SA for update
Make Public		**Created By Celedonio Evalyn (8/13/2014 6 19 PM)** VEHICLE CONCERN
Make Private	✓	**Created By Celedonio Evalyn (8/13/2014 6 19 PM) Last Modified By Marilyn Hoskinson (8/14/2014 7 37 AM)** CRR-EC RECEIVED A CALL FROM C c stated c's airbag lights on c stated dealership performed the campaign c stated c took veh back at the dealership yesterday as lights still came on c stated nissan dealership asked c to call nissan crr-ec empathized crr-ec informed c of the process and offered to create an account for c c agreed crr-ec completed account verification c's best contact[redacted]5 - 12 00 noon c do not have alternate phone # c's VIN : 1N4AL3AP4DN[redacted]-2013 altima CRR-EC verified what c specifically requesting from Nissan c stated c wants c's airbag gets fixed crr ec advised c that c's concern will be reviewed at the regional dept, and the RCAS specialist will call c on the next business day to gather further information and check all resources to come up with best resolution with c's concern, c understood and agreed CRR-EC offered further assistance, c declined

CRR-EC stated the closing script, gave name , ext number and case number
CRR-EC forwarding case to RCAS for airbag concern

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7928385	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/13/2014	YX	BK	233500	OA
Edit | Del	CC-7929265	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	8/14/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	D-PATRICK NISSAN	[redacted]	✓	8/14/2014	Glenda McDonald	8/14/2014 9:59 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/14/2014 12:48 PM	Cynthia Forster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/14/2014 10:24 AM	Cynthia Forster	Changed **Escalated By ID** from 005F00000021OqG to **005F00000020kgt**.
		Changed **Case Owner** from Cynthia Forster to **Marilyn Hoskinson**.

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Surveys

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Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Wendy Martin [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/27/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 1:36 PM
CA Multiple Repairs		Date/Time Closed	8/28/2014 2:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CRYSTAL NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP1EC[redacted]		
Created By	R.R Martinez, 8/13/2014 1:36 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7 58 PM	Root Cause Code (2)	
Days Closed	503	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Wendy Martin (8/28/2014 2 26 PM)** ******CASE SUMMARY****** C contacted NNA with concern about the airbag going off and on C also has pait color concern on the veh RCAS-WM stated to c that c needs to have veh diagnosed C understood RCAS-WM closing case pending diagnosis
Make Public		**Created By Wendy Martin (8/28/2014 2 22 PM)** RCAS-WM contacted c RCAS-WM asked c if c had taken the veh to the dlr to have a diagnosis made for c current concern C stated that the last time c was there was for a oil change in may and he just mentioned the concern in passing at the end of the appointment RCAS-WM stated to c that c would have to take the veh to the dlr to have the concern diagnosed RCAS-WM explained to c also that RCAS-WM was able to speak with Sr. Engineer about c paint concern and the Sr. Engineer-LR stated that the white paint is different. that the paint on the bumpers fade over time and it eventually matches the white body of the veh C disagreed with that RCAS-WM stated to c that when c brings veh to the dlr , have dlr take pictures of c veh so RCAS-WM could review and determine1 if paint is a company defect C was not happy but understood Call ended mutually RCAS-WM closing case pending Diagnosis from dlr
Make Public		**Created By Wendy Martin (8/25/2014 4 09 PM)** RCAS-WM contacted c C states that the veh air bag light comes on and c has to restart the veh for it to go off C also stated that c does not believe this was happening before the veh had the recall performed C also stated that the bumpers are different colors and the c is not happy with that at all c does not think c should be responsible for the colors of the veh paint C stated that the dlr told c to contact NNA CA and that NNA CA would tell dlr what to do RCAS-WM stated to c that RCAS-WM would call dlr and investigate case for the c and would follow up with c on wed Call ended mutually
Make Public		**Created By Wendy Martin (8/18/2014 3 00 PM)** RCAS-WM attempted to contact c RCAS-WM left message requesting return call with a better time and contact number for the c so RCAS-WM could contact the c
Make Public		**Created By Wendy Martin (8/15/2014 5 20 PM)** RCAS-WM attempted to contact c RCAS-WM left voice mail requesting return call
Make Public		**Created By R.R Martinez (8/13/2014 1 45 PM)** C called regarding his vehicle C said he just got the car for 4 months ago C was informed about a campaign for his vehicles Occupant class system C had it performed at the dealership Crystal Nissan in FL old by dealership to call CRU to tell that this Campaign has been performed but C said the light is still showing up C said passenger airbag is not functioning C was told by the dealership that C needs to call CRU CRR RM told C that CRR RM will create a case and will escalate it rto regional specialist C agreed C also said that theres another issue on C vehicle C said that the paint for the plastic on the front and back bumper do not match the color of the middle. C was told by the servicing dealership that the color is Much more yellow than the white paint on the metal pieces the people at the service center told him the it looks more like an egg shell than a metal white. CRR RM told C that CRR RM also included that on C's case documentation C said ok Crr RM provided case number CRR RM asked for further assistance C declined CRR RM closed the call, provided name and ext number CRR RM ended the call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7927717	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/13/2014	WT	BK	233500	OA
Edit | Del	CC-7927727	BODY	BUMPER (FRONT OR REAR)	POOR OR IMPROPER OPERATION	16	8/13/2014	YX	AB	104500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/28/2014 2:36 PM	Wendy Martin	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/25/2014 4:09 PM	Wendy Martin	Changed **Follow Up Date** from 8/21/2014 to **8/27/2014**.
8/18/2014 3:00 PM	Wendy Martin	Changed **Follow Up Date** from 8/18/2014 to **8/21/2014**.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Damilola Lawal [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 1:48 PM
CA Multiple Repairs		Date/Time Closed	11/19/2014 10:52 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	11/13/2014 9:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	10 00 am Eastern time.		
Description	Related Case: 13225071		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CONCORDVILLE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP1DN[redacted]		
Created By	Princess Salvador 8/13/2014 1:48 PM	Root Cause Code	SCIR
Last Modified By	NNAETL 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	420	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Damilola Lawal (11/19/2014 10 51 AM)** ****Case Summary****** C stated that passenger airbag light comes on sometimes DTS-Mike inspected the veh and veh was operating as designed and no repairs were recommended
Make Private	✓	**Created By Damilola Lawal (11/19/2014 10 48 AM)** RCAS-DL contacted C RCAS-DL stated "This call may be recorded for quality and training purposes" RCAS-DL stated that RCAS was aware of the results of the inspection and no repairs were recommended C stated that C has not been experiencing concern and if it happens again C would be back RCAS-DL advised C to contact NNA if C had any future concerns Call ends
Make Private	✓	**Created By Damilola Lawal (11/18/2014 8 31 AM)** RCAS-DL contacted C RCAS-DL left a vmx
Make Private	✓	**Created By Damilola Lawal (11/17/2014 9 03 AM)** RCAS-DL contacted C RCAS-DL left a vmx
Make Private	✓	**Created By Damilola Lawal (11/12/2014 8 18 AM)** RCAS-DL contacted C RCAS-DL advised "This call may be recorded for quality and training purposes" RCAS-DL reminded C that C's DTS inspection was on 11/13/14 at 10 am eastern time C thanked RCAS-DL for calling because C had forgotten RCAS-DL understood C asked if DLR would have a rental for C RCAS-DL advised C to speak to SM-Gene C understood C thanked RCAS-DL for calling Call ends
Make Private	✓	**Created By Damilola Lawal (10/30/2014 2 22 PM)** CRT closing case pending DTS inspection
Make Private	✓	**Created By Damilola Lawal (10/28/2014 9 03 AM)** CRT contacted DLR CRT informed SM-Gene that DTS-Mike would be at DLR to inspect C's veh on 11/13/14 at 10 am eastern time SM-Gene understood SM-Gene asked if CRT had contacted C CRT stated yes SM-Gene thanked CRT Call ends
Make Private	✓	**Created By Damilola Lawal (10/28/2014 8 58 AM)** CRT contacted C CRT advised "This call may be recorded for quality and training purposes." CRT stated that DTS-Mike would come out on 11/13/14 at 10 am eastern time to inspect C's veh C understood CRT recommended C go with C's wife to try to duplicate concern C stated that Concern has happened with other people, and C can't just get the airbag light to come on automatically C stated that C was frustrated CRT understood CRT stated that CRT was just trying to help C, and CRT sees that DTS has been out 3 times already C stated that C has been to DLR way more than 3 times and C was frustrated with concern C stated that C was not the only one having concern and C was informed by DLR CRT provided empathy and stated that CRT hoped that the concern is fixed CRT stated that CRT would follow up with C on 11/14/14 C understood

CRT thanked C
Call ends

Make Private ✓ **Created By Damilola Lawal (10/27/2014 8 44 AM)**
CRT contacted C
CRT left vxm

Make Private ✓ **Created By Damilola Lawal (10/27/2014 8 42 AM)**
CRT contacted DLR
CRT advised SM-Gene that CRT would recommend C to go back to DLR with wife to try to duplicate concern before sending out DTS-Mike
SM-Gene stated that DLR had another C with same concern and C had brought veh back in after DTS-Mike's recommendation
CRT stated that CRT would work on DTS request
CRT thanked SM-Gene
Call ends

Make Private ✓ **Created By Brittney Smith (10/23/2014 11 09 AM)**
tl-bs changed case ownership to crt-dl

Created By Damilola Lawal (10/22/2014 10 05 AM)
CRT contacted C
CRT asked if C was still experiencing concern after repairs
C stated that Airbag concern has continued since then , C stated that C's wife sat in the veh and the passenger side airbag light came on again
C stated that C had contacted DLR and had not heard back from DLR
CRT stated that CRT would contact DLR to find out what repairs were made and contact C
C understood
Call ends

CRT contacted DLR
SA-Tommy stated that DLR replaced seat frame and module
CRT stated that C stated that C is still experiencing concern and CRT was looking at the DTS option
SA stated that DTS-Mike had come out and inspected vehicle and recommended repair
CRT understood
CRT thanked SA-Tommy
CRT got transferred to SM-Gene
Gene stated that Mike came out and recommended seat replacement and module replacement
CRT thanked SM
Call ends

Make Private ✓ CRT contacted DTS-Mike
DTS stated that specialist had been there 3 times, DTS had never duplicated concern
DTS stated that C had videos but DTS had never been able to duplicate concern
DTS stated that veh had codes last time there and DTS recommended repair
DTS stated that DTS could go look at it again but doesn't think DTS will find anything
DTS feels like C does not want veh hence C keeps finding faults
CRT stated that CRT might still look into sending DTS-Mike to look at veh one more time
DTS agreed
CRT thanked DTS-Mike
Call ends

CRT contacted C
CRT stated that CRT had contacted DLR and DTS, and was informed DTS had not been able to duplicate concern
CRT asked C if concern only happens when C' wife is in veh
C stated that whenever C's wife sits in the passenger's side then the airbag light comes on
C stated that it happens intermittently
C stated that it happened one time the night before and it didn't happen again
CRT stated that maybe C 's wife didn't weigh very much
C stated that the airbag concern has happened with C's father as well
C stated that C's wife weighs 130 lbs and C's father weighs 155 lbs
CRT stated that CRT would look into multiple options and contact C in 3 business days
C agreed
CRT thanked C
Call ends

Make Private ✓ **Created By Damilola Lawal (10/17/2014 10 14 AM)**
CRT contacted C
CRT asked C if veh had been fixed since DTS inspection
C stated that repairs should be done today
C stated that C had been in contact with several agents and C wanted to be sure C would be contacted from here on out
CRT assured C that C would be contacted by CRT
C stated that C had not been able to get concern resolved and its been over a year
C stated that in the first 6 months, DLR stated that there was nothing wrong with C's veh
C stated that a recall was later performed
C stated that airbag concern persists
C stated that C went through 6 clusters before this concern and C had pursued a repurchase but NNA declined
C stated that C would be looking at that option again if concern is not fixed
C mentioned pursuing lemon law
C stated that Joseph was supposed to be looking into repurchase option as well
CRT apologized and stated that repurchase process had not been started
CRT advised that priority was fixing veh and if concerns persist then CRT could explore other options
C understood
C stated that Mike has been working on veh and hopefully concern would be fixed
CRT stated that CRT would contact C in 3 business days
C stated that C would have to give it about 2 weeks to see if airbag concern starts again
C stated that CRT should contact C early in the day because C works at night
CRT agreed
Call ends

Make Private ✓ **Created By Damilola Lawal (10/16/2014 10 03 AM)**
CRT contacted C at [redacted]
CRT left vxm

Created By Damilo[redacted]15/2014 11 36 AM)
CRT contacted C at [redacted]
CRT left vxm

Make Public CRT contacted C at [redacted]
C's family stated that C was at Dentist and should contact CRT since CRT left a vxm on mobile phone
CRT understood
Call ends

Make Public **Created By Joseph Shively (9/29/2014 10 18 AM)**
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Tuesday.
****

Make Public **Created By Joseph Shively (9/19/2[redacted]**
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS stated RCAS-JS had consulted with SM-GB after DTS inspection.
RCAS-JS relayed to C SM-GB's comments that after DTS inspection updated parts had been ordered and would be installed soon.
C thanked RCAS-JS.
Follow-up set for Wednesday.

Call ended mutually.
****

Make Public

Created By Joseph Shively (9/19/2014 1 52 PM)
RCAS-JS placed outbound call to DLR at 6104598900
****
RCAS-JS spoke with SM-GB.
SM-GB stated DTS had provided input that resulted in new parts being ordered and that things are looking good for addressing C's concerns.
****

Make Public

Created By Joseph Shively (9/12/2014 12 08 PM)
RCAS-JS placed outbound call to C [redacted]
****
RCAS-JS stated everything was all set regarding C's appointment.
C asked who would be involved.
RCAS-JS stated SM-GB would have a technician involved as well as DTS-MW.
C thanked RCAS-JS for information.
RCAS-JS set follow-up for Friday, date of DTS.
Call ended mutually.
****

Make Public

Created By Joseph Shively (9/5/2014 2 35 PM)
RCAS-JS placed outbound call to DLR at 6104598900
****
RCAS-JS spoke with SM-GB.
RCAS-JS informed SM-GB of date/time of DTS arrival.
SM-GB stated SM-GB had that documented.
****

Make Public

Created By Joseph Shively (9/3/2014 7 35 AM)
RCAS-JS placed outbound call to C [redacted]
****
RCAS-JS stated DTS could meet with C 9/19 at 10am.
C asked which day of the week that is.
RCAS-JS stated Friday.
C stated that date worked.
Call ended mutually.
****

Make Public

Created By Joseph Shively (9/2/2014 2 07 PM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would C tomorrow.
****

Make Public

Created By Joseph Shively (9/2/2014 10 03 AM)
RCAS-JS placed outbound call to DLR at 6104598900
****
RCAS-JS spoke with SM-Gene Broomall (SM-GB).
RCAS-JS informed SM-GB of situation and intent to install seat components when DTS arrived.
****

RCAS-JS requested DTS inspect VEH.

Make Public

Created By Joseph Shively (8/27/2014 11 13 AM)
RCAS-JS received inbound call from C at [redacted]
****
C asked where C's case stood.
RCAS-JS stated RCAS-JS wanted to have further inspection performed, was set back by inability to contact C.
RCAS-JS stated VEH needs further attention from NNA trained technicians.
C stated C needed to take VEH back to DLR to have seatbelt concern addressed.
C requested RCAS-JS arrange for DTS and inform C of date so that both concerns could be handled at the same time.
RCAS-JS stated RCAS-JS would look into making said arrangements.
C thanked RCAS-JS.
Follow up set for Tuesday.
Call ended mutually.
****

Make Public

Created By Joseph Shively (8/26/2014 12 52 PM)
*** [Added after the case is closed] ***
C placed outbound call to RCAS-JS from 610-203-3009 requesting call back.
****

Make Public

Created By Joseph Shively (8/21/2014 1 17 PM)
RCAS-JS placed outbound call to C at [redacted] - number disconnected
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS stated RCAS-JS would be closing case now due to 3 missed contact attempts.
****

Make Public

Created By Joseph Shively (8/20/2014 2 06 PM)
RCAS-JS placed outbound call to C at [redacted] - number disconnected
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would C tomorrow.
****

Make Public

Created By Joseph Shively (8/19/2014 2 39 PM)
RCAS-JS placed outbound call to C at [redacted] - number disconnected
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would C tomorrow.
****

Make Public

Created By Joseph Shively (8/14/2014 2 28 PM)
RCAS-JS placed outbound call to C at [redacted]
PREVIOUS RELATED FILE(S) FOUND [redacted]
PREVIOUS UNRELATED F LE(S) FOUND: None
RCAS-JS VERIFIED C'S: HOME, EMA L, CONCERN, PHONE #, VEHICLE
RCAS-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None
BEST CONTACT NUMBER: 6103033009
****
C stated cluster concern has been addressed, but took 5 replacements.
C stated airbag concerns have existed since purchasing VEH.
C stated C has worked with DTS-Mike Wetheril (DTS-MW) multiple times regarding issue.
C stated issue has come up 3 or 4 times since last visit to DLR.
C stated C pursued vehicle buy back, but was rejected.
C stated C believes this to be major safety concern.
RCAS-JS stated RCAS-JS had made DLR aware of situation and that RCAS-JS would reach out to region to address C's concerns.
RCAS-JS set follow up for Tuesday.
Call ended mutually.
****

	Created By Joseph Shively (8/14/2014 2 01 PM) RCAS-JS placed outbound call to DLR at 6104598900 **********
Make Public	RCAS-JS spoke with SM-Jerry (SM-J). RCAS-JS requested SM-J outline VEH history at DLR. SM-J stated: -VEH has been to DLR for airbag related concerns in Jan, Feb, April, June and July. -Airbag sensor was replaced per recall, code R252A appeared after campaign service performed. -Last visit was 7/25. RCAS-JS thanked SM-J for information. **********
Make Public	Created By Princess Salvador (8/13/2014 1 54 PM) crr-ps escalating case to RCAS due to multiple repair attempts crr-ps exiting case
Make Public	Created By Princess Salvador (8/13/2014 1 52 PM) crr-ps received a call from c regarding related case [redacted] c said that c has been trying to reach RCAS crr-ps asked for the name crr-ps verified contact information crr-ps c said that c last took the veh to the dlr one and a half month ago but as c said , c is still having issues with the airbag crr-ps told c that crr-ps will notify the representative that c called in regarding the issue c understood crr-ps offerred further assistance, c declined. crr-ps provided case#, name, ext # crr-ps leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7927729	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	8/13/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/13/2014	Mike Wetherill	10/27/2014 5:30 PM
Edit | Del	Remind C of DTS inspection		✓	11/12/2014	Damilola Lawal	11/11/2014 8:34 AM
Edit | Del	send DTS request		✓	10/23/2014	Damilola Lawal	10/27/2014 9:22 AM
Edit | Del	Consult with brittney on decision		✓	10/22/2014	Damilola Lawal	10/22/2014 2:35 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30594	DTS Request	Joseph Shively, 9/2/2014 10:00 AM	9/2/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/19/2014 10:52 AM	Damilola Lawal	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/18/2014 8:31 AM	Damilola Lawal	Changed **Follow Up Date** from 11/18/2014 to **11/19/2014**.
11/17/2014 9:05 AM	Damilola Lawal	Changed **Follow Up Date** from 11/17/2014 to **11/18/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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[redacted]

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Case Comments [14] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marilyn Hoskinson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 2:18 PM
CA Multiple Repairs		Date/Time Closed	8/18/2014 1:01 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,200		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTOCENTERS NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP9D[redacted]		
Created By	Otto Von Lendhl Franco 8/13/2014 2:18 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:12 AM	Root Cause Code (2)	
Days Closed	522	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Marilyn Hoskinson (8/18/2014 12 59 PM) Summery: c had previous case that was taken over by ARBS and this case should have not been sent to RCAS. c states the same concern, and wanted to speak to supervisor and SRD spoke to c and stated that DTS was the highest point that the veh would be inspected. c was upset and disconnected the call. RCAS closing case as there is no further assistance required. ** F C CALLS BACK TO OPEN AN OTHER CASE FOR SAME CONCERN WITH A R BAG IT SHOULD GO TO ARBS**
Make Private	✓	Created By Suzanne Farlow (8/18/2014 11 19 AM) SRD/ES-SF called the customer at requested phone [redacted] 12:05pm est and spoke to the customer. SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed. SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time. The customer reiterated all of the complaints in the case file, including the fact that c disagrees with the results of the DTS inspection of the veh that "the veh is performing properly." SRD/ES-SF empathized but advised that having a DTS inspect the vehicle is the highest level of technical expertise that NNA can povide the customers and dlrs, and if the DTS is advising that no repairs are recommended, then there is nothing that NNA CA can do to overturn this determination. C states that for someone to tell the customer that "the veh is performing to specifications" is absurd and a bunch of bull. C reiterated many complaints about the vehicle and NNA customer service relying DTS determinations and the customer being out on safety. SRD/ES-SF apologized that this is not the determination that the customer was seeking. C states that c may go to news or obtain attorney representation. C states that NNA has lost all business from this customer and family and friends and NNA has no care for consumer safety. SRD apologized and c advised that c deoes not believe this. C states that NNA is mooney hungry and just does not want to give the customer their money back. C reiterated many more complaints about NNA not caring. C thanked SRD for calling the customer back but advised that c is not happy that nothing can be done and c will not let this drop. C terminated the call. SRD/ES-SF transferring case back to RCAS for closure.
Make Private	✓	Created By Marilyn Hoskinson (8/18/2014 9 58 AM) RCAS received a vmx from c[redacted]
Make Private	✓	Created By Suzanne Farlow (8/18/2014 9 25 AM) SRD/ES-SF called the customer at requested phone [redacted] at 10:25am est and left vmx advising of supervisor contact per request. SRD/ES-SF asked for callback to 800.343 6913 x458174 at the customer's earliest convenience.
Make Public		Created By Lester Villoga (8/18/2014 8 58 AM) -CRR thanked C for calling and branded call -CRR offered assistance -CRR LV verified that there's no changes with the contact details -C wants to follow up with the call that she received related with the case -C gave [redacted] -c mentioned that she is expecting Leslee Koleszar, RCAS manager to give her a callback\ -CRR-LV informed C that the follow up date from the last conversation is set on 08/20/2014 -C wants to discuss the matter asap as she feels that this issue concerns her safety -CRR-LV offered to transfer call to RCAS Marilyn VMX and send internal message to the concerned people from RCAS -CRR offered additional assistance -CRR closed and branded call -CRR-LV transferred C to Marilyn Hoskinson's VMX
Make Public		Created By Adrian Lagdameo (8/15/2014 3 47 PM) C's wife called in to inform that she's not satisfied with the resolution of the RCAS who called her earlier this day about the air bag issue of their veh and she wants to speak with a higher officer of Nissan to further address her concern. CRR-AL apologized and asked for the case number. C provided it. CRR-AL verified the acct and asked if there are any changes on their details. C confirmed that there's none. CRR-AL placed C on hold for 2 mins to check the latest documentation C agreed CRR-AL consulted CRR-MC (POC) if there is a need to reiterate the resolution and CRR-MC confirmed. CRR-AL reiterated RCAS resolution to C C insisted to speak with someone else. CRR-AL advised C about an escalation to RS who will call her back on Monday. C agreed but still want to speak to somebody else right now. CRR-AL offered RCAS-MH who spoke to him earlier

C agreed.
CRR-AL tried to call RCAS but got routed to vmax
C agreed to leave a message on vmx
CRR-AL dialed again and transfer C to RCAS vmx to leave a message.

Make Private ✓ **Created By Marilyn Hoskinson (8/15/2014 2 55 PM)**
RCAS called c[redacted] RCAS stated that c had called in with a concern with the veh, c states that the air bag light goes off intermittently. c states that Dan Yee looked at the veh, and stated that DTS was there to look at other veh's with the same concern. RCAS stated that RCAS got the information from the DTS stating the veh is operating as designed. c states that c wants that in writing. RCAS stated that RCAS can not do that, the veh is under warranty and if c is having concerns c needs to take the veh to the dlrshp and have the dlrshp look at the veh. at this time Nissan is not going to put parts on the veh when the veh is operating as designed. c states that Nissan needs to repurchase the veh or fix the veh. RCAS stated that DTS and the dlrshp stated the veh is operating as designed. RCAS stated that RCAS can put the request in for repurchase and can not guarantee that c will get the veh repurchased. c asked if RCAS was going to put in the report that the information that c has spoke to RCAS about. RCAS stated that arbitration looks at all the repairs that were done on the veh and doesn't take RCAS input as to what is wrong with the veh. RCAS stated would follow up with c on 08/20/2014, c states that RCAS will have the decision on 08/20/2014, RCAS stated no will be following up with c as this process can take up to 10 business days. RCAS gave c contact information

Make Private ✓ **Created By Karen Dorner (8/15/2014 8 28 AM)**
SRD-KD received Ro from SM Russ Koch attached to case.

Make Private ✓ **Created By Karen Dorner (8/15/2014 8 14 AM)**
SRD-KD called Autocenters Nissan 6182513000 at 9:09 Am Est, SRD spoke with Sm-Rob. SRD asked if there are any new RO's since 6/5/14. Sm stated C had oil change 8/13 and that is when DTS met with C. SRD asked Sm to fax RO to SRD. Sm stated Sm would email to SRD. SRD provided Sm with SRD email. SM stated will email right away. SRD thanked SM Rob

Make Private ✓ **Created By Karen Dorner (8/15/2014 7 22 AM)**
SRD-KD assisting RCAS Marilyn Hoskinson

SRD reviewed previous related case#[redacted] RHR submitted and was denied
SRD attaching RO's to case, SRD reviewed service history no new RO's showing in SF since last RHR submitted.

Make Private ✓ **Created By Otto Von Lendhl Franco (8/14/2014 11 28 AM) Last Modified By Karen Dorner (8/15/2014 7 10 AM)**
CRR-OF received an email from ARBS-JC that the case should be handled first by RCAS so that RCAS can submit the RHR
CRR-OF transferring case to RCAS, moving follow up date on 08/15
C is also requesting RCAS to cal[redacted]
CRR-OF offered further assistance, c declined.
CRR-OF provided case#, name and ext #
CRR-OF exiting case

Make Private ✓ **Created By Jim Land (8/14/2014 10 45 AM) Last Modified By Karen Dorner (8/15/2014 7 10 AM)**
Folks,

VIN: 1N4AL3AP9DC[redacted]

Please be advised that the dealership consumer representative Stephanie D. made a DTS Appointment to meet with the customer without going through the proper channels. The appointment was set at the SAME time as another appointment for another customer. This conflict in scheduling could have caused a potential crisis as I was scheduled to for a 2nd customer today at a DIFFERENT location and did not incorporate time in my schedule to accommodate this 2nd customer at Autocenters.

Potential crisis was somewhat averted – as I had fortunately arrived at the dealership a little earlier than my confirmed appointment time and met with the unscheduled customer.

Findings:
• 2013 Altima – OCS/PABI incident;
• Reviewed system operating parameters with customer;
o System has never indicated a malfunction as based on the RED Air Bag Warning Light;
o Concern is Occupant Classification;
o Based on history, customer description, occupant information, incident appears to be normal operating characteristics;
No repairs are recommended;

Customer was thankful we made the time to meet with him, however:
• Unhappy that the appointment he confirmed with Stephanie was not confirmed with NNA or DTS;
• Unsatisfied with the operating characteristics this this vehicle's OCS/PABI;
• Customer acknowledged DTS description of system operation but disagrees with operating parameter and may take this issue further;

EDET – Met briefly with EM Craig Schmitz and reviewed inspection results of 2 OCS customers .

Please log this inspection ..

Please let me know if you have any questions thanx dy.

_____
Dan Yee
Senior Dealer Technical Specialist
Aftersales Division

Nissan North America, Inc.

Make Private ✓ **Created By Otto Von Lendhl Franco (8/13/2014 2 23 PM) Last Modified By Karen Dorner (8/15/2014 7 10 AM)**
C's best call back #:[redacted]
CRR-OF exiting case

Make Private ✓ **Created By Otto Von Lendhl Franco (8/13/2014 2 23 PM) Last Modified By Karen Dorner (8/15/2014 7 10 AM)**
related case: [redacted]

C is insisting to talk to someone for possible buyback.
CRR-OF cloned a case and sent an internal message to ARBS
CRR-OF told c that CRR-OF will be providing an update within 1-2 days.
CRR-OF leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7932755	RESTRAINT SYSTEM	LEFT CURTAIN A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	8/18/2014	WT	BK	262000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F29827	DTS Request	Jim Land 8/14/2014 10:46 AM	8/14/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	239KB	8/15/2014 8:29 AM	Karen Dorner
Edit | View | Del	[redacted]	4.02MB	8/15/2014 7:26 AM	Karen Dorner
Edit | View | Del	[redacted]	4.02MB	8/15/2014 7:25 AM	Karen Dorner

Case History

Case History Help

Date	User	Action
8/18/2014 1:01 PM	Marilyn Hoskinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/18/2014 11:19 AM	Suzanne Farlow	Changed **Escalated By ID** from 005F00000049tzC to **005F0000001zQjh**.
		Changed **Case Owner** from Suzanne Farlow to **Marilyn Hoskinson**.

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Surveys

Surveys Help

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NISSAN

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Case Comments [5] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Thomas Elton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 5:11 PM
CA Multiple Repairs		Date/Time Closed	8/15/2014 3:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c asking info about the OCS		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,879		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AB7AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GEZON NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AB7AP1D[redacted]		
Created By	Michael Atienza 8/13/2014 5:11 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/15/2014 7:13 PM	Root Cause Code (2)	SCSV
Days Closed	516	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Beverly Bansek (8/15/2014 3 10 PM)** Rcas-bb contacted c at 3:48 pm edt at [redacted] Rcas-bb advised c the campaign was done 06/13/14. C stated the dlr gouged the steering wheel and with a screw driver and c has no confidence in the dlr. C is going to another dlr. Rcas-bb advised c that the weight threshold seems to be 90-130 pounds but advised c to get a second opinion. Rcas-bb closing case pending contact from c.
Make Public		**Created By Thomas Elton (8/15/2014 3 04 PM)** Rcas placed outbound call to c [redacted]3 4:02 pm est and left a detail vmx message with case number and Rcas contact information.
Make Private	✓	**Created By Thomas Elton (8/14/2014 1 22 PM) Last Modified By Beverly Bansek (8/15/2014 2 45 PM)** Rcas placed outbound call to [redacted]2:21 pm est and left a detail vmx message with case number and Rcas contact information.
Make Private	✓	**Created By Thomas Elton (8/14/2014 1 18 PM) Last Modified By Beverly Bansek (8/15/2014 2 45 PM)** Rcas placed outbound call to dlr 6163617361 2:04 pm est and was speaking with SM Charlie. Rcas SA adv passenger seat sensors part was ordered and dlr has parts with c name on parts waiting for c to contact service to schedule an appointment for sensor install. Rcas SM adv OCS camp was performed 06/13/14 and ro is now closed and c had Elect power steering rack serviced. Rcas thanked dlr and call ended mutually.
Make Private	✓	**Created By Michael Atienza (8/13/2014 5 18 PM) Last Modified By Beverly Bansek (8/15/2014 2 45 PM)** c calling t check the OCS of c 2013 nisssan sentra. c said she took the car to her dealer ship and cannot tell her what is wrong. c said some time the OCS will ligth up some times it will not. c is aslo asking for the campaign infromation on her vihicle. crr-ma appologized to c. crr-ma told c check info car have a campaign. c very upset that dealership do not know what they are doing. c said that they hd c car for the past 3mnts and they caanot relve the problem. c verry upset. crr-ma applogized for what is ahppenig. crr-ma offer a different dealer inc area. c said she have one in c are name FOX NISSAN. crr-ma offer c to be connected to dealership c said c will just call them. c asking to file a complain againts gezon nissan. crr-ma told c that we will file a complain and put it on file. c agree. crr-ma offer further assistance. c said none. crr-ma provide CASE number VOC EXT number.crr-ma will escalte call to RCAS for proper action. crr-ma

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7928302	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/13/2014	YX	BK	233500	OA
Edit | Del	CC-7928303	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPER ENCE	QC	8/13/2014	YY	BF	223500	OC
Edit | Del	CC-7928304	NISSAN PRODUCT INQUIR ES	SENTRA	PROVIDED RECALL NFORMATION	QF	8/13/2014	VG	AZ	208500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/15/2014 3:11 PM	Beverly Bansek	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/15/2014 3 04 PM	Thomas Elton	Changed **Follow Up Date** from 8/15/2014 to **8/19/2014**.
8/14/2014 1 22 PM	Thomas Elton	Changed **Follow Up Date** from 8/14/2014 to **8/15/2014**.

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Surveys

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NISSAN

[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Karen Maldonado-Rivera [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/13/2014 6:10 PM
CA Multiple Repairs		Date/Time Closed	8/15/2014 7:01 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	repair inquiry		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP1DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HAYWARD NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	8/15/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 3N1AB7AP1D[redacted]		
Created By	Raquel Taylor, 8/13/2014 6:10 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/15/2014 7:11 PM	Root Cause Code (2)	
Days Closed	516	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Karen Maldonado-Rivera (8/15/2014 7 00 PM)** RCAS Karen Maldonado received a call from c stating wants to speak with RCAS RCAS asked c if any contact information such as address or phone #'s have changed, c stated no C stated that C is returning RCAS call and that C would like to know what is going to happen next. RCAS explained C that RCAS spoke with dlr and RCAS was advise that there is no records of C's complaining about anything about veh. RCAS explaiend to C that RCAS need C to take veh to dlr for inspection in order for RCAS to be able to continue with the process C was offered. RCAS apologize with C for all the inconveniences and advise C that RCAS will be more than happy to assist C if diagnostic is confirmed. C understood. RCAS offered C further assistance, C declined further assistance and stated that C will call back when C gather diagnostic. RCAS provided c with Name, Case and EXT #. RCAS closing case due to no other follow up action is required. Summary: C contacted NNA to receive assistance with veh concerns that unfortunately has not been provided to dlr in any previous visit. C was recommended to take veh to dlr for diagnostic.
Make Private	✓	**Created By Jennifer Pou (8/15/2014 2 13 PM)** RCAS Jennifer Pou assisting RCAS Karen Maldonado-Rivera RCAS calling dlr @5103722800@ 2:59 pm est and spoke with ASM Art and asked times c has visited dlr. ASM stated only 3 times. ASM stated 2 times for oil changes and rotation of tires and car wash and once for OCS campaign but there is no complaint with air bags. ASM stated on c's last visit where campaign was performed a window pillar ordered part and part has already arrived at dlr c can call for appointment or just come in to install pillar and if airbag is having concern would have to be diagnosed RCAS thanked and call ended mutually RCAS calling c @[redacted] 3 09 pm est and message stated vmx has not been set up yet. RCAS unable to leave vmx RCAS calling c @[redacted] 3:10 pm est and RCAS left c a vmx advising please call back in regards as there is info RCAS would like to provide c left RCAS contact info RCAS exiting case
Make Private	✓	**Created By Raquel Taylor (8/14/2014 2 59 PM)** RCAS transferring case to RCAS-KM per SRCAS- JO
Make Private	✓	**Created By Jose Matheus (8/13/2014 6 59 PM)** RCAS Jose Matheus received a call from C stating wants to speak with the agent, because has been taking veh to dlrship 6 times to fix the air bags without success. Rcas told C is very sorry to hear about C's experience with veh of C at dlrship, Rcas JM asked c best contact # c stated [redacted] RCAS-JM asked C if any contact information such as address or phone #'s have changed, C stated no RCAS-JM provided C with Name, Case and EXT #. RCAS-JM asked C to hold on the line from 1 to 2 min while RCAS is checking, C accepted. RCAS-JM came back to C & thanked C for hold time. RCAS-JM explained to C that THE AGENT was at another call. C asked for the agent to contact C. RCAS-JM advised would send an internal message for the agent to contact C, and the agent has a follow up on 8/18/14 to call C again with info of this case. RCAS-JM setting task RCAS-JM exited case.
Make Private	✓	**Created By Raquel Taylor (8/13/2014 6 46 PM)** RCAS-rq checked for previously related cases found none RCAS-rq checked for previously unrelated cases found none RCAS-rq checked for open campaigns found none RCAS-rq verified and updated C's name,email, V N, mileage, how acquired veh, srv dlr address phone #('s) c provided to call:[redacted] c called in and stated that c keeps taking c's veh to hayward nissan for the last 6 months because c's veh has an issue but the dlr just keeps telling c that the veh is being repaired and c wanted to know what c could do to get this time rcas asked about c's veh issue and advisec c that rcas would call back 08/18/14 rcas set follow up with c for 08/18/14 RCAS-rq provided C with name, ext. 458180 , and case #. RCAS-rq offered further assistance. C was satisfied & declined further assistance. RCAS-rq thanked C for calling CA.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7931499	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/15/2014	YX	BK	233500	OA
Edit | Del	CC-7931500	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	8/15/2014	WA	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	HAYWARD NISSAN	[redacted]	✓	8/15/2014	Karen Maldonado-Rivera	8/15/2014 2:05 PM
Edit | Del	HAYWARD NISSAN		✓	8/14/2014	Raquel Taylor	8/14/2014 10:45 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/15/2014 7 01 PM	Karen Maldonado-Rivera	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/15/2014 7 00 PM	Karen Maldonado-Rivera	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marilyn Hoskinson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/14/2014 9:45 AM
CA Multiple Repairs		Date/Time Closed	8/19/2014 10:59 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	air bag issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,400		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF PADUCAH	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	8/15/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] N: 1N4AL3AP0E[redacted]		
Created By	Raffy Del Rosario, 8/14/2014 9:45 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/19/2014 7:05 PM	Root Cause Code (2)	
Days Closed	512	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Karen Dorner (8/19/2014 10 58 AM)** SRD-KD assisting RCAS Marilyn Hoskinson SRD called C[redacted]11 55 Am Est, SRD advised C following up on veh concerns. C stated new sensor has been put in and C has not had any concerns. SRD advised C SRD was happy to hear this. SRD advised C that at this time SRD will close case and if C has any further concerns C may contact dlrshp and RCAS MH. C agreed and thanked SRD for calling C. SRD closing case SUMMARY C had concerns with air bag light dlrshp has replaced sensor and C is not having any concerns at this time.
Make Private	✓	**Created By Marilyn Hoskinson (8/18/2014 10 51 AM)** RCAS called the dlrshp and sm-Steve states that c had an air bag sensor put in the veh and picked up the veh and the dlrshp has not heard back from c.
Make Private	✓	**Created By Karen Dorner (8/15/2014 10 25 AM)** SRD-KD called C requested #[redacted]t 11:16 Am Est. SRD verified Cs concerns with airbag. C stated Cs veh is at dlrshp now and Cs wife was given loaner. C stated campaign was done and dlrshp has reprogrammed 3 times and veh is at dlrshp again. C stated Cs wife is afraid to be in the veh. SRD apologized to C for concerns. C stated dlrshp advised C that NNA will not just repair parts and dlrshp needs to figure out what is causing concern. C stated C loves Cs veh and just wants veh repaired or a new veh. SRD advised C of RHR process. C stated C would love to have Cs veh repaired and for C to keep veh. SRD confirmed C was not requesting RHR at this time. C stated C would like to see if dlrshp can repair Cs veh. SRD thanked C. SRD provided C with RCAS MH name, 800 343 6913 ext 458121. SRD advised C RCAS will contact dlrshp to make sure dlr is utilitzing all resouces available to C and RCAS will follow up with C 8/19. C agreed and thanked SRD for calling C. SRD setting follow up with C 8/19 SRD setting task 8/18 to follow up with dlrshp on repairs
Make Private	✓	**Created By Karen Dorner (8/15/2014 8 41 AM)** SRD-KD assisting RCAS Marilyn Hoskinson SRD called Nissan of Paducah 2704430946 at 9:32 Am Est. SRD advised Sm not in today. SRD spoke with SA Ben. SA stated C has been in couple times for airbag concern. SA stated dlrshp did campaign and light is back on and C is in rental and dlrshp is going to repair veh. SRD advised SA to fax all Ro's to SRD at [redacted]and anything open more then 7 days SRD would need timestamps. SA stated SA was only one at dlrshp today and will send to SRD 8/16. SRD advised SA that was fine and if SRD did not receive SRD will contact SA 8/18. SRD thanked SA Ben.
Make Private	✓	**Created By Raffy Del Rosario (8/14/2014 9 48 AM) Last Modified By Karen Dorner (8/15/2014 7 08 AM)** c stated c got a recall and the veh and veh was taken to the dlr to have the recall done regarding reprogramming of the air bag. c stated the last time c took the veh to the dlr was 08/11/14 for several issues. c stated last night same issue occured again. c wanted know how to fix the issue. c stated c called NISSAN OF PADUCAH this morning and reported the issue and c spoke with Bill and was told a call back will be given to c for what to do next. c stated c was tired to get back and forth to the dlr for the same issue. c stated c's wife get rid of the Honda to get this nna veh. c stated the issue is for the passenger side air bag light went on after c start the veh. c's wife afraid driving the veh and c wants NNA to replace the veh. best number to call c #[redacted] CRR-RD told c case will be transferred to RCAS for further review and a call back will be given to c from RCAS before the end of the next business day. CRR-RD asked for further assistance, c stated no. CRR-RD provided c with ca file number, crr name and extension. case transferred to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7928725	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	8/14/2014	YE	BK	263000	OA
Edit | Del	CC-7928726	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	8/14/2014	YX	BK	263000	OA

Open Activities Open Activities Help

No records to display

Activity History View All Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Nissan of Paducah	[redacted]	✓	8/18/2014	Marilyn Hoskinson	8/18/2014 10 52 AM

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/19/2014 10:59 AM	Karen Domer	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/15/2014 10:25 AM	Karen Domer	Changed **Follow Up Date** from 8/15/2014 to **8/19/2014**.
8/15/2014 7 09 AM	Karen Domer	Changed **Shared via Portal** from false to **true**.

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Surveys Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [1] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Dianne Picar [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/14/2014 11:15 AM
CA Multiple Repairs		Date/Time Closed	8/14/2014 8:42 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Multiple repair attempts		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,100		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP3D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DAYTONA NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP3D[redacted]		
Created By	Dianne Picar, 8/14/2014 11:15 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/15/2014 7:04 PM	Root Cause Code (2)	
Days Closed	517	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Dianne Picar (8/14/2014 8 39 PM) Crr-dp received a call from c c stated that c went to the dealership 3 times with the same issue it is about the passenger side air bag light keeps coming on states turned off with passenger in seat. crr-dp apologized. crr-dp verified information. c provided all the information. crr-dp asked c when was the last time c brought the veh to a dealership. c said 4/14. crr-dp created a case. CRR-DP advised c to go to a nissan dlrship to perform diagnosis. c understood. CRR-DP advised c to call nissan after the diagnosis is performed. CRR-DP provided case num. CRR-dp ask for further assistance. c declined. crr-dp provided the VOC script, closing,name and ext. num crr-dp closing the case with c's pending callback for diagnosis.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7930082	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/14/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/14/2014 8:42 PM	Dianne Picar	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/14/2014 8 30 PM	Dianne Picar	Changed **Follow Up Date** from 8/14/2014 to **8/15/2014**.
		Changed **Description**.

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Surveys Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [8] | Case Categorizations [3] | Open Activities [0] | Activity History [3] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Karen Maldonado-Rivera [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/21/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	8/14/2014 11:24 AM
CA Multiple Repairs		Date/Time Closed	8/21/2014 12:23 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	OCS issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,937		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7APXD[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ATLANTIC NISSAN SUPERSTORE	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	8/15/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP9E[redacted]		
Created By	Raquel Taylor, 8/14/2014 11:24 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/21/2014 7:10 PM	Root Cause Code (2)	
Days Closed	510	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	([redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Karen Maldonado-Rivera (8/21/2014 12 23 PM) RCAS contacted C at [redacted] t 1:19 pm EST # is not in service.
Make Private	✓	RCAS closing case due to no other follow up action is required on this case. Summary: C contacted NNA complaining about multiple dlr visits and dlr not being able to assist C. Complain was provided to dlr and dlr agreed on contacting C and offer further assistance. RCAS unable to contact C.
		Created By Karen Maldonado-Rivera (8/20/2014 12 18 PM) RCAS contacted C a[redacted] at 1:15 pm EST # is not in service.
Make Private	✓	RCAS contacted C at [redacted] at 1:15 pm EST The person who answered the stated that is a wrong # and not to call back. RCAS send follow up email. RCAS exiting case and setting follow up for 8/21/14
		Created By Karen Maldonado-Rivera (8/19/2014 12 22 PM) RCAS contacted C at [redacted] at 1:19 pm EST The # dialed is not in service.
Make Private	✓	RCAS contacted C at [redacted] at 1 21 pm EST RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call back # of 1800-647-7261. RCAS requested C to call back. RCAS exiting case & setting follow up for: 8/20/14
Make Private	✓	**Created By Karen Maldonado-Rivera (8/18/2014 12 40 PM)** RCAS contacted dlr ATLANTIC NISSAN SUPERSTORE at 6315870700 RCAS spoke with SM Assistant George who explained to RCAS that SM was not at dlr today and that SMA was able to assist RCAS. RCAS explained to SMA that called NNA complaining about taking veh to dlr for veh repairs about the air bag light on and off and dlr not being able to repair veh concerns. SMA stated that last times C's veh was at dlr was on 3/2014 for campaign inspection and veh maintenance, and on 5/2014 for OCS campaign repairs and no further services. SMA stated that since then C have not taken veh again to dlr but that SMA will personally contact C to set up an appointment for another veh inspection. RCAS thanked for the info and explained to SMA that RCAS will contact C then before the end of the day. SMA agree, RCAS thanked for the assistance and mutually ended call. RCAS exiting case.
Make Private	✓	**Created By Karen Maldonado-Rivera (8/15/2014 12 42 PM)** RCAS contacted dlr ATLANTIC NISSAN SUPERSTORE at 6315870700 RCAS spoke with SA Anthony and asked for information about C's visit to dlr and complain about the OCS. SA placed RCAS on hold and directed RCAS to SM VMX where RCAS requested a call back and explained SM the reason RCAS need further information about Cs veh complains. RCAS provided call back and ext # with C's name last 8 of vin and case #. RCAS exiting case.
Make Private	✓	**Created By Raquel Taylor (8/14/2014 2 59 PM)** RCAS transferring case to RCAS-KM per SRCAS- JO
		Created By Raquel Taylor (8/14/2014 12 05 PM) RCAS-rq checked for previously related cases found none RCAS-rq checked for previously unrelated cases found none RCAS-rq checked for open campaigns found none RCAS-rq verified and updated C's name email, V N, mileage, how acquired veh, srv dlr address phone #('s) c provided to ca[redacted]
Make Private	✓	RCAS-rq received a call from C stating that c keeps trying to get assistance for c's air bag light. c stated that c has tried to get the veh repaired 2 times but the air bag issue still persist. c stated that c wanted help because c is tired of taking c's veh to the dlr and the veh having the same issue. C wanted CA to assist with this issue. RCAS-rq advised that rcas could contact the dlr and ask about c and c's repair to see if there was any assistance NNA could provide but this could not be guaranteed. rcas advised c that rcas would contact c back 08/19/14 C understood. RCAS-rq provided C with name, ext. 458180 , and case #. RCAS-rq offered further assistance. C was satisfied & declined further assistance. RCAS-rq thanked C for calling CA.
Make Private	✓	

Created By Raquel Taylor (8/14/2014 11 25 AM) Last Modified By Raquel Taylor (8/14/2014 2 35 PM)
OCS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7934395	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/19/2014	YX	BK	234000	OA
Edit | Del	CC-7934396	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	PREMATURE WEAR/FAILURE	14	8/19/2014	WA	BK	234000	OA
Edit | Del	CC-7934397	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	WARRANTY COVERAGE NQUIRY	QA	8/19/2014	WZ	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PCefe ref]	[redacted]	✓	8/20/2014	Karen Maldonado-Rivera	8/20/2014 12:17 PM
Edit | Del	ATLANTIC NISSAN SUPERSTORE		✓	8/18/2014	Karen Maldonado-Rivera	8/18/2014 12:36 PM
Edit | Del	Call		✓	8/15/2014	Karen Maldonado-Rivera	8/15/2014 12:09 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0PCefe ref] *8/20/2014 Case # [redacted] Thank you for taking the time to c...*	[redacted]	8/20/2014 12:17 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/21/2014 12:23 PM	Karen Maldonado-Rivera	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/20/2014 12:17 PM	Karen Maldonado-Rivera	Changed **Follow Up Date** from 8/20/2014 to **8/21/2014**.
8/19/2014 12:22 PM	Karen Maldonado-Rivera	Changed **Follow Up Date** from 8/19/2014 to **8/20/2014**.

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Surveys

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Case Comments [55] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/15/2014 8:53 AM
CA Multiple Repairs		Date/Time Closed	11/25/2014 10 39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	BBB Mandated Denial decision. C rejected decision.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP9DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HARBOR NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/13/2014	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 3N1AB7AP9D[redacted]		
Created By	Cherielyn Celane 8/15/2014 8:53 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	414	Action Code	NT9F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Amanda Johnson (11/25/2014 10 38 AM) Last Modified By Amanda Johnson (11/25/2014 10 38 AM) lemon
Make Public		Created By Heathre Vanriper (11/25/2014 10 27 AM) NIS1427963-1R. DRTS rec'd Rejection of decision from BBB 11/25/14 dated same. See attached for review.
Make Public		Created By Amanda Johnson (11/20/2014 7 37 AM) ARBS sent decision to DTS ARBS setting follow up for 12/4 pending rec't of ARD
Make Public		Created By Heathre Vanriper (11/20/2014 7 16 AM) NIS1427963-1R. DRTS rec'd Denial Decision from BBB 11/20/14 dated same. See attached for review.
Make Public		Created By Amanda Johnson (11/10/2014 11 21 AM) ARBS notes hearing packet was sent on 10/23
Make Public		Created By Amanda Johnson (10/23/2014 1 13 PM) ARBS emailed DTS: Kevin, I didn't get an option on this one . The BBB scheduled the hearing for: 11/13/14 10 30 am EST Springhill Suites by Marriott 9501 Marketplace Rd Ft. Myers, FL 33912 Sending the official "request" now, though it does not feel like a request Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		Created By Heathre Vanriper (10/23/2014 12 00 PM) NIS1427963-1R. DRTS rec'd NOH from BBB 10/23/14 dated same. States: 11/13/14 10:30 am EST Springhill Suites by Marriott 9501 Marketplace Rd, Ft. Myers, FL 339120000. See attached for review.
Make Public		Created By Amanda Johnson (10/21/2014 1 24 PM) ARBS rec'd email from BBB asking for position ARBS forwarded below email again ARBS rec'd email from BBB: Sorry Mandy, I did not get that message so thanks for re-sending. I will get back to you on a date but remember this will be held at our satellite site so there will not be choices for hearing date/time as we have to schedule when our Bureau staff person is available to travel to the site. I will get back to you with at least 10 days notice. Thanks, Rhonda Eakins, Mediation Specialist
Make Public		Created By Amanda Johnson (10/17/2014 12 44 PM) ARBS emailed BBB: There are no other offers at this time. Please let me know of what dates we are looking at so I may advise the DTS. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist

Make Public

Created By Amanda Johnson (10/17/2014 12 43 PM)
ARBS rec'd email from BBB:

Mandy, I relayed your goodwill offer of the $1,500 but they declined. They are seeking Repur only. Please advise if there are any further offers you would like to present or should I just proceed with arbitration?

thanks

Rhonda Eakins, Mediation Specialist

Make Public

Created By Amanda Johnson (10/14/2014 3 12 PM)
ARBS completed and faxed MRF
DENIAL
Offered $1,500 for inconvenience

Make Public

Created By Amanda Johnson (10/14/2014 3 02 PM)
ARBS rec'd email from BBB:

Mandy, I know the whole scoop as I just got off the phone with them. I did advise that if they refuse to pick up the V the dealer could charge them storage so I believe they are going to have their son pick it up (C is out of town right now till Sunday), however she made it very clear they would not be satisfied and has no faith in the dealer or the repairs that were made. The C has re-opened the BBB complaint a few minutes ago to pursue for Repurchase. You can respond officially with your position anytime during the next 10 days.

Thanks,

Rhonda Eakins, Mediation Specialist

Make Public

Created By Heathre Vanriper (10/14/2014 2 25 PM)
NIS1427963-1R. DRTS rec'd Case re-opened from BBB 10/14/14 dated same. C seeks: Repurchase. CCF states: Idle recall, tirm piece falling, headliner glue coming through, Pass air bag recall & light, bumper clip broken. See attached for review.

Make Public

Created By Amanda Johnson (10/14/2014 1 27 PM)
ARBS emailed BBB:

Rhonda,

We received the MVDN, and we have completed what I would call the final repair, as the DTS was the last tech to look at the vehicle. We received the MVDN after this inspection, but I am allowing it.

Unfortunately, the Gircsis family has refused to pick the vehicle up and has advised me that they will never pick the vehicle up. If this is the case, we cannot confirm that the final repair, which has been the only repair, by the way, has resolved their concerns.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/14/2014 1 24 PM)
ARBS called c @ [redacted] to find out if c is still having concerns with airbag light. Spoke to c. C states they have filed with lemon law. C states they have not and will not pick up their vehicle. NNA has violated lemon law in many ways and we have kept the vehicle for over 30 days so we will buy the vehicle back and they have filed with the state and with the BBB.
ARBS confirmed that the c has refused to pick the vehicle up. C confirmed and ranted again about violations of lemon law.
ARBS apologized and stated that unfortunately, NNA has not advised the c not to pick the vehicle up. If the c has refused to pick the repaired vehicle up, this does not make NNA in violation of state guidelines.
C states we'll see. We'll see you in court.
C ranted about repairs and became more argumentative. ARBS apologized and advised that ARBS has not called to argue with the c about repairs to the vehicle but to find out if the c has picked up the vehicle since the final repair.
C ranted again about how c will never pick the vehicle up. C states he has turned it in and will get his money back for lemon law.
ARBS thanked the c for the information and advised that ARBS would provide this information to the BBB.
The c disconnected.

Make Public

Created By Amanda Johnson (10/14/2014 1 17 PM)
****
ARBS notes 20 days down with
1 visit for engine idle high – completed recall
4 visits for trim/body – SOP, replaced pillar, replaced trim, replaced clip/resecured bumper
1 visit for brake squeal - Clean/adjusted rear brake drums
3 visits for airbag light - Found aftermarket seat covers are affecting operation of OCS sensors, C left/unable to diagnose, replaced OCS sensor/controller/diag unit for past code (not operation)
2 visits for headliner (glue) – SOP, replaced headliner
ARBS notes 10 visits total with 2 recall completions and 6 warrantable repairs
****

Make Public

Created By Amanda Johnson (10/14/2014 1 16 PM)
ARBS notes the following repair history:

Open date 03/15/13... Mileage 3,164... RO [redacted]. 1 day down
Concern: C S engine idle high
Action: Completed recall P32120, flash ECU

Open date 4/24/2013... Mileage 3,794... RO [redacted] 1* day down
Concern: Trim piece falling off
Action: SOP

Open date 06/17/13... Mileage 4,597... RO [redacted] 2 days down
Concerns:
1.C S rear brakes squeal
2 Front left pillar warped
Actions:
1.Clean/adjusted rear brake drums
2 Replaced pillar

Open date 07/23/13... Mileage 7,550... RO [redacted]. 1 day down
Concern: C S Passenger side air bag off with wife in seat
Action: Found aftermarket seat covers are affecting operation of OCS sensors

Open date 12/17/2013... Mileage 7,551... RO [redacted]. 1 day down
Concern: Headliner has glue coming through
Action: SOP

Open date 1/17/2014... Mileage 12,485... RO [redacted] 1 day down
Concern:
1. Glue spots coming through headliner, SOP here
2. Drivers side A pillar is loose
Action:
1. replaced headliner
2. replaced trim on pillar A

Open date 03/28/14... Mileage 13,260... RO [redacted] 1 day down
Concern: C S the passenger side air bag goes off when an adult is sitting in the seat
Action: C left, unable to diagnose

Open date 05/27/14... Mileage 14,560... RO [redacted] 1 day down
Concern: C S OCS recall
Action: Completed per NTB14-027

Open date 06/16/14... Mileage 14,826... RO [redacted] 1 day down

Concern: C S bumper has a broken clip
Action: Replaced clip. Secured bumper

Open date 8/15/2014... Mileage 16,194... RO [redacted]. 7 days down + 3 days down*
Concerns:
1. passenger airbag light on with person in seat
2. drivers side bumper seems loose
Actions:
1. Code stored in the B00A-00 which is an improper voltage code. Based on new TSB with that code, replaced OCS sensor, controller, and diag unit for the code only.
2. checked
*Customer refused to pick vehicle up while waiting on DTS inspection and has refused to pick vehicle up since repairs were completed

ARBS notes in-service date of 1/7/2013
ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no additional entries in SF

ARBS notes techline case 15420606
ARBS notes previous CA cases:
[redacted] crr advised c to have a proper diag coming from nissan dlership and c can call back with the diag so crr can forward case to rcas for review, c understood. (closed 6/19/2013)
crr-jv advised c to please have a second opinion to another authorized Nissan dlrshp to determine what would be the exact problem on the veh. (closed 7/23/2013)
Campaign Inquiry closed 5/22/2014

ARBS notes no CSTs, no CRs

DTS - Kevin Burkett involved

Make Public — **Created By Amanda Johnson (10/14/2014 12 33 PM)**
ARBS notes RO [redacted] still missing from 10/9? Emailed DRTS

Make Public — **Created By Kate Czerwinski (10/14/2014 11 27 AM)**
DRTS completed and attached updated RHR

Make Public — **Created By Kate Czerwinski (10/14/2014 9 36 AM)**
DRTS received and attached missing RO [redacted] Spoke with Laney in service dept in regards to 6126975 and she explained that the RO was not an actual repair order but rather a separate invoice created to bill the warranty correctly. Updating RHR now

Make Public — **Created By Kate Czerwinski (10/13/2014 7 53 AM)**
DRTS called dealer to collect missing ROs for V N. Warranty Coordinator, Laney, agreed to fax copies. Provided name, customer name, RO #s and fax number

Make Public — **Created By Amanda Johnson (10/13/2014 7 38 AM)**
ARBS notes missing ROs:

Date 10/6/2014
[redacted] 6,194
[redacted] RCSIS
Dlr [redacted]
RO [redacted]

Date 10/9/2014
Mileage 16,195
[redacted] RCSIS
Dlr 19089
RO [redacted]

Make Public — **Created By Kate Czerwinski (10/10/2014 1 21 PM)**
DRTS in receipt of MVDN signed by Sonja Gircsis, sent via certified mail, tracking number [redacted] eived on October 10, 2014. The letter is attached to the case for review.

C pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows: the vehicle has been out of service at least 15 days to repair on or more substantial defects, 3 or more repair attempts have been made to repair the same substantial defect or condition.
Description of continuing defect(s) or condition(s): "Airbag passenger does not work. Have had care more than 49 days." C is requesting a final attempt be made to correct the substantial defect.
Selling and servicing dealership is Harbor Nissan of Port Charlotte, FL.

Make Public — **Created By Heathre Vanriper (10/7/2014 2 09 PM)**
*** [Added after the case is closed.] ***
NIS1427963. DRTS rec'd Case closed from BBB 10/07/14 dated same.

Make Public — **Created By Amanda Johnson (10/2/2014 3 17 PM)**
ARBS closing case pending rec't of MVDN

Make Public — **Created By Amanda Johnson (9/22/2014 9 40 AM)**
ARBS notes additional docs rec'd, awaiting MVDN

Make Public — **Created By Heathre Vanriper (9/22/2014 9 27 AM)**
NIS1427963. DRTS rec'd additional documents from BBB 09/22/14 dated same. See attached for review.

Make Public — **Created By Amanda Johnson (9/19/2014 1 01 PM)**
ARBS setting follow up for 9/26 pending receipt of MVDN

Make Public — **Created By Amanda Johnson (9/19/2014 12 59 PM)**
****
ARBS notes ADJUSTED to show substantial repair history:
1 visit for engine idle high – completed recall
3 visits for airbag light - Found aftermarket seat covers are affecting operation of OCS sensors, C left/unable to diagnose, replaced OCS sensor/controller/diag unit for past code (not operation)
1 visit for OCS recall - completed
ARBS notes 14 days down with 1 warrantable repairs and 2 recall completions
****

ARBS notes 4 total visits for airbag (1 of which c did not allow dlr to diagnose + 1 recall with no complaint)

Make Public — **Created By Amanda Johnson (9/19/2014 12 58 PM)**
ARBS notes the following repair history:

Open date 03/15/13... Mileage 3,164... RO [redacted]. 1 day down
Concern: C S engine idle high
Action: Completed recall P32120, flash ECU

Open date 4/24/2013... Mileage 3,794... [redacted]. 1* day down
Concern: Trim piece falling off
Action: SOP

Open date 06/17/13... Mileage 4,597... RO [redacted] 2 days down
Concerns:
1.C S rear brakes squeal
2 Front left pillar warped
Actions:
1.Clean/adjusted rear brake drums
2 Replaced pillar

Open date 07/23/13... Mileage 7,550... RO [redacted]. 1 day down
Concern: C S Passenger side air bag off with wife in seat
Action: Found aftermarket seat covers are affecting operation of OCS sensors

Open date 12/17/2013... Mileage 7,551... RO [redacted]. 1 day down

Concern: Headliner has glue coming through
Action: SOP

Open date 1/17/2014... Mileage 12,485... RO[redacted] day down
Concern:
1. Glue spots coming through headliner, SOP here
2. Drivers side A pillar is loose
Action:
1. replaced headliner
2. replaced trim on pillar A

Open date 03/28/14... Mileage 13,260... RO[redacted]. 1 day down
Concern: C S the passenger side air bag goes off when an adult is sitting in the seat
Action: C left, unable to diagnose

Open date 05/27/14... Mileage 14,560... RO[redacted]... 1 day down
Concern: C S OCS recall
Action: Completed per NTB14-027

Open date 06/16/14... Mileage 14,826... R[redacted] 1 day down
Concern: C S bumper has a broken clip
Action: Replaced clip. Secured bumper

Open date 8/15/2014... Mileage 16,194... RO[redacted] days down + 3 days down*
Concerns:
1. passenger airbag light on with person in seat
2. drivers side bumper seems loose
Actions:
1. Code stored in the B00A-00 which is an improper voltage code. Based on new TSB with that code, replaced OCS sensor, controller, and diag unit for the code only.
2. checked
*Customer refused to pick vehicle up while waiting on DTS inspection and has refused to pick vehicle up since repairs were completed

ARBS notes in-service date of 1/7/2013
ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no MVDN rec'd

ARBS notes no additional entries in SF

ARBS notes techline case 15420606
ARBS notes previous CA cases:
[redacted] - crr advised c to have a proper diag coming from nissan dlership and c can call back with the diag so crr can forward case to rcas for review, c understood. (closed 6/19/2013)
- crr-jv advised c to please have a second opinion to another authorized Nissan dlrshp to determine what would be the exact problem on the veh. (closed 7/23/2013)
- Campaign Inquiry closed 5/22/2014

ARBS notes no CSTs, no CRs, no DTS

ARBS notes 20 days down with
1 visit for engine idle high – completed recall
4 visits for trim/body – SOP, replaced pillar, replaced trim, replaced clip/resecured bumper
1 visit for brake squeal - Clean/adjusted rear brake drums
3 visits for airbag light - Found aftermarket seat covers are affecting operation of OCS sensors, C left/unable to diagnose, replaced OCS sensor/controller/diag unit for past code (not operation)
2 visits for headliner (glue) – SOP, replaced headliner
ARBS notes 10 visits total with 2 recall completions and 6 warrantable repairs

Make Public

Created By Amanda Johnson (9/19/2014 12 55 PM)
ARBS rec'd email from DTS advising ARBS would need to contact

ARBS called DTS:
Dlr called him about looking at it
Open techline file
Explain to the consumer the operation
Dlr contacted him, filled out the form.
DTS inspected the operation, nothing really wrong with opp of the OCS system.
Code stored in the B00A-00 which is an improper voltage code.
Based on new TSB with that code, replaced OCS sensor, controller, and diag unit for the code only.
Spoke to Cameron (SM) about it. Based on code not on opp of vehicle.
Advised the DTS that veh was fixed yesterday.
DTS stated he has confirmed that Cameron must properly document when the c refused to pick it up.

DTS discussed hearing process and BBB process with DTS.

Advised DTS that ARBS has advised the BBB of no MVDN and that the c has been advised to proceed with the BBB.
DTS thanked.

Make Public

Created By Amanda Johnson (9/19/2014 12 35 PM)
ARBS emailed DTS:

Kevin,

You had an inspection with this customer on 9/16. Could you tell me what was replaced?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/19/2014 11 10 AM)
ARBS called Harbor Nissan @ 941 629.1171 to get DTS RO. Spoke to SM-Cameron. Asked for all refusals to pick up be noted. SM agreed and said it should be on there. DTS - Kevin B was the one out on this vehicle. He will double check documentation of contacting the c and send the RO over. ARBS thanked, provided fax number. The call ended mutually.

Make Public

Created By Amanda Johnson (9/19/2014 11 06 AM)
ARBS called c @ 9[redacted] to request that we send out a DTS to inspect veh for airbag concern. Spoke to c. C states they came on the 16th and said it would be done on the 18th. C states this car has been in for several issues. C states she took the car in on August 11 and they have had the vehicle since then and the DTS found stuff and replaced things and the c would like to know how the DTS found something but the techs could not find anything. ARBS thanked for the information and advised that ARBS would have to get additional repair order from the inspection to which the c is referring. Advised that c would need to proceed with the better business bureau, as ARBS would as well. Thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/19/2014 10 59 AM)
ARBS emailed BBB:

Rhonda,

No MVDN on this one.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/19/2014 10 59 AM)
****

ARBS notes ADJUSTED to show substantial repair history:
1 visit for engine idle high – completed recall
2 visits for airbag light - Found aftermarket seat covers are affecting operation of OCS sensors, C left/unable to diagnose
1 visit for OCS recall - completed
ARBS notes 4 days down with 0 warrantable repairs and 2 recall completions
****

ARBS notes 3 total visits for airbag

Created By Amanda Johnson (9/19/2014 10 58 AM)
ARBS notes the following repair history:

Open date 03/15/13... Mileage 3,164... RO [redacted] day down
Concern: C S engine idle high
Action: Completed recall P32120, flash ECU

Open date 4/24/2013... Mileage 3,794... RO 6[redacted] 1* day down
Concern: Trim piece falling off
Action: SOP

Open date 06/17/13... Mileage 4,597... RO [redacted]... 2 days down
Concerns:
1.C S rear brakes squeal
2 Front left pillar warped
Actions:
1.Clean/adjusted rear brake drums
2 Replaced pillar

Open date 07/23/13... Mileage 7,550... RO [redacted]... 1 day down
Concern: C S Passenger side air bag off with wife in seat
Action: Found aftermarket seat covers are affecting operation of OCS sensors

Open date 12/17/2013... Mileage 7,551... RO [redacted]. 1 day down
Concern: Headliner has glue coming through
Action: SOP

Open date 1/17/2014... Mileage 12,485... RO [redacted] 1 day down
Concern:
1. Glue spots coming through headliner, SOP here
2. Drivers side A pillar is loose
Action:
1. replaced headliner
2. replaced trim on pillar A

Make Public

Open date 03/28/14... Mileage 13,260... RO [redacted] 1 day down
Concern: C S the passenger side air bag goes off when an adult is sitting in the seat
Action: C left, unable to diagnose

Open date 05/27/14... Mileage 14,560... RO [redacted] 1 day down
Concern: C S OCS recall
Action: Completed per NTB14-027

Open date 06/16/14... Mileage 14,826... RO [redacted]. 1 day down
Concern: C S bumper has a broken clip
Action: Replaced clip. Secured bumper

ARBS notes in-service date of 1/7/2013
ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no MVDN rec'd

ARBS notes no additional entries in SF

ARBS notes techline case 15420606
ARBS notes previous CA cases:
11479108 - crr advised c to have a proper diag coming from nissan dlership and c can call back with the diag so crr can forward case to rcas for review, c understood. (closed 6/19/2013)
11733062 - crr-jv advised c to please have a second opinion to another authorized Nissan dlrshp to determine what would be the exact problem on the veh. (closed 7/23/2013)
14492712 – Campaign Inquiry closed 5/22/2014

ARBS notes no CSTs, no CRs, no DTS

ARBS notes 10 days down with
1 visit for engine idle high – completed recall
4 visits for trim/body – SOP, replaced pillar, replaced trim, replaced clip/resecured bumper
1 visit for brake squeal - Clean/adjusted rear brake drums
2 visits for airbag light - Found aftermarket seat covers are affecting operation of OCS sensors, C left/unable to diagnose
2 visits for headliner (glue) – SOP, replaced headliner
ARBS notes 9 visits total with 2 recall completions and 5 warrantable repairs

Make Public

Created By Amanda Johnson (9/19/2014 10 46 AM)
ARBS notes RHR attached to case, closed DRTS tasks

Make Public

Created By Heathre Vanriper (9/19/2014 10 07 AM)
NIS1427963. DRTS rec'd MRF from BBB 09/19/14 dated same. C seeks: Not stated. CCF states: Engine Idle recall*1, trim falling off*1, pass air bag light off and recall*3*1, headliner glue coming through*1, bumper clip broken*1. See attached for review.

Make Public

Created By Jessica Goss (9/9/2014 2 01 PM)
RCAS-JG made outbound call to dlr and spoke to Lannie who advised would fax over all ROs asap.

Make Public

Created By Raquel Ocampo (9/5/2014 3 41 PM)
crr-ro rcvd a call from c
crr-ro verified with c no contact info has change.

c stated that c was very upset, c said that the dlr wants c to pick up the veh and drive it unsafe, c was very aggravated. c wanst to speak someone from the Corporate Office bec c said no one cares in CA, crr-ro advised c that crr-ro can only escalate the case to RCAM but c can be contacted on the next business day, c said that c do not want someone from the Regional Office, someone from the Corporate Office. crr-ro apologized, c asked where crr-ro is located. crr-ro said in the Philippines, c hung up.
crr-ro exiting the case

Make Public

Created By Jessica Goss (9/3/2014 9 20 AM)
RCAS-JG changing followup date to 9/4/2014 per instructions from TL-KJ to implement 1/3 plan.

Make Private ✓

Created By Jessica Goss (9/2/2014 8 06 AM)
RCAS-JG made outbound call to C.

C stated that dlr took the rental veh back.
C stated dlr called C and told C that NNA told dlr to have C pick up veh and drive around in it until someone from corporate office could come look at veh on September 16th.
C stated refused to pick up veh.
C stated will not drive a veh that is not safe.
C stated called other Nissan dlrships to ask if that is standard for a dlr to tell a customer to pick up an unrepaired vehicle and drive it until a representative from corporate can come to look at veh.
C stated all other dlrs C called stated not normal.
C stated does not trust veh and wants another one.
C stated is furious at dlrship.
C stated will never purchase another veh from there.

RCAS-JG apologized to C for experience.
RCAS-JG advised had left message for dlr for more clarification on what is happening.
RCAS-JG advised would followup with C on 9/05/2014 or whenever new information was available.

C understood and call ended mutually.

Make Private ✓ **Created By Jessica Goss (9/2/2014 7 52 AM)**
RCAS-JG called dlrship and left a message for SM to please call back at earliest convenience.

Make Public **Created By Jackie Santos (8/28/2014 10 05 AM)**
rcas case follow up

Make Public **Created By Jackie Santos (8/28/2014 10 05 AM)**
crr-js received a call from c
c said that the dlr just called c and told c that c can now pick up the veh and drive it around even though the airbag is still not working properly
c said that c doesnt want the veh anymore and c said that c just want c's money back
c said that the dlr already took c's loaner veh and c said that c has no veh now
c said that if this is the way nissan treats customer c said that c just want c's money back and c said that c will just purchase a different veh
c said that c have owned 4 nissan veh and c said that c was a loyal customer but then c said that c is being treated this way
c said that c is frustrated and c said that c wants to speak to someone about it
crr-js apologized for the inconvenience.
crr-js asked c if any of c's info changed since the last time c called, c stated none.
crr-js advised of the ff up date.
crr-js informed c that crr will send an internal message to rcas- to give c a call back.
crr-js offered further assistance, c said no.
crr-js provided name,case,extension number to c.
crr-js exiting case.

Make Public **Created By Sarah Jane Iglesia (8/28/2014 9 46 AM)**
RCAS Case Follow-up

Make Public **Created By Sarah Jane Iglesia (8/28/2014 9 46 AM)**
CRR-SI received a call from c following-up on the case.
CRR SI verified that there are no changes on contact information. C gave ([redacted] the best phone number to reach c.

CRR-SI advised c that crr-si will try to reach rcas first,
CRR-SI advised c that crr-si will transfer c directly if rcas is reached, c understood.
CRR-SI informed c that c will still be transferred so c can leave msg in VMX. C agreed and internal msg will sent to resp RCAS
CRR-SI offered further assistance, c declined.
CRR-SI gave name & extension.
CRR-SI exiting case.

Make Private ✓ **Created By Jessica Goss (8/27/2014 5 03 PM)**
RCAS-JG made outbound call to C.

C stated that was supplied rental veh from enterprise.
C stated was given a Nissan Versa.
C stated that the rental veh was infested with ants.
C stated enterprise just swapped out rental with a much better veh.

RCAS-JG advised still working on RHR and will get it submitted asap

Followup set for 9/2/2014

Make Public **Created By Jessica Goss (8/21/2014 2 47 PM)**
RCAS-JG emailed CXM-DM and FOM-MW regarding case and RHR

Make Private ✓ **Created By Jessica Goss (8/21/2014 2 42 PM)**
SM-Cameron advised would call C and explain findings on veh concern.

Make Private ✓ **Created By Jessica Goss (8/21/2014 2 41 PM) Last Modified By Jessica Goss (8/21/2014 2 42 PM)**
SM-Cameron advised that C supplied a video of concern.
SM-Cameron advised had contacted Techline: Techline advised that operation is normal. System is constantly monitoring safe conditions.
SM-Cameron advised does not think the airbag sensor is working to spec.
SM-Cameron advised has contacted FOM-MW to ask for DTS inspection.

Created By Jessica Goss (8/21/2014 2 25 PM) Last Modified By Jessica Goss (8/21/2014 2 42 PM)
RCAS-JG received inbound call from C.

C stated wants new veh.
C stated no one from dlrship will call C.
C stated airbag doesn't work.
C stated 4 times in shop with no resolution.
C stated is disappointed in NNA.
C stated wants new veh.
C stated needs another veh.
C stated is supposed to go on a trip and needs a veh now.
C stated will contact an attorney.

RCAS-JG apologized and stated will reach out to dlr.
RCAS-JG asked if C will continue to let NNA work toward a resolution?
RCAS-JG advised if C has retained legal council then RCAS-JG will need a letter of representation.
C stated will allow NNA to work on it.

Make Private ✓

Why do you want to return the vehicle to Nissan North America?:
Because the veh has been in for service 4 times and the service department states there is nothing wrong with the airbag but the airbag only work sporadically.
Where is the vehicle currently?
Harbor Nissan
Where was the vehicle purchased?
Harbor Nissan
Was it purchased new or used?
New
If used, when was the vehicle purchased?
NA
Where is the vehicle serviced?
Harbor Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
No.

Call ended mutually followup 826/2014

Make Private ✓ **Created By Jessica Goss (8/18/2014 5 18 PM) Last Modified By Jessica Goss (8/21/2014 2 42 PM)**
RCAS-JG made outbound call to C.

C stated took seat covers back to manufacturer because dlr advised seat covers were causing concern.
C stated airbag is having concerns even though the seat covers are no long there.
C stated does not feel safe in vehicle and can't keep any one in the passenger seat.
C stated dlrship has stated multiple times that there is nothing wrong with the airbag.
C stated campaign was released and had campaign performed.
C stated that had had veh in dealership 4 times for air bag concerns.
C stated this C's 4th NNA veh.
C stated never had trouble with NNA veh before now.

RCAS-JG apologized for C's experience.

RCAS-JG advised would be C's main point of contact until concern is resolved.
RCAS-JG advised that would contact DLR and assure DLR is utilizing all available resources.
RCAS-JG provided phone number and case number.

Follow up set for 8/21/2012

Make Private ✓ **Created By** Cherielyn Cejane **(8/15/2014 8 58 AM) Last Modified By** Jessica Goss **(8/21/2014 2 42 PM)**
CRR-CNC confirmed that no contact info has changed. july 2013 c went to dlr because c was having issue on the airbag. c was advised that the seat covers is the issue. c took the veh back because of the recall
may 2014 the dlr did the recall but c was still having issue. c took a video about the issue. c was advised to call nna ca because the dlr dont know what to do. c spoke to zack. c said that c dont feel safe and the veh is still at the dlr
CRR-CNC advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day.
CRR-CNC offered further assistance. c declined
CRR-CNC provided c with file number, name and extension number
CRR-CNC transferring file to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7930204	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/15/2014	YE	BK	233500	OA
Edit | Del	CC-7930205	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/15/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	11/25/2014	Amanda Johnson	11/25/2014 10 28 AM
Edit | Del			✓	11/20/2014	Amanda Johnson	11/20/2014 7:17 AM
Edit | Del			✓	10/23/2014	Amanda Johnson	10/23/2014 12 08 PM
Edit | Del	Update RHR		✓	10/16/2014	Kate Czerwinski	10/14/2014 11:41 AM
Edit | Del	Collect RO Documents		✓	10/15/2014	Kate Czerwinski	10/14/2014 9 36 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	591KB	11/25/2014 10:39 AM	Amanda Johnson
Edit | View | Del		86KB	11/25/2014 10:28 AM	Heathre Vanriper
Edit | View | Del		7.73MB	11/20/2014 7 50 AM	Amanda Johnson
Edit | View | Del		202KB	11/20/2014 7:17 AM	Heathre Vanriper
Edit | View | Del		6 23MB	10/23/2014 1:47 PM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/25/2014 10:39 AM	Amanda Johnson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/25/2014 10:38 AM	Amanda Johnson	Changed **DRT Support Status** to **DRT Assigned**.
11/25/2014 10:38 AM	Amanda Johnson	Changed **Description**.

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Surveys

Surveys Help

No records to display

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[redacted]

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Case Comments [26] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Joseph Shively [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/15/2014 12:16 PM
CA Multiple Repairs		Date/Time Closed	9/26/2014 8:35 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM9D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MONTGOMERYVILLE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/3/2014	Vehicle Service Contract	
RHR Completed	9/3/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 5N1AR2MM9DC[redacted]		
Created By	Jackie Santos, 8/15/2014 12:16 PM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 9/26/2014 7:02 PM	Root Cause Code (2)	
Days Closed	474	Action Code	NT4E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Joseph Shively (9/26/2014 8 32 AM)** CASE SUMMARY ********** C requested assistance regarding PABI concern. RCAS-JS had DLR investigate further, determined VEH operating as designed. C stated C wanted NNA to repurchase VEH. RCAS-JS submitted RHR, relayed ARBS decision that NNA is not in position to assist back to C. C stated NNA owed C addressing concern and no further inconvenience to C. RCAS-JS consulted DLRs, DLRs determiend DLR was not in position to assist. RCAS-JS relayed decision, C terminated call.
Make Public		**Created By Joseph Shively (9/26/2014 8 30 AM)** RCAS-JS spoke with DLR ********** DLR declined to assist. ********** RCAS-JS placed outbound call to C a[redacted] ********** RCAS-JS relayed DLR decision. C stated C would sue NNA. C terminated call. ********** RCAS-JS closing case; no further action required. **********
Make Public		**Created By Joseph Shively (9/22/2014 3 53 PM)** RCAS-JS contacting Colonial Nissan and relaying comments to C on 9/23.
Make Public		**Created By Joseph Shively (9/17/2014 1 27 PM)** C placed inbound call to RCAS-JS from[redacted] ********** C stated C had been disconnected. C demanded RCAS-JS contact DLR and inform DLR that C is to receive loaner VEH brought to C at no charge and VEH repaired. C stated VEH constitutes major safety concern. C stated this is Nissan's problem and Nissan will fix it. RCAS-JS stated RCAS-JS can contact closest DLR, however RCAS-JS cannot assure that C will receive what C has requested. C demanded it be done repeatedly. C terminated call. **********
Make Public		**Created By Joseph Shively (9/17/2014 1 11 PM)** RCAS-JS now closing case; no further action to be taken. RCAS-JS has worked with DLR to ensure VEH concerns are addressed. RCAS-JS has submitted RHR for evaluation and given results to C. C has terminated two calls in a row on RCAS-JS now when discussing potential ways to advance case. **********
Make Public		**Created By Joseph Shively (9/17/2014 1 09 PM)** RCAS-JS placed outbound call to C at [redacted]. ********** RCAS-JS stated RCAS-JS had spoken with DLR to consider further avenues. RCAS-JS stated DLR was not in position to provide further assistance, as DLR had thoroughly diagnosed VEH and did not believe VEH to be malfunctioning given that concern is primarily revolving around C's daughter who is right on the weight boundary. C stated C had been in passenger side and had concern reappear and had taken photograph. RCAS-JS asked if light had gone off after VEH began driving. C stated yes. RCAS-JS stated that system does reclassify periodically when VEH is running and has come to a stop. C then terminated call. **********
Make Public		**Created By Joseph Shively (9/16/2014 8 30 AM)** RCAS-JS placed outbound call to C at [redacted]

****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Wednesday.
****

Created By Joseph Shively (9/11/2014 1 48 PM)
RCAS-JS emailed SM-JK regarding concern.
****
Make Public
SM-JK stated DLR has done all they can for C regarding concern and that root of issue that C will not accept that C's 13 year old daughter is right on the boundaries of the OCS technology.
SM-JK stated C is free to take VEH to different DLR for second opinion.
****

Created By Joseph Shively (9/11/2014 1 23 PM)
RCAS-JS placed outbound call to C at [redacted]
****
Make Public
RCAS-JS stated NNA had reviewed C's case and that NNA is not in a position to repurchase or replace C's VEH as it has not been subjeted to an unreasonable number of repair attempts for warrantable concerns.
C stated C could not believe NNA was not standing behind it's product.
C asked what C's options were, if C should contact an attorney or the media.
RCAS-JS stated C was within her rights to pursue either, however RCAS-JS could not advise C on legal matters.
C stated RCAS-JS needs to go to the team that makes these decisions or place C on the phone with a member.
RCAS-JS stated this is NNA's decision and RCAS-JS is C's point of contact from NNA.
C stated C wanted to know what RCAS-JS could do.
RCAS-JS stated RCAS-JS could assist C with contacting DLR and making arrangements.
C stated C demanded to have RCAS-JS call C back by COB tomorrow with plan on how DLR will pick VEH up from C's house and address C's concerns.
RCAS-JS began to state that RCAS-JS would need to contact DLR and that RCAS-JS would be back in contact by COB Tuesday when C terminated call.
****

Created By Joseph Shively (9/10/2014 4 18 PM) Last Modified By Joseph Shively (9/10/2014 4 18 PM)
RCAS-JS ADMITS TO SETTING INCORRECT FOLLOW-UP DATE, UN NTENTIONALLY INCREASING C'S T ME WAITING ON DECISION.
Make Public
RCAS-JS CHANGING FOLLOW-UP TO 9/11 TO ALLOW FOR REGION INPUT TO BE RECEIVED AND CONS DERED BEFORE CONTACTING C AND TO ENABLE RCAS-JS TO DISCUSS CONCERNS DUR NG NORMAL N E.R. RCAS OPERATION TIMES.

Created By Kristie Tate-Paul (9/3/2014 11 08 AM)
Make Public
Based upon the consideration of the ROs provided, NNA is not in position to offer a repurchase/replacement of this vehicle. The vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.
ARBS recommends that RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Created By Kristie Tate-Paul (9/3/2014 11 05 AM)
Make Public
ARBS notes 2 FW repairs (Reprogram OCS/Replace airbag pressure sensor) with 3 repair visits.
ARBS notes 3 days down for FW.

ARBS does not feel that service history is unreasonable.

Created By Kristie Tate-Paul (9/3/2014 10 58 AM)
ARBS received RHR, reviewed ROs & CPIA, and notes the following on repair history:

Open date 12/14/13 .Mileage 2,467 .RO[redacted]ays Down 1
1.Check open recall- R13080 Pathfinder 2[redacted](ABS Software Update) Reprogram.

Open date 4/28/14 Mileage 5,167 .RO[redacted].Days Down 1
1.Check open recall-R14050- Reprogram OCS.

Open date 7/11/14 Mileage 7,047 .RO[redacted].Days Down 1
Make Public
1.C/S air bag light will turn on/off intermittently-Ordered pressure detection sensor.

Open date 7/22/14 Mileage 7,231 .RO[redacted].Days Down 1
1.C/S air bag light will turn on/off intermittently- RQ52AA replaced air bag pressure detection sensor ordered from 07/11 repair visit.

Open date 8/27/14 Mileage 7940 .RO[redacted] Days Down 1
1.C/S air bag light will come on from time to time when someone is sitting in the passenger seat-Light was not on at time of service and no codes were stored. No duplication.

ARBS notes in service date 08/30/13.
ARBS notes no DTS.
ARBS notes no tech line cases.

Created By Ashley Fiting (9/3/2014 9 41 AM)
Make Public
DRTS received RHR. The RHR has been assigned to ARBS- Kristie Tate-Paul for review.

Created By Joseph Shively (9/3/2014 7 09 AM)
Make Public
RCAS-JS notified CXM, FOM and TL of buy-back request.
****

Created By Joseph Shively (9/2/2014 4 06 PM)
RCAS-JS placed outbound call to C at [redacted]
****
Make Public
RCAS-JS stated RCAS-JS was in process of having C's request evaluated and that RCAS-JS would be in contact to update C on process.
C thanked RCAS-JS.
Call ended mutually.
****

Created By Joseph Shively (8/28/2014 7 50 AM)
RCAS-JS INTENDED TO INCLUDE FOLLOWING WITH NOTES BELOW
****
C requested buy-back of VEH.
RCAS-JS asked C following questions per SOP:

Why do you want to return the vehicle to Nissan North America?
-C has determined VEH is unsafe based on passenger side airbag concerns.
Where is the vehicle currently?
Make Public
-With customer.
Where was the vehicle purchased?
-Colonial Nissan
Was it purchased new or used?
-New
If used, when was the vehicle purchased?
Where is the vehicle serviced?
-Montgomeryville Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
-No.
****

Created By Joseph Shively (8/28/2014 7 12 AM)
RCAS-JS received inbound call from C at[redacted]
****
C stated C was driving home from DLR with no new further information.
C stated C was given 2014 model and did not experience concern with passenger side airbag.
Make Public
C stated C would like to work something out and was open to being given a 2014 instead of C's VEH.
RCAS-JS stated RCAS-JS would investigate what options were available and contact C by COB Tuesday.
C thanked RCAS-JS.
Call ended mutually.
****

Make Public

Created By Joseph Shively (8/25/2014 10 21 AM)
SM-JK emailed RCAS-JS back stating C should bring VEH in for further diagnosis.
****

RCAS-JS relayed SM-JK's decision and set follow up for Thursday.
****

Created By Joseph Shively (8/25/2014 10 06 AM)
RCAS-JS placed outbound call to C a[redacted]
****

Make Public
RCAS-JS stated RCAS-JS had spoken with DLR.
RCAS-JS asked if C was still experiencing VEH concerns since sensor was replaced.
C stated yes.
C stated C wants concern addressed or VEH repurchased.
RCAS-JS stated RCAS-JS would contact DLR to explore options for addressing C's concern.
C thanked RCAS-JS.
RCAS-JS stated RCAS-JS would follow-up with response from DLR.
****

RCAS-JS emailed SM-JK at DLR requesting input.
****

Created By Joseph Shively (8/22/2014 3 24 PM)
RCAS-JS placed outbound call to C at [redacted]
****

Make Public
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would C tomorrow.
****

Created By Joseph Shively (8/21/2014 2 34 PM)
RCAS-JS placed outbound call to C at[redacted]
****

Make Public
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would C tomorrow.
****

Created By Joseph Shively (8/21/2014 7 30 AM)
RCAS-JS received email from SM-Joe Keagy (SM-JK)
****

Email stated:

Make Public
DC685022
LAST VISIT 7/22/14
7231 M LES
AIR BAG LIGHT
REPLACED PRESSURE DETECTION SENSOR

NOT SEEN VEHICLE SINCE
****

Created By Joseph Shively (8/18/2014 10 10 AM)
RCAS-JS placed outbound call to C at [redacted]
PREVIOUS RELATED FILE(S) FOUND: None
PREVIOUS UNRELATED F LE(S) FOUND: None
RCAS-JS VERIFIED C'S: HOME, CONCERN, PHONE #
RCAS-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None
BEST CONTACT NUMBER: [redacted]
****

Make Public
C stated C did not believe VEH OCS to be functioning properly.
C stated C has taken VEH to OCS to have VEH address multiple concerns.
C stated C has taken to DLR and DLR has failed to encounter any known concerns.
C stated C has owned multiple VEH's in past and has never encountered this issue.
RCAS-JS stated OCS system is complicated, intentionally recalibrates less frequently when VEH is in motion and utilizes numerous factors to optimize safety of VEH passengers.
C stated C did not believe in safety of VEH and wants VEH purchased from C if NNA is unable to address C's concerns.
RCAS-JS stated RCAS-JS would contact DLR, but that it sounds as though C's VEH is working as designed.
RCAS-JS provided contact details and set follow-up for Thursday.
Call ended mutually.
****

Make Public
Created By Jackie Santos (8/15/2014 12 22 PM)
veh concern

Created By Jackie Santos (8/15/2014 12 21 PM)
crr-js received a call from c
c said that c's veh has been in the dlr 4 times for the same issue and that dlr told c that dlr cant do anything more about the issue of c's airbag
c said that this is still related to the campaign for airbag module that will turn on and off which is really not working properly
c said that c is dealing with the SM-Matt Minnich
c said that c would lve to have the veh fixed but then c said that if veh couldn't be fixed anymore then c wants Nissan to replace veh that doesn't have any issues
c said that this is a huge safety issue and c wants this resolved
crr-js apologized for the inconvenience.
crr-js verified c's updated information

Make Public
[redacted]
Lansdale, PA [redacted]
US
[redacted]
NO ALTERNATE
[redacted]
crr-js informed c that c's case will be forwarded to rcas for a review and c will be contacted to give c update with the case by the end of the next business day.c understood.
crr-js offered further assistance to c. c declined.
crr-js gave name, extension number and case number to c.
crr-js transferring case to RCAS, leaving case open.

crr-js forwarding case to rcas for review because c has concern with c's veh

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7981222	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/26/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time

Edit | Del	[redacted]	[redacted]	✓	9/3/2014	Joseph Shively	9/26/2014 8:33 AM
Edit | Del			✓	9/3/2014	Kristie Tate-Paul	9/3/2014 11:09 AM
Edit | Del			✓	9/3/2014	Joseph Shively	9/3/2014 9:42 AM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	51KB	9/3/2014 7:29 AM	Joseph Shively
Edit | View | Del		90KB	9/3/2014 7:01 AM	Joseph Shively
Edit | View | Del		134KB	9/3/2014 6:55 AM	Joseph Shively
Edit | View | Del		198KB	8/18/2014 10:59 AM	Joseph Shively

Case History

Case History Help

Date	User	Action
9/26/2014 8 35 AM	Joseph Shively	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/26/2014 8 33 AM	Joseph Shively	Changed **Follow Up Date** from 9/23/2014 to **9/29/2014**.
9/22/2014 3 53 PM	Joseph Shively	Changed **Follow Up Date** from 9/22/2014 to **9/23/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [28] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raven Giddens [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/15/2014 3:45 PM
CA Multiple Repairs		Date/Time Closed	9/19/2014 9:45 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Airbag issue on veh		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	W NDSOR NISSAN BY THE MAGU RE AUTOMOTIVE	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 5N1AR2MM4D[redacted]		
Created By	Grace Marie Yu 8/15/2014 3:45 PM	Root Cause Code	SCSV
Last Modified By	NNAETL 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	481	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Raven Giddens (9/19/2014 9 44 AM)** RCAS-RG called c at [redacted], no answer rcas left vmx requesting a call back
Make Public		**Created By Raven Giddens (9/18/2014 9 51 AM)** SM emailed RCAS-RG back informing RCAS-RG that c has not made an appointment to come in the dealership since 8/26
Make Public		**Created By Raven Giddens (9/18/2014 7 40 AM)** RCAS-RG emailed SM at dealership asking if c has made an appointment for c to bring c's veh in to be looked at
Make Public		**Created By Raven Giddens (9/18/2014 7 36 AM)** RCAS-RG called c at 6[redacted] no answer rcas left vmx requesting a call back
Make Public		**Created By Raven Giddens (9/17/2014 10 01 AM)** RCAS-RG called c at [redacted] no answer rcas left vmx requesting a call back
Make Public		**Created By Raven Giddens (9/12/2014 3 11 PM)** RCAS-RG called dealership spoke with SA-James RCAS-RG asked SA if a ride a long with c to try to duplicate the prob is something that can be done SA-James said yes and that there is another option if it does not work ******* RCAS-RG called c at [redacted] RCAS-RG informed c that c can take veh to dealership for diagnosis of a ride along to try to duplicate the prob C said that c will go to dealership and speak with James bc c was told that the dealership did not want to deal with c' concerns anymore RCAS-RG informed c that rcas will follow up wit c on wed to check on status c understood call ended mutually
Make Public		**Created By Raven Giddens (9/11/2014 10 48 AM)** RCAS-RG emailed SM at dealership
Make Public		**Created By Brittney Smith (9/10/2014 5 56 PM)** TL-BS called c at [redacted] c/s c was told to make a video and was later told that the video is of no use to c. c/s c has had to take the veh to the dealership for about 3 times. TL-BS apologized to c and informed c that TL-BS would have RCAS-RG contact the dealer to determine if a ride along is possible and if any devices could be used to capture any data should the concern be duplicated during a ride along. c understood and thanked TL-BS call ended mutually
Make Public		**Created By Raven Giddens (9/10/2014 1 14 PM)** *** RCAS-RG informed c that rcas supervisor will contact c in 1 or 2 buis days***
Make Public		**Created By Raven Giddens (9/10/2014 1 11 PM)** RCAS-RG called c at [redacted] RCAS-RG asked c if the dealership was able to duplicate c's concerns C said that c has not taken the veh to the dealership C said that c called the dealership and informed them that c has a video of the air bag light being on, but they said they cannot go off this (in previous notes, RCAS-RG was advised by SA-James that c can get video) RCAS-RG apologized to c for this inconvenience and informed c that c can try to go back to the dealership to get this issue duplicated again C said that it does not happen all of the time and it does not make since to get this duplicated when c is telling them what is happening

	C said that c wants to speak with someone else RCAS-RG agreed to escalate case
Make Public	**Created By Jackie Santos (9/9/2014 3 03 PM)** rcas case follow up
Make Public	**Created By Jackie Santos (9/9/2014 3 01 PM)** crr-js received a call from c c gave case no crr-js apologized for the inconvenience. crr-js asked c if any of c's info changed since the last time c called, c stated none. c said that c was advised to record the issue of the veh which c did c took video and was advised to contact JACK in the dlr c said that c spoke to the dlr but then there is no person named Jack in that dlr c said that it seems that that person doesnt exist and c said that c wants to know now what to do because dlr is not helping c crr-js apologized for the inconvenience crr-js advised c that crr reopened the case and will document c's additional information and will also send internal message to rcas to give c callback c understood crr-js offered further assistance, c said no. crr-js provided name,case,extension number to c exiting case.
Make Public	**Created By Raven Giddens (9/3/2014 2 45 PM)** **********RCAS-RG is closing case as no further assistance can be offered at this time.**********
Make Public	**Created By Raven Giddens (9/3/2014 2 44 PM)** RCAS-RG called c at [redacted] RCAS-RG informed c that the last time RCAS-RG spoke with c was on the 21st and RCAS-RG spoke with the service advisor at the dealership that day as well RCAS-RG informed c that SA informed RCAS-RG since they were not able to duplicate c's concerns when c came in, a better way for them to see what is going on would be for c to record the problem when it happens C said that when c was in the first time, that c's veh was not even looked at RCAS-RG informed c that c should still record this concern, just incase c tries to take it in again and they are nit able to duplicate it C thanked RCAS -RG for the help RCAS-RG informed c that if c has any more questions or concerns that c can give RCAS-RG a call back RCAS-RG gave c contact info and case # Call ended mutually
Make Public	**Created By Raven Giddens (9/2/2014 12 20 PM)** RCAS -RG called c at [redacted] no answer RCAS-RG left vm requesting a call back
Make Public	**Created By Raven Giddens (8/29/2014 2 30 PM)** RCAS -RG called c at [redacted] no answer RCAS-RG left vm requesting a call back
Make Public	**Created By Raven Giddens (8/28/2014 1 58 PM)** C left vm requesting call back o[redacted] RCAS -RG called c at [redacted] no answer RCAS-RG left vm requesting a call back
Make Public	**Created By Raven Giddens (8/27/2014 7 05 AM)** RCAS-RG called c a[redacted] # c requested a call back on, RCAS-RG left vm requesting call back
Make Public	**Created By Raven Giddens (8/27/2014 7 03 AM)** C replied to 3 attempt email RCAS-RG sent c to give c a call bcak
Make Public	**Created By Raven Giddens (8/26/2014 4 51 PM)** ********** RCAS-RG is closing case due to lack of customer response **********
Make Public	**Created By Raven Giddens (8/26/2014 4 50 PM)** RCAS-RG called c at [redacted] RCAS left vm requesting call back
Make Public	**Created By Raven Giddens (8/25/2014 3 28 PM)** RCAS-RG called c at[redacted]RCAS left vm requesting call back
Make Public	**Created By Raven Giddens (8/22/2014 12 45 PM)** RCAS-RG called c at [redacted] o answer RCAS left vm requesting a call back RCAS-RG called c at [redacted] wife answered said this is her #
Make Public	**Created By Raven Giddens (8/21/2014 2 38 PM)** RCAS-RG called dlr, spoke with SA James RCAS-RG informed SA of c's concerns SA said that they were not able to duplicate this concern when c was last on SA said that the person sitting in the seat will have to be positioned in seat correctly or it will throw the weight off RCAS-RG asked SA what the next steps would be for c bc c was already told this once before SA said to ask c to get a video of what is happening when someone is sitting in the seat bc they will need to see what is going on in order to fix the veh RCAS-RG informed SA RCAS will relay this info to c Call ended mutually
Make Public	**Created By Raven Giddens (8/21/2014 2 33 PM)** RCAS-RG called c a[redacted] wife answered said c is out of town and will be back 8/22/14 RCAS-RG called c at [redacted] RCAS-RG left vm requesting call back
Make Public	**Created By Raven Giddens (8/18/2014 12 10 PM)** RCAS-RG called c at [redacted] RCAS-RG asked c to clarify probs c is having with veh C said that c's airbag light seems to come and off with anyone who is sitting in the seat. Heavy weight as well as light weight C is concerned by this bc c does not want something to happen and the air bag not deploy C said if this happens then c will sue Nissan C said these concerns are nothing new and c has seen these complaints online and has seen where ppl have had to do repurchases on veh C asked RCAS-RG if these concerns cannot be fixed, what will be the next steps RCAS-RG informed c that we can get info back from dlr, then we will figure out what the next step would be RCAS-RG informed c that RCAS will need 3 buis days to contact dlr and ask about these concerns C understood and asked RCAS if someone could promise c that this prob can be fixed RCAS-RG informed c that RCAS cannot make any promises to c bc RCAS does not know forsure C understood RCAS-RG gave contact info to c Call ended mutually
Make Public	**Created By Grace Marie Yu (8/15/2014 3 55 PM)** Vehicle Concern
Make Public	

Created By Grace Marie Yu **(8/15/2014 3 55 PM)**
crr-gmy received a call from C. C stated that C have had the airbag campaign performed on veh. c stated that c thought that the issue was resolved until today when the airbag light went off again. c stated that c went back to the dlr and c was informed that if the person will juts adjust on the seat slightly the airbag light will turn off and may not deploy.
c stated that what the dlr told c is something laughable.
crr-gmy checked for related case/s: NONE
crr-gmy checked for open campaign/s: NONE
crr-gmy verified and updated C 's contact information and provided case number to c to refer incase of disconnection, c acknowledged.
crr-gmy informed c that as per checking c's VIN, c's veh is not part of the OCS Campaign.
crr-gmy asked c, how can NNA assist c.
c stated c wanted airbag fixed, since as per c, it is a safety issue.

crr-gmy verified if the veh was diagnosed, c said yes and provided the following information:
NAME OF DEALER: W NDSOR NISSAN BY THE MAGUIRE AUTOMOTIVE
DATE OF DIAGNOSIS: 08/15/14
DIAGNOSIS OF THE VEH: Nothing is wrong with the airbag
SERVICE ADVISOR: SA-GERRY and SM-TONY KATAWICK

crr-gmy informed C that C's concern will be documented on case and will be forwarded to the Regional Office for review and a Regional Specialist will contact C before the end of the next business day, C acknowledged.
crr-gmy asked for the best number to reach C, C provided 6092733434.
crr-gmy provided recap, c acknowledged.
crr-gmy offered further assistance, C declined.
crr-gmy gave name, extension and case number.
crr-gmy forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7931162	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/15/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pqv7u:ref]	[redacted]	✓	8/26/2014	Raven Giddens	8/26/2014 4:53 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pqv7u:ref] *8/26/2014 Case # [redacted] VIN # 5N1AR2MM4D[redacted]*	[redacted]	8/26/2014 4:53 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/19/2014 9:45 AM	Raven Giddens	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/18/2014 7:40 AM	Raven Giddens	Changed **Follow Up Date** from 9/18/2014 to **9/19/2014**.
9/17/2014 10:01 AM	Raven Giddens	Changed **Follow Up Date** from 9/17/2014 to **9/18/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Dawn Cruz [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/15/2014 3:47 PM
CA Multiple Repairs		Date/Time Closed	9/5/2014 7 55 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SALEM NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MM5D[redacted]		
Created By	Joy Acebedo, 8/15/2014 3:47 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	495	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Dawn Cruz (9/5/2014 7 53 AM)** RCAS-DC contacted c @[redacted] C/S Commonwealth was fantastic and the veh is working great and thanked RCAS-DC for the help RCAS-DC thanked c and advised if RCAS-DC is needed in the future to please reach out to RCAS-DC and advised c c has number and thanked c C understood and call ended mutually RCAS-DC is closing case as no further assistance can be offered at this time. ********* CASE SUMMARY********** C contacted NNA CA requesting assistance with veh concerns C had taken veh into DLRSHIP and was advised no fix for repair of OCS passenger side. C/S has taken into DLR 4 times and light still on c is seeking a 2 opinion RCAS-DC advised c to seek a second opinion. C did and veh is now repaired. RCAS-DC is closing case as no further assistance can be offered at this time.
Make Public		**Created By Dawn Cruz (9/4/2014 9 28 AM)** RCAS-DC contacted c [redacted] left vmx including case number, name, and RCAS-DC contact of [redacted] along with hours of operation 7am-4pm CST. ********** RCAS-DC contacted DLRSHIP and spoke to SM-Kerrie SM-Kerrie stated thinks c took veh to Commonwealth RCAS-DC thanked RCAS-DC and call ended mutually ********** RCAS-DC contacted Commonwealth and spoke to SM SM stated veh is already fixed and repaired Commonwealth contacted tech line and stated if senors were updated so should the OCS RCAS-DC thanked RCAS-DC and call ended mutually ********** RCAS-DC contacted DLRSHIP and spoke to SM-Kerrie RCAS-DC advised SM-Kerrie that Commonwealth did fix and repair the veh ********** Next step: verify c satisfaction
Make Public		**Created By Dawn Cruz (9/3/2014 9 41 AM)** Next step:Await DLRSHIP diagnosis
Make Public		**Created By Dawn Cruz (9/3/2014 9 40 AM)** RCAS-DC contacted c @[redacted] left vmx including case number, name, and RCAS-DC contact of [redacted] along with hours of operation 7am-4pm CST.
Make Public		**Created By Dawn Cruz (8/28/2014 11 27 AM)** RCAS-DC contacted c @ [redacted] C/S DLRSH P contacted c this morning and advised c that DLRSH P was on the phone with Tech line and advised c that the previous DLRSHIP repaired veh incorrectly and veh needed part which DLRSHIP has ordered RCAS-DC thanked c for c updated and advised c that RCAS-DC has contacted DLRSH P this morning for an update on c case RCAS-DC advised c would contact c on Sept 3rd for update or if the c receives veh earlier than that to please feel free to leave vxm fro RCAS-DC and would contact c at RCAS-DC earliest convenience C understood and call ended mutually ********** Await DLRSHIP diagnosis
Make Public		**Created By Dawn Cruz (8/28/2014 10 43 AM)** RCAS-DC received a inbound call from SM SM left RCAS-DC a vxm ********** RCAS-DC contacted DLRSHIP regarding c veh concerns and left a message with receptionist.
Make Public		**Created By Dawn Cruz (8/28/2014 8 14 AM)** RCAS-DC contacted DLRSHIP regarding c veh concerns and left a message with receptionist. RCAS-DC provided V N and RCAS-DC contact number and contact number of [redacted]
Make Public		**Created By Dawn Cruz (8/27/2014 9 18 AM)** *** [Added after the case is closed] *** RCAS-DC received a inbound call from C's wife Laura (currently known as c) Tues Aug 26th at 415pm CST C/S took veh into DLRSHIP for a diagnostic

****
Next step: contact DLRSH P and c

Make Public

Created By Dawn Cruz (8/21/2014 7 30 AM)
NOTE CORRECTIONS:
RCAS-DC contacted c @[redacted]
C's wife (now referred to as c) stated hasn't been able to take veh into DLRSH P
RCAS-DC advised c to contact RCAS-DC when veh is taken into DLRSH P
RCAS-DC asked c's wife if c's wife had contact info and case number
C/S yes
RCAS-DC advised c to contact RCAS-DC when veh is diagnosed
C understood
RCAS-DC is closing case as no further assistance can be offered at this time.

********* CASE SUMMARY**********
C contacted NNA CA requesting assistance with FA repair of OCS passenger side. C/S has taken into DLR 4 times and light still on c is seeking a 2 opinion

Make Public

Created By Dawn Cruz [redacted] AM)
RCAS-DC contacted c @[redacted]
C's wife (now referred to as c) stated hasn't been able to take veh into DLRSH P
RCAS-DC advised c to contact RCAS-DC when veh is taken into DLRSH P
RCAS-DC asked c's wife if c's wife had contact info and case number
C/S yes
RCAS-DC

Make Public

Created By Dawn Cruz (8/20/2014 7 43 AM)
RCAS-DC contacted c @ [redacted] left vmx including case number, name, and RCAS-DC contact of [redacted] long with hours of operation 7am-4pm CST

Make Public

Created By Dawn Cruz (8/18/2014 11 05 AM)
RCAS-DC contacted c @[redacted] left vmx including case number, name, and RCAS-DC contact of [redacted] long with hours of operation 7am-4pm CST.

RCAS-DC contacted c @[redacted] spoke to c's wife
C's wife stated the light still is on and states the veh is now a safety concern.
RCAS-dc advised c left VM with RCAS-DC contact information on other contact number of [redacted]
C understood
RCAS-DC advised c to contact closest NNA DLRSH P and advise DLRSH P with open CA case and get a second opinion.
C agreed and understood
RCAS-DC advised c would followup on Aug 20th to check on the progress.
C understood

Call ended mutually

Next step: contact c to check out current diagnosis and proceed from there.

Make Public

Created By Dawn Cruz (8/18/2014 10 53 AM)
RCAS-DC contacted DLR SALEM NISSAN
RCAS-DC -asked SM-Kerrie Has the c come in for any major services?
SM-Kerrie just the once for recall and a couple of airbag OCS repairs;
RCAS-DC asked SM Does the c have any other veh on file?
SM-Kerrie not under that name
RCAS-DC asked SM what is the cause of failure.
SM-Kerrie other than recall DLRSH P doesn't know the cause of failure
RCAS-DC inquired whether C has been in at DLR previously for same concern/how many times.
SM-Kerrie-yes 2 times no alternative transportation was ever given
RCAS-DC asked SM-Kerrie for Warranty pricing of parts & labor? C has not incurred any charges
RCAS-DC asked SM if SM has any recommendations. SM-Kerrie stated c is welcome to get a 2nd opinion

Vehicle purchased- New
Current vehicle mileage- 13,000
Warranty status- Still inside basic warranty
VSC status- None
Customer service history (customer pay at dealer)- car brought at DLRSHIP but sold below invoice $350.00
TL,CA Sup,FOM,CXM recommendation-

Make Public

Created By Dawn Cruz (8/18/2014 10 10 AM)
RCAS-DC reviewed the following thoroughly
Any open Vehicle Campaigns:
RC-3807373 R1405 Closed 2013-2014 - Nissan Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS 4/11/2014
RC-3807372 R1308 Closed 2013-2014 - Pathfinder ABS Software Update ABS SOFTWARE UPDATE 10/16/2013 NTB13-093
Previous cases-None
Vehicle Service History-SRH-24003472 SUSPENSION WORK 6/19/2013
Vehicle Service Contracts-none
Vehicle purchased- 12/7/2013
Current vehicle mileage-13,000 / 2013 NISSAN PATHF NDER

Next step: contact DLR again and ask the following:
RCAS-DC -asked SM Has the c come in for any major services?
RCAS-DC asked SM Does the c have any other veh on file?
RCAS-DC asked SM what repairs the veh needs.
RCAS-DC asked SM what is the cause of failure.
RCAS-DC asked SM if the failure was due to C misuse.
RCAS-DC inquired whether C has been in at DLR previously for same concern/how many times.
RCAS-DC asked SM for Warranty pricing of parts & labor?
RCAS-DC asked SM if SM has any recommendations.

Vehicle purchased- New
Current vehicle mileage- 13,000
Warranty status- Still inside basic warranty
VSC status- None
Customer service history (customer pay at dealer)-
TL,CA Sup,FOM,CXM recommendation-

Make Public

Created By Joy Acebedo (8/15/2014 3 51 PM)
CRR-JA verified c's name
CRR-JA verified address
CRR-JA verified phone/alt
CRR-JA verified email

Issue: C's wife [redacted] called which now refer as c. C said that the dlr tried to fix the OCS passenger side for 4 times already but still, the light keeps on showing. C said that the last time was last Friday. C said that before, the light will only show up on an adult passenger but now, the light is becoming constant.

C's Request: C would like Nissan to fix the airbag light issue.

SA/SM Michael Distefano

CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day.

CRR-JA is forwarding the case to RCAS

CRR-JA asked c for further assistance but c decline.

CRR-JA provided name, case and extension number.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7931163	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/15/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/5/2014 7 55 AM	Dawn Cruz	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/4/2014 9 29 AM	Dawn Cruz	Changed **Follow Up Date** from 9/4/2014 to **9/5/2014**.
9/3/2014 9:41 AM	Dawn Cruz	Changed **Follow Up Date** from 9/3/2014 to **9/4/2014**.

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Surveys

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Case [redacted]

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Shatona Griffin [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Sales & Service
Follow Up Date	8/21/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	8/15/2014 8:31 PM
CA Multiple Repairs		Date/Time Closed	8/21/2014 6:46 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Service Hot Alert		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AS1MW3AM[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	18
Model Line	FX	Beyond PT Warranty Miles	0
Model Code	82210	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KELLY INFINITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	850275
Survey Type		Case Type	Infiniti Service

Survey Request Date		Receipt Date	8/4/2014
Survey-Source		Survey NPS Score 1	9
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	Unresolved Issues Comments Great job communicating the delay but it still took 5 days for work to be completed which wasn't expected. In the future, I would appreciate it if you can order the parts prior to my car drop off so that we don't have to wait 4 days for parts to arrive at your dealership again. This was the 4th time that this airbag had been repaired and we has discussed the work and parts that needed to be replaced prior to drop off.	Hot Alert Type	UCONTACT_ME
Survey Verbatim	Service Experience Stand-Outs Service team always does a great job and are very courteous. Service Advisor Comments Great job communicating the delay but it still took 5 days for work to be completed which wasn't expected. In the future, I would appreciate it if you can order the parts prior to my car drop off so that we don't have to wait 4 days for parts to arrive at your dealership again. This was the 4th time that this airbag had been repaired and we has discussed the work and parts that needed to be replaced prior to drop off.	Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] PEABODY, MA, [redacted] - Email Address: [redacted] - Preferred Email:		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	HOT ALERT [redacted] V N: JN8AS1MW3AM[redacted]		
Created By	Managed Services, 8/15/2014 8 31 PM	Root Cause Code	SCIN
Last Modified By	Veronica Moody 4/12/2015 6 01 PM	Root Cause Code (2)	
Days Closed	510	Action Code	NE4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Shatona Griffin (8/21/2014 6 45 PM)** RCAS-SG called C @ [redacted], left vmx... RCAS-SG sending C an unable to contact email RCAS-SG closing case...pending a return call
Make Public		**Created By Shatona Griffin (8/20/2014 9 49 AM)** RCAS-SG called C @ [redacted] left vmx...
Make Public		**Created By Shatona Griffin (8/19/2014 2 28 PM)** SM stated that there were some shipping concerns that prevented the retailer from meeting the expectations of the customer ready-time
Make Public		**Created By Shatona Griffin (8/19/2014 2 27 PM)** RCAS-SG spoke with SM-Jeff SM stated that SM thought that air bag repair was complete SM stated that SM could not pre-order parts until the retailer reviews the codes SM stated that 03/25/13 @ 43576 mi CUSTOMER STATES A R BAG LIGHT IS FLASHING REPLACED SPIRAL CABLE COMPLETED **** 01/13/14 @ 55488 mi CUSTOMER STATES THE AIRBAG WARN NG LIGHT IS ON CONFIRM COMPLAINT FOUND CODE B1080.CONFIRM INTERNAL FA LURE OF SP RAL CABLE. REPLACE CABLE ROAD TEST COMPLA NT RESOLVED **** 04/04/14 @ 58363 mi C/S: PER CHRIS B - GIVING HIM A PLATED VEHICLE FOR AIR BAG LIGHT THAT IS ON AGAIN SCANNED SYSTEM TO F ND CODES FOR B1080 AND B1096. CHECKED FOR BULLETINS, NONE FOUND. INSPECTED SYSTEM, NO PROBLEMS WITH THE WIRING HARNESS IN THE AIR BAG SYSTEM, CHECKED TO FIND THAT THE DRIVERS A R BAG MODULE AND THE AIR BAG DIAG UNIT HAD NTERNALLY FAILED. REPLACED AIR BAG MODULE AND THE DIAG UNIT, CLEARED CODES AND TESTED OKAY. COMPLETED **** 07/23/14 @ 62667 mi C/S: PASS SEAT AIR BAG LIGHT ON AGAIN CONFIRM COMPLAINT CODES B1080/B1096.REPLACE A/B MODULE DIAG UNIT AND SPIRAL CABLE INTERNAL FAILURES.ROAD TEST COMPLAINT RESOLVED
Make Public		**Created By Shatona Griffin (8/18/2014 1 54 PM)** RCAS-SG received case 8/18/14 RCAS-SG sent email to SM-Jeff and FOM for review...

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7938522	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/21/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PqzZG:ref]	[redacted]	✓	8/21/2014	Shatona Griffin	8/21/2014 6:45 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PqzZG:ref]		✓	8/21/2014	Shatona Griffin	8/21/2014 6:45 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PqzZG ref] *8/21/2014 Case #[redacted] Thank you for taking the...*	[redacted]	8/21/2014 6:45 PM
Reply | To All | Del	Sent		Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PqzZG ref] *8/21/2014 Case #[redacted] Thank you for taking the...*		8/21/2014 6:45 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/21/2014 6:46 PM	Shatona Griffin	Changed **Case Record Type** from CA Sales & Service to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/20/2014 9:49 AM	Shatona Griffin	Changed **Follow Up Date** from 8/19/2014 to **8/21/2014**.
8/18/2014 1 52 PM	Shatona Griffin	Changed **Follow Up Date** from 8/18/2014 to **8/19/2014**.

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NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jacinta Pederson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 8:02 AM
CA Multiple Repairs		Date/Time Closed	9/30/2014 9:09 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DARL NG'S NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM6EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DARL NG'S NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/26/2014	Vehicle Service Contract	
RHR Completed	8/26/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] 27 VIN: 5N1AR2MM6E[redacted]		
Created By	Mark Chester Carpio 8/18/2014 8:02 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	470	Action Code	DT4A
Case Record Type	CA Closed Case [Change]	Document ID	C[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Stacy Gary (9/30/2014 9 08 AM)** Arbs noting the case was reviewed with BOW and DRT was advised no further action is needed from the department. Arbs is closing the case since the dealer traded the customer out of the car independent of NNA.
Make Public		**Created By Jacinta Pederson (9/25/2014 10 32 AM)** Arbs notes file given to ARBS-Mgr-BG.
Make Public		**Created By Jacinta Pederson (9/18/2014 8 21 AM)** Arbs discussed with Arbs-TL-SG.
Make Public		**Created By Jacinta Pederson (9/18/2014 8 20 AM)** Arbs attached letter from Darling Nissan stating Darling Nissan repurchased the vehicle from the c and Darling Nissan is requesting NNA repurchase the vehicle from Darling Nissan.
Make Public		**Created By Jacinta Pederson (9/18/2014 8 13 AM)** Arbs attached DTS inspection summary to case.
Make Public		**Created By Jacinta Pederson (9/18/2014 8 10 AM)** Arbs received letter from Bryanna/Exec TL that was addressed to Mr. Frigo from John Darlings/ODM of Darling Nissan.
Make Public		**Created By Jacinta Pederson (9/15/2014 7 58 AM)** On 9/12/14 at 8 00am DTS PM inspected a 2014 Nisan Pathfinder (5N1AR2MM6EC[redacted] with 12,876 miles on it at Darlings Nissan DLR #2089. The owne[redacted] were present at the time of the inspection. During an interview with [redacted] they explained the following complaint; • Intermittently on initial startup with a full sized adult sitting in the front passenger seat the Passenger Air Bag Off Indicator will illuminate when the vehicle is started and will not go out during the driving cycle. The incident has occurred with different adults sitting in the seat. • Teresa Bragg stated the same condition occurred while using a loaner pathfinder.
Make Public		**Created By Jacinta Pederson (9/15/2014 7 57 AM)** The results of an inspection and road test revealed; • Teresa Bragg refused to ride in the vehicle stating it was not safe so I convinced her to ride around the parking lot. During a road test around the parking lot with John Bragg driving and Teresa Bragg riding in the front passenger seat we were unable to verify the customer complaint. • During a 9 mile road test with the technician driving and me riding in the front passenger seat we were unable to verify the customer complaint. The dealer had been driving the vehicle for over 900 miles and were unable to verify the customer complaint. • Passenger airbag switching status was monitored and compared to a KGV. Incident vehicle switching times were longer when compared to a KGV with the vehicle engine off and engine running. • An inspection of the front passenger seat and surrounding area revealed the wire harness for the OCS sensors and control unit was incorrectly routed causing additional strain on the connector to the forward strain gauge. • A Consult III Plus scan revealed: • Air Bag: B00A0-00, OCCUPANT SENS. [ABNORMAL VOLTAGE], PAST. • No applicable bulletins or campaigns. • No after manufacture accessories or modifications found. • Visual safety inspection results: Passed. Work performed during inspection; • The front passenger seat was removed and the wire harness for the OCS sensors and control unit were routed correctly as compared to a KGV. • The passenger seat rails to floor mounts were neutralized and torqued per the service manual, the passenger seat frame to seat rail mounts were neutralized and torqued per the service manual. • A Zero Point Reset was performed and all codes were erased. • Passenger airbag switching status was monitored again and compared to a KGV. Incident vehicle switching times were now the same as a KGV with engine off and engine running. • Provided customer with pages 5 to 8 of NTB14-084 describing ODS system operation, also provided pages 1-60 to 1-65 of the Pathfinder owner's manual pertaining to ODS operation. Conclusion; • I was unable to verify customer complaint. • No one has been able to verify the customer complaint, the dealer had driven the vehicle for over 900 miles and did not verify the customer complaint. • The customer stated that the same condition occurred when using a loaner pathfinder. • I explained to [redacted] that under certain conditions it is normal for the PABI light to illuminate and provided the customer with documents explaining the use and operation of the ODS system. • Wire harness routing and seat torque may have caused intermittent inaccurate OCS sensing resulting in the PABI light remaining illuminated on vehicle start up with a full size adult passenger sitting in the front seat. • I routed the passenger seat OCS wire harness correctly, re torqued the seat mounting, performed zero point reset and the monitored sensor switching times changed to match that of a

KGV.
• I contacted [redacted] and informed them of my findings and repair. I told them I requested the dealer road test the vehicle over the week end to confirm there was no unintended PABI light operation.
• I informed John and Teresa that if the dealer reported there were no unintended PABI light operation tha

Created By Jacinta Pederson (9/5/2014 2 35 PM)
Arbs received a vmx from Salvin/Service Director requesting a call back to confirm DTS inspection details.

Make Public

Arbs contacted Salvin/Service Director explaining the details of the DTS inspection. Arbs explained arbs had left a message for SM/Dave Clawson earlier today. SD was appreciative of the call.

Make Public **Created By Jacinta Pederson (9/5/2014 8 44 AM)**
Arbs left vmx for Service Manager/Clawson to call arbs regarding upcoming DTS inspection with DTS/PM.

Make Public **Created By Jacinta Pederson (9/5/2014 8 38 AM)**
Arbs emailed DTS/PM confirming the inspection date/time/location.

Created By Jacinta Pederson (9/5/2014 8 18 AM)
Arbs contacted Mr [redacted] and explained the reason for arbs call. Arbs provided c with the DTS/PM inspection date/time/location.
Make Public C informed arbs the vehicle is already at the dealer now.
C agreed to meet PM/DTS @ 8 00 am on 9/12/2014.
Arbs informed c DTS would go on a test drive with c and if repairs were needed alternate transportation would be provided.
C was appreciative of the information.
Arbs thanked c for c's time and the call ended mutually.

Created By Jacinta Pederson (9/5/2014 7 32 AM)
Arbs received DTS/PM

DTS can inspect this vehicle on 9/12/14 at 8 00am. Please advise the customer it is mandatory they meet with me for a short interview at that time and they need to allow time for a road test as well.

Make Public

Inform the customer he may need to leave the vehicle with me for the remainder of the day and that Nissan will provide transportation if needed.
Also please contact the dealer and inform the Service Manager of the appointment and request they schedule time with technician Joel to work with me as needed and make sure they have a vehicle available for the customer as well.
The dealer and I will need confirmation of this appointment ASAP.
Thank you,

Make Public **Created By Jacinta Pederson (9/4/2014 9 14 AM)**
Arbs submitted DTS request.

Make Public **Created By Jacinta Pederson (9/4/2014 9 08 AM)**
Arbs contacted LC/DTS advising arbs received a final repair attempt for a passenger side airbag light comes on /off while passenger sits in a seat.
Arbs reviewed service repair with LC/DTS advising LC/DTS will send out PM/DTS to inspect the vehicle and meet with the customer.

Make Public **Created By Jacinta Pederson (9/3/2014 2 49 PM)**
Arbs received email from LC/DTS advising arbs to call LC/DTS 9 00 am CST tomorrow.

Make Public **Created By Jacinta Pederson (9/3/2014 1 59 PM)**
Arbs emailed DTS/LC.

Make Public **Created By Ashley Fiting (8/29/2014 7 39 AM)**
*******DRTS made an error in the letter processing case comment. C states if these problems are not successfully repaired with in seven business days following receipt of this letter, C will seek full Lemon Law remedies.*******

Make Public **Created By Ashley Fiting (8/28/2014 3 22 PM)**
DRTS received Buyers Order, there was no sales contract because C paid with cash. Received from dealer#2089.

Make Public **Created By Ashley Fiting (8/28/2014 3 06 PM)**
DRTS spoke with dealer #2089 requesting a copy of Sales Documents and Title Application. Finance Manager Bill agreed to fax them as soon as he found them. Provided customer name, VIN, name, and fax number.

Created By Ashley Fiting (8/28/2014 2 40 PM)
Previous Cases- [redacted]
Recalls/Campaigns-None

Make Public

DRTS in receipt of a State Arbitration Letter, from John W. Bragg, dated August 26, 2014, received by DRTS on August 28, 2014. It was sent via Certified mail and the tracking number is [redacted] The letter is attached for the case for review.

The Customer states the passenger air bag light comes on and off while passenger sits in sit. The customer is requesting either a replacement vehicle or the refund purchase price. C states you now have one final opportunity to repair the following problems, the date to respond by is not documented in the letter.

Created By Ashley Fiting (8/28/2014 2 21 PM)
*** [Added after the case is closed] ***
Previous Cases- [redacted]
Recalls/Campaigns-None

Make Public

DRTS in receipt of a State Arbitration Letter, from John W. Bragg, dated August 26, 2014, received by DRTS on August 28, 2014. It was sent via Certified mail and the tracking number is [redacted] e letter is attached for the case for review.

The Customer states the passenger air bag light comes on and off while passenger sits in sit. The customer is requesting either a replacement vehicle or the refund purchase price. C states you now have one final opportunity to repair the following problems, the date to respond by is not documented in the letter.

Created By Dawn Cruz (8/28/2014 2 18 PM)
RCAS-DC is closing case as no further assistance can be offered at this time.
****
Make Public ********* CASE SUMMARY**********
C contacted NNA CA requesting assistance with buy back
RCAS-DC reviewed case with TL,SM, ARBS
ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Created By Dawn Cruz (8/28/2014 10 40 AM)
*** [Added after the case is closed] ***
RCAS-DC received a vxm from c
RCAS-DC contacted c
C/S has contacted Attorney General to file a full complaint
Make Public C/S reiterated c concerns and asked RCAS-DC what was reviewed
RCAS-DC advised c the 5 visits with 3 warrantable repairs and the OCS senor
RCAS-DC reviewed the following thoroughly Any open Vehicle Campaigns, Previous cases, Vehicle Service History, Vehicle Warranty Information, Vehicle Service Contracts, Age and mileage on vehicle
C understood and thanked RCAS-DC \
Call ended mutually

Make Public **Created By Dawn Cruz (8/26/2014 4 00 PM)**
RCAS-DC received a inbound call from c
RCAS-DC advised c RCAS-DC has fully reviewed c case and at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
C/S was going to Attorney General to file a full complaint
RCAS-DC apologized and stated understood the frustration
C/S will take another route
RCAS-DC apologized and call ended mutually
RCAS-DC is closing case as no further assistance can be offered at this time.
****
********* CASE SUMMARY**********
C contacted NNA CA requesting assistance with buy back
RCAS-DC reviewed case with TL,SM, ARBS

ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Created By Dawn Cruz (8/26/2014 12 17 PM)
RCAS-DC contacted c @ [redacted] left vmx including case number, name, and RCAS-DC contact of [redacted] along with hours of operation 7am-4pm CST.

Make Public

****

Next step: ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Created By Nina Woodruff (8/26/2014 11 02 AM)
Make Public
ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Created By Nina Woodruff (8/26/2014 11 01 AM)
ARBS notes in-service date of 9/28/2013
ARBS notes purchase
ARBS notes no VSCs

ARBS notes techline cases [redacted]
ARBS notes no previous CA cases, no CSTs, no CRs, no DTS

ARBS notes no additional entries in Salesforce except pre-delivery
ARBS notes entries in CPIA:
Make Public
[redacted] – Pre-delivery
[redacted] – above

ARBS notes 4 days down with
1 visit C/R perform Recall R1405 – Occupant Classification System reprogramming
3 visit C/S the pass side air bag off light still stays after recall RPL right seat cushion frame ass'y, Diagnose airbag concerns, Reset zero set for OCS, No light on today hooked up consult and found no abnormal codes. Checked for TBS, none present. Checked seat and OCS for any outside influence or wiring concerns, OK
1 visit the back up camera screen will not display - Verified poor imagine from back up camera. No related TSB's. Performed data-base search and retrieved access code. Recommend replacement of camera as first step. Removed interior trim panel, Int-35 back door outer finisher ext-43 and replaced camera. Reassembled vehicle and verified repair.

ARBS notes 5 visits with 3 warrantable repairs

Created By Nina Woodruff (8/26/2014 11 01 AM)
ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR, dlr:

Open date 06/16/201 Mileage 10,469 RO [redacted] 1 days down

Concern:
1.C/R perform Recall R1405 – Occupant Classification System reprogramming
2.C/S that intermittently the back up camera screen will not display. Happens intermittently but will happen on average of once per day.
Actions:
1.Completed recall R1405. Reprogrammed occupant classification system R14050
2.Verified poor imagine from back up camera. No related TSB's. Performed data-base search and retrieved access code. Called tech-line at 10:06 Not accepting calls at this time due to high call volume. Recommend replacement of camera as first step. Removed interior trim panel, Int-35 back door outer finisher ext-43 and replaced camera. Reassembled vehicle and verified repair

Open Date 07/07/14 Mileage 10625 RO [redacted] 1 day down
Concern:
C/S the pass side air bag off light still stays after recall
Actions:
1. RPL right seat cushion frame ass'y
2. Diagnose airbag concerns
3. Reset zero set for OCS
Make Public
4. Performed R1405 on 266594, 6/20/14. No light on today hooked up consult and found no abnormal codes. Checked for TBS, none present. Checked seat and OCS for any outside influence or wiring concerns, OK. Called tech line at 9:30 and spoke with Brian. He recommends OCS sensors in right hand seat be replaced and that may consist of a whole seat track. Ordered. C left, air bag working at that time. C returned 7/7/2014 at 11,205 miles 4191 replaced R front seat frame per Nissan tech line, transferred all parts. Reset zero and cleared DTCS

Open Date 07/24/14 Mileage 11933 RO [redacted] 1 day down
Concern:
1.C/S pass side airbag light comes on and off. C/S veh has a warning light illuminated on dash
Actions:
1 Did not duplicate concern. Hooked up consult to check codes. One normal code present. Re loaded 1405 recall since occupant sensors have already been replaced. Called tech line at 3 31 and found them closed due to high call volume. Worked with service director. Performed test for operation of lights and pressure sensor. Seat sensors are working correctly. Reviewed the programming process and had the complete programming and calibration performed with no people in the vehicle, computers on the vehicle or any vibrations around the vehicle. Rechecked operation and could not get the light to malfunction. Concern is intermittent. The c will contact the service director if this light returns

Open Date 08/11/14 Mileage 12421 RO [redacted] 1 day down

Concern:
1. C/S passenger airbag light is on. C/S this is the final repair attempt. C/S vehicle has a warning light illuminated on dash

Action:
1 Airbag and airbag off lights are not on at this time. Connected C3+ passed airbag DTC from zero reset procedure. Called tech line and talked to Brian. Handed phone to Selden to discuss next step.

Make Public
Created By Josh Wegener (8/26/2014 9 23 AM)
DRTS received RHR. The RHR has been assigned to ARBS- Nina Woodruff for review.

Created By Dawn Cruz (8/26/2014 8 03 AM)
RCAS-DC received a email from SM-Selden requesting an update info
"Dawn,
I am following up on this customer. Do you have an update?"

Make Public
RCAS-DC sent
"I haven't received the work orders yet in order to start the RHR process. Fax 615-967-2007 once the process begins it will take 10-14 business days to review. Could you please send them over today?"

RCAS-DC contacted c @ [redacted] advised c will contact on Friday with a update on buy back request.
C understood
Call ended mutually

Created By Dawn Cruz (8/21/2014 11 30 AM)
RCAS-DC contacted DLR and requested WO spoke to SA-David and SA-David is sending right over.
Call ended mutually

Make Public

****

Next step: Work on RHR

Make Public
Created By Dawn Cruz (8/20/2014 8 52 AM)
RCAS-DC contacted c [redacted]
RCAS-DC verified with c the concerns of Passenger airbag sensor
C/S yes
RCAS-DC asked c RCAS-DC sees request for buyback
C/S yes
RCAS-DC apologized and stated understood why c was upset and disappointed
C/S loves veh but wife is the one seated in passenger side so it's a concern
RCAS-DC stated is working on getting WO and will begin the process and will followup with c every 3 days.
C understood
RCAS-DC stated will call on Monday Aug 25th

C/S has RCAS-DC contact number and understood followup
call ended mutually

Make Public

Created By Dawn Cruz (8/20/2014 8 43 AM)
RCAS-DC contacted DLR and spoke to Selden Wheeler
RCAS-DC asked if SM contacted tech line
SM-Selden stated contacted tech line and tech line stated after review and three attempted repairs tech line stated they were unable to further assist.
SM-stated the c is in love with this veh and is a loyal c and that is what is sad about this whole situation.
RCAS-DC asked if SM can fax or email over all WO and documentation of repairs
SM stated will send via email and has email address
RCAS-DC thanked SM

Call ended mutually

Make Public

Created By Dawn Cruz (8/19/2014 11 00 AM)
RCAS-DC contacted c @ (2[redacted]7 left vmx including case number, name, and RCAS-DC contact of [redacted] along with hours of operation 7am-4pm CST.

Make Public

Created By Dawn Cruz (8/19/2014 10 57 AM)
RCAS-DC contacted DLR spoke to SM
SM stated that RCAS would need to speak with Selden Wheeler who worked on veh
SM stated Selden was unavailable at the moment
RCAS-DC asked if it would be easier to email RCAS-DC questions
SM stated yes and provided email
Call ended mutually
RCAS-DC sending email to Selden.Wheeler@darlings.com in regard to veh concern and requesting further information from SM.

Make Public

Created By Dawn Cruz (8/18/2014 3 51 PM)
RCAS-DC sending email to SM in regard to veh concern and requesting further information from SM.

Make Public

Created By Dawn Cruz (8/18/2014 9 58 AM)
RCAS-DC reviewed the following thoroughly
Any open Vehicle Campaigns:
RC-3686117 R1405 Closed 2013-2014 - Nissan Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS 4/11/2014
RC-3569983 R1308 Closed 2013-2014 - Pathfinder ABS Software Update ABS SOFTWARE UPDATE 10/16/2013 NTB13-093
Previous cases-None
Vehicle Service History-SRH-24003472 SUSPENSION WORK 6/19/2013
Vehicle Service Contracts-V-24314305
Vehicle purchased- New
Current vehicle mileage-12,000 / 2014 NISSAN PATHF NDER
Warranties are all still in place

Next step: contact DLR again and ask the following:
RCAS-DC -asked SM Has the c come in for any major services?
RCAS-DC asked SM Does the c have any other veh on file?
RCAS-DC asked SM what repairs the veh needs.
RCAS-DC asked SM what is the cause of failure.
RCAS-DC asked SM if the failure was due to C misuse.
RCAS-DC inquired whether C has been in at DLR previously for same concern/how many times.
RCAS-DC asked SM for Warranty pricing of parts & labor?
RCAS-DC asked SM if SM has any recommendations.

Vehicle purchased- 9/28/2013
Current vehicle mileage- 12,000
Warranty status- all warranties are still intact
VSC status- none
Customer service history (customer pay at dealer)-
TL,CA Sup,FOM,CXM recommendation-

Make Public

Created By Mark Chester Carpio (8/18/2014 8 13 AM)
Vehicle Concern

Make Public

Created By Mark Chester Carpio (8/18/2014 8 13 AM)
CRR-MC rcv a call from c & verify c's account information
[redacted]

C stated that SA-Selden of DARLING'S NISSAN advised c to call NNA
C stated that its about the OCCUPANT CLASS SYSTEM OCS/Passenger airbag sensor c stated that after dlr completed tha OCS campaign c had the same issues c stated that dlr attempted to repair it for 3x and still unable to fix the veh, dlr advised c that the veh is unsafe to drive and gave c a loaner veh
C is calling to request for Buyback c stated that c's veh is unsafe and not willing to have the veh

CRR-MC told c that c's case will be escalated to RCAS for further review and assistance,
CRR-MC advised c that will receive a call back before the end of the next business day c agreed.

CRR-MC ask c to provide the best number
c provided contact [redacted]

CRR-MC offered further assistance, c declined.
CRR-MC provided a brief call recap, name, case number, and ext number
CRR-MC thanked C for calling Nissan Consumer Affairs
CRR-MC forwarding the case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7931839	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/18/2014	YE	BK	233500	OA
Edit | Del	CC-7931840	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/18/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	9/9/2014	Ashley Fiting	8/28/2014 3 23 PM
Edit | Del	[redacted]		✓	8/26/2014	Nina Woodruff	3/13/2015 1:10 PM
Edit | Del			✓	8/26/2014	Dawn Cruz	8/26/2014 9 24 AM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30720	DTS Request	Jacinta Pederson, 9/4/2014 9:10 AM	9/4/2014

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	108KB	9/18/2014 8:18 AM	Jacinta Pederson
Edit | View | Del		66KB	9/18/2014 8:13 AM	Jacinta Pederson
Edit | View | Del		137KB	8/28/2014 3 22 PM	Ashley Fiting
Edit | View | Del		81KB	8/28/2014 3 08 PM	Dawn Cruz
Edit | View | Del		7KB	8/28/2014 3 08 PM	Dawn Cruz

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/30/2014 9 09 AM	Stacy Gary	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/25/2014 10:32 AM	Jacinta Pederson	Changed **Follow Up Date** from 9/16/2014 to **9/30/2014**.
9/15/2014 8 06 AM	Jacinta Pederson	Changed **Follow Up Date** from 9/9/2014 to **9/16/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Nicholas Stanton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 8:21 AM
CA Multiple Repairs		Date/Time Closed	9/2/2014 9:49 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	campaign repaired but airbag indicator is still going off		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	autonation nissan miami
# Vehicles Owned	1	Previous Repair Date	8/16/2014
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,200		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN MIAMI	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0EC[redacted]		
Created By	Christian Rey Santos 8/18/2014 8:21 AM	Root Cause Code	SIN
Last Modified By	Veronica Moody 4/12/2015 6 01 PM	Root Cause Code (2)	
Days Closed	498	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Nicholas Stanton (9/2/2014 9 49 AM)** CASE SUMMARY C called NNA requesting help in repairing c's airbag sensors. RCAS-NS advised c to take the veh bacl to the DLR for another look. C took the veh back and the DLR repaired the concern. RCAS-NS advised c to call NNA back if the concern continues. Case closed. **********
Make Public		**Created By Nicholas Stanton (9/2/2014 9 47 AM)** RCAS-NS called c to talk about the case. C stated the airbag light is off but is unsure if the light will stay off. RCAS_NS advised c to call NNA back if the concern continues. C understood. RCAS-NS closing case as no further assistance can be provided.
Make Public		**Created By Nicholas Stanton (9/2/2014 9 46 AM)** RCAS-NS called DLR to talk about the case. SM stated the veh has been repaired over the weekend. RCAS-NS thanked SM for the help.
Make Public		**Created By Nicholas Stanton (8/27/2014 10 39 AM)** RCAS-NS called c to talk about the case. RCAS-NS advised c that RCAS would like the customer to bring the veh back into the dealer. C stated c would like a saturday appointment and a loaner car. RCAS-NS called DLR and set up a Saturday (8/30) appointment at 8:00 C stated c would take the veh back on 8/30 for another look.
Make Public		**Created By Michael Atienza (8/26/2014 9 14 AM)** transfer call from nissan marketing. crr-ma check file. crr-ma told c that the case was escalted to RCAS and being handle by one of the rep. c said he tried to call RCAS yesterday but c was not bale to talk to nicolas crr-ma told c that nicolas call c and left VMX to take the car to dealership for another diagnosis. c insist to talk to nicolas. crr-ma told c will send them email about his call back today. c provied is phone numebr and said he will be waiting for a call back any time of the day. crr-ma offer further assitance. c refused. crr-ma sent email to RCAS. crr-ma
Make Public		**Created By Nicholas Stanton (8/22/2014 9 29 AM)** RCAS-NS called the customer and left a call back message to bring the vehicle back into the DLR for another diagnosis. Follow up set for 8/27
Make Public		**Created By Nicholas Stanton (8/22/2014 9 27 AM)** RCAS-NS called DLR to talk about the case. DLR stated the airbag sensor was reprogrammed on 5/20/14 and the DLR was unaware the customer was still having the concern. DLR advised RCAS to have the customer bring the vehicle back in and have the sensor looked at again. RCAS-NS thanked DLR for the help.
Make Public		**Created By Nicholas Stanton (8/19/2014 10 55 AM)** RCAS-NS called c to talk about the case.

C would like to have the airbag sensor repaired as the light keeps coming on and the reprogram does not seem to be working.

RCAS-NS advised c that RCAS would call the DLR and discuss and follow up in 3 bus days.

Make Public

Created By Christian Rey Santos (8/18/2014 9 06 AM)
c called in about a campaign for 2014 nissan altima repair that he went to the dlrshp for but is still malfunctioning
c said that c already went to the dlrshp twice for the same thing and was told that it will show on c's records that the campaign repair has already been done
CRR-CS acknowledged and restated
CRR-CS verified c's information
CRR-CS created case
CRR-CS told c that CRR-CS has viewed c's campaign information but there are no campaigns and that it means that the campaign has already been done on the vehicle
c acknowledged and repeated c's complain
CRR-CS double checked what c wanted from nissan
c said c wanted it repaired or replaced
CRR-CS told c that CRR-CS will forward the case to RCAS for further assessment and that they will call c before the end of the next business day
CRR-CS did a recap and asked if c needed further assistance
c said no
CRR-CS provided c with name, extension number and case number
CRR-CS ended call

Make Public

Created By Christian Rey Santos (8/18/2014 8 31 AM)
campaign repair not working properly

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7932005	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPER ENCE	QC	8/18/2014	YY	BF	223500	OC
Edit | Del	CC-7932006	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/18/2014	YX	BK	233500	OA
Edit | Del	CC-7932007	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	8/18/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/2/2014 9:49 AM	Nicholas Stanton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2014 10:39 AM	Nicholas Stanton	Changed **Follow Up Date** from 8/27/2014 to **9/2/2014**.
8/22/2014 9 29 AM	Nicholas Stanton	Changed **Follow Up Date** from 8/22/2014 to **8/27/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [28] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Nikita Thomas [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 8:42 AM
CA Multiple Repairs		Date/Time Closed	9/30/2014 8:47 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00049234

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Settlement due to 30 days out service 1 repair attempt for the Check Engine Light.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,092		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DCH FREEHOLD NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$4,000.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/26/2014	Vehicle Service Contract	
RHR Completed	8/26/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] - [redacted] V N: 1N4AL3AP9E[redacted]		
Created By	Shirley Santos, 8/18/2014 8:42 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 9/30/2014 7:04 PM	Root Cause Code (2)	
Days Closed	470	Action Code	NT9B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Nikita Thomas (9/30/2014 8 47 AM)** ARBS-NT will close case upon settlement agreement reached and funds issued to C.
Make Public		**Created By Nikita Thomas (9/15/2014 10 49 AM)** ARBS-NT replied to C's email to advise of status for settlement check. Hello [redacted] Concerning your Case # [redacted], your check was sent out on Friday, 9/12/14 via Fed-EX. Here is your tracking numbe [redacted] The estimated delivery date is Tuesday 9/16/14 by 8:00 p.m. Please advise if you have any additional questions. Thank you, Nikita Thomas Arbitration Specialist Dispute Resolution Programs
Make Public		**Created By Nikita Thomas (9/11/2014 8 47 AM)** Liz from DCH Freeholder Nissan contacted ARBS-NT to advise that C's veh had been repaired and that the C had been notified. SA advised that repairs included replacement of CAD, 02 Sensors and Front Pipe. ARBS-NT will submit check request for settlement. C'S VEH REPA RED / ARBS-NT W LL RESUBMIT CHECK REQUEST****
Make Public		**Created By Nikita Thomas (9/10/2014 9 37 AM)** ARBS-NT contacted Liz at DCH Freeholder Nissan and was advised that C's veh had not been repaired as of yet. Liz advised that she would have to call ARBS back to verify when veh would be made available. ARBS-NT contacted C to advise that before settlement check could be issued C wanted to make sure C's veh was repaired. ARBS-NT will recall check and submit at a later date C VEH NOT REPA RED / ARBS-NT WILL RECALL CHECK AND RE-SUBMIT ONCE REPAIRED**********
Make Public		**Created By Adrienne Gehrke (9/10/2014 9 12 AM)** Arbitration Review check engine light days down
Make Public		**Created By Nikita Thomas (9/9/2014 4 03 PM)** ARBS-NT submitted C's settlement check request for approval.
Make Public		**Created By Nikita Thomas (9/9/2014 3 59 PM)** Vehicle Concern
Make Public		**Created By Nikita Thomas (9/9/2014 2 28 PM)** ARBS-NT recieved signed and notarized settlement agreement.
Make Public		**Created By Nikita Thomas (9/9/2014 1 05 PM)** ARBS-NT emailed C settlement agreement with offer of $4,000 00.
Make Public		**Created By Nikita Thomas (9/5/2014 1 43 PM)** ARBS-NT lm for C requesting a return phone call to discuss replacement or settlement option.
Make Public		**Created By Nikita Thomas (9/4/2014 2 07 PM)** ARBS-NT spoke with C, and C advised that he would be willing to discuss Replacement or Settlement options and would like to see the numbers concerning the other 2 options. ARBS-NT advised that she would compose another letter and advise. C REQUESTING NUMBERS FOR REPLACEMENT AND SETTLEMENT******
Make Public		

Created By Nikita Thomas (9/2/2014 8 29 AM)
Repurchase letter sent to C via Fed Ex. Tracking # [redacted]

Created By Nikita Thomas (8/29/2014 1 33 PM)
Arbs notes repurchase figures as follows:

Make Public

Amount
Down Payment minus Rebate $550.00
Subsequent Payments $1,522 00
Total of All Payments Made $2,072.00
Less Mileage Usage Fee -$2,879 22
Deficiency due to NNA from Mr. Acevedo $807 22
Lease Payment to NMAC – Good through 09/25/14 $22,495 86

Created By Nikita Thomas (8/29/2014 12 42 PM)
ARBS-NT received via from C

Make Public

-Signed Leinholder Agreement
- Sales Agreement
-Sales Invoice
-Lease Agreement
- Veh Registration

Created By Nikita Thomas (8/29/2014 10 34 AM)
NMAC Payoff Request :

Hi Nikita,

Below is the payment/payoff information that you requested.

SR[redacted]
Account[redacted]
Customer[redacted]
Payoff amount is $22495.86 good thru 9/25/14
Payments received 6
Payment amount $304.00
Recent payment received on 7/29/14 in the amount of $305.00

Make Public

Copy of lease agreement and payment history are attached

Thanks,

Liza Lyman
Fulfillment and Correspondence
Senior

Nissan Motor Acceptance Corp.
8900 Freeport Pkwy
Irving TX 75063
Phone: +1 214 596.4702
Fax: +1 972.607 8206
lymanl@NMAC.COM

Created By Nikita Thomas (8/27/2014 10 46 AM)

Make Public

ARBS-NT spoke with C and C advised that he would like NNA to Repurchase veh. C advised that his lender was with NNA. ARBS-NT emailed NMAC payoff request.

ARBS-NT WAITING FOR LEINHOLDER RELEASE FORM AND NMAC PAYOFF NFORMATION**********

Created By Nikita Thomas (8/27/2014 9 11 AM)

Make Public

ARBS-NT contacted C and advised that a Replacement Intent letter would be emailed and Fed-Ex discussing repurchase and settlement options available for C's review. C advised that he would review and contact ARBS-NT directly.

1 CALL TO C / REPLACEMENT INTENT LETTER EMAILED AND FED-EX TO C**********

Created By Nikita Thomas (8/27/2014 8 48 AM)

Make Public

Arbs notes in service date of 2/26/14
Arbs notes current mileage of 13,092
Arbs notes veh down for 30 days
Arbs notes 1 visit for OCS reprogramming
Arbs notes 2 visits for check engine light concern

ARBS-NT will take over case and offer C veh replacement assistance

Created By Nikita Thomas (8/27/2014 8 43 AM)
ARBS-NT notes the following service history:

OPEN DATE: 05/14/14 M LEAGE: 6,103 RO#[redacted] DAYS DOWN: 1
CONCERN:
1. reprogram occupant classification system
ACTION:
1 reprogram occupant classification system

Make Public

OPEN DATE: 07/10/14 M LEAGE: 12,455 RO#[redacted] DAYS DOWN: 13
CONCERN:
1. c state check engine light is on
ACTION:
1. found code, cylinder balance performed rpl injector fuel tube ass'y

OPEN DATE: 07/29/14 M LEAGE: 12,838 RO#[redacted] DAYS DOWN: 16
CONCERN:
1. c states check engine light is on
ACTION:
1. tech test drove with comp and had no prob after field rep reprogrammed comp, also test drove another Altima for a comparison and veh seems ok at this time

Make Public

Created By Josh Wegener (8/26/2014 9 33 AM)
DRTS received RHR. The RHR has been assigned to ARBS- Nikita Thomas for review.

Make Public

Created By Raven Giddens (8/26/2014 7 41 AM) Last Modified By Raven Giddens (8/26/2014 7 41 AM)
RCAS-RG submitted RHR

Make Public

Created By Raven Giddens (8/26/2014 7 35 AM)
RCAS-RG received R.Os on 8/22/14

Created By Raven Giddens (8/21/2014 2 53 PM)
RCAS-RG called c at [redacted]
RCAS-RG informed c that RCAS has still not received ROs and is waiting on dlr to send them

Make Public

C understood
Call ended mutually

Make Public

Created By Raven Giddens (8/21/2014 2 52 PM)
RCAS-RG called dlr to request R.O. No answer

RCAS-RG emailed SM Cathy to receive R.Os

Make Public

Created By Raven Giddens (8/19/2014 11 17 AM)
RCAS-RG called dlr to receive R.Os
RCAS-RG gave SA-Eric RCAS fax # to send documents

Created By Raven Giddens (8/19/2014 9 52 AM)
RCAS-RG called c on cell at [redacted]
RCAS-RG asked c to clarify c's concerns

C said that c bought the veh brand new, and at only 12,000 miles the service engine light came on
C said that c had to get fuel injector and fuel rail repaired
C said 2 weeks later the light came on again
C said a fuel engineer looked at the veh and reprogrammed computer
C said now, the engine light is back on and c has not taken veh back to dlr yet
C said this is ridiculous and should not be happening and does not want veh anymore
C said c is thinking about cleaning veh out and leaving it at the dlr

RCAS-RG apologized to c for the probs c has been experiencing with veh and informed c that RCAS-RG will get the info to start the repurchase request
RCAS-RG informed c that once RCAS receives paperwork, it may take a few days to process, once it is processed it can take up to 10 days to review and receive decision for repurchase

C understood and thanked RCAS
RCAS-RG informed c that RCAS-RG will call c back in 3 buis days to follow up with c
Call ended mutually

Make Public

Created By Shirley Santos (8/18/2014 8 53 AM)
Vehicle Concern

Created By Shirley Santos (8/18/2014 8 52 AM)
crr-ss received a call from c regarding a veh concern.
crr-ss updated c information.
crr-ss verified c's name, mailing & email address.
crr-ss verified c's primary and alternate phone numbers.
crr-ss informed c that the veh is not part of any veh campaign.

crr-ss received a call from c regarding a veh concern.
crr-ss updated c information.
crr-ss verified c's name, mailing & email address,
crr-ss verified c's primary and alternate phone numbers.
crr-ss informed c that the veh is not part of any veh campaign.

crr-ss asked c if the veh was already taken to an authorized dlrshp for diagnosis.
c stated yes.

crr-ss asked the Dlrshp that diagnosed the veh.
c stated DCH FREEHOLD NISSAN.

crr-ss asked when the veh was diagnosed.
c stated 07/29/14.

Make Public

crr-ss asked for the the name of the Service Adviser who assisted c at the dlrshp.
c stated SA Elizabeth.

crr-ss asked the Failing Part on the veh.
c stated:
1.) fuel injector & fuel rail
2.) service engine light, engine.

crr-ss empathized and apologized for the inconvenience.

crr-ss asked for the current mileage of the veh.
c stated 13,092.

c is seeking a permanent resolution to the case.

c stated has owned 2 Nissan vehs and has been a loyal Nissan c.

crr-ss advised c that file will be transferred to rcas for review.
crr-ss advised c to expect a call within the next business day.
c understood
crr-ss offered further assistance, c declined.
crr-ss provided name, ext and file number.
crr-ss leaving file open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7961302	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/10/2014	YX	BK	233500	OA
Edit | Del	CC-7961303	ENGINE MECHANICAL	ENGINE ASSEMBLY	GENERAL INQUIRY	QA	9/10/2014	ZR	AG	138000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	9/11/2014	Nikita Thomas	9/12/2014 4:49 PM
Edit | Del	[redacted]		✓	8/26/2014	Nikita Thomas	8/27/2014 11:01 AM
Edit | Del	[redacted]		✓	8/26/2014	Raven Giddens	8/27/2014 9:03 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00049234	DRT Resolution	1N4AL3AP9EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0132805	[redacted]	9/12/2014	Customer	Approved	$4,000.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	69KB	10/3/2014 10 31 AM	Tammy Knotts
Edit | View | Del	[redacted]	51KB	9/9/2014 2:29 PM	Nikita Thomas
Edit | View | Del	[redacted]	32KB	9/2/2014 8:23 AM	Nikita Thomas
Edit | View | Del	[redacted]	173KB	8/29/2014 1 35 PM	Nikita Thomas
Edit | View | Del	[redacted]	439KB	8/29/2014 12:40 PM	Nikita Thomas

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/30/2014 8:47 AM	Nikita Thomas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/30/2014 8:47 AM	Nikita Thomas	Changed **Follow Up Date** from 9/19/2014 to **9/30/2014**.
9/10/2014 9:12 AM	Adrienne Gehrke	Changed **Description**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [44] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 10:01 AM
CA Multiple Repairs		Date/Time Closed	10/7/2014 9:47 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00048812

DTS Inspection

DTS Inspection Date	9/30/2014 8:37 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Replacement: NNA is replacing the vehicle due to 5 repair attempts and 8 days down for airbag light concern.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MOSSY NISSAN ESCONDIDO
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Checks Approved/Replacement
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN ESCONDIDO	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$23,254.51	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/15/2014	Vehicle Service Contract	
RHR Completed	8/27/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP5DN[redacted]		
Created By	Jose Mari Gozar Jr 8/18/2014 10 01 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	463	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document I	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (9/23/2014 11 53 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted]
Make Public		**Created By Annice Hill (9/10/2014 3 36 PM)** Received check made payable to SanDiego Credit Union in the amount of $14,835.24 and also a check made payable to Mossy Nissan Escondido in the amount of $8,419.27. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Amanda Simcox (9/10/2014 6 52 AM)** Checks approved. Case transmitted in VSPC. Morley case #[redacted]
Make Public		**Created By Amanda Simcox (9/9/2014 2 02 PM)** C called inquiring about rebate. RC informed C that C would not be able to apply rebates to C's responsibility. C understood. Call ended mutually.
Make Public		**Created By Adrienne Gehrke (9/9/2014 8 58 AM)** Multiple Repair Attempts - OCS
Make Public		**Created By Amanda Simcox (9/8/2014 3 22 PM)** San Diego CU overnight payoff address 6545 Sequence Dr San Diego, CA 92121
Make Public		**Created By Amanda Simcox (9/8/2014 3 20 PM)** RC emailed C regarding RC's receipt of signed acceptance.
Make Public		**Created By Amanda Simcox (9/8/2014 2 41 PM)** RC called C regarding replacement letter. C received the email and will sign and send back to RC.
Make Public		**Created By Amanda Simcox (9/8/2014 2 34 PM)** RC sent C and DLR replacement letters.
Make Public		**Created By Angie McVey (9/8/2014 2 16 PM)** Approved - Repurchase Figures
Make Public		**Created By Amanda Simcox (9/8/2014 1 17 PM)** C called inquiring on how case is progressing. RC advised that RC is waiting for figures to be approved. RC will email C replacement letter as soon as it is available. Call ended mutually.
Make Public		**Created By Christine Wilsey (9/5/2014 1 42 PM)** Worksheet notes Usage: mileage/120,000 x purchase price - rebates Usage: 5047/120,000 x 20,495.00 -2,500 = 756.84 Waive upgrade for Splash Guards $190.00 & Power Driver Seat $340 00=$530.00 per ARBs
Make Public		**Created By Christine Wilsey (9/5/2014 1 41 PM)** Dealer letter (+) New Vehicle Invoice: $22,890.00 (+) Collaterals: $2,191.35 (-) Rebate: $750.00 (=) Total due Dealer: $24,331.35 (-) Customer responsibility to Dealer: ($15,912.08) (=) Total NNA Pays to Dealer: $8,419.27
Make Public		**Created By Christine Wilsey (9/5/2014 1 41 PM)** Customer letter

New Vehicle MSRP (2015 Altima): $24,430.00
Old Vehicle MSRP (2013 Altima): $23,200 00
Total Upgrade Costs $320 00
+Usage Fee @ 5,047 miles: $756 84
+Current Payoff(good through 10/04/2014: $14,835.24
(=) Total Customer Responsibility to Dealer $15,912.08

Make Public — **Created By Amanda Simcox (9/5/2014 1 04 PM)**
ARBS waived upgrade charges on splash guards and power driver seats.

Make Public — **Created By Amanda Simcox (9/5/2014 11 57 AM)**
RC sent case to quality.

Make Public — **Created By Amanda Simcox (9/5/2014 11 42 AM)**
Jason @ dealership called and stated that if splash guards are removed, there will be visible holes left in paint.

Make Public — **Created By Amanda Simcox (9/5/2014 11 30 AM)**
RC called Jason @ dealership requesting that splash guards be removed. Jason was unsure if removing splash guards would be possible as they were factory installed and are painted to match the vehicle. Jason will speak with service group and find out.

Make Public — **Created By Amanda Simcox (9/5/2014 11 19 AM)**
C emailed RC that C will agree to upgrade and usage charges.

RC will contact Jason at dealership and request that splash guards be removed.

Make Public — **Created By Amanda Simcox (9/5/2014 11 07 AM)**
RC emailed C regarding usage and upgrade charges.

Make Public — **Created By Angie McVey (9/5/2014 10 38 AM)**
10,095 should be the mileage charged for use - Nissan will agree to waive 50% of that in the event of replacement. Nissan will agree to cover the power seat upgrade however the customer would be responsible for the splash guards or the dealer could remove them.

Make Public — **Created By Amanda Simcox (9/5/2014 10 04 AM)**
C called RC and is still disputing usage. C states that C should not be responsible for any usage as the airbag light is a known issue and has been since C purchased the vehicle. C stated that if usage is not waived then C will go forward with an attorney. RC advised C that RC will inquire about having usage waived and will contact C once an answer is received.

Call ended mutually.

Make Public — **Created By Amanda Simcox (9/5/2014 7 53 AM)**
RC emailed C informing that docs were received.

Make Public — **Created By Amanda Simcox (9/5/2014 7 10 AM)**
RC received trust documents from C.

Make Public — **Created By Amanda Simcox (9/4/2014 4 00 PM)**
RC inquired about waiving upgrade charge for splash guards and power driver seat.

Make Public — **Created By Amanda Simcox (9/4/2014 3 43 PM)**
Jason @ DLR sent RC both invoices and new bill of sale.

RC emailed C requesting trust documents as vehicle is registered under Durrant Family Trust. RC informed C that RC received docs from DLR and will start putting together replacement figures.

Make Public — **Created By Amanda Simcox (9/4/2014 3 33 PM)**
Jason at DLR returned RC's call. Stated will send over both invoices and bill of sale shortly.

Make Public — **Created By Amanda Simcox (9/4/2014 1 58 PM)**
RC left VM for Jason @ DLR regarding replacement vehicle. RC requested docs.

Make Public — **Created By Amanda Simcox (9/4/2014 1 45 PM)**
RC returned C's call.

C would like to proceed with replacement. C's main concern is that C's current vehicle came standard with power seats and the new Altima's do not. C does not want to be responsible for the upgrade charge to have the power seats in the replacement vehicle. RC advised that RC would inquire about waiving this upgrade charge as the seats were in the original vehicle.

C stated that C has found a similar vehicle at the dealership. The vehicle has the power seats and carpeted floor mats that are in C's current vehicle and also and audio package and splash guards. C stated C is willing to pay the upgrade charge for the audio package but does not want the splash guards. C stated that the dealership automatically orders splash guards on all new vehicles but C does not want to pay the upgrade charge for these as C is unable to find a vehicle without them.

C is working with Jason, sales manager, at the DLR. RC will reach out to Jason and request documents on replacement vehicle.

C provided full account number for loan payoff. #140003908.

Call ended mutually.

Make Public — **Created By Amanda Simcox (9/4/2014 7 53 AM)**
RC received registration, purchase contract, and payoff info from C.

Make Public — **Created By Amanda Simcox (9/3/2014 2 15 PM)**
RC called C to confirm that usage will be charged.

C inquired about upgrade charges on replacement. RC explained about trim levels and options.

C stated C will send over registration, purchase contract, and will obtain payoff information from lender.

Call ended mutually.

Make Public — **Created By Amanda Simcox (9/3/2014 10 25 AM)**
RC inquired about payment history from NMAC.

Make Public — **Created By Amanda Simcox (9/3/2014 10 23 AM)**
RC called C regarding case.

RC explained 3 options to C. C stated that C does not want settlement as C feels the vehicle is unsafe.

C stated that C has spoken to an attorney regarding CA LL and C was informed that C should not be charged any usage for the vehicle as the airbag light was an issue known to Nissan. RC advised C that Nissan is following CA LL which states C is responsible for mileage up to first occurance. C stated that if usage is to be charged, C will obtain an attorney.

RC explained C's 3 options and asked C to send in registration, purchase contract, and 10 day payoff from C's lender. C was briefly financed through NMAC. RC will inquire of NMAC for that portion of the payment history.

Call ended mutually.

Make Public — **Created By Amanda Simcox (9/2/2014 3 52 PM)**
RC called C and left VM regarding LOI and provided contact info.

Make Public — **Created By Amanda Simcox (9/2/2014 3 50 PM)**
RC sent C LOI via FedEx tracking # [redacted]

September 2, 2014

[redacted]
Poway, CA [redacted]

Re: 2013 Nissan Altima / VIN 1N4AL3AP5DN[redacted]

Dear [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your situation. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your request during a review of all available facts pertaining to your situation. Based on the vehicle repair history, Nissan offers to voluntarily repurchase or replace this vehicle.

In order to coordinate the repurchase of your vehicle, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me as soon as possible, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's current registration or title(if in your possession)
- A copy of the purchase contract for the vehicle
- A payoff confirmation statement from your lienholder(10 day payoff referencing account number, collateral, amount of interest you pay per day, and overnight payoff address)
- A payment history from your lien holder

Please return the requested information to me via fax: (615) 967-2244 or scan and email. We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you decide you do not want the repurchase that you requested, Nissan would be willing provide you with a settlement for $4,000.00 instead of the repurchase or replacement. This means that you will retain ownership of the vehicle. In exchange for this check, you will sign a Confidential Settlement Agreement and Release of Nissan North America, Inc., all Nissan entities, dealers and suppliers, though all warranties will remain in effect.

If you have any questions you are welcome to call me at ([redacted] though email is preferred at amanda.simcox@nissan-usa.com. I am generally in the office 8 a.m. – 5 p m. EST Monday-Friday.

Sincerely,

Amanda Simcox
Repurchase Coordinator
Nissan North America, Inc
Phone: (989) 497-8959
Fax: (615) 967-2244

Created By Angie McVey (9/2/2014 1 48 PM)
ARBS notes DRT will assume responsibility of the file and offer repurchase/replacement due to

ARBS notes:

*REASON: 5 repair visits for an airbag light concern

Make Public

*LEMON LAW: Yes, California

*USAGE: 13,778 miles, the initial repair visit for a complaint for the airbag light being on

*RETENTION GOODWILL: if the customer opts for a replacement, waive up to 50% of the usage as incentive to retain the customer

*OPTIONS: if C does not want a repurchase or replacement, NNA will offer $4,000 as a cash settlement in lieu of the buyback.

Created By Angie McVey (9/2/2014 1 34 PM)
History as provided by RCAS:

3/3/14 at 10,095 miles - 2 day
Concern
4. C states air bag light comes on when seat occupied
Action
4. Performed reset to zero - No fault found

5/13/14 at 13,778 miles - 1 day
Concern
1. Perform OCS recall
Action
1. Complete

6/4/14 at 15,229 miles - 1 day
Concern
4. C states key fob will not turn on car
Action
4. Performed NTB13-07 No fault found

6/13/14 at 15,835 miles - 1 day
Concern
2. C states airbag light comes on
4. C advised of coolant leak
Make Public
Action
2. Replace OCS sensor
4. Replace reservoir hose

7/15/14 at 18,069 miles - 1 day
Concern
1. C states airbag off light comes on
2. C stated key is not being read
Action
1. No fault found
2. Unable to duplicate

8/1/14 at 19,504 miles - 1 day
Concern
1. C states key fob will not turn car on
Action
1. No fault found

8/6/14 at 19,779 miles - 1 day
Concern
1. Replace passenger side mirror
Action
1. Complete

No other CA file, +1 tech line file, Retail Sale, No service contract
File notes say customer in on 8/16 but no evidence provided and none found in history.

Make Public **Created By Heathre Vanriper (8/28/2014 9 10 AM)**
DRTS received RHR. The RHR was assigned to ARBS Angie McVey for review.

Make Public **Created By Zachary Mallett (8/27/2014 7 45 PM)**
RCAS-ZM called C at [redacted] and left vmx with case number RCAS-ZM name and number stating RHR is still under review.

Make Public **Created By Zachary Mallett (8/22/2014 5 25 PM)**
Follow up not needed until 08/27/14. C is aware of follow up.

Make Public **Created By Zachary Mallett (8/20/2014 11 10 AM)**
RCAS-ZM called C at [redacted]

C stated C has had numerous repairs on the OCS sensor.
RCAS-ZM apologized and provided empathy.

C stated would like veh repurchased.
C stated C does feel veh is safe.
C stated C purchased veh new at Mossy Nissan Escondido.
C stated C only services veh at Mossy Nissan Escondido.

RCAS-ZM advised C that RHR can take up to 10 business days to reach a decision, and there is no guarantee of a decision to repurchase or replace.

C stated C loves car, but does not feel that it is safe.
RCAS-ZM advised c that RCAS-ZM would follow up with C on 08/27/14 to provide C with an update on RHR.
RCAS-ZM provided C with RCAS-ZM's phone number.
C declined further assistance.
Call ended mutually

RCAS-ZM sent email to region notifying of RHR.

RCAS-ZM sent email to SM-MC.

Make Public

Created By Nicel Torres (8/19/2014 12 19 PM)
RCAS Case Follow-up

Make Public

Created By Nicel Torres (8/19/2014 12 18 PM)
Crr-nt received a call from c stating that c wants to follow up about the case
Crr-nt verified no info has changed
Crr-nt advised c that case was already forwarded to review
Crr-nt advised c to wait for phone call from rcas for update
Crr-nt verified best number for c: [redacted]
Crr-nt asked for further assistance but c declined
Crr-nt provided name, case and extension
Crr-nt exiting case.

Make Public

Created By Jose Mari Gozar Jr (8/18/2014 10 06 AM)
CRR-JG received a call from c asking for assistance with c's veh
CRR-JG verified c's name, address, phone number, & vin.
C did not want to provide email
CRR-JG checked for open safety & service campaigns/upgrades found: 0
C states that c has brought the veh in about 6 times to c's dlrshp for the concern regarding the OCS
C states that the latest was on 08/16/14
C wants NNA to buyback the veh under the California Lemon Law
CRR-JG advised c that the case will be transferred to rcas for review.
CRR-JG escalating case to RCAS for Multiple Repair Attempts
CRR-JG advised c to expect a call before the end of the next business day. C understood.
CRR-JG offered further assistance. C declined.
CRR-JG provided name, case and extension number.
CRR-JG leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-795137	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/2/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	9/30/2014	Craig Belle	9/30/2014 8:38 PM
Edit | Del	Review Approved Check Request		✓	9/9/2014	Amanda Simcox	9/10/2014 6:51 AM
Edit | Del	Review Approved Check Request		✓	9/9/2014	Amanda Simcox	9/10/2014 6:51 AM
Edit | Del	Approved-Repurchase Figures		✓	9/8/2014	Amanda Simcox	9/8/2014 2 21 PM
Edit | Del	Review replacement figures		✓	9/5/2014	Angie McVey	9/8/2014 2:17 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00048812	DRT Resolution	1N4AL3AP5DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0132709	515570	9/10/2014	Dealer	Approved	$8,419 27	44BUYBACK	Nissan South West Buyback/Trade		
	CR0132711	515584	9/10/2014	Lienholder	Approved	$14,835 24	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	1.61MB	4/21/2015 8:45 AM	Rebecca Martin

Edit | View | Del	[redacted]	133KB	10/3/2014 8:08 AM	Tammy Knotts
Edit | View | Del		246KB	9/9/2014 9:11 AM	Amanda Simcox
Edit | View | Del		118KB	9/8/2014 3:06 PM	Amanda Simcox
Edit | View | Del		33KB	9/5/2014 8:11 AM	Amanda Simcox

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/7/2014 9:47 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/23/2014 11:50 AM	Jim Land	Changed **Case Owner** from Amanda Simcox to **Jim Land**.
9/23/2014 11:50 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [38] | Case Categorizations [4] | Open Activities [0] | Activity History [3] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	John Dix [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 10:06 AM
CA Multiple Repairs		Date/Time Closed	10/14/2014 7:17 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Region Request
Inspection Time/Notes			
Description	c want to file a complaint. c is verry upset with her 2014 altima		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TOM PEACOCK NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]PHONE:[redacted]N: 1N4AL3AP5E[redacted]		
Created By	Michael Atienza, 8/18/2014 10:06 AM	Root Cause Code	SCIR
Last Modified By	NNAETL, 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	456	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By John Dix (10/14/2014 7 17 AM) RCAS-JD closing case as no further assistance may be provided at this time.
Make Public		#### CASE SUMMARY #### C has concern with veh cutting off due to to i-key concern. C cancelled on DTS appointment as c is currently seeking legal council.
Make Public		**Created By John Dix (10/9/2014 4 13 PM)** RCAS-JD made outbound call to c at [redacted] at 4 07 PM. C states that c would like to postpone meeting as c is seeking legal council. RCAS-JD tried to advise on where to send letter of attorney but c advised that c will contact RCAS back when c would be available to meet up. RCAS-JD advised that if c does retain legal council that RCAS will be unable to assist further. C understood. Call ended mutually.
Make Public		**Created By John Dix (10/9/2014 1 10 PM)** RCAS-JD made outbound call to DTS Neal Barnes and left vmx requesting confirmation of date for tomorrow.
Make Public		**Created By John Dix (10/1/2014 9 10 AM)** RCAS-JD made outbound call to dlr SM-LP and let dlr know that DTS appointment date is 10:00 AM 10/10/14.
Make Public		**Created By John Dix (9/26/2014 12 34 PM)** RCAS-JD made outbound call to c at [redacted] t 12:30 PM. C stated that 10/10/14 will work at 10 00 AM to meet at the dlr. Call ended mutually. ########## RCAS-JD sent email to DTS-NB to advise confirmation of date.
Make Public		**Created By John Dix (9/26/2014 12 29 PM)** RCAS-JD received email from DTS Neal Barnes. DTS-NB advised that 10/10/14 will work if c is available.
Make Public		**Created By John Dix (9/23/2014 4 02 PM)** RCAS-JD made outbound call to c at [redacted] at 3 55 PM. C reconfirmed that c has Mondays and Fridays off every week. Call ended mutually.
Make Public		**Created By John Dix (9/22/2014 4 28 PM)** RCAS-JD sent email to DTS Neal Barnes. DTS NB advised that Oct 3rd will not work as DTS has something else already scheduled. DTS NB requested Oct 7th as next date available. ########## RCAS-JD made outbound call to c at [redacted] requesting call back to discuss DTS date further.
Make Public		**Created By John Dix (9/19/2014 11 11 AM)** RCAS-JD made outbound call to c at [redacted] t 11:08 AM. C advised that c cannot make 10/2 10 00 AM appointment but is off from work on Friday and could be available 10/3 at 10 AM. Call ended mutually.
Make Public		**Created By John Dix (9/18/2014 7 36 AM)** DTS Inspection Date request has been submitted.
Make Public		**Created By John Dix (9/17/2014 5 46 PM)** RCAS-JD made outbound call to c at 2[redacted] t 5:46 PM 9/17/2014 and could not leave vmx as no option was presented.
Make Public		

		Created By John Dix (9/16/2014 4 30 PM) RCAS-JD made outbound call to c at [redacted] and could not leave vmx as no option was presented.
Make Public		**Created By John Dix (9/16/2014 4 26 PM)** RCAS-JD received email from FOM-DG stating to involve DTS for case.
Make Public		**Created By John Dix (9/16/2014 8 23 AM)** RCAS-JD sent email to FOM-David Geigenmiller to advise on involving DTS for c's concerns.
Make Public		**Created By John Dix (9/12/2014 11 08 AM)** RCAS-JD made outbound call to dlr SM-Larry Patterson at 281-821-4000 at 11 05 AM and left vmx requesting call back concerning case.
Make Public		**Created By John Dix (9/11/2014 1 28 PM)** RCAS-JD made outbound call to c at [redacted] and left vmx for call back at 1:10 PM 9/11/2014. ########## RCAS-JD received inbound call from c. C states that c is still experiencing the same concerns. C states that dlr is not able to duplicate the concern. C states that dlr stated that dlr has been in contact with Nissan engineer and still unable to resolve concern. C states that c is concerned with safety in veh. RCAS-JD advised that RCAS will contact dlr for more information and follow up with c no later than 9/16/14. Call ended mutually.
Make Public		**Created By John Dix (9/11/2014 11 58 AM)** RCAS-JD received vmx from c requesting call back concerning c's veh.
Make Public		**Created By John Dix (9/4/2014 5 59 PM)** *** [Added after the case is closed.] *** RCAS-JD closing call as no further assistance may be provided at this time.
Make Public		**Created By John Dix (9/4/2014 5 57 PM)** RCAS-JD made outbound call to c. C stated that c is planning on bringing veh back to dlr on Monday 9/8/2014. RCAS-JD advised to c to contact RCAS if concern still persists after repair. C thanked RCAS-JD for information. Call ended mutually.
Make Public		**Created By John Dix (9/4/2014 4 13 PM)** RCAS-JD contacted C at [redacted] left VMX including Case number, name, and RCAS-JD contact of [redacted] RCAS-JD requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Public		**Created By John Dix (9/3/2014 4 13 PM)** RCAS-JD received inbound call from SM-Larry Patterson. SM-LP advised that c has taken in veh to dlr multiple times, and dlr was unable to duplicate concern each time. SM-LP advised that no codes have occurred and dlr has contacted tech line for further assistance. SM-LP advised that without issue being duplicated, dlr cannot appropriately diagnose repair. SM-LP stated that c contacted dlr and planned on bringing in veh on Monday 9/8/2014. SM-LP advised that veh has been tested at dlr and has replaced keys. RCAS-JD thanked SM-LP for information. Call ended mutually.
Make Public		**Created By John Dix (9/3/2014 3 08 PM)** RCAS-JD made outbound call to c at [redacted] and phone just kept ringing, then disconnected.
Make Public		**Created By John Dix (9/3/2014 2 00 PM)** RCAS-JD left vmx for SM-Larry Patterson regarding case if c veh is serviced at dlr. a
Make Public		**Created By Jerico Delafuente (9/2/2014 2 57 PM)** crr-jd received a call from c. c wants to follow up case id [redacted] crr-jd asked c if there are changes in the contact info. c said no. c stated that c is having issues with c's phone that's why c is unable to call back regarding the case, but contact number remains the same crr-jd advised c that c will receive a call before the end of the next business day. c agreed and understood. crr-jd offered further assistance. c declined. crr-jd provided name, case number and extension number. exiting the case
Make Private	✓	**Created By Londa Adkins (8/27/2014 10 00 AM)** **********SUMMARY********* 08/18/2014 C called with multiple concerns with veh, I key, passenger airbag and c stating c upset with operation of veh in general. Rcas-CK reviewed with SA-Angie at Baytown Nissan, SA-Feliz at Tom Peacock Nissan advising veh had not been to dlr. Rcas noting per service history in Sales force veh has been to Tom Peacock Nissan for diagnostic of I key concerns. Rcas-CK reviewed with SA-Joe at Mossy Nissan with determination veh had not been to Mossy Nissan for servicing. Rcas unable to contact c and no response from c after 3rd attempt and sending follow up e mail requesting return contact. Rcas closing case.
Make Private	✓	**Created By Londa Adkins (8/27/2014 9 53 AM)** Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to c at [redacted] t 10:47 A.M. EST. Phone continued to ring without going to v m. Rcas could not leave message. Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to c at [redacted] at 10:48 A M. Left vmx with name, number (800) 343-6913, ext: 458162 and case [redacted] Rcas advised c reason for call is to follow up with c regarding I key concerns. Rcas advised 3rd attempt plus follow up e mail requesting return contact from c without response so Rcas-CK will close case pending call from c. Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to c at 2[redacted] Rcas reached business no message could be left.
Make Private	✓	**Created By Londa Adkins (8/27/2014 9 24 AM)** Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to SM-Larry at Tom Peacock Nissan at 281-230-4346 at 10:10 A M. to request diagnostic information regarding I key concerns. Rcas advised no one at dealership available to speak to Rcas. Rcas left name and contact information for return call.
Make Private	✓	**Created By Carol Keith (8/26/2014 1 51 PM)** RCAS called C @2[redacted]@4 28pm(EST), left vmx with case number and contact information. 2nd contact attempt, email sent.
Make Private	✓	**Created By Carol Keith (8/25/2014 3 32 PM)** RCAS called C @[redacted]@4 28pm(EST), left vmx with case number and contact information. RCAS called C @[redacted]@4 30pm(EST), business, no message left. RCAS called C @[redacted]@4 32pm(EST), number rant and rang with no prompt to leave vmx.
Make Private	✓	**Created By Carol Keith (8/25/2014 3 26 PM)** SA-Joe from Mossy Nissan called. SA stated that C had never been to dlrshp.

Make Private ✓
Created By Carol Keith (8/25/2014 2 27 PM)
RCAS called Tom Peacock Nissan @2818214000 @3 24pm(EST).
RCAS spoke with SA-Feliz.
SA stated that C had never been to the dlrshp.

Make Private ✓
Created By Carol Keith (8/25/2014 9 28 AM)
RCAS called Tom Peacock Nissan @2812304346 @10 51am(EST).
RCAS left vmx for SA-Kyle N., with C's name, last 8 of vin, case number and RCAS' contact information.

Make Private ✓
Created By Carol Keith (8/20/2014 1 58 PM)
RCAS called C @[redacted] @2:44pm(EST), left vmx with case number and contact information.
RCAS called C @[redacted] @2:46pm(EST), number rang and rang with no prompt to leave vmx.
RCAS called C @[redacted] @2:48pm(EST).
RCAS spoke with C.
C stated that C took the veh to Mossy, then to Mossy.
C stated that C had a loaner for two days last week, left veh at dlrshp, nothing could be found.
C stated that the veh is still not reading the key or opening the trunk. C stated that C had video of the veh not reading the key and the message showing on the veh. C stated that C had gone to WalMart, the trunk would not open.
C stated that C loves Nissan.

RCAS offered to follow up with C on Monday, 08/25/14. C agreed, call ended mutually.

Make Private ✓
Created By Carol Keith (8/20/2014 9 53 AM)
RCAS called Tom Peacock Nissan @2812304346 @10 51am(EST).
RCAS left vmx for SA-Kyle, with C's name, last 8 of vin, case number and RCAS' contact information.

Make Private ✓
Created By Carol Keith (8/20/2014 9 49 AM)
RCAS called Baytown Nissan @2814217442 @10:44am(EST).
RCAS spoke with SA-Angie.
SA stated the veh is a 2014.
SA stated that the only history for C at the dlrshp is an oil change.
RCAS thanked SA, call ended mutually.

Make Private ✓
Created By Carol Keith (8/20/2014 8 26 AM)
***RCAS unable to datanet:
Dealer portal is not enabled.

Make Private ✓
Created By Kelli Souders (8/19/2014 2 22 PM)
Rcas placed call to dlr. No one in service answered.
Rcas emailing SM-Felipe for more info
~~~~~~
Last recorded mileage: 7/20/2014 6,368
~~~~~~
Rcas placed call to c on [redacted] at 3:21pm. Number rang 12x with no prompt to leave vmx

Placed call to c on [redacted] 3 22pm. Number sat and would not ring out. Setting follow up for 8/20

Make Private ✓
Created By Michael Atienza (8/18/2014 10 13 AM) Last Modified By Kelli Souders (8/19/2014 2 15 PM)
c calling to compalint the the car c purchased. c said she have a 2014 altima. crr-ma check vin told c that it is a 2013 model c saisd she was told that it was a 2014 model. c said she was having isseu on the car. crr-ma ask what type of isseu. c said it will not read the key. seat belt anf air bag ligth keep turning on. c said the power will turn down from 70 to 20. car will not work properly. c said car had been servcie serveral times. c very upset what is going on. c also yupset that she was told it was a 2014 model when it was a 2013 model. c verry upset that she leas a car fro 6yrs. crr-ma ask c where she got the vihicle. c said Tom peacock nissan dealer ship. c said the car have a multiple isse. c said she let the delearship test drive the car and c was told nothing iw wrong with it. c was told that dealership did a factory rest on c car and did not do anything. c said shehave a children and dont want thid to happen when c is with children. c asking nissan to resolve the isseu. c upset that c car have mulitple concern and cannot be reoslve by dealership. crr-ma told c will eccalte the concern to RCAS. crr-ma told c c will get a call back by the end of the nesxt business days. crr-ma check call back number. crr-ma provide case number/ crr-ma offer fuerther assiatnce. crr-ma provide ext number crr-ma will escalte the case.. crr-ma

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7932223	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/18/2014	YX	BK	233500	OA
Edit | Del	CC-7932224	INSTRUMENTATION	LLUMINATION LAMP	POOR OR IMPROPER OPERATION	11	8/18/2014	YX	AT	181000	OA
Edit | Del	CC-7932225	INTERIOR ELECTRICAL	REMOTE DOOR LOCK UNIT	POOR OR IMPROPER OPERATION	17	8/18/2014	YX	AV	197500	OA
Edit | Del	CC-7932226	TIRE/WHEEL	T RE (TIRE/VALVE/TUBE)	POOR OR IMPROPER OPERATION	19	8/18/2014	YX	BO	254500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	9/20/2014	Neal Barnes	9/18/2014 11:04 AM
Edit | Del	DTS REQUEST		✓	9/17/2014	John Dix	9/18/2014 8 03 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L 500F0PhOZm ref]		✓	8/26/2014	Carol Keith	8/26/2014 1 51 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L 500F0PhOZm ref] *8/26/2014 Case #[redacted] hank you for taking the tim...*	[redacted]	8/26/2014 1:51 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/14/2014 7:17 AM	John Dix	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/9/2014 4:18 PM	John Dix	Changed **Follow Up Date** from 10/9/2014 to **10/14/2014**.
10/1/2014 1 32 PM	John Dix	Changed **Follow Up Date** from 10/1/2014 to **10/9/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [6] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jennifer Lanning [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 11 30 AM
CA Multiple Repairs		Date/Time Closed	8/20/2014 12 28 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	dlr unable to duplicate issue with veh		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HORACE NISSAN	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	8/19/2014
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM6DC[redacted]		
Created By	Roselle Beconia, 8/18/2014 11 30 AM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 8/20/2014 7:08 PM	Root Cause Code (2)	
Days Closed	511	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Jennifer Lanning (8/20/2014 12 27 PM) SUMMARY********** C CALLED IN WITH COMPLAINT ON VEH OCS LLUM NATING AFTER CAMPAIGN PERFORMED. RCAS FOUND NO DUPLICATION. RCAS ADVISED C THAT DLR MUST HAVE SOME PROOF OF CONCERN TO PROCEED. CASE CLOSED **********
Make Private	✓	Created By Jennifer Lanning (8/20/2014 12 26 PM) Rcas placed call to [redacted] Rcas verified c complaint as OCS light illuminating when has passenger in veh C states had campaign performed but concerns were not resolved C states has brought to dlr, but due to concern being intermittent, has not seen. C states dlr told c that c is not sitting in seat correct C states c is 6'1 and 270 Lbs. C advised is not other way for c to sit in seat, as c takes up full seat Rcas apologized for c complaint and concerns, but explained that Rcas cannot assist with repairs Rcas explained dlr is trained on veh and to proceed with any repairs will need a duplication C states c was told to take a photo and supply but does not see where will make a difference Rcas explained is photo evidence that can be supplied to Techline if needs further assistance, but Nissan needs some proof of concern C states c telling should be enough Rcas explained unfortunately word of mouth info cannot be used to verify C asked if Nissan handles lemon law, and Rcas advised is processed through state C thanked Rcas and call ended Rcas closing case
Make Public		Created By Jennifer Lanning (8/20/2014 12 13 PM) Rcas received 2 VMX from c asking for return call
Make Private	✓	Created By Jennifer Lanning (8/19/2014 2 10 PM) Rcas placed call to c [redacted] Rcas left VMX on c concern and advised that Rcas will return call to c again on 8/20/14 Rcas provided contact info and call ended
Make Private	✓	Created By Inactive User (8/19/2014 10 48 AM) Dealership will be more than happy to look at vehicle again and go on test drive with customer.
Make Private	✓	Created By Roselle Beconia (8/18/2014 11 53 AM) Last Modified By Jennifer Lanning (8/19/2014 8 51 AM) CRR-RB received call from c c states that veh passenger air bag light illuminates c states that c have taken veh to nna dlr for campaigns c states that c have taken veh to nna dlr 4x regarding the same repair c states last diagnosis was a month ago c states dlr is unable to duplicate issue with veh c complains c does not feel that veh is safe CRR-RB advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day for possible assistance CRR-RB offered further assistance. c declined CRR-RB provided c with file number, name and extension number CRR-RB transferring file to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7932568	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	8/18/2014	WT	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Dealer Comment		✓	8/20/2014	Jennifer Lanning	8/19/2014 11:24 AM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/20/2014 12:28 PM	Jennifer Lanning	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/19/2014 2:11 PM	Jennifer Lanning	Changed **Follow Up Date** from 8/19/2014 to **8/20/2014**.
8/19/2014 10:57 AM	Jennifer Lanning	Changed **Escalated By ID** from 005F00000021e8v to **005F0000001zQk3**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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[redacted] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [1] | Check Activity [4] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/31/2014	Case Origin	Internal
Supporting Documents		Date/Time Opened	8/18/2014 11:40 AM
CA Multiple Repairs		Date/Time Closed	1/8/2015 8:10 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052310

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Repurchase due to 6 repair visits for malfunctioning SES lights and 18 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Morley case accepted - RC closing
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	36,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	4
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF VISALIA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$44,603.27	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/22/2014	Vehicle Service Contract	
RHR Completed	10/22/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0DC[redacted]		
Created By	Ronald Cabatbat 8/18/2014 11:40 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	370	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/19/2015 1 07 PM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NNA for Overpayments in the amount of $5 58 sent to LOCKBOX #54457; FED EX TRACK NG #[redacted]. Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/19/2014 1 09 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: SES lights malfunction
Make Public		**Created By Barbara Sage (12/10/2014 1 38 PM)** Checks in-house at Morley & case accepted; RC closing CA case
Make Public		**Created By Annice Hill (12/4/2014 2 35 PM)** Received check made payable to C in the amount of $9,990 65. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Barbara Sage (12/4/2014 7 07 AM)** Third customer check approved by ARBS - awaiting cut & forward to Morley
Make Public		**Created By Barbara Sage (11/25/2014 7 57 AM)** New customer check approved by ARBS
Make Public		**Created By Barbara Sage (11/24/2014 9 55 AM)** RC rec'd information on Morley case# [redacted] original customer check returned to ARBS Angie McVey at NNA via Fed Ex [redacted] for incorrect customer names. RC requesting new customer check today.
Make Public		**Created By Barbara Sage (11/21/2014 9 21 AM)** RC called C at [redacted] discussed how printing error on check will affect closing, now scheduled for 11/26. C thinks bank will be unwilling to accept check as written since it is a small, local operation & stickler for detail. After discussion, C will call Morley to reschedule for 12/1 or 12/2 while RC requests check be reissued correctly. Call ended mutually.
Make Public		**Created By Barbara Sage (11/21/2014 9 18 AM)** RC requesting customer check be reissued due to error in printing names - needs to read Loyd M & Suzanne M Wood - ck currently reads Loyd M & e M Wood.
Make Public		**Created By Barbara Sage (11/20/2014 7 18 AM)** Checks rec'd & attached to Morley case # [redacted]
Make Public		**Created By Annice Hill (11/18/2014 3 24 PM)** Received check made payable to C in the amount of $9,990 65 and also a check made payable to NMAC in the amount of $14,631 32. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Barbara Sage (11/14/2014 9 03 AM) Last Modified By Barbara Sage (11/17/2014 8 46 AM)** RC rec'd signed repurchase offer from C; requesting checks for C & updated NMAC payoff of $14,626.52 + 4.80= $14,631 32 thru 12/17/14.
Make Public		**Created By Angie McVey (11/13/2014 3 18 PM)** Approved-Repurchase Calculations.
Make Public		**Created By Kristina Rosas (11/13/2014 8 56 AM)** WORKSHEET NOTES: Base $23,087.19 for usage, no rebate. Usage: 9,586 /120,000*23,087.19 = $1,844.28, waive 50% for replacement = $922.14 NMAC payoff $14,626.52 good thru 12/11/14; per diem 80 cents per day. FC payoff to C from last pmt on 11/7: 34 add'l days @ 80 per day = $27.20 + $862.25 = $889.45 total FC thru 12/11/14. Title app, registration & purchase contract names Loyd M. & Suzanne M. Wood C made add'l payment on 11/7/14: NMAC financials rec'd & totals updated to reflect posted amount
Make Public		**Created By Kristina Rosas (11/13/2014 8 55 AM)** CUSTOMER STRAIGHT REPURCHASE LETTER (Long Method): Base Price: $23,087.19 Sales Tax: $1,795.46

License/Registration Fees:$262.00
Dealer Doc Fee: $80 00
Elec. Registration Fee: $16.60
California Tire Fee: $8.75
Finance Charges: $889.45
Registration Renewal Chg: $232 00
Total Purchase Price: $26,371.45

Less usage fee at 9,586 miles: ($1,844.28)
Less Rebates: ($0)
Less Lien Payoff good to (12/11/14): ($14,626 52)
Total Deductions: ($16,470 80)

Total Amount to Customer: $9,990.65

Make Public

Created By Barbara Sage (11/12/2014 3 23 PM)
OCS concern

Make Public

Created By Barbara Sage (11/6/2014 3 14 PM)
RC took inbound call from C; discussed SA James & Bakersfield Altima - MSRP between vehicles would be $8K upgrade so not comparable. RC & C talked about repurchase - equity in old vehicle might be nice down payment toward 2014 model dealers are offering incentives to clear from inventory. C requested repurchase figures; RC agreed - call ended mutually.

Make Public

Created By Barbara Sage (11/6/2014 11 43 AM)
RC called Bakersfield Nissan at 661-835-8600; connected with SA James to discuss 2015 Altima C is interested in. SA ck'd inventory; vehicle is still there. RC let SA know she would convey information to C for C to follow up if she chooses; call ended mutually.

Make Public

Created By Barbara Sage (11/6/2014 10 58 AM)
RC called C at [redacted] RC asked if C had made most recent payment on 11/4/14, C said she had - RC requesting new financials from NMAC. Talked about how replacement works - RC has SA name & phone at Bakersfield Nissan where C interested in 2015 Altima. RC will give a call & update C as develop; call ended mutually.

Make Public

Created By Barbara Sage (11/4/2014 10 30 AM)
RC took inbound call from C; C is faxing requested documents this morning. RC & C discussed options; C has a replacement upgrade available in neighboring town she is interested in - RC requested she give contact information if she pursues the option. C would also like to see repurchase figures, which RC agreed to do. Call ended mutually.

Make Public

Created By Barbara Sage (10/30/2014 2 33 PM)
RC took inbound call from C; had questions about docs needed for replace/repurchase offer. Discussed issues, C "loves the Altima and had another one before this" but issues with airbag troublesome. Talk about replacement & how that works; C also requested repurchase figures. Call ended mutually.

Make Public

Created By Barbara Sage (10/30/2014 7 49 AM)
RC sending Letter of Intent to replace, repurchase, or offer cash settlement in this matter; LoI via Fed Ex [redacted] & e-mail address on file. Will phone later in the day.

Make Public

Created By Sara Dorazio (10/30/2014 7 26 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Angie McVey (10/29/2014 4 03 PM)
ARBS notes DRT will assume responsibility of the file and offer repurchase/replacement due to

ARBS notes:

*REASON: 6 repair visits for the passenger side airbag light on

*LEMON LAW: Yes, California

*USAGE: 9,586 miles, the initial repair visit for an airbag light complaint

*RETENTION GOODW LL: if the customer opts for a replacement, waive up to 50% of the usage as incentive to retain the customer

*OPTIONS: if C does not want a repurchase or replacement, NNA will offer $4,000 as a cash settlement in lieu of the buyback.

Make Public

Created By Angie McVey (10/29/2014 4 01 PM)
History as provided by RCAS:

10/16/12 at 3,661 miles-1 day
Concern
1. ECM reprogram PC163.
2. TCM reprogram NTB12-081.
3. Alt meter backlight NTB12-C65.
Action
1. Completed.
2. Completed.
3. Completed.

2/27/13 at 9,586 miles-1 day down
Concern
1. Tire pressure check.
2. C/S airbag off light will come on.
Action
1. Completed.
2. Confirm module in proper location.

4/15/13 at 11,347 miles-1 day down
Concern
3. Ordered AC compressor with clutch, leaking.
Action
3. Completed.

4/26/13 at 12,098 miles-1 day down
Concern
1. AC compressor leaking internally, parts in.
Action
1. Replaced A/C compressor and recharged A/C system.

6/26/13 at 16,271 miles-1 day down
Concern
2. C/S passenger side airbag light will come on and off.
Action
2. Airbag working normally.

1/29/14 at 27,315 miles- day down
Concern
3. OCS light on even when someone in seat.
Action
3. No problem found.

5/28/14 at 33,664 miles-1 day down
Concern
2. Service campaign NTB 14-027.
Action
Completed

7/9/14 at 35,696 miles-1 day down
Concern
2. Passenger air bag light turning on when adult in seat
Action
2. Replaced OCS sensors, zero point reset test.

8/6/14 at 36,999 miles-9 days down
Concern
1. C/S passenger airbag work was faulty, light turning off when adult in seat.
Action
1. No problem found, past code for occupant sensor. No action taken at this time.

9/24/14 at 38,730 miles-1 day
Concern
2. C/S passenger airbag light goes off with passenger in seat. Install SOP's per DTS Tim.
Action
2. Replaced both passenger OCS sensors and OCS control unit. Performed zero point reset and cleared DTC codes. GW repair per DTS TZ.

---

6 x's for an airbag light with last repair covered under warranty.

Make Public — **Created By Johannie Resto-Gonzalez (10/28/2014 6 20 PM)**
RCAS-JRG spoke to C -susi
RCAS-stated that does not have new information.
RCAS will find out and get back with c.

Make Public — **Created By Sara Dorazio (10/22/2014 10 59 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Angie McVey for review.

Make Private ✓ — **Created By Karen Walker (10/22/2014 10 21 AM)**
RCAS KW notes RHR submitted for review.

Make Private ✓ — **Created By Karen Walker (10/21/2014 10 25 AM)**
RCAS KW notes ROs attached to case for RHR.

Make Private ✓ — **Created By Karen Walker (10/17/2014 11 16 AM)**
RCAS KW emailed SM Arin with NISSAN OF VISALIA requesting ROs for RHR.

Make Private ✓ — **Created By Karen Walker (10/16/2014 11 29 AM)**
RCAS KW received a return call from C.

C states concern is still present.
C states C would like a buyback.
C states vehicle has only been to NISSAN OF VISALIA for service, but purchased at NISSAN OF BAKERSFIELD.

RCAS KW explained RCAS KW will follow up with DLR for ROs for review.
RCAS KW explained review can take up to 10 business days to see if a repurchase is an option.

Make Public — **Created By Karen Walker (9/29/2014 12 52 PM)**
vehicle concern

Created By Karen Walker (9/29/2014 12 51 PM)
RCAS KW closing case as no further assistance can be offered at this time.

Make Private ✓ — **SUMMARY**

C contacted NNA regarding passenger side airbag light concern which DLR had been unable to resolve after several visits.
RCAS KW notes DTS TZ inspected vehicle with C.
DTS T advised DTS T explained how the system is supposed to work per new TSB.
DTS T advised C states the status light is malfunctioning, light is OFF/ON for C at about 110 lbs, C 200 lb. husband and C 130 lb. son.
DTS T advised that DTS T opted for sensor and control unit repair.
RCAS KW notes repair has no been completed and vehicle has been delivered back to C.

Make Private ✓ — **Created By Karen Walker (9/29/2014 12 48 PM)**
RCAS KW placed call to C at [redacted]

C states C has vehicle back from DLR.
C states C has had no concerns yet, but has not had a passenger yet either.

RCAS KW thanked C for the update and requested a return call with any other concerns and C agreed.

Make Private ✓ — **Created By Karen Walker (9/26/2014 6 57 PM)**
RCAS KW placed call to NISSAN OF VISALIA at 559-734-3333 and spoke with SA Lorenzo.

SA L advised vehicle is not active in the system so vehicle was most likely delivered to C.

Make Private ✓ — **Created By Karen Walker (9/23/2014 11 55 AM)**
RCAS KW placed call to C at [redacted]

C confirmed C has appointment at DLR tomorrow.

RCAS KW explained RCAS KW will follow up with C at a later date regarding repair.

Make Private ✓ — **Created By Karen Walker (9/23/2014 11 48 AM)**
RCAS KW placed call to NISSAN OF VISALIA at 559-734-3333 and spoke with SM Arin.

SM A advised the part came in and C has an appointment for 9/24.

Make Private ✓ — **Created By Karen Walker (9/19/2014 10 44 AM)**
RCAS KW placed call to C at [redacted]

C states C has not heard from DLR regarding parts/appointment at this time.

RCAS KW thanked C for the update and explained RCAS KW will follow up with SM A for status of appointment.

Make Private ✓ — **Created By Karen Walker (9/19/2014 10 09 AM)**
RCAS KW notes DTS TZ completed the DTS inspection on C vehicle.

DTS T advised DTS T met with C and SM Arin.
DTS T advised DTS T explained how the system is supposed to work per new TSB.
DTS T advised DTS T explained what the status light did and that the system was operational if there was no SRS warning light on.
DTS T advised C was not happy with what DTS T had to say.
DTS T advised C states the status light is malfunctioning, light is OFF/ON for C at about 110 lbs, C 200 lb. husband and C 130 lb. son.
DTS T advised C states system malfunctions with C sister and anyone else C drives around.
DTS T advised that even though DTS T explained how system operated, C wants system to be ON for all C family.
DTS T advised that DTS T explained if the system is tested with a child safety seat and a large adult like DTS T, any person in between would be judged by the system and nobody can say what that weight or shape would be.
DTS T advised C would not accept any of DTS T explanations so DTS T asked C what C would like to have done.
DTS T advised C states C wants concern fixed but DTS T advised that DTS T does not see that there is anything to fix..
DTS T advised that if DTS T advised DTS T opted for sensor and control unit repair and the DLR has the parts on order.
DTS T advised that DTS T asked C if the system operation did not change after repair what C wanted to do next and C said a buy back.
DTS T advised once parts in, step 1 should commence next week.

Make Private ✓ — **Created By Karen Walker (9/15/2014 11 46 AM)**
RCAS KW placed call to C at [redacted] no answer, left message reminding C of DTS appointment.

RCAS KW notes DTS appointment at NISSAN OF VISALIA on Tuesday, 9/16, at 2PM.

Make Private ✓ — **Created By Karen Walker (9/10/2014 3 33 PM)**
RCAS KW placed call to C at [redacted]

RCAS KW explained DTS availability at NISSAN OF VISALIA on Tuesday, 9/16, at 2PM.

C states C will be available for the appointment.

*

RCAS KW notes RCAS KW advised DTS TZ that appointment has been confirmed.

RCAS KW notes RCAS KW has also advised SM Arin with DLR of appointment via email.

Make Private ✓ **Created By Karen Walker (9/8/2014 5 46 PM) Last Modified By Karen Walker (9/10/2014 3 27 PM)**
RCAS KW placed call to C at [redacted] no answer, left VMX.

RCAS KW notes RCAS KW attempting to confirm DTS appointment at NISSAN OF VISALIA on 9/16 at 2PM.

Make Private ✓ **Created By Karen Walker (9/3/2014 12 58 PM)**
RCAS KW placed call to C at [redacted] no answer, left VMX.

Make Private ✓ **Created By Karen Walker (9/2/2014 10 50 AM)**
RCAS KW notes DTS Tim Zingerman has an appointment available at NISSAN OF VISALIA on 9/16 at 2PM.
RCAS KW notes DTS TZ requested C be present so DTS TZ can explain how the OCS works and verify there are no current faults.

Make Private ✓ **Created By Karen Walker (8/29/2014 1 53 PM)**
RCAS KW notes DTS request has been submitted.

Make Private ✓ **Created By Karen Walker (8/29/2014 1 52 PM)**
RCAS KW placed call to C at [redacted] no answer, left VMX.

Make Private ✓ **Created By Karen Walker (8/28/2014 6 28 PM)**
RCAS KW notes RCAS KW emailed Sr DTS JS to see if a formal DTS request is needed or if DTS T review is sufficient.

Make Private ✓ **Created By Karen Walker (8/28/2014 1 04 PM)**
RCAS KW received a return call from SM A with DLR.

SM A confirmed repairs that were already completed to vehicle.

Make Private ✓ **Created By Karen Walker (8/27/2014 6 57 PM)**
RCAS KW notes that RCAS KW received an update from DTS TZ.

DTS T explained the DLR tech asked DTS T about this vehicle about when DTS T was at the dealer for another reason.
DTS T explained the tech advised DTS T that the C had a concern with the passenger airbag status light.
DTS T explained DTS T went over the operation of the passenger side airbag light.
DTS T explained that DTS T believes service tech told DTS T that in the past the vehicle had an airbag code related to the passenger airbag system.
DTS T explained that DTS T went over what had been replaced on vehicle and the repair was correct.
DTS T explained DTS T checked the operation of this vehicle's OCS and found it working properly.
DTS T explained the system is made to suppress the passenger airbag if the occupant is a child safety seat, a child or small adult.

*

RCAS KW placed call to NISSAN OF VISALIA at 559-734-3333 and left VMX for SM Arin.

Make Private ✓ **Created By Karen Walker (8/26/2014 6 17 PM)**
RCAS KW notes that per DTS T, DTS T believes C vehicle was operating as intended when DTS T inspected.
DTS T explained DTS T will reference the RO to confirm and explained DTS TZ knows vehicle had trouble codes that were addressed either the previous visit or before DTS T saw vehicle.

Make Private ✓ **Created By Karen Walker (8/22/2014 6 47 PM)**
RCAS KW placed call to C at [redacted]

RCAS KW explained RCAS KW is awaiting an update from DTS TZ who looked at C vehicle.
RCAS KW explained RCAS KW will follow up with C next week.

C states C understands.

Make Private ✓ **Created By Karen Walker (8/21/2014 3 20 PM)**
RCAS KW received a return call from SM Arin at NISSAN OF VISALIA.

SM A explained customer has been in several times for concern.
SM A explained DLR never got system to act up so no repairs completed.
SM A explained DTS Tim Zingerman explained how the systems work but may need a formal DTS for customer satisfaction.
SM A explained that DTS TZ happened to be at DLR for another vehicle and looked at with tech and found vehicle working properly.
SM A thinks DTS TZ looked at vehicle on 8/11.
SM A explained DTS TZ emailed an update after DTS reviewed.
SM A explained DTS TZ recommended and zero point reset, which was already done, and see if harness might need to be replaced, which was already done previously.
SM A explained C states NNA knows there is an issue and is ignoring it.

SM A states that after RCAS KW discussed with DTS TZ to follow up with DLR as DLR can replace harness if needed.

Make Private ✓ **Created By Karen Walker (8/21/2014 1 50 PM)**
RCAS KW placed call to NISSAN OF VISALIA at 559-734-3333 and spoke with SA Lorenzo.

SA L was C SA and advised C came in with a passenger airbag light concern.
SA L explained DLR replaced OCS sensor and completed a zero point reset.
SA L did not have any other information about C vehicle.

RCAS KW was transferred to SM Arin and left a VMX requesting a return call.

Make Private ✓ **Created By Karen Walker (8/19/2014 6 34 PM) Last Modified By Karen Walker (8/21/2014 1 42 PM)**
PREVIOUS RELATED F LES FOUN[redacted]
PREVIOUS UNRELATED FILES: [redacted]
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None

RCAS KW placed call to C at [redacted]

C states C airbag light keeps coming on and DLR is no help.
C states DLR had C vehicle over a week.
C states DLR had a NNA engineer look at vehicle and said vehicle was working correctly.
C states C vehicle is not working correctly so C does not know why nothing was done to repair concern.

RCAS KW apologized to C for C frustration.
RCAS KW explained RCAS KW will need to follow up with DLR to see if a DTS inspected.
RCAS KW explained RCAS KW will follow up with C with status.

Make Public **Created By Ronald Cabatbat (8/18/2014 11 42 AM)**
RELATED CASE NO. [redacted]

Crr-rc received a call from c'S wife
(Who will now be referred as c)
Crr-rc c states that passenger air bag is not working
c received a campaign notice
c took the vehicle to a dealership
dealer was suppose to fix the problem but the problem never went away
c took the vehicle back to the dealer
they said the veh was already fix but
the passenger seat is still not operating properly
c want Nissan to fix the vehicle with no cost

Make/ Model: 2013 Nissan ALTIMA
V N:1N4AL3AP0DC[redacted]
New
Current Mileage: 36000

Name of Dealership: NISSAN OF VISALIA
Date of Diagnosis: Aug 18 2014
Name of Service Adviser: Keith

Crr-rc updated customer's following information:

Registered Owne's Name[redacted]
Mailing Address:[redacted]
Woodlake, CA [redacted]
US
Phone Number:[redacted]

Crr-rc advised c that crr-rc will escalate the case to RCAS for further review and assistance
Crr-rc advised c that the RCAS who was assigned to handle the case
will be coordinating with the involved Nissan Dealership
Crr-rc advised c that RCAS will give c a call within the next business day
to provide further updates regarding c's concern

Crr-rc offered further assistance, c declined
Crr-rc provided Case no.
Crr-rc provided crr-rc's name, and extension no. 457216
Crr-rc exiting the case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7932522	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/18/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	CB[redacted]	[redacted]	✓	12/21/2014	Tim Zingerman	12/19/2014 3:15 PM
Edit | Del	Review Approved Check Request		✓	12/3/2014	Barbara Sage	12/4/2014 6 55 AM
Edit | Del	Review Approved Check Request		✓	11/24/2014	Barbara Sage	11/25/2014 7:00 AM
Edit | Del	Review Approved Check Request		✓	11/17/2014	Barbara Sage	11/17/2014 3:00 PM
Edit | Del	Review Approved Check Request		✓	11/17/2014	Barbara Sage	11/17/2014 3:00 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	DTS Vehicle Inspection Notice [ref: 00DA09j8L 500F0PhRWH:ref] *9/10/2014 Case #[redacted] VIN # 1N4AL3AP0DC[redacted] Thank...*	[redacted]	9/10/2014 3:37 PM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052310	DRT Resolution	1N4AL3AP0D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138388	528476	12/4/2014	Customer	Approved	$9,990.65	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	
	CR0137984	527164	11/25/2014	Customer	Approved	$9,990.65	44BUYBACK	Nissan South West Buyback/Trade		
	CR0137340	526146	11/18/2014	Customer	Approved	$9,990.65	44BUYBACK	Nissan South West Buyback/Trade		
	CR0137341	526165	11/18/2014	Lienholder	Approved	$14,631.32	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30569	DTS Request	Karen Walker 8/29/2014 1 51 PM	8/29/2014

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	13.41MB	3/19/2015 12 20 PM	Rebecca Martin
Edit | View | Del	[redacted]	74KB	1/27/2015 1 08 PM	Tammy Knotts
Edit | View | Del		71KB	1/27/2015 12 50 PM	Tammy Knotts
Edit | View | Del		122KB	1/19/2015 1 07 PM	Tammy Knotts
Edit | View | Del		72KB	1/9/2015 3:06 PM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/8/2015 8:10 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/19/2014 1:07 PM	Jim Land	Changed **Case Owner** from Barbara Sage to **Jim Land**.
12/19/2014 1:07 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [0] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Russell Rigsby [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/26/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 12:25 PM
CA Multiple Repairs		Date/Time Closed	8/25/2014 10:56 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Complaint		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,049		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP3EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LANDERS NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4BL3AP3EN[redacted]		
Created By	Sarah Jane Iglesia, 8/18/2014 12:25 PM	Root Cause Code	SCIN
Last Modified By	Veronica Moody 4/12/2015 6 01 PM	Root Cause Code (2)	
Days Closed	506	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Russell Rigsby (8/25/2014 10 56 AM) Last Modified By Russell Rigsby (8/25/2014 10 56 AM) RCAS-RR closing case pending further assistance.
Make Public		RCAS-RR noting case summary: C called NNA asking for repair assistance. RCAS-RR provided oversight for customer repair. Dlr repaired vehicle, customer picked up vehicle on 8/23.
Make Private	✓	**Created By Russell Rigsby (8/25/2014 10 29 AM)** RCAS-RR made outbound call to c, left vmx. RCAS-RR provided c with RCAS best contact number.
		Created By Russell Rigsby (8/25/2014 10 25 AM) RCAS-RR made outbound call to dlr, spoke with SM-Pat.
Make Private	✓	SM-Pat stated c's veh has a leak in the sunroof area. SM-Pat stated c's veh has rear-window molding. SM-Pat stated dlr has completed c's repairs. SM-Pat stated c picked up c's veh on Saturday. Call ended mutually.
		Created By Russell Rigsby (8/21/2014 1 40 PM) RCAS-RR made outbound call to c.
Make Private	✓	C stated c is going tomorrow for repairs. RCAS-RR set follow-up for 8/25. Call ended mutually.
Make Private	✓	**Created By Russell Rigsby (8/20/2014 10 44 AM)** RCAS-RR made outbound c, left vmx. RCAS-RR provided c with best contact number.
Make Private	✓	**Created By Russell Rigsby (8/19/2014 9 15 AM)** RCAS-RR made outbound c, left vmx. RCAS-RR provided c with best contact number.
		Created By Russell Rigsby (8/19/2014 8 12 AM) RCAS-RR made outbound call to dlr, spoke with SM-Pat.
Make Private	✓	SM-Pat stated c is scheduled to come in for repairs tomorrow. SM-Pat stated dlr has not attempted to fix vehicle yet. SM-Pat stated dlr has ordered c's parts for repair. SM-Pat stated there is nothing RCAS can do to help currently. Call ended mutually.
Make Public		**Created By Sarah Jane Iglesia (8/18/2014 12 30 PM)** Vehicle Concern
Make Public		**Created By Sarah Jane Iglesia (8/18/2014 12 29 PM)** CRR-SI received a call from c stating that c is having problem on the veh. CRR-SI verified c's account information, verified c's name, address, phone number, email address, V N, mileage of the veh and lastly the responsible dlr. C said that c is having problem on the veh and c was told by the dlrshp to call CA. C said the sun roof of the veh is leaking and a chrome piece on the passenger airbag light is peeling. C said the dlrshp tried to fixed the issue but c still experiences the same concern on the veh. CRR-SI advised c that the case is going to be escalated to RCAS for review. CRR-SI also advised c to expect a callback within the next business day. C understood. CRR-SI offered further assistance; c declined. CRR-SI gave name, ext and case number. CRR-SI leaving case open and transferring resp to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7932674	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	8/18/2014	VG	AZ	204500	OF
Edit | Del	CC-7932675	BODY	SUN ROOF (ELECTRIC/MANUAL)	POOR OR MPROPER OPERATION	16	8/18/2014	YX	AB	110500	OA
Edit | Del	CC-7932676	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/18/2014	YX	BK	234000	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/25/2014 10:56 AM	Russell Rigsby	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/25/2014 10:30 AM	Russell Rigsby	Changed **Follow Up Date** from 8/25/2014 to **8/26/2014**.
8/21/2014 1:40 PM	Russell Rigsby	Changed **Follow Up Date** from 8/21/2014 to **8/25/2014**.

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Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [34] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/15/2014	Type	CA
Follow Up Date	11/21/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/18/2014 1:15 PM
CA Multiple Repairs		Date/Time Closed	1/20/2015 10:22 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00053451

DTS Inspection

DTS Inspection Date	1/21/2015 3 58 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Customer Demand Voluntary Replacement for 2 visits for grease leaking from steering column, 1 visit for lack of power, 4 visits for dashboard rattle, and 23 days down.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP3D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Sentra	Beyond PT Warranty Miles	0
Model Code	12013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PINE BELT NISSAN OF KEYPORT	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$19,478.96	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	

Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 3N1AB7AP3D[redacted]		
Created By	Gloria Holman 8/18/2014 1:15 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:14 AM	Root Cause Code (2)	
Days Closed	358	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jim Land (12/19/2014 2 43 PM) DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: grease leaking from steering column lack of power dashboard rattle
Make Public		Created By Anthony Zacha[redacted]4 2 29 PM) ARBS notes fed-ex tracking #[redacted] ARBS notes Morley case #: [redacted] ARBS attached Morley docs to case. ARBS closing case.
Make Public		Created By Anthony Zacharyasz (11/20/2014 1 50 PM) ARBS submitted check request for $19,478 96 payable to Pinebelt Nissan of Keyport. ARBS notes VSCs on VIN were not listed on the sales agreement.
Make Public		Created By Anthony Zacharyasz (11/19/2014 3 27 PM) ARBS faxed SOC letter to dealer.
Make Public		Created By Anthony Zacharyasz (11/19/2014 3 04 PM) ARBS calculates replacement as follows: Replacement Price: $17,778.00 Sales Tax: $1,244.46 Dealer Doc Fees: $299.00 License/Registration: $150 00 Misc Fees: $7 50 *TOTAL PURCHASE PRICE: $19,478.96 *AMOUNT NNA PAYS DEALER: $19,478.96 *TOTAL REPLACEMENT: $19,478 96
Make Public		Created By Anthony Zacharyasz (11/18/2014 4 30 PM) ARBS received signed replacement offer. ARBS drafting SOC letter to Dealer.
Make Public		Created By Anthony Zacharyasz (11/10/2014 2 17 PM) ARBS notes replacement V N: 3N1AB7AP3EL[redacted]
Make Public		Created By Anthony Zacharyasz (11/10/2014 2 14 PM) ARBS received signed SOC docs from SLS MGR-Matt. ARBS drafting offer letter.
Make Public		Created By Anthony Zacharyasz (11/5/2014 9 28 AM) ARBS emailed NMAC to request updated payoff info and to send SOC docs. ARBS awaiting confirmation of SOC docs being sent to proceed.
Make Public		Created By Anthony Zacharyasz (11/5/2014 9 14 AM) ARBS called SLS MGR-Matt with Pinebelt Nissan of Keyport on (732)264-4333 Ext 4241 and left a vmx for SLS MGR-Matt requesting a call back to discuss the next steps.
Make Public		Created By Anthony Zacharyasz (11/4/2014 4 29 PM) ARBS emailed C's ATTY to provide update on the status of the replacement.
Make Public		Created By Anthony Zacharyasz (11/4/2014 4 26 PM) ARBS rec'd docs from SLS MGR-Matt and Notes the replacement vehicle is a close match, difference in cargo net. ARBS in review of the replacement notes NNA will waive the cargo net upgrade for C satisfaction. – ARBS setting follow up for 11/05 to contact SLS MGR for contact info.
Make Public		Created By Anthony Zacharyasz (10/27/2014 3 43 PM) ARBS called SLS MGR-Matt with Pinebelt Nissan of Keyport on (732)264-4333 Ext 4241 and left a vmx advising SLS MGR to send invoice on the replacement and Buyer's Order at invoice price. ARBS provided fax and direct line.
Make Public		Created By Anthony Zacharyasz (10/15/2014 10 47 AM) ARBS rec'd fax from SLS MGR-Matt containing buyer's order. ARBS called SLS MGR-Matt with Pinebelt Nissan of Keyport on (732)264-4333 Ext 4241. ARBS left a vmx requesting a call back to discuss the replacement procees and documents needed.
Make Public		Created By Anthony Zacharyasz (10/15/2014 10 37 AM) ARBS rec'd email from C advising C went to the dealership and the DLR advised that they would need to contact NNA about the replacement.
Make Public		

Created By Anthony Zacharyasz (10/8/2014 11 30 AM)
ARBS emailed C's ATTY to ask if C or C's ATTY was willing to visit DLR to advise of the situation since ARBS is having difficulty reaching a SLS MGR.

Make Public

Created By Anthony Zacharyasz (10/8/2014 10 55 AM)
ARBS called Pinebelt Nissan of Keyport on (732)264-4333 and left vmx for SLS MGR requesting a call back to locate a replacement for C.

Make Public

Created By Anthony Zacharyasz (10/2/2014 9 47 AM)
ARBS called Pinebelt Nissan of Keyport on (732)264-4333 and left vmx for SLS MGR requesting a call back to locate a replacement for C.

Make Public

Created By Anthony Zacharyasz (9/25/2014 1 53 PM)
ARBS rec'd email from C's ATTY:

Keyport Nissan, Ms. CHMURA said it has a comparable with her color preferences. Please advise what she needs to do next.
Thank you.

_
ARBS emailed to advise of the msg left and ask if C was working with a particular salesperson.

Make Public

Created By Anthony Zacharyasz (9/25/2014 1 51 PM)
ARBS called Pinebelt NIssan of Keyport on (732)264-4333 and left a msg for the SLS MGR requesting a call back to locate a replacement for C.

Make Public

Created By Anthony Zacharyasz (9/19/2014 1 12 PM)
ARBS rec'd email from C's ATTY-Mary Conn:

Mr. [redacted]
Please call me Mary.
Also, please be advised that [redacted] would like to proceed with replacement (color preferences interior charcoal, exterior blue. No upgrades).
Please let us know what we can do to facilitate the process or if you need anything from us.

_
ARBS replied with the following:

Thank you Mary,
I appreciate the follow up. Please let me know what dealership [redacted] s comfortable working with and I'll facilitate finding the replacement.

_
ARBS setting follow up for 9/23 to contact Atty if no response rec'd.

Make Public

Created By Anthony Zacharyasz (9/15/2014 5 00 PM)
ARBS rec'd reply from C's Atty-Mary Conn:

[redacted]
[redacted] strongly contemplating the replacement option.
However, she does not want any upgrades, as she does not want to pay anything at transfer or have her loan changed.
Can this be ensured this?
Will she be given any choice in selection of the replacement vehicle?
She would prefer to have a replacement with the charcoal interior she now has and blue exterior paint.
How will the replacement option effect her current warranty?
Please let me know.

_
ARBS emailed the following reply:

Ms. Conn,
If we find a vehicle that is comparable to her current vehicle, then there would not be an upgrade.
She will have a choice in the replacement vehicle, we generally try to take preferences, such as interior/exterior colors into account when selecting a replacement. However we are limited to the dealers inventory and can't guarantee that a particular color choice will be available.
The warrant starts over again like a new vehicle purchase, same for any service contracts or maintenance agreements on the current vehicle.
I hope this helps to answer any questions you might have.
Thank you.

Make Public

Created By Anthony Zacharyasz (9/12/2014 3 23 PM)
ARBS received reply that C has an attorney, and C copied C's attorney on the email. ARBS notes no letter of representation received.

ARBS emailed C's ATTY and C the following:

Ms. Conn,
I have enclosed our formal offer for repurchase.
In a replacement situation we have two options we can explore, these options are:

1. Substitution of Collateral: What this means is that we would locate a comparable vehicle and exchange the new vehicle for the current vehicle without impacting the lien. A comparable vehicle is a similarly equipped 2014 Nissan Sentra, or a different model with a similar MSRP. Without impacting the lien means all information regarding the lien remains the same, such as monthly payments, interest rate, remaining payments, etc. If the vehicle selected has additional options or trim levels, or the MSRP of the selected vehicle is higher than the current vehicle, that would be considered an upgrade. Any upgrade would be due at the time of surrender.

2. New Loan Replacement: This process is the same as above with the following exceptions. The existing payoff of the lien is the starting amount of the new lien on the vehicle. This result in a change of monthly payments or the lien duration. Upgrades could be rolled into the new loan on the replacement vehicle.

If Ms [redacted] wishes to accept the repurchase offer, please sign and return all 6 pages of the attached document. If [redacted] wishes to pursue a replacement vehicle. Please let me know which option works the best for your client and we can begin locating a vehicle. If you have any questions or concerns, please let me know.
Thank you.

Make Public

Created By Anthony Zacharyasz (9/10/2014 4 46 PM)
ARBS in review of the docs notes C lists an attorney on page 2 of C's letter. ARBS emailed the following to C:

Ms. [redacted]
Are you being represented by an Attorney? I read the letter you sent us and I'm curious about it because if you are we would have to work directly with them to present the repurchase offer. If you are, please have your attorney submit a letter of representation.
Of course, if you have retained an attorney we can proceed as usual. Please let me know as I received the information from Nissan Motor Acceptance and would like to know how to proceed. My apologies that this was not addressed sooner.
Thank you.

Make Public

Created By Anthony Zacharyasz (9/10/2014 4 32 PM)
ARBS calculates repurchase as follows:

Base Price: $17,100.03
Sales Tax: $1,197 00
Finance Charges: $474 80
Dealer Doc Fees: $249.00
License/Registration: $288 50
Misc Fees: $7 50
*PURCHASE PRICE: $19,316 83

Less Usage: $189.41 (1,141 miles / 100,000 miles * ($17,100.03 - $500.00))
Less Rebates: $500.00
Payoff: $16,500 99 (good until 10/08/14)
*DEDUCTIONS: $17,190.40

*REFUND TO C: $2,126.43

*30 DAY PAYOFF: $16,500.99 (good until 10/08/14)

*TOTAL REPURCHASE: $18,627.42

Make Public

Created By Anthony Zacharyasz (9/10/2014 4 25 PM)
ARBS rec'd the following loan info from NMAC:

SF[redacted]
Account#[redacted]
Customer: [redacted]

30 day payoff $16,500.99 (good through 10/8/2014)
Per Diem 2 35
Payments received 6
Payment amount $275 35
Interest paid $474.8
Late fee paid 0 00
Recent payment received on 8/11/2014 in the amount of $275 35

Make Public

Created By Anthony Zacharyasz (9/8/2014 2 59 PM)
ARBS in review of the information provided by C notes the vehicle is financed by NMAC. ARBS emailed NMAC to verify lien info and request sales agreement.

ARBS emailed C to advise ARBS was awaiting docs from NMAC to present formal offer.

Make Public

Created By Anthony Zacharyasz (9/4/2014 4 13 PM)
ARBS emailed the following to C:

Ms. [redacted],
Thank you for the information. I'll be reviewing this and emailing the repurchase figures to you on Monday at the latest. I apologize for any inconvenience this may cause.
Thank you.

Make Public

Created By Anthony Zacharyasz (9/4/2014 1 52 PM)
ARBS rec'd info from C. ARBS reviewing info C provided.

Make Public

Created By Anthony Zacharyasz (8/28/2014 10 34 AM)
ARBS called C on [redacted] and ARBS spoke with C and C states the rattling in the dash is still present and C is too young to get a loaner vehicle so when C takes the vehicle in, C is without a vehicle. ARBS understood. ARBS asked C about the location of the rattle. C stated it's coming from the area near the fuel gauge. ARBS understood. ARBS asked C about the steering column leak concern. C stated that concern has been resolved, however it did take about 21 days for the dealer to repair it. ARBS understood. ARBS advised C that ARBS has been in review of the repair history on the vehicle and would like to offer repurchase or replacement of the vehicle. ARBS advised C that ARBS could email C to provide a list of the items ARBS needs in order to calculate the repurchase or replacement of the vehicle. C agreed. C provided email: hchmura7@aol com. ARBS understood. Ended call.

_
ARBS emailed the following to C:

Ms[redacted]
Per our conversation, Nissan is voluntarily offering to repurchase or replace the vehicle.
Repurchase is a refund calculated in accordance with NJ state guidelines. Replacement would be a similarly equipped vehicle with you being responsible for any upgrades. Upgrades would options, packages, or trim levels not included with your current vehicle.
In order to provide figures needed for the repurchase or replacement of the vehicle, we need the following information faxed or emailed to me from the vehicle's lien holder on the lien holder's letter head:

- Overnight Address
- 30 Day Lien Payoff
- Per Diem interest rate
- Finance Charges paid to date
- Point of Contact (POC) at the lien holder
- Name, phone, and fax or email for the POC

In addition, please send a copy of the sales agreement for the vehicle and the current registration as it necessary to proceed.
If you decide that you no longer interested in the repurchase or replacement of the vehicle, we are willing to offer $3,400 00 as cash settlement for the inconvenience you have experienced. This settlement would require a signed and notarized agreement releasing Nissan from any actions or claims related to the previous repairs of the vehicle. This would not affect any future claims or actions. In any option presented, Nissan will continue to honor the terms and conditions of any applicable warranties.
Thank you.

Make Public

Created By Anthony Zacharyasz (8/28/2014 9 51 AM)
ARBS notes the following addition to the repair history:

8/16/14... 3,075 miles... 3 days down
-Concern:
1. c/s that there is the same rattling noise in the veh as the last visit.
2. c/s the passenger window will not go up.
-Action Taken:
1. tech reports driver side defroster vents making rattle sound-tech insulated vent with foam, veh no longer rattles.
2. was not able to duplicate

ARBS notes the following:
2 visits for grease leaking from steering column.
1 visit for lack of power.
4 visits for noise complaints.
23 days down.

Make Public

Created By Anthony Zacharyasz (8/25/2014 2 06 PM)
ARBS called C o[redacted] and left a vmx requesting a call back to discuss the current repairs and performance of the vehicle.

ARBS setting follow up for 8/28 to contact C.

Make Public

Created By Anthony Zacharyasz (8/25/2014 1 59 PM)
ARBS in review of the repair orders notes the following repair history:

5/10/14... 1,141 miles... 1 day down
-Concern:
A. Recall OCS Reprogram.
-Action Taken:
A. Completed.

5/15/14... 1,290 miles... 1 day down
-Concern:
A. C/S grinding noise when driving.
B. C/S when accelerating after letting off the gas there is a lack of power.
C. C/S fluid leaking; clear but A/C was not on.
-Action Taken:
A. Unable to duplicate.
B. Unable to duplicate.
C. Unable to duplicate.

7/26/14... 2,990 miles... 18 days down
-Concern:
A. C/S fluid is leaking between brake pedal and steering wheel.
B. C/S Tire Indicator light is on.
C. C/S popping noise when driving at highway speeds.
D. C/S rattle from under the vehicle.
-Action Taken:
A. Steering column shaft leaking grease, Replaced steering column assembly.
B. No action listed.
C. Unable to duplicate concern:
D. Secured antenna rods.

ARBS notes the following:

2 visits for grease leaking from steering column.
1 visit for lack of power.
3 visits for noise complaints.
20 days down.

Make Public

Created By Gloria Holman (8/18/2014 1 33 PM)
Previous cases - [redacted]
Open Recalls/Campaigns - None
DRTS in receipt of letter signed by [redacted] sent via certified ma[redacted]ed August 12, 2014, DRTS received August 15, 2014. The letter is attached for your review.

C/S she believes her 2013 Nissan Sentra is a lemon under the New Jersey Lemon Law (N.J A. to 56:12-49). C/S vehicle has been recalled for airbag repair, oil leaking from car, short on oil, rattling noise and leakage from steering column near brake. C is requesting repairs within 10 days of this letter or a refund.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7932888	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/18/2014	YX	BK	233500	OA
Edit | Del	CC-7932889	ENGINE MECHANICAL	OIL PAN (PAN/GASKET/STRA NER/PLUG)	FLU D LEAK	06	8/18/2014	ZP	AG	141000	OA
Edit | Del	CC-7932890	STEER NG	STEERING COLUMN	POOR OR IMPROPER OPERATION	01	8/18/2014	YX	BM	247000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/21/2014	Nicholas Flamini	12/21/2014 4 04 PM
Edit | Del	Review Approved Check Request		✓	11/20/2014	Anthony Zacharyasz	11/21/2014 8:17 AM
Edit | Del	Collect Sales Documents		✓	8/25/2014	Gloria Holman	8/19/2014 10:10 AM
Edit | Del	Create RHR		✓	8/21/2014	Gloria Holman	8/19/2014 1:38 PM
Edit | Del	[redacted] Customer Letter - 15399605		✓	8/19/2014	Anthony Zacharyasz	8/19/2014 1:42 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053451	DRT Resolution	3N1AB7AP3DL[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137793	526889	11/21/2014	Dealer	Approved	$19,478 96	26BUYBACK	Nissan North East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	5.34MB	6/29/2015 10:43 AM	Rebecca Martin
Edit | View | Del	[redacted] Correspondence.msg	91KB	11/21/2014 2:46 PM	Anthony Zacharyasz
Edit | View | Del	[redacted] TTY Correspondence.msg	483KB	11/21/2014 2:46 PM	Anthony Zacharyasz
Edit | View | Del	[redacted] TTY Correspondence (2).msg	124KB	11/21/2014 2:46 PM	Anthony Zacharyasz
Edit | View | Del	[redacted] orley Docs.pdf	518KB	11/21/2014 2:40 PM	Anthony Zacharyasz

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/20/2015 10 22 AM	Jim Land	Changed Case Record Type from CA to CA Closed Case.
		Changed Status from Open to Closed.
		Closed.
12/19/2014 2:42 PM	Jim Land	Changed Case Owner from Anthony Zacharyasz to Jim Land.
12/19/2014 2:41 PM	Jim Land	Changed Status from Closed to Open.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [56] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/18/2014	Type	CA
Follow Up Date	10/22/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/18/2014 2:51 PM
CA Multiple Repairs		Date/Time Closed	3/18/2015 8:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00051545

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	NNA is replacing the vehicle due to a total of 14 repair attempts for 37 days down, speaker concern, brake noise and 7 repair attempts to correct airbag system		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,589		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL RAY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$31,655.13	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/18/2014	Vehicle Service Contract	
RHR Completed	8/19/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: J[redacted] VIN: 1N4AL3AP4DC2[redacted]		
Created By	David Ramirez, 8/18/2014 2 51 PM	Root Cause Code	SCSV
Last Modified By	NNAETL 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	301	Action Code	NE5B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/3/2014 2 34 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: broken speaker, brake noise and airbag light
Make Public		**Created By Chad Alsup (10/21/2014 2 44 PM[redacted]** ARBS-CA sent ca[redacted] to Morley via Fed[redacted] ARBS-CA closed case
Make Public		**Created By Chad Alsup (10/20/2014 10 26 AM)** ARBS-CA sent SOC does to AF with NMAC
Make Public		**Created By Chad Alsup (10/20/2014 9 02 AM)** ARBS-CA notes sent check request to ARBS-SUP ARBS-CA requested check in the amount of $1750.00 payable to ATTY ARBS-CA requested check in the amount of $29905.13 payable to Dealership
Make Public		**Created By Chad Alsup (10/20/2014 8 54 AM)** NNA is replacing the vehicle due to a total of 14 repair attempts for 37 days down, speaker concern, brake noise and 7 repair attempts to correct airbag system
Make Public		**Created By Chad Alsup (10/20/2014 8 53 AM)** ARBS-CA notes invoice of NEW vehicle (169171) Base $22,860.00 Side Molding $1185.00 Floor Mats $159 00 Splash guards $148.00 Tec Pack $957.00 Dest and Handling $810.00 Marketing Asst $382 00 Total Invoice $26,712.00
Make Public		**Created By Chad Alsup (10/20/2014 8 40 AM)** ARBS-CA notes totals from Mock Buyers Order Base $26712 0 Safe Etch $399.00 Electronic Proc $74.50 App Pkg $479.00 Addmin Charge $699 95 Marketing Asst Charge $382 00 The State Fee $6 50 Sales Tax $1725.18 Tag/title/Fees $425.00 FL Tax $2 00 -Rebate $1,000 00 Total amount to dealership $29,905.13
Make Public		**Created By Chad Alsup (10/20/2014 8 29 AM)** ARBS-CA notes SOC letter sent to Dealership on 10/16
Make Public		**Created By Chad Alsup (10/20/2014 8 28 AM)** ARBS-CA received updated signed offer letter

Make Public

Created By Chad Alsup (10/16/2014 11 37 AM)
ARBS-CA received registration, name on vehicle is for Janice Jordan and Leon Plznarski

ARBS-CA sent updated offer letter

Created By Chad Alsup (10/15/2014 9 39 AM)
ARBS-CA notes sent replacement offer letter to ATTY on 10/14/14 which included usage of $2715.22

Make Public

ARBS-CA received call from dealership, dealership is willing to reduce amount paid to dealership by $1,000 if NNA will remove usage.

ARBS-CA notes NNAs goal is to get customer into replacement vehicle, dealership is willing to help, NNA will remove usage

ARBS-CA sent new offer letter to ATTY via email

Created By Chad Alsup (10/14/2014 3 40 PM)
ARBS-CA notes invoice for new VIN 1N4AL3AP4DC[redacted]

Make Public

Base $22,365.00

Conv Package $1172.00
Nav Package $512 00
SGD $117 00
Floor Mats $152 00

Dest and Handling $790.00
Marketing Asst $243 00

Total Invoice $25351 00

ARBS-CA notes will approve new vehicle

Make Public

Created By Chad Alsup (10/14/2014 3 38 PM)
ARBS-CA received invoice and Mock buyers order from dealership for review

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Created By Chad Alsup (10/14/2014 3 37 PM)
ARBS-CA notes invoice of original vehicle (169171)

Make Public

Base $22,860.00

Side Molding $1185.00
Floor Mats $159 00
Splash guards $148.00
Tec Pack $957.00

Dest and Handling $810.00
Marketing Asst $382 00

Total Invoice $26,712.00

Make Public

Created By Chad Alsup (10/13/2014 2 26 PM)
ARBS-CA sent email to ATTY to advise customer has been to the dealership looking for a replacement vehicle.

Make Public

Created By Chad Alsup (10/13/2014 10 40 AM)
ARBS-CA notes waiting on reply from the ATTY

Created By Chad Alsup (10/13/2014 10 39 AM)
Chad,

Make Public

I'll forward this to the client today for review and consideration. Jim is out on vacation so we won't be able to fully address this until next week when he returns.

Larissa

Make Public

Created By Amanda Johnson (10/9/2014 3 09 PM)
ARBS rec'd call from dlr stating the c is telling the dlr that c does NOT want a repurchase, they want an SOC and the atty is telling them NNA will not do an SOC.
ARBS provided dlr with CA contact information and will email ARBS II-CA

Make Public

Created By Chad Alsup (10/2/2014 9 18 AM)
ARBS-CA sent offer letter to atty via email

ARBS-CA advised will also need a copy of the vehicles current registration

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Created By Chad Alsup (10/2/2014 8 35 AM)
Base Price $23,620.00
Sales Tax $784.32
Tag/Title Fee $85.60
Admin Charge $699.95
Marketing Assessment $243.00
State Fee $6 50
FL Arbitration Board Fee $2 00
Electronic Processing $74.50
Interest Paid to Date $666.08
Total Purchase Price $26,181.95

Make Public

Less Usage (27,589 miles / 120,000 x $23,620.00) $5,430.43
Loan Payoff* $18,700.44
Total Deductions $24,130.87

Refund Amount $2,051 08
Attorney Fees $1,750.00
Total Repurchase $3,801.08

Created By Chad Alsup (10/2/2014 7 53 AM)
Below is the payment/payoff information that you requested.

SR#[redacted]
Account[redacted]
Custom
30 day payoff $18700.44 good thru 11/1/2014
Per diem 1 32
# of scheduled payments received 14
Scheduled Payment amount 426.06
Total Principal paid 5,298.76
Total Interest paid 666 08
Late fees paid 0.00
Recent payment received on 9/8/2014 in the amount of $426.06

Make Public

Thanks,

Make Public

Created By Josh Wegener (9/30/2014 11 18 AM)
DRTS-JW received a call from Nick @ dlr he is unable to locate title application but will send purchase agreement right away.

Make Public

Created By Josh Wegener (9/30/2014 10 02 AM)
DRTS-JW Contacted Bill Ray Nissan & spoke to Nick in Finance he will send over sales docs & title application right away

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Make Public

Created By Chad Alsup (9/30/2014 8 57 AM)
ARBS-CA requested payoff info from NMAC

ARBS-CA requested sales docs

Make Public

Created By Chad Alsup (9/29/2014 7 43 AM)
ARBS-CA notes waiting for loan info from Atty/client

Make Public

Created By Chad Alsup (9/26/2014 9 42 AM)
ARBS-CA requested loan info from ATTY

Created By Chad Alsup (9/23/2014 8 45 AM)
ARBS-CA sent email to ATTY

Hello Larissa,
The repair has been completed, the DTS replaced the seat assy and also the OCC unit for the passenger air bag system.

Make Public

After reviewing the entire repair history of the vehicle, NNA is willing to make the following offer.

NNA will replace, repurchase or offer a $5,000 inclusive cash settlement.

If the client would like to process a repurchase, please have them complete the lien holder form.

Thanks,

Make Public

Created By Chad Alsup (9/23/2014 8 41 AM)
ARBS-CA notes total of 14 repair attempts, 37 days down for repairs due to speaker grill, brake noise and 7 repair attempts related to the passenger airbag system

ARBS-CA sent offer to ATTY to replace, repurchase of $5,000 cash settlement

Created By Chad Alsup (9/23/2014 8 39 AM)
ARBS-CA notes RHR

In-Service Date 06/29/13

08/01/13 2837 miles
--C states auto dimming feature on mirror is NOP
---Dlr replaced mirror
1 day down

08/22/13 3037 miles
--C states broken speaker grill
---Dlr SOP speaker grill
1 day down

09/20/13 5175 miles
--C states broken dash speaker / rattle and squeak in headliner around sunroof
---Dlr replaced grill cover / replaced headliner assy and tighten sunroof frame
8 days down

11/26/13 10858 miles
--C states side airbag lamp comes on with someone in the seat / rear brakes squeak at times
---Dlr replaced OCS sensors and performed zero reset/ replaced rear pads and hardware
---Dlr performed PC214 - replaced OCS sensors
1 day down

12/27/13 12454 miles
--C states brakes are squeaking bad / passenger air bag lamp in on with someone in the car
---Dlr SOP brake parts / SOP seat buckle
5 days down

01/03/14 12883 miles
--C states front brakes are squeaking / pasng side seat belt indicator is not working
---Dlr replaced front pad and resurfaced front rotors / replaced passengers seat belt buckle and performed zero reest
1 day down

Make Public

03/20/14 17098 miles
--C states left front door seal is coming apart / vehicle has a whinnying noise / A/C blower is loud
---Dlr SOP new seal / advised noise is normal / cleaned debris from A/C blower
1 day down

03/25/14 17099 miles
--C states door seal coming apart
---Dlr replaced door welt trim
1 day down

05/02/14 19277 miles
--Recall - OCS recall performed
1 day down

06/24/14 23402 miles
--C states passenger air bag light comes on with passenger in seat / rattle from the left rear door / center dash is deformed
---Dlr advised air bag system working as designed / secured wiring harness / SOP center dash
1 day down

06/25/14 23273 miles
--C states passenger airbag off light comes on
---Dlr SOP OCS control module
8 days down

07/08/14 24012 miles
--C states passenger seat airbag lamp coming on / speaker grill coming loose / drivers die door has vibration sound / rear view mirror is loose
---Dlr replaced OCS control module and sub-harness / replaced speaker grill / removed panel, retorqued all bolts / retorqued the rear view mirror
1 day down

07/25/14 25088 miles
--C states side air bag lamp off / speaker grill still dies / driver door has rattle / feels like vehicle is going to die
---Dlr advised no problem found / no problem found with speaker grill / no problem found with rattle / no problem found with idle concern

09/10/14 27589 miles
--C states airbag light concern / noise from A/C blower
---Dlr (per DTS) replaced OCS Harness, sensors and seat frame / cleaned debr from A/C blower
6 days down

Created By Chad Alsup (9/23/2014 8 18 AM)
ARBS-CA notes repairs completed

Make Public

ARBS-CA notes DTS has dealership replace the following parts

OCC control assy, seat frame, front seat harness

Make Public

Created By Josh Wegener (9/22/2014 9 31 AM)
DRTS-JW contacted Srv Mgr Mike @ 19051 & he will fax RO [redacted] right away

Make Public

Created By Josh Wegener (9/22/2014 9 03 AM)
DRTS-JW called dealer 19051 & couldn't get service to answer.

Make Public
Created By Chad Alsup (9/18/2014 7 51 AM)
ARBS-CA notes DTS repair should not be completed, ARBS-CA requested updated RHR

Make Public
Created By Chad Alsup (9/10/2014 8 21 AM)
ARBS-CA notes waiting on part to arrive for repair, ARBS-CA sent advised Dealership, via DTS to have dealer upgrade request to possible get part to the dealership faster.

Make Public
Created By Chad Alsup (9/9/2014 12 29 PM)
ARBS-CA sent email to ATTY

Hello Larissa,
The DTS was able to me with your client 09/05, the DTS has ordered a new seat to correct the concern with the OCS light. NNA is currently waiting for the part to arrive to the dealership.

In the meantime, your client has been contacting our consumer affairs department requesting an update, can you please contact your client and have any and all communication directly with you?

I will let you know when the part should arrive, once it has arrived and the vehicle has been repaired, we can review a settlement for the client.

Thanks,

Make Public
Created By Chad Alsup (9/9/2014 12 28 PM)
DUE TO ATTORNEY REPRESENTATION, PLEASE DO NOT CONTACT THIS CUSTOMER. F THIS CUSTOMER SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY.

Make Public
Created By Melodie Segundo (9/9/2014 11 47 AM)
ARBS Case Follow-up

Make Public
Created By Melodie Segundo (9/9/2014 11 46 AM)
crr-ms received a follow up call from c. c stated that c said has issue on veh and may have file number already
crr-ms verified if there are any changes in c's contact information c stated no
crr-ms referred to SOP 1.20, and that "" will need to refer c back to c's attorney." c understood and asked for CA's President
crr-ms said only Director
crr-ms offered further assistance, c said no and
immediately disconnected the call

crr-ms unable to close the call properly
crr-ms exiting the case

Make Public
Created By Chad Alsup (9/5/2014 9 37 AM)
ARBS-CA notes dealership is currently making repairs to the vehicle

I met with Ms. [redacted] today as planned. She was mostly concerned about; 1) noises she hears while driving over bumps, 2) The passenger airbag indicator light that illuminates when occupied by an adult, and 3) a vibration that can be felt in the steering wheel at idle.

I road tested with both the husband and the wife for about 45 minutes, driving on various road surfaces in attempt to duplicate any of the noises. During the road test we were only able to duplicate one noise from the rear. Which was found to be from the rods that aid in closing the trunk. The two rods have a plastic spacer that separates the 2 and was not clipped in place.

The noise in the front was never able to be duplicated by the customer on the road test.

The vibration in the steering wheel was able to be duplicated. However it was explained to the customers that the concern they are feeling is a characteristic of the vehicle.

The 3rd and last complaint was one of their biggest and the main reason why the feel unsafe driving the vehicle. The OCS PABI light. The light never came on during the test drive however Ms. Jordan had pictures of the light being on with her in the seat. The husband also advised the light had once illuminated while he was occupying the seat.

Neither customer falls into the 5th percentile, (small adult), population. Unfortunately the customer was under the impression that all of the OCS system components had been replaced due to the verbiage on past work orders. In review of the work orders in the parts department, it was found that the OCS control unit and seat frame assembly complete with OCS sensors were not replaced even though the work order stated so. It turned out the seat frame and OCS control unit were on back order and just the seat sensors were replaced. I am having the dealer replace the seat frame complete with sensors and the OCS control unit.

Make Public
Created By Chad Alsup (9/5/2014 9 35 AM)
aRBS-CA notes waiting for results of inspection

Make Public
Created By Chad Alsup (8/26/2014 12 24 PM)
ARBS-CA sent email to ATTY to advise of date and time for DTS inspection

Make Public
Created By Chad Alsup (8/26/2014 12 23 PM)
ARBS-CA contacted service manager, (Richard) confirmed inspection date and time

ARBS-CA sent email to DTS to advised C and dealership confirmed date and time of DTS inspection

Make Public
Created By Chad Alsup (8/26/2014 12 20 PM)
ARBS-CA notes ATTY advised okay to work directly with C to set up DTS inspection date and time

Make Public
Created By Chad Alsup (8/26/2014 12 19 PM)
ARBS-CA received updated inspection date from DTS

9/4 at 10:30 AM.

Make Public
Created By Chad Alsup (8/22/2014 11 10 AM)
ARBS-CA received email from ATTY

[redacted]

Ms. [redacted]s not available on 8/29. She can do August 28th or August 30th.

Please advise if either of these dates work.

Sincerely,

Larissa Owens

Make Public
Created By Chad Alsup (8/21/2014 11 55 AM)
ARBS-CA sent email to ATTY

Hello,
NNA can provide an inspection date of 8/29 (Friday) at 10 30 AM at Bill Ray Nissan. Please make sure your client is present for the inspection so the DTS (Dealer Technical Special) can review all concerns the client is current having with the vehicle.

Thanks,

Make Public
Created By Chad Alsup (8/21/2014 7 52 AM)
ARBS-CA notes received date from DTS - Adam Crow

All,

I am currently scheduling for Friday 8/29 at 10:30 AM at Bill Ray Nissan. Please make sure the customer is present for the inspection.

Thank you,

Make Public
Created By Chad Alsup (8/21/2014 7 51 AM)
All,

I am currently scheduling for Friday 8/29 at 10:30 AM at Bill Ray Nissan. Please make sure the customer is present for the inspection.

Thank you,

Make Public	**Created By** Chad Alsup **(8/20/2014 2 31 PM)** ARBS-CA received MVDN from ATTY ARBS-CA sent DTS request
Make Public	**Created By** David Ramirez **(8/19/2014 12 32 PM)** ***DUE TO ATTORNEY REPRESENTATION, PLEASE DO NOT CONTACT THIS CUSTOMER. F THIS CUSTOMER SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY.***
Make Public	**Created By** David Ramirez **(8/19/2014 12 24 PM)** DRTS-DR attached Revised RHR to case.
Make Public	**Created By** David Ramirez **(8/18/2014 3 36 PM)** DRTS-DR rec'd RO's from dlr 19051
Make Public	**Created By** David Ramirez **(8/18/2014 3 03 PM)** DRTS-DR contacted John at dlr 19051 and requested remaining CC RO's.
Make Public	**Created By** David Ramirez **(8/18/2014 2 58 PM)** DRTS-DR contacted John at dlr 19051 and requested all CC RO's.
Make Public	**Created By** David Ramirez **(8/18/2014 2 57 PM)** DRTS-DR rec'd attorney letter from the office of James E. Shepherd, P A. on 08/18/14, dated 08/13/14 to NNA Inc. sent via US Mail. Letter states: On June 29, 2013, C purchase a 2013 Nissan Altima from Bill Ray Nissan in Longwood, Florida. A copy of that purchase contract is attached as Exhibit A. Since the purchase she has experienced extensive problem with the vehicle as outlined on the attachment to the enclosed Motor Vehicle Defect Notification attached as Exhibit B. The enclosed Motor Vehicle Defect Notification is to provide you with a final attempt to correct all the problems outlined. Based on my review of the facts, I believe she is entitled to a refund or a replacement vehicle but are providing you with this final opportunity to correct all problems.
Make Public	**Created By** David Ramirez **(8/18/2014 2 53 PM)** Previous cases: [redacted] Sales & Service No open recalls

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	8/19/2014	YX	AD	121500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/19/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/5/2014	Kevin Burkett	11/3/2014 3:17 PM
Edit | Del	Review Approved Check Request		✓	10/20/2014	Chad Alsup	10/21/2014 6:33 AM
Edit | Del	Review Approved Check Request		✓	10/20/2014	Chad Alsup	10/21/2014 6:33 AM
Edit | Del	Sales Docs and Invoice		✓	10/8/2014	Josh Wegener	9/30/2014 11:34 AM
Edit | Del	Create RHR		✓	9/24/2014	Josh Wegener	9/24/2014 4 03 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP4DC2[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		10/21/2014	Attorney	Approved	$1,750.00	34BUYBACK	Nissan South East Buyback/Trade		
			10/21/2014	Dealer	Approved	$29,905.13	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Chad Alsup, 8/20/2014 2:36 PM	8/20/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	1.91MB	9/3/2015 4:14 PM	Rebecca Martin
Edit | View | Del	[redacted]	1.8MB	10/21/2014 2:44 PM	Chad Alsup
Edit | View | Del		942KB	10/20/2014 10 37 AM	Chad Alsup
Edit | View | Del		83KB	10/20/2014 10 28 AM	Chad Alsup
Edit | View | Del		59KB	10/20/2014 8:51 AM	Chad Alsup

Show more » | Go to list »

Case History Case History Help

Date	User	Action
3/18/2015 8 39 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 2 33 PM	Jim Land	Changed **Case Owner** from Chad Alsup to **Jim Land**.
11/3/2014 2 32 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Lee [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/18/2014 4:00 PM
CA Multiple Repairs		Date/Time Closed	8/19/2014 4:12 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	multiple repair attempts		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,016		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DAVIDSON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: J[redacted]N: 1N4AL3AP2DC[redacted]		
Created By	Michael Atienza 8/18/2014 4 00 PM	Root Cause Code	SCIN
Last Modified By	Veronica Moody 4/3/2015 7:41 PM	Root Cause Code (2)	
Days Closed	512	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jessica Lee (8/19/2014 4 12 PM) RCAS-JL placed outbound call to c at [redacted] C's wife, [redacted] answered the phone because c is currently deployed. *C's wife [redacted]s now going to be referred to as c.* C asked for RCAS-Mario. RCAS-JL advised that RCAS-JL is the new point of contact. C states the c's daughter who is over 130 pounds sat in the front passenger seat. C states that the airbag off light came on . C states that c tried to take a video of the light being on with someone sitting in the passenger seat, but c accidently took a picture and not a video. RCAS-JL advised that c would need to go back to dlr for an updated diagnosis on the veh. C states that c does not want to deal with going back. C states that c is going to wait for c's husband to come back home and let c's husband handle this. RCAS-JL advised that c can call back whenever c takes the veh to dlr. C understood. Call ended mutually. RCAS-JL closing case pending new diagnosis.
Make Public		**Created By Jessica Lee (8/19/2014 3 59 PM)** RCAS-JL placed outbound call to SM-Jim. SM-Jim states that the dlr replaced OCS senor in January. SM-Jim states that the airbag light off light was not on at the time. SM-Jim states that c was in for an oil change in May. SM-Jim states that on June 4th c came back in for the same concern. SM-Jim states that the airbag off light was not on. SM-Jim states that the OCS showed abnormal voltage, but it was a stored code from previous. SM-Jim state that the dlr cleared code. SM-Jim states that c had garbage and trash on passenger seat. SM-Jim states that on June 18 c brought veh back in. SM-Jim states that the dlr could not duplicate with someone sitting on the seat. SM-Jim states that the dlr called tech line and Tech Line advised that all suggestion were complete. SM-Jim states that a manager drove with c in the passenger sear and was unable to duplicate air bag off light coming on. RCAS-JL thanked SM-Jim. Call ended mutually.
Make Public		**Created By Jessica Lee (8/19/2014 3 40 PM)** **RCAS-JL notes that RCAS-JL called DAVIDSON NISSAN.
Make Public		**Created By Jessica Lee (8/19/2014 1 10 PM)** RCAS-JL placed outbound call to Destination Nissan. SA-Kelly advised that SM is unavailable. RCAS-JL provided SA-Kelly with contact number[redacted] SA-Kelly advised that SA-Kelly will give the message to SM and will have SM call back.
Make Public		**Created By Michael Atienza (8/18/2014 4 01 PM)** onset of call c asking for mario. crr-ma offer assistance. crr-ma ask c how can we assist c. c said it was regarding the airbag ligth comming on. c said it had a mulitple repair atemp c said they had not use the vihicle pasenger seat for a long time but yesterday 08-18-14 it happen again. c said c was supposed to take a video but c only take a picture. crr-ma ask c what is the name of the dealership c said davidson nissan. crr-ma ask c how she would like to be assited. c said c want to have the isseu fix. c is affraid they migth get into an accident and the airbag will not work. crr-ma told c will escalte the concern. crr-ma check call back number. crr-ma provide same case number. crr-ma will escalte call. crr-ma

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De[redacted]		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/18/2014	YE	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/19/2014 4:12 PM	Jessica Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/18/2014 4 02 PM	Michael Atienza	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000049tz6**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [46] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Sylania Oliver [Change]
Letter Sent Date	9/10/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/16/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	8/18/2014 5:14 PM
CA Multiple Repairs		Date/Time Closed	9/16/2014 2:09 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	buy back request / replacement veh request		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	nna dlr
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	32,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TROPHY NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	9/12/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	9/9/2014	Vehicle Service Contract	MTN 01822372/MTN 01822372
RHR Completed	9/9/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: V N: 1N4AL3AP1DN[redacted]		
Created By	Diana Maniquis, 8/18/2014 5:14 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 7/14/2015 9:14 PM	Root Cause Code (2)	
Days Closed	484	Action Code	NT2W
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Sylania Oliver (9/16/2014 2 08 PM)** Rcas closed case, ECW processed.
Make Public		**Created By Sylania Oliver (9/12/2014 10 08 AM)** Rcas datanet case to dealership.
Make Public		**Created By Sylania Oliver (9/12/2014 10 05 AM)** Rcas set followup for 9/17/2014 pending ECW completion.
Make Public		**Created By Sylania Oliver (9/12/2014 10 04 AM)** ****Summary*** C expressed concerns with vehicle loosing power and Air bag. Dealers stated Transmission Control Module replaced, Rcas recommended c take vehicle back in for diagnosis. C requested repurchase. Nissan denied repurchase request. Offered ECW for Transmission. C will callback if further assistance needed after diagnosis.
Make Private	✓	**Created By Sylania Oliver (9/12/2014 10 00 AM) Last Modified By Sylania Oliver (9/12/2014 10 07 AM)** Rcas called c 9/12/2014 @ 10 51am est. on Mobile ([redacted] Spoke with c. Rcas explained that call may be recorded for training and quality assurance purposes. Rcas explained Nissan is not in postion to repurchase or replace c's vehicle.Explained that : "We are very sorry to hear about your experience with your transmission. As Nissan is committed to quality, we would like to restore your confidence in our brand by offering you coverage beyond your warranty on your Tranamission for 7 years from your vehicle's in-service date or when your vehicle's mileage reaches 100,000; whichever occurs first." C accepted. Rcas inquired if c was able to take vehicle in for further diagnosis. C stated c has been busy, and unable to take vehicle in. Rcas explained c is welcome to callback if assistance needed after further diagnosis. Rcas verified c's address: 1[redacted] Seagoville, TX[redacted] US Rcas explained c will receive letter on repurchase denial and letter in 2-4 weeks on ECWProcessing takes 3-5 business days. Rcas conformed c has Rcas contact information.
Make Private	✓	**Created By Sylania Oliver (9/12/2014 9 03 AM) Last Modified By Sylania Oliver (9/12/2014 9 50 AM)** Rcas called c 9/12/2014 @ 10 00am est. on Mobile[redacted]. Spoke with c. C immediately requested callback in an hour. Rcas explained will contact c back.
Make Private	✓	

Created By Sylania Oliver **(9/11/2014 10 08 AM)** **Last Modified By** Sylania Oliver **(9/12/2014 10 07 AM)**
Rcas called c 9/11/2014 @ 11 06am est. on Mobile ([redacted] Received vm. Rcas explained have decision for c on case, will followup with c 9/12/2014. Gave Rcas name, 1-800-343-6913, ext. 457217, explained available 9am - 6pm est. M-F

Created By Sylania Oliver **(9/11/2014 10 05 AM)**
Rcas called Trophy Nissan 9/11/2014 @ 11 03am est. on 972-613-2200. SA - Cynthia, stated c;s SA is Danny.

Make Public

Rcas inquired into c's diagnosis

SA - Danny stated c has not brought vehicle back in.

Make Public **Created By** Mae Strenciwilk **(9/10/2014 12 33 PM)**
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Make Public **Created By** Sylania Oliver **(9/10/2014 12 16 PM)**
Rcas received email from CSM - Bob Brissie, approved ECW for powertrain.

Make Public **Created By** Sylania Oliver **(9/10/2014 12 09 PM)**
Rcas sent email to SM - Santos Flores, to advise of repurchase decision.

Make Public **Created By** Sylania Oliver **(9/10/2014 12 07 PM)**
Rcas sent email 9/10/2014 to CSM - Bob Brissie and DOM - Misti Keon to advise of repurchase decision. Recommended ECW for Powertraiin.

Make Public **Created By** Janelle Cantrall **(9/10/2014 11 42 AM)**
After careful evaluation of the information as provided by the RCAS, Nissan will not be able to offer repurchase or replacement at this time as there have not been an unreasonable number of service attempts. ~ ARBS recommends RCAS continue to work with the customer to find an amicable resolution utilizing supervisors and field teams to resolve.

Created By Janelle Cantrall **(9/10/2014 11 41 AM)**
Arbs notes:

No Previous Cases
No Tech Line Cases
No Open Campaigns
No DTS

1 Visit for No Start @ 7,968 Miles / Repl Battery
1 Visit for Front & Rear Brake repairs @ 10,724 Miles
1 Visit for Campaign Reprogram OCS @ 26,395 Miles

C/S that the C has taken veh to the dealer for ALTERNATOR concerns but None of the RO's attached or CPIA state any Alternator repairs.

Make Public

C/S that C has taken veh to dealer for Trans Replacement, but again there are no RO's or Any Warrantable Repairs in CPIA for Trans. concerns.

C/S the Support in the Trunk broke and dealer couldn't get C in so c repaired the trunk, and again there a no comments on any RO's of a Concern with Trunk repairs.

C is very unhappy with the Dealer and Feels c got a bad deal on Sale price of C veh and that C sister got a better deal.

C is unhappy with Loaner Vehicle. / CSM - Bob Brissie , vehicle payment approved

Case notes state C inquired about Service Campaign for airbag but NONE of the RO's mention a concern for Airbag.

ARBS notes in Case file - SA - Danny stated Transmission Control Module was reprogrammed (Arbs Does not have a RO for this Repair and it is not In CPIA.

C stated on 9.9.2014 that c is not having concerns currently but has an appt with Trophy Nissan on 9.10.2014.

Created By Janelle Cantrall **(9/10/2014 11 30 AM)**
Arbs Rec'd RHR 9.9.2014
Arbs Rev'd Case File, RO's, RHR and CPIA 9.10.2014

11/21/13 @ 7,968 Miles RO [redacted] ay Down....1
1. C/S Slow start / Replaced battery
2. Vehicle won't start after couple days sitting / Documentation only

Make Public

1/9/14 @ 10,724 Miles RO [redacted] Day Down....1
1. C/S Front brakes squeaking / Resurfaced front brake rotors and buffed front brake
2. C/S Rear brakes squeaking while driving / Replaced pad sets both sides

5/20/14 @ 26,395 Miles RO [redacted] Day Down.....1
1. Campaign- R1405 / OCS reprogram completed

Make Public **Created By** Sara Dorazio **(9/9/2014 1 10 PM)**
DRTS received the RHR. The RHR was assigned to ARBS- Janelle Cantrall for review.

Make Private ✓ **Created By** Karen Dorner **(9/9/2014 11 51 AM)**
SRD-KD completed and submitted RHR

Make Public **Created By** Sylania Oliver **(9/9/2014 10 04 AM)**
Rcas submitted RO's to TL - Leslee Koleszar for RHR submission.

Make Public **Created By** Sylania Oliver **(9/9/2014 10 04 AM)**
Rcas sent email 9/9/2014 to CSM - Bob Brissie to advise of repurchase request.

Make Private ✓ **Created By** Sylania Oliver **(9/9/2014 10 01 AM)** **Last Modified By** Sylania Oliver **(9/9/2014 10 01 AM)**
Rcas called c 9/9/2014 @ 10:42am est. on Home/Mobile ([redacted] Spoke with c.

Rcas explained call may be recorded for training and quality assurance purposes.

Rcas apologized for c's vehicle concerns.

C stated c contacted Trophy Nissan 9/5/2014, experienced poor customer service, c stated vehicle died twice and vehicle is sputtering. C is putting good gas in vehicle. C stated vehicle was having concerns on 9/5/2014, c stated that c wanted to take vehicle straight to dealership but SA was not available.

C stated c no longer wants vehicle, C stated c will not recommend Nissan if c cannot be assisted with repurchase.

C stated c is not having concerns currently., only happened on 9/4/14, 9/5/2014 and 9/8/2014, C stated c cannot afford highest grade of gas.C stated c is still paying bill.

C expressed further concern c was not contacted back by Trophy Nissan and poor customer service. C expressed concerns c is spending more money for vehicle.

Rcas explained c's complaint is documented. Empathized with c. Explained c is welcome to get second opinion at another Nissan dealership.

Rcas confirmed c is taking vehicle to Trophy Nissan 9/10/2014, explained will followup with c 9/12/2014.

Rcas explained that c's vehicle needs to be diagnosed. Explained repurchase review takes 10 business days, 5 days to gather RO's and 5 days for arbitrations to review c's RO's to be gathered , explained will have decision by 9/23/2014.

C expressed concerns with paying for repairs OOW.

Rcas explained will followup with c 9/12/2014

****

•Why do you want to return the vehicle to Nissan North America? Customer is having concerns with vehicle dying.
•Where is the vehicle currently?With customer.

•Where was the vehicle purchased?Trophy Nissan
•Was it purchased new or used?New
•If used, when was the vehicle purchased?N/A
•Where is the vehicle serviced?Trophy Nissan
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?N/A

Make Public

Created By Sylania Oliver (9/8/2014 11 53 AM)
Rcas notating need to contact customer and ask repurchase questions.

Make Public

Created By Sylania Oliver (9/8/2014 11 51 AM)
•How many times has the customer's vehicle been in for repairs?14
•What repairs were performed?Car detail,Routine maintenance, Replaced battery,Turned brakes and rotors,resurfaced front brakes,paint reapplication,Replaced brake pads,tint, PDI
•How many days has the vehicle been kept out of service at your dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders that contain the technician time stamps. 17
•Has TECH LINE been involved? Yes
•Has the Dealer Technical Specialist (DTS) been involved?No

Make Public

Created By Sylania Oliver (9/8/2014 11 40 AM)
Rcas received RO's and attached to case, Rcas received email from SM stating that Customer should be dropping vehicle today, spoke to Danny Slatinsky.

Make Private ✓

Created By Sylania Oliver (9/8/2014 8 59 AM) Last Modified By Sylania Oliver (9/12/2014 10 07 AM)
Rcas called c 9/8/2014 @ 9:57am est. on Home/Mobile ([redacted] Received vm. Rcas explained will followup with c 9/9/2014, gave Rcas name, 1-800-343-6913, ext. 457217, explained available 9am - 6pm est. M-F.

Make Public

Created By Sylania Oliver (9/8/2014 8 49 AM)
Rcas sent email 9/8/14 to SM - Santos Flores to request c's RO's and update on diagnosis.

Make Public

Created By Sylania Oliver (9/8/2014 8 49 AM)
Rcas reviewed V N:

Trophy Nissan

[redacted]

Make Public

Created By Sylania Oliver (9/8/2014 8 43 AM)
Rcas called Trophy Nissan 9/8/2014 @ 9:39am est on [redacted] Spoke with SA - Cynthia, stated SA and SM are not available.

Make Private ✓

Created By Maria Lourdes Yacap (9/5/2014 12 59 PM) Last Modified By Sylania Oliver (9/8/2014 8 37 AM)
c called in reference to case number [redacted]
crr-my asked if there are changes on the account contact information.
c said no.
c said that c doesn't want the vehicle anymore. yesterday when c is driving, the vehicle broke down, tried starting but its dead and after 3 mins, the vehicle run smoothly again. according to c, for this week, the car broke down, and it was okay again, broke down,and it is okay again.
crr-my apologized.
c stated that for a new vehicle and the mileage is only 32,000 miles, it doesn't have to be acting that way.
c also stated that before c had problem with the break, transmission and now c's having issues again.
c wanted the vehicle to be brought back to the dealership and wanted a new vehicle.
crr-my explained to c that currently the case is handled by rcas and crr-my will add the information c provided so that rcas will be informed of the situation. and also crr-my advised c that c will be contacted by rcas 9/8/2014.
c agreed.
crr-my did a recap and offered further assistance.
c declined.
crr-my provided name, extension number and case number
crr-my exiting case

Make Private ✓

Created By Sylania Oliver (9/4/2014 8 55 AM) Last Modified By Sylania Oliver (9/8/2014 8 37 AM)
Rcas called c 9/4/2014 @ 9:52am est. on Home/Mobile ([redacted] Spoke with c.

Rcas explained call may recorded for training and quality assurance

C stated vehicle is running fine.

C stated c will be sending over documents.

Rcas explained will followup with c 9/8/2014.

Make Private ✓

Created By Sylania Oliver (9/2/2014 10 36 AM) Last Modified By Sylania Oliver (9/4/2014 8 07 AM)
Rcas called c 9/2/2014 @ 11 30am est. on Home/Mobile ([redacted] Spoke with c.

Rcas explained call may be recorded for training and quality assurance purposes.

Rcas explained reviewed with c's SA , that c's TCM was reprogrammed and ready for pick up. Explained Nissan would like to assist with reimbursement for vehicle payment, will followup with c 9/4/2014 after c picks up vehicle.

C stated c just made payment.

Rcas called c back left vm with Rcas fax #[redacted], explained take s 1-2 days for processing once c's statement is received.

Make Public

Created By Sylania Oliver (9/2/2014 10 30 AM)
Rcas called Trophy Nissan 9/2/2014 @ 11:23am est. on [redacted] Spoke with SA - Danny.

Rcas inquired into status of diagnosis.

SA - Danny stated Transmission Control Module was reprogrammed, c was contacted 8/29/2014 to pick up vehicle. Stated c did not mention concern with Air bag.

Make Public

Created By Sylania Oliver (8/29/2014 8 09 AM)
Rcas received email from CSM - Bob Brissie , vehicle payment approved.

Make Public

Created By Sylania Oliver (8/28/2014 4 22 PM)
Rcas explained will followup with c 9/2/2014 due to holiday.

Make Private ✓

Created By Sylania Oliver (8/28/2014 4 21 PM) Last Modified By Sylania Oliver (8/28/2014 4 22 PM)
Rcas called c 8/28/2014 @ 5:16pm est. on Home/Mobile ([redacted] Spoke with c.

Rcas explained that call may be recorded for training and quality assurance purposes.

Rcas explained that c vehicle concern is being recorded and sent to Nissan technical specialist for review. c's reimbursement request under review.

C inquired into service campaign for airbag. C stated air bag symbol is always off.

Rcas explained 2013-2014 - Nissan Occupant Classification System Module Reprogramming. rcas recommended c have vehicle concern diagnosed.

C stated c is disappointed in vehicle.

Make Public

Created By Sylania Oliver (8/28/2014 3 14 PM)
Rcas sent reimbursement request to CSM - Bob Brissie 8/28/2014.

Created By Sylania Oliver (8/28/2014 2 41 PM)
Rcas called Trophy Nissan 8/28/2014 @ 3:29pm est. on [redacted] Received vm from Sm- Santos Flores. Rcas requested callback on 1-800-343-6913, ext. 457217, explained available 9am - 6pm est. M-F.

Make Public

Tried [redacted] Spoke with SA - Donald.

Rcas inquired into status of repair.

SA - Donald stated reviewed with SA and technician.. stated test drive recordings are being requested by techline, update was attempted.

Created By Sylania Oliver (8/26/2014 12 04 PM) Last [redacted]ylania Oliver (8/28/2014 9 55 AM)
Rcas called c 8/26/2014 @ 12 58pm est. on Home/Mobile [redacted] Spoke with c.

Rcas explained that call may be recorded for training and quality assurance purposes.

Rcas explained that updates are being performed on c's vehicle.

Make Private ✓

C expressed concerns with loaner vehicle, c stated vehicle is too little, it has been two payment. C would llike better loaner vehicle. C stated c should be assisted with vehicle payment.

Rcas apologized for c's inconvenience.

C stated c will contact lawyer if c feels c is not being treated fairly.

Rcas explained once vehicle repaired can review for possible vehicle payment reimbursement, explained loaner vehicle depends on dealership availability. Will followup with c 8/28/2014.

Created By Sylania Oliver (8/26/2014 11 32 AM)
Rcas called Trophy Nissan 8/26/2014 @ 12 24pm est. on [redacted] Spoke with SM - Santos.

Make Public

Rcas inquired into status of repair.

SM - Santos stated technical support recommended update.

Created By Sylania Oliver (8/22/2014 12 35 PM) Last Modified By Sylania Oliver (8/22/2014 12 35 PM)
Rcas called c 8/22/2014 @ 1 28pm est. on Home/Mobile ([redacted] Spoke with c.

Rcas explained that call may be recorded for training and quality assurance purposes.

Rcas explained reviewed with dealership, c's vehicle concerns are being reviewed with Engineering.

C inquired into length of time for repair.

Make Private ✓

Rcas apologized not sure of timeframe, but will continue to followup with c and dealership.

C stated that c was advised c would be refunded for rental but was charged 50.00 , c inquired if c will be charged 50.00 every day.

Rcas explained that c should contact dealership for clarification. but may just be refundable deposit.

C stated c works for school district and c needs c's tool .

Rcas recommended c removing any needed items from vehicle. Explained will followup with c 8/26/2014.

Created By Sylania Oliver (8/22/2014 12 14 PM)
Rcas called Trophy Nissan 8/22/2014 @ 1:06pm est. on [redacted] Spoke with SA - Danny.

Make Public

Rcas inquired into c's diagnosis.

SA - Danny stated wating on authorization engineering for Transmission.

Spoke with SM - Santos Flores advised of case. Should be covered under warranty.

Make Private ✓

Created By Glenda McDonald (8/20/2014 3 18 PM) Last Modified By Glenda McDonald (8/20/2014 3 59 PM)
rcas called C at 3 50 pm est at 2[redacted]& reached recording stating no routes found.

rcas called c at 3 51 pm est at [redacted] & spoke to C to advise rcas was assisting rcas-SO with case

C/S C is frustrated as C wants to give up
c don't want no problems in c's life & wants to give up on veh
C will put in Lords hands
C had to take back for brakes and trim scratched the veh up and now the tranny concern
C has taken in 3 - 4 times for repairs since purchased the veh
what happens when warranty runs out
anything NNA can do for the C?
support in trunk broke and dealer couldn't get c in so c repaired c's self
it rattled so bad c HAD to fix as it was loud and needed fixed immediately
C has not had veh to dealers to have dealers look at this yet but C wants this noted
c paying $32,00 for the car
is there anything NNA can do for the C
C will pay the car off but can c get $5,000 off

c was broke down 2 hours with this veh and then C had to pay $100 out of c's pocket for the tow
C then got the loaner veh USING C'S C.CARD for $50 deposit that C will get back but why is C being penalized when this is NNA veh and NNA concern

rcas advised C that NNA does not offer loaners and these are offered by NNA dealers IF dealer has available and that VSC's can cover these costs of towing and rental

c/s c has some kind of VSC that c pays $50 extra a month for some coverage for detailing and wheels etc. paint - seats etc.
Zap tech something -

(rcas checked system and c only has Maint plan)
rcas advised C that Main plan is the only coverage on the veh and C must ask the dealer as C may have a dealer or aftermarket warranty from dealer

c/s no one ever told c that NNA did not cover the towing or rental and C would have gladly paid for coverage at time of sale to make sure this was covered

rcas advised c to speak to dealer about the coverage c has with dealer and if this is not the coverage the c wanted then c may cancel it with the dealer

C complaint about c sales concern as c feels c paid too much for the veh as C's sister got same veh for less money with more features in the veh like leather etc.

c/s if trophy Nissan was the only dealer in TX - C would not recommend Nissan to anyone
c not happy with this dealer & states this was a horrible time with dealer ship
rcas was very sorry for the c's concern with purchase experience and veh concerns now

C/S C PRIDE IS HURT AS C PAID TOO MUCH FOR THE VEH AND NOW VEH BREAK NG DOWN
rcas apologized for c's poor experience

Rcas advised C that NNA goal is to repair the veh and make c satisfied with the veh and rcas will do all rcas can do to help the dealer with repairs &
if C HAS ANY OUT OF POCKET EXPENSES THAT AFTER REPA RS C MAY SEND TO RCAS AND RCAS WILL REV EW FOR POSS BLE REIMBURSEMENT
C thanked rcas

c states rcas is great employee for Nissan and hopes rcas boss is listening
c/s the dealer was not listening and only saying Uh Huh while C was talking - making c feel dumb
this is why c called NNA c. affairs

Rcas advised C that rcas can make case a dealer complaint after repairs are complete
C/S c is a horoscope sign Cancer and has big heart and lets people walk all over the C
but c wont let anyone do this anymore

rcas advised c that rcas will call dealer Friday 8/22/14 with update then call the C
C thanked rcas for calling and being so sincere with the c as dealer was so rude

Created By Glenda McDonald (8/20/2014 2 49 PM) Last Modified By Glenda McDonald (8/20/2014 2 50 PM)
RCAS-GM ASSIST NG RCAS-SO WITH CASE

Make Private ✓ Rcas called dealer at 3:43 pm est at [redacted] & asked for SM Santos & was advised SM is not available
Rcas spoke to SA-Danny that states dealer got all dealer needed recorded & is trying to get transmission ordered now

rcas thanked Danny & will call on Friday for update 8/22/14

Created By Jennie Perez (8/19/2014 1 24 PM)
rcas assisting rcas-Sylania Oliver

rcas made call to C at [redacted] at 2:21 pm est

rcas not able to call the number
rcas had gotten a recording stating no routes found.

****

Make Private ✓ rcas made call to c [redacted] at 2:22 pm est

rcas reached vx and left vxm with case number and rcas-SO contact info

****

rcas made call to c [redacted] at 2:23 pm est

rcas got a recording stating that the customer is not taken calles at this time

Created By Sylania Oliver (8/19/2014 8 10 AM) Last Modified By Glenda McDonald (8/19/2014 8 13 AM)
Rcas called Trophy Nissan 8/19/2014 @ 9:06am est. on [redacted] Spoke with SA - Danny.

Make Private ✓ Rcas inquired into c's diagnosis.

SA - Danny stated trying to duplicate concern, need to run data on vehicle. C is in rental. Will be testing further today. May be concern with Transmission.

Created By Sylania Oliver (8/19/2014 7 56 AM) Last Modified By Glenda McDonald (8/19/2014 8 13 AM)
Make Private ✓ Rcas called Trophy Nissan 8/19/2014 @ 8:52am est. on 214-686-8239. Received vm from SM - Santos Flores. Left message with Rcas name, 1-800-343-6913, ext. 457217, explained available 9am - 6pm est. M-F, inquired into c's diagnosis. Gave c's name and last 8 digits of VIN

Created By Diana Maniquis (8/18/2014 5 25 PM) Last Modified By Glenda McDonald (8/19/2014 8 13 AM)
Make Private ✓ crr-dm received a call from c who was calling about a veh concern. c stated that ever since c had this veh, its been at the dlr for about 4-5 times for the past year. c stated that at first, c was pressured to buy the veh. c is not happy about this veh and how the dlr dealt with c. Then the veh had an issue with the Alternator, the Brakes, Door Scratches and now, the veh is at the dlr again for a TRANS to be replaced. the dlr gave c a loaner. the veh broke down last night and c was stranded for 2hrs. c had to pay $100 towing service to take it to the dlr. c stated that c wanted nna to take this veh back. c feels that the veh is a lemon. C stated that c do not want to pay for this veh anymore and c wanted nna to take this veh back.
crr-dm stated that the case needs to escalated to rcas for review. then c will get a call from rcas within the next business day to discuss c's concern.
CRR-DM asked for the best # to reach c and c stated it should be [redacted]
crr-dm offered further assistance, c declined.
crr-dm provided case #, crr's name and ext #.
crr-dm leaving case open and forwarding case to rcas because c wanted nna to take the veh back.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	8/18/2014	YX	BG	302500	OA
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	PREMATURE WEAR/FAILURE	10	8/18/2014	WA	BG	302500	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	NON-WARRANTY ITEM GOODW LL ASSISTANCE REQUEST	10	8/18/2014	VF	BG	302500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/12/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call Trophy/ECW	[redacted]	✓	9/18/2014	Sylania Oliver	9/16/2014 2:09 PM
Edit | Del	Customer Letter Sent		✓	9/10/2014	Sylania Oliver	9/11/2014 8:17 AM
Edit | Del	Correspondence Request		✓	9/10/2014	Sylania Oliver	9/10/2014 12 34 PM
Edit | Del	[redacted]		✓	9/10/2014	Sylania Oliver	9/10/2014 12:17 PM
Edit | Del			✓	9/9/2014	Janelle Cantrall	9/10/2014 11:42 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill ECW	1N4AL3AP1DN[redacted]	Processed	Service Experience	bob Brissie	CEM	Jim Land	9/16/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	45KB	2/6/2015 1:45 PM	Tammy Knotts
Edit | View | Del		74KB	9/10/2014 12:14 PM	Sylania Oliver
Edit | View | Del		27KB	9/9/2014 11:50 AM	Karen Dorner
Edit | View | Del		130KB	9/9/2014 10:43 AM	Karen Dorner
Edit | View | Del		80KB	9/8/2014 11:43 AM	Sylania Oliver

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/16/2014 2 09 PM	Sylania Oliver	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/16/2014 2 09 PM	Sylania Oliver	Changed **Follow Up Date** from 9/17/2014 to **9/16/2014**.
9/12/2014 10:07 AM	Sylania Oliver	Changed **Shared via Portal** from false to **true**.

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Surveys

Surveys Help

No records to display

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Case Comments [8] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marie Woodruff [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/27/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/19/2014 9:08 AM
CA Multiple Repairs		Date/Time Closed	8/27/2014 1:27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue / air bag issue / dlrshp cannot duplicate the issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,499		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AB7AP3D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WEST COUNTY NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/27/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AB7AP3D[redacted]		
Created By	Kevin Dela Rosa 8/19/2014 9 08 AM	Root Cause Code	SCNR
Last Modified By	Veronica Moody, 4/3/2015 7:42 PM	Root Cause Code (2)	
Days Closed	504	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	C[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By [redacted] (8/27/2014 1 22 PM) rcas called c on [redacted] n 8/27/14 at 2:21 pm est rcas reached a busy signal rcas closing case pending c call back
Make Private	✓	Created By Londa Adkins (8/25/2014 2 48 PM) Rcas sent e mail requesting return contact.
Make Private	✓	Created By Londa Adkins (8/25/2014 2 45 PM) Rcas assisting Rcas-Marie Woodruff at ext:458156 placed outbound call to [redacted] at 3 38 P.M.. Rcas reached Costco Warehouse. No message could be left. Rcas removed number from case. Rcas assisting Rcas-Marie Woodruff at ext:458156 placed outbound call to c at [redacted] at 3 39 P.M.. Rcas reached voice mail of Stella Borer Rcas left voice message with Rcas-MW name contact number and ext only requesting return call from c. Rcas assisting Rcas-Marie Woodruff at ext:458156 placed outbound call to c at [redacted] 3:42 P.M.. Left vmx with name, number (800) 343-6913, ext: 458156 and case #[redacted] Rcas advised c reason for call is to follow up with c to advise ongoing concerns will need to be diagnosed at Nissan dlr and requested return call to Rcas-MW to advise when scheduled so Rcas can follow up with dlr to determine how c can be assisted. Rcas advised Rcas will set follow-up call to c on 08/28/2014 pending return call from c.
		Created By Londa Adkins (8/22/2014 10 44 AM) Rcas assisting Rcas-Marie Woodruff at ext:458156 placed outbound call to SM-Kevin at West County Nissan at 6363940330 at 11:36 A M. EST. to request information regarding airbag concerns.
Make Private	✓	SM states veh to dlr 07/15/2014 Campaign 1405 performed for OCS system door trim finish loose. SM states dlr not aware of ongoing concerns. SM recommendation for c to contact dlr. Rcas thanked SM for information. Call ended mutually.
Make Private	✓	Created By Beverly Bansek (8/20/2014 11 18 AM) Rcas-bb assisting Rcas-Marie Woodruff. Rcas-bb contacted c at 12:13 pm edt at 314*-504-6209. Left vmx for c to call. Rcas-bb contacted c at 12:15 pm edt at 636-685-3940. The number was not in service. Rcas-bb contacted c at 12:15 pm edt at [redacted] Left vmx for c to call. Rcas-bb setting follow up to 08/25 and task to 08/21.
Make Private	✓	Created By Beverly Bansek (8/20/2014 7 49 AM) Rcas-bb contacted SM-Kevin at 8:45 am edt at 636-394-0330. Left vmx for SM to call.
Make Private	✓	Created By Kevin Dela Rosa (8/19/2014 9 14 AM) Last Modified By Beverly Bansek (8/20/2014 7 30 AM) Vehicle Concern
Make Private	✓	Created By Kevin Dela Rosa (8/19/2014 9 14 AM) Last Modified By Beverly Bansek (8/20/2014 7 30 AM) CRR-KDR received a call from c saying c already bring the veh to WEST COUNTY NISSAN to have the safety campaign. C stated the dlrshp cannot duplicate the issue anymore since air bag is still failing. C was advised by the dlrshp to contact NNA for assistance. C wanted a permanent fix on the part since part would be a safety issue on c's side. CRR-KDR verified and updated C's information. CRR-KDR informed c that case has been created for c's concern and RCAS will call by the end of next business day to review and try to solve the issue. C stated c will wait for the call at [redacted] CRR-KDR offered further assistance. C said "No" CRR-KDR gave name, extension and case number. CRR-KDR provided recap of c's concern. CRR-KDR leaving case Open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]				14	8/19/2014	WT	BK	233500	OA

RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PhjZt:ref]	[redacted]	✓	8/25/2014	Londa Adkins	8/25/2014 2:46 PM
Edit | Del	West County		✓	8/21/2014	Marie Woodruff	8/22/2014 10:35 AM

Emails

Send an Email | Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Read		Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PhjZt ref] *Good evening Thank you for contacting me recently both by phone and now email...*	[redacted]	8/26/2014 11:14 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0PhjZt:ref] *8/25/2014 Case [redacted] Thank you for taking the time to...*		8/25/2014 2:46 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/27/2014 1:27 PM	Marie Woodruff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2014 1:27 PM	Marie Woodruff	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michelle Bills [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/19/2014 9:08 AM
CA Multiple Repairs		Date/Time Closed	8/20/2014 2:20 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	unable to diagnose, airbag		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	84,044		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM1E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	48,044
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	24,044
Model Code	25414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GANLEY NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM1E[redacted]		
Created By	Cherielyn Ceiane 8/19/2014 9:08 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7 57 PM	Root Cause Code (2)	
Days Closed	511	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Michelle Bills (8/20/2014 2 19 PM) UNABLE TO DATANET
Make Public		Created By Michelle Bills (8/20/2014 2 14 PM) **********CASE SUMMARY********** C HAS A CONCERN WITH A RBAG LIGHT COMING ON BUT DLR HAS NOT BEEN ABLE TO DUPLICATE CONCERN.
Make Public		Created By Michelle Bills (8/20/2014 2 12 PM) Rcas contacted c at 2 55 est on phone # [redacted] inform c that unfortunately since the dlr has not been able to duplicate the concern a repair cannot be made. C stated that c has a picture of the light being on when c is in the seat. rcas explained that rcas understands that this may be an intermittant concern but until the dlr is able to duplicate there is no repair that can be made. rcas advised c to have a second opinion, c thanked rcas and call was ended mutually.
Make Public		Created By Michelle Bills (8/20/2014 1 48 PM) Rcas contacted sa-Shawn who stated that the last time that c was at the dlr was on 8/11/14 but the concern was not duplicated. sa stated that for 5 days veh was test drove but the lamp never stayed on after start up. sa stated that techline was contacted and advised no repair is to be made unless concern can be duplicated.
Make Public		Created By Michelle Bills (8/20/2014 1 42 PM) Rcas noting that c had the ocs campaign performed on 4/29/14.
Make Public		Created By Cherielyn Ceiane (8/19/2014 9 13 AM) CRR-CNC received call from c. c stated that theres a recall for the airbag and the fix the recall but the indicator light keeps on coming on. the dlr fix the sensor and reset the airbag but still having the same issue. the veh is with the dlr for a week. c spoke to sa-david. and sa-david advised c to call nna ca because the dlr cant duplicate the issue CRR-CNC advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day. CRR-CNC offered further assistance. c declined CRR-CNC provided c with file number, name and extension number CRR-CNC transferring file to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/19/2014	WT	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/19/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/20/2014 2:20 PM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/19/2014 9:13 AM	Cherielyn Cejane	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zQop**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [5] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Lindsey Becker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/19/2014 12 24 PM
CA Multiple Repairs		Date/Time Closed	8/20/2014 5:08 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	8/11/2014
Vehicle Purchased	New	Previous Repair Location	SMITH NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN0D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SMITH NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/20/2014
Responsible District	13	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN0DC[redacted]		
Created By	Jerico Delafuente, 8/19/2014 12 24 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 8/20/2014 7:13 PM	Root Cause Code (2)	
Days Closed	511	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Lindsey Becker (8/20/2014 5 07 PM) Last Modified By Lindsey Becker (8/20/2014 5 07 PM) -CASE SUMMARY- C called NNA with concerns over OCS. RCAS confirmed with dlr that techline and DTS have advised system working correctly and RCAS advised C of info.
Make Public		Created By Lindsey Becker (8/20/2014 5 07 PM) RCAS called C on (only#) 4[redacted]at 5 51PM EST RCAS spoke with C and advised C RCAS has contacted dlr regarding C's concerns RCAS advised C that DTS also inspected veh today and OCS is working as designed to operate, no additional repair recommendations can be made RCAS referred C to owner's manual of veh with any additional questions regarding passenger C stated light always comes on C stated passenger sits normally C stated C has sat in seat and light comes on C stated if accident occurs and a life is lost, should the customer refer back to the owners manual RCAS apologized C having concerns with veh and advised that after extensive testing and several attempts to diagnose, system was found to be operating normally and no additional recommendations can be made RCAS advised C that C's concerns will be documented by repairs cannot be suggested to a system that is operate properly C stated C will take info into consideration when purchasing a new veh C thanked RCAS for RCAS time and ended call
Make Private	✓	Created By Lindsey Becker (8/20/2014 3 14 PM) Last Modified By Lindsey Becker (8/20/2014 3 14 PM) RCAS called dlr on 4796481900 at 4:07PM EST RCAS spoke with SM-Mike and inquired about C's concerns SM stated veh at dlr today and DTS happened to be to dlr today as well SM stated the seat frame and sensors have been replaced in the past SM stated the OCS system is working as designed SM stated normal passenger has small frame SM stated no additional repairs can be done as system is functioning normally RCAS thanked SM for info call ended mutually
Make Private	✓	Created By Lindsey Becker (8/20/2014 2 59 PM) Last Modified By Lindsey Becker (8/20/2014 3 14 PM) RCAS noting techline case [redacted] last updates from 8/20 stating passenger is small female weighing approximately 100 lbs, OCS system found to be working correctly and no repairs recommended, notes state C should be referred to veh owner's manual for familiarization on system
Make Private	✓	Created By Jerico Delafuente (8/19/2014 12 32 PM) Last Modified By Lindsey Becker (8/20/2014 8 29 AM) crr-jd received a call from c. c stated that c had issues with the OCCUPANT CLASS SYSTEM OCS. c stated that c brought the veh 3 times and it was not resolved. c said that dlrshp called nissan engineer and have the seat replaced, but same thing happened. c wants NNA to help c resolve the issue on the OCS. c was assisted by SA-jeff at SMITH NISSAN. crr-jd apologized for the inconvenienced and advised c that the case will be forwarded to rcas for review and c will receive a call back before the end of the next business day. c understood. crr-jd offered further assistance. c declined. crr-jd provided name, case number and extension number. crr-jd escalating the case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/19/2014	YE	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/20/2014	WT	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	GENERAL INQU RY	QA	8/20/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/20/2014 5:08 PM	Lindsey Becker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/20/2014 8:29 AM	Lindsey Becker	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [6] | Case Categorizations [4] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Sylania Oliver [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/20/2014 7:51 AM
CA Multiple Repairs		Date/Time Closed	8/22/2014 10 23 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	NISSAN OF MCKINNEY
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF MCK NNEY	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/22/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 1N4AL3AP9EN[redacted]		
Created By	Jerico Delafuente, 8/20/2014 7 51 AM	Root Cause Code	SCMV
Last Modified By	Veronica Moody, 4/12/2015 9:37 PM	Root Cause Code (2)	
Days Closed	509	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Sylania Oliver (8/22/2014 10 23 AM) Rcas datanet and closed case.
Make Public		Created By Sylania Oliver (8/22/2014 10 22 AM) **Summary** C expressed concerns with c's Airbag light and auto head light function. Dealership unable to duplicate Rcas explained to c dealership unable to duplicate, necessary to move forward with repair. Recommended second opinion.
		Created By Sylania Oliver (8/22/2014 10 20 AM) Last Modified By Sylania Oliver (8/22/2014 10 22 AM) Rcas called c 8/22/2014 @ 11:02am est. on Mobile (214) 567-7492 . No answer unable to leave message. Tried Home Phone [redacted]. Left vm with Rcas name, 1-800-343-6913, ext. 457217, explained available 9am - 6pm est. M-F Will followup with c 8/25/2014. Tried Work Phone [redacted]oke with c. Rcas explained call may be recorded for training and quality assurance purposes.
Make Private	✓	Rcas apologized for c's concerns with lights. C stated that c has concerns intermittiently during night with automatic function for lights not coming on. C stated when c turns off lights and turns off and back on concern is resolved. Rcas explained that concern needs to be duplicated no concern found. C stated c is having concerns with passenger air bag light. C stated service campaign mentions concern is intermittient. Rcas explained dealership is not able to duplicate c concerns are documented, apologized concerns have to be found for vehicle to be repaired, explained c is welcome to get second opinion at another Nissan dealership. Rcas confirmed c has Rcas contact information, thanked c for contacting Nissan.
Make Public		Created By Glenda McDonald (8/21/2014 10 59 AM) RCAS-GM ASSIST NG RCAS-SO WITH CASE Rcas called C at 11:55 am est at [redacted] & left vmx asking C to call Rcas-SO at 8003436913 ext 457217 rcas called C at 11:57 am est at [redacted] - phone rang with no answer rcas called C at 11:58 am est at [redacted] & left vmx for C to call Rcas-SO at 8003436913 ext 457217
Make Private	✓	Created By Sylania Oliver (8/21/2014 10 48 AM) Last Modified By Glenda McDonald (8/21/2014 10 54 AM) Rcas Nissan of McKinney 8/21/2014 @ 11 36am est. or [redacted] Spoke with c SM - Dan Irwin SM - Dan stated c came in 8/20/2014, unable to duplicate concern with passenger air bag light, c stated auto function for head lights to not work, stated auto function , not able to duplicate,
Make Private	✓	Created By Jerico Delafuente (8/20/2014 8 03 AM) Last Modified By Glenda McDonald (8/21/2014 7 37 AM) crr-jd received a call from c, c stated that c had issues with OCS c brought the veh back on june and until now the light is comming on. c is asking if there is standard weight capacity. crr-jd apologized that it is not stated, but c was advised by the dlrshp that it should be 120lbs. c also mentioned that the auto headlight is not working during evening because it wont turn on. c also wants to add on the note that the mpg is not correct because c only got 24-25mpg city, but based on the advertisement it should be 27mpg city and 38mpg highway. crr-jd advised c that the case will be escalated to rcas for further review and c will receive a call back before the end of the next business day. c understood. crr-jd offered further assistance. c declined. crr-jd provided name, case number and extension number. crr-jd escalating the case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]		HEADLAMP		12	8/20/2014	YX	AC	113500	OA

	BODY ELECTRICAL		POOR OR IMPROPER OPERATION						
Edit | Del [redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/21/2014	YX	BK	233500	OA
Edit | Del	BODY ELECTRICAL	HEADLAMP	UNABLE DIAGNOSE/DUPLICATE	12	8/22/2014	WT	AC	113500	OA
Edit | Del	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/22/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	NISSAN OF MCKINNEY	[redacted]	✓	8/21/2014	Sylania Oliver	8/21/2014 10:54 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/22/2014 10:23 AM	Sylania Oliver	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/21/2014 10:59 AM	Glenda McDonald	Changed **Follow Up Date** from 8/21/2014 to **8/22/2014**.
8/21/2014 7:39 AM	Glenda McDonald	Changed **Shared via Portal** from false to **true**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [17] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	William Criswell [Change]
Letter Sent Date	9/2/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/4/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	8/20/2014 10:47 AM
CA Multiple Repairs		Date/Time Closed	9/4/2014 9 21 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	1,400	Related Vehicle Make	Nissan
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WOODF ELD NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	8/21/2014
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/25/2014	Vehicle Service Contract	
RHR Completed	8/25/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0D[redacted]		
Created By	Nicel Torres, 8/20/2014 10:47 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	496	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By William Criswell (9/4/2014 7 47 AM) Last Modified By William Criswell (9/4/2014 7 47 AM)** rcas noting letter sent case summary c called with airbag concern and requested rhr rcas called dealership and got ros rcas spoke to c and informed of rhr process rcas submitted rhr declined fom declined goodwill c notified letter sent rcas closed case
Make Private	✓	**Created By Tammy Knotts (9/2/2014 2 21 PM) Last Modified By William Criswell (9/4/2014 7 47 AM)** MT TK received request for letter to be mailed to the customer. MT TK mailing letter to customer and sending notification to agent.
Make Private	✓	**Created By William Criswell (8/29/2014 12 10 PM) Last Modified By William Criswell (9/4/2014 7 48 AM)** rcas received call from c rcas informed c of the decision that nna was not in position to repurchase vehicle c understood c verified address as [redacted] HAWTHORN WOODS, L [redacted] US rcas submitted letter
Make Private	✓	**Created By William Criswell (8/29/2014 10 45 AM) Last Modified By William Criswell (9/4/2014 7 48 AM)** rcas recieved vmx from c asking for a return call 847 840 1127 rcas called and left vmx containing contact information
Make Private	✓	**Created By William Criswell (8/29/2014 9 59 AM) Last Modified By William Criswell (9/4/2014 7 48 AM)** rcas receive denial of goodwill from fom Todd ZANNACKER rcas called [redacted] nd left vmx containing contact information rcas set follow up for 9/2
Make Private	✓	**Created By William Criswell (8/26/2014 9 42 AM) Last Modified By William Criswell (9/4/2014 7 48 AM)** rcas called [redacted] and spoke to c rcas informed c that case was still under review for repurchase c stated that even with son who weighs 130 air bag not operating all the time and clock is not working correctly rcas informed c to notify dealership c understood rcas noting task was set for 8/25 after rcas left office rcas emailed fom for recommendations
Make Public		**Created By Ricardo Garcia (8/25/2014 7 40 PM)** ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS discuss goodwill options among CSM and CA Management.
Make Private	✓	**Created By Ricardo Garcia (8/25/2014 7 40 PM) Last Modified By William Criswell (9/4/2014 7 48 AM)** ARBS-RG notes the following 4 days down 3 visits - 1 recall -1 repair related to passenger airbag light concern 1 visit - 0 repair related to bluetooth concern 1 visit - 1 repair related to rear power windows NO ADDITIONAL CASES FOUND NO TECH L NE CASE FOUND

NO DTS FOUND
NO ADDITIONAL WARRANTIES FOUND

Created By Ricardo Garcia (8/25/2014 7 36 PM) Last Modified By William Criswell (8/26/2014 9 43 AM)
ARBS-RG notes the following repairs

05/25/13 @ 2,622 miles — RO #[redacted] — 1 day down
Issue:
1) Rear power windows noisy when going up or down
Action:
1) Re aligned windows

11/18/13 @ 6,105 miles — RO #[redacted] — 1 day down
Issue:
1) Bluetooth will cut out and turn on when driving and streaming music
2) Beeps when driving
3) Check lane departure warning operation
Action:
1) No problem found
2) No problem found
3) No problem found

06/02/14 @ 9,497 miles — RO #[redacted] — 1 day down
Issue:
1) Perform recall R1405 : OCS Reprogramming
2) Nissan emblem on the grill is loose
3) R/R dome light over R/R door is NOP
Action:
1) Complete
2) Replaced Nissan emblem
3) Replaced R/R dome light bulb

06/09/14 @ 9,758 miles — RO # 3[redacted] — 1 day down
Issue:
1) Rear defogger top 3 lines are NOP
Action:
1) Replaced back glass assembly

08/08/14 @ 11,389 miles — RO #[redacted] — 1 day down
Issue:
1) Still having concerns with airbag
Action:
1) Replaced both OCS sensors

08/13/14 @ 11,543 miles — RO #[redacted] — 2 days down
Issue:
1) P/S airbag light is still on
Action:
1) No problem found

Make Private ✓ Created By Josh Wegener (8/25/2014 12 36 PM) Last Modified By William Criswell (9/4/2014 7 48 AM)
DRTS received RHR. The RHR has been assigned to ARBS- Ricardo Garcia for review.

Make Private ✓ Created By Jonathon Spurling (8/25/2014 12 33 PM) Last Modified By William Criswell (9/4/2014 7 48 AM)
rcas-jonathon spurling assisting
rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR
rcas completed and submitted RHR

Make Private ✓ Created By Jonathon Spurling (8/22/2014 7 48 AM) Last Modified By William Criswell (9/4/2014 7 48 AM)
rcas noting that rcas unable to process RHR

rcas noting that RO [redacted]s missing

Make Private ✓ Created By William Criswell (8/22/2014 7 02 AM) Last Modified By William Criswell (9/4/2014 7 48 AM)
rcas recieved ros attached to case and notified csm

Make Private ✓ Created By Dorothy Williams (8/21/2014 1 57 PM) Last Modified By Dorothy Williams (8/21/2014 1 57 PM)
Rcas Dorothy Williams assisting rcas-William Criswell made call to c on hme # [redacted] @ 2:34pm.
Rcas spoke to c about c's veh passenger airbag sensor light concern.
C stated c has taken veh to dlrshp 3x times already and light is still coming on.
Rcas apologized to c for multiple air bag sensor light concerns.
C stated c took veh to dlrshp last week and dlrshp replaced air bag sensor and before c could drive 30 mins home light in veh was back on.
C sated at this time c feels this is a safety issue and c has concerns with veh at this time.
C stated c has teen age children that ride on passenger side and c worried about family's safety.
Rcas apologized for concerns.
C stated dlrshp has advised c that dlrshp has done all dlrshp can do for concern and has referred c to NNA.
C stated c either wants veh repaired or replaced.
Rcas advised c rcas-wc will assist c with c's request on either repairing or replacing veh.
Rcas advised c replacement request can take up to 10 days for review.
Rcas advised c rcas-wc will still follow p with c on repairs attempts during replacement request.
Rcas adding c's RHR questions:
Why do you want to return the vehicle to Nissan North America? C does not feel safe in veh as air bag light keeps coming on.
C stated c has also had repair done to back windshield.
Where is the vehicle currently? With C
Where was the vehicle purchased? WOODF ELD NISSAN
Was it purchased new or used? Veh was purchased preowned with 1,400 miles.
If used, when was the vehicle purchased? WOODFIELD NISSAN
Where is the vehicle serviced? WOODFIELD NISSAN
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? No.
If so, document names of dealers/retailers?
Rcas advised c rcas -wc will contact dlrshp for RO's and info on repair and diagnosis for airbag sensor light concern.
Rcas advised c follow up for 08/26/14.
Rcas gave rcas-wc contact info and case # for call back.
C thanked rcas.
Rcas thanked c for contacting Nissan.
Rcas setting task for 08/22/14 for dlrshp contact for RO's.

Make Private ✓ Created By Dorothy Williams (8/21/2014 1 30 PM) Last Modified By Dorothy Williams (8/21/2014 1 30 PM)
Rcas Dorothy Williams assisting rcas-William Criswell made call to dlrshp on contact # 8473101900 @ 2:06pm.
Rcas asked for Sm-Mike. Rcas advised Sm with customer. Rcas asked for Sa for assistance.
Rcas spoke to Sa-Jessica about c's air bag sensor light consistently coming on.
Sa advised Sa Chris is assisting with c's concern and Sa will have Sa-Chris call back with info on c's veh.
Rcas gave Sa rcas-wc contact info for call back from Sa-Chris.
Rcas thanked Sa for info and assistance.

Make Private ✓ Created By Nicel Torres (8/20/2014 10 54 AM) Last Modified By Dorothy Williams (8/21/2014 12 59 PM)
Vehicle Concern

Make Private ✓ Created By Nicel Torres (8/20/2014 10 53 AM) Last Modified By Dorothy Williams (8/21/2014 12 59 PM)
Crr-nt received a call from c stating that c has issue with the airbag light
c said that veh has been at the dlr for 3 times now
c said that dlr has already fix campaign but after 2 days light came on and off again
c said that sensor and seat were replaced but veh still has same issue
crr-nt verified and updated c's contact information
c said that c was advised by SM roy that dlr has checked veh and everything was tested normal

c was asking if nna can replace or repair the veh
c said this safety issue should not happen to new veh
crr-nt apologized to c and advised c that crr-nt created a case for c's concern.
Crr-nt advised c that case will be forwarded to rcas for review and c will receive a call back before the end of the next business day
crr-nt verified best number for c: [redacted]
crr-nt asked for further assistance but c declined
crr-nt provided name, case number and extension number
crr-nt provided recap of c's concern
crr-nt forwarding case to rcas and leaving the case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/20/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	9/2/2014	William Criswell	9/2/2014 2:25 PM
Edit | Del	Correspondence Request	[redacted]	✓	9/2/2014	William Criswell	9/2/2014 2:22 PM
Edit | Del	[redacted]		✓	8/25/2014	William Criswell	8/26/2014 9:46 AM
Edit | Del			✓	8/25/2014	Ricardo Garcia	8/25/2014 7:41 PM
Edit | Del			✓	8/25/2014	William Criswell	8/25/2014 12 37 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	17KB	8/29/2014 12 27 PM	William Criswell
Edit | View | Del		27KB	8/25/2014 12 33 PM	Jonathon Spurling
Edit | View | Del		122KB	8/22/2014 7:44 AM	Jonathon Spurling
Edit | View | Del		1.25MB	8/22/2014 7:30 AM	William Criswell

Case History

Case History Help

Date	User	Action
9/4/2014 9 21 AM	William Criswell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/2/2014 2 21 PM	Tammy Knotts	Changed **Letter Sent Date** to **9/2/2014**.
		Changed **Supporting Documents** from false to **true**.

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Surveys

Surveys Help

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NISSAN

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Case [redacted]

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Case Comments [1] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/20/2014 11:03 AM
CA Multiple Repairs		Date/Time Closed	8/20/2014 11:06 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	*****NOTE: Case opened to document a TechLine DTS request for month-end reporting purposes. GWC-JL had no customer contact, communication or follow-up involved in the creation of the case. Any further customer follow-up or concern should be directed to a RCAS or other appropriate Customer Care team.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RON BOUCHARD'S NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	[redacted] PHONE: [redacted] VIN: 1N4AL3AP4DC[redacted]		
Created By	Jim Land, 8/20/2014 11:03 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	511	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jim Land (8/20/2014 11 03 AM) Requestor: Michael Cramer TSS Phone Number: (615) 223-4841 NNA Region: 26 Dealer Code: 3268 Dealer Name: RON BOUCHARD'S NISSAN Technician Name: Mike Metcalf Customer Name: [redacted] V N: 1N4AL3AP4DC[redacted] Year/Model: 2013 ALTIMA Mileage: 26,339 Case Number: [redacted] Case Topic: Passenger air bag light on with passenger in the seat, no codes Problem Analysis: What? PABI light comes on with passenger in the seat Where? Multiple locations When? Occurs with customer's son and wife Extent? Intermittent Dealer Action/Observation: Customer concern of passenger air bag off light with passenger in the seat Replaced the OSC control unit, no change Light on with full sized adult in the seat, verified on service drive No codes stored Cycled key, no change Occurs with multiple people Duplicated at dealer once when customer pulled into service drive with son in front seat Occurred once at dealer with customer's wife in the seat B00A0 stored previously Duplicated with full sized adult sitting upright in the seat with feet on the floor, and seat belt buckled on service drive Concern has never been duplicated with tech 3 of 10 visits, code stored for B00A0 Reprogram performed on new OCS control unit B00A0 has set since control unit replacement One visit between reprogramming the OCS control unit reprogram and B00A0 without code stored NITIAL RECOMMENDATION: TSS top discuss and follow up LATEST UPDATE: Calling for follow up B00A0 OCS SYSTEM { H33 } Code returns intermittent, with no pattern Repair attempts are at 10 Total days down combined at 25 TSS/ Discussed with DTS M B. Advised to replace seat frame and ocs sensors Refer to ntb13033 for installation procedure Sending DTS request
Make Public		

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/20/2014	YX	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30076	DTS Request	Jim Land, 8/20/2014 11:05 AM	8/20/2014

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/20/2014 11:06 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/20/2014 11:03 AM	Jim Land	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **IN 1N4AL3AP4DC**[redacted]

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Surveys Surveys Help

No records to display

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Case Comments [5] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ryon Hays [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/21/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/20/2014 11 05 AM
CA Multiple Repairs		Date/Time Closed	8/21/2014 4:09 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue-passenger airbag light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CROWLEY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM4[redacted]		
Created By	Melodie Segundo, 8/20/2014 11 05 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7 55 PM	Root Cause Code (2)	
Days Closed	510	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Ryon Hays (8/21/2014 4 08 PM) PREVIOUS RELATED CASES FOUND: None PREVIOUS UNRELATED CASES: [redacted] bluetooth issue CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None RCAS-RH verified C's name, VIN, home and E-mail address, mileage, phone # & DLR.
Make Public		***CLOS NG CASE TEMPLATE*** RCAS-RH is closing case as no further assistance can be offered at this time. ********* CASE SUMMARY********** C contacted NNA CA requesting assistance with air bag light. RCAS-RH spoke with SM who said operating as intended RCAS-RH reiterated this with C C understood case closed.
Make Public		Created By Ryon Hays (8/21/2014 4 06 PM) RCAS-RH called C at [redacted] RCAS-RH explained in detail the functions of the airbag system. RCAS-RH politely inquired if C weighed around 130LBS C said yes. RCAS-RH explained to C that is the around the threshold limit for the airbag system and she would have issues with the light coming on and off as she moved and repositioned C's self in the vehicle. RCAS-RH asked C to have husband 200lbs to sit in passenger seat for a while and let C drive, to see if the light ever came on with C's husband 200lbs. RCAS-RH told C if the light comes on with C's husband to call RCAS back and reopen case to get system fixed, otherwise system was operating as intended and was for the benefit of C to prevent further/unnecessary injury in an accident. C understood and said would call back if anything changed. call ended mutually.
Make Public		Created By Ryon Hays (8/21/2014 3 45 PM) RCAS-RH spoke with C about issue. C states air bad intermittently turns light on or off with same passenger in seat during same trip. C states that SM fixed issue but started happening again after a time. C states has been in multiple time for air bag repair. C is frustrated and says air bag is a safety issue and does not feel safe in vehicle if air bag issue cannot be resolved. RCAS-RH told c could not reach SM yet but would get back with C to update C when RCAS had more info. C understood. call ended mutually.
Make Public		Created By Melodie Segundo (8/20/2014 11 09 AM) Vehicle Concern
Make Public		Created By Melodie Segundo (8/20/2014 11 09 AM) crr-ms received a call from [redacted] c's wife will now be referred as c, c stated that c's veh passenger airbag light comes on when someone seating on the seat, c said has recall and had fixed , c said took veh 3 times and dlr said could not find any issue and said that Nissan specification is that light will not come on if person weighs 90lbs or less , c said dealt with SM-John crr-ms informed c that the issue will be referred to RCAS and c will be contacted within the end of next business day. c understood crr-ms offered further assistance, c said no crr-ms gave name, extension and case number crr-ms asked best number to call c, c said [redacted] crr-ms leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7935842	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/20/2014	YE	BK	233500	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/20/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09j8L._500F0Pi8pM:ref]	[redacted]	✓	8/21/2014	Ryon Hays	8/21/2014 4:03 PM
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09j8L._500F0Pi8pM:ref]		✓	8/21/2014	Ryon Hays	8/21/2014 8:01 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0Pi8pM:ref] *8/21/2014Case #[redacted] Please get back in touch with me ...*	[redacted]	8/21/2014 4 03 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0Pi8pM:ref] *8/21/2014Case #[redacted] Thank you for taking the time to co...*		8/21/2014 8 01 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/21/2014 4:09 PM	Ryon Hays	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/20/2014 11:11 AM	Melodie Segundo	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zRgY**.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Vicky Anderson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/20/2014 11:46 AM
CA Multiple Repairs		Date/Time Closed	8/26/2014 7:27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	I R-Airbag-EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date	6/4/2014	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag	✓	Number Injured	1
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	1N4AL3AP1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	3
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR	F30092	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: V N:		
Created By	Diana Maniquis, 8/20/2014 11:46 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	505	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Vicky Anderson (8/26/2014 7 26 AM)** ARBS called C and left a message on C's voice mail. CLOSING CASE DUE TO LACK OF COMMUNICATION/FOLLOW UP. **********
Make Public		**Created By Vicky Anderson (8/22/2014 9 56 AM)** ARBS called C at (5[redacted] and left a message on C's voice mail. 1ST CALL, PROBE NCOMPLETE **********
Make Public		**Created By Diana Maniquis (8/21/2014 6 17 PM)** crr-dm called c at [redacted] (7:09 pm EST) regarding the techical inquiry. crr spoke to c about c's request for technical help. crr stated that crr got all the measurement for the body frame for the veh but crr asked which part of the veh's frame c was asking about. c stated that c needs a copy of the diagram which explains and gives the actual measurements for the frame. CRR stated that CRR is not allowed to send c a copy of the diagram since the info is confidencial, c understood and stated that c will ask the dlr if the dlr can show c a copy of that diagram for the body frame for the veh, crr understood and apologized for not being of much help, c understood. crr-dm leaving case.
Make Public		**Created By Vicky Anderson (8/20/2014 3 51 PM)** IIR and technical inquiry
Make Public		**Created By Diana Maniquis (8/20/2014 11 54 AM)** crr-dm received a call from c who was calling about a technical inquiry and an IIR. c stated that back in June 4, 2014, c was hit from behind by another veh while on traffic. c was injured and the veh was taken to THE BODYSHOP since the insurance company said that this veh can be fixed for $10,000. c was calling to ask for the measurements for the body frame for this veh since it is needed by the bodyshop. C stated that c doesn't feel same on this veh anymore since none of the airbag deployed at the time of the accident. c stated that c is aware that the passenger side airbag was recalled but the front left didn't deployed. CRR stated that this needs to be forwarded to a higher dept and c will get a callback within 2 business days, c understood. crr-dm offered further assistance, c stated that c also needed the measurement for the body frame for this veh. crr-dm provided case #, crr's name and ext #. crr-dm leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	LEFT FRONT AIRBAG	NONDEPLOYMENT	14	8/20/2014	YG	BK	262500	OA
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	NONDEPLOYMENT	14	8/20/2014	YG	BK	263000	OA
Edit | Del		NISSAN PRODUCT INQUIR ES	ALTIMA	TECHNICAL NFORMATION REQUEST	QF	8/20/2014	WS	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	8/20/2014	Vicky Anderson	8/20/2014 1 51 PM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	I R	Diana Maniquis 8/20/2014 12 52 PM	8/20/2014

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/26/2014 7:27 AM	Vicky Anderson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/22/2014 9:56 AM	Vicky Anderson	Changed **Follow Up Date** from 8/22/2014 to **8/25/2014**.
8/20/2014 3:51 PM	Vicky Anderson	Changed **Description**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [23] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	DeLisa Taylor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/20/2014 4:31 PM
CA Multiple Repairs		Date/Time Closed	11/7/2014 12:14 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Passenger airbag light coming on.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	2
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MEADOWLANDS NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 1N4AL3AP2D[redacted]		
Created By	Kristinee Ann Apuyan 8/20/2014 4 31 PM	Root Cause Code	SCSV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	DR800
Days Closed	432	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By DeLisa Taylor (11/7/2014 12 12 PM)** **********CASE SUMMARY********** C contacted NNA seeking assistance with repair of airbag light. C's replacement part was on backorder, and has since arrived and veh repaired. No further action required, closing case.
Make Public		**Created By DeLisa Taylor (11/7/2014 12 10 PM)** RCAS-DT called C @ [redacted] RCAS-Dt advised C that callmay be recorded for quality and training purposes. C stated that veh has been repaired and feels like a brand new veh. C stated that S/M Tony and S/A Anthony did their best to assist c. C stated that it was worth the wait to have veh repair. C stated that RCAS-DT worked to ease the pain of C's concerns. C thanked RCAS-DT DT offered additional assistance. C declined ********** call ended mutually, **********Plan of action********** RCAS-DT closing case, as no further action required.,
Make Public		**Created By DeLisa Taylor (11/4/2014 11 12 AM)** RCAS-DT called C @[redacted] RCAS-DT advised C per P/M Michael that C's veh part arrived on 10/26/2014 RCAS-Dt advised C to contact dlrship to schedule apt for repair. C understood. DT advised that DT would follow up with C again on 11/07/2014 to ensure that C has secured an apt for veh repair. C understood. C thanked RCAS-DT ********** call ended mutually, **********Plan of action********** RCAS-DT to follow up with C on 11/07/14 pending scheduled repair apt.
Make Public		**Created By DeLisa Taylor (11/4/2014 11 05 AM)** RCAS-DT called dlrship and spoke with P/M Michael RCAS-DT inquired about the status of back ordered part for C's veh. P/M advised that part arrived on 10/26/2014 for C's veh repair.
Make Public		**Created By DeLisa Taylor (10/28/2014 11 23 AM)** RCAS-Dt called C @ [redacted] RCAS-Dt advised that DT was following up with C 1 time per week until back order part arrives to repair vehicle. DT advised that ETA for part is 10/24/2014 C understood. DT advised that DT will follow up with C again on 11/04/2014 by COB. C thanked DT ********** call ended mutually. **********Plan of action********** DT to follow up with C on 11/04/14 by COB.
Make Public		**Created By DeLisa Taylor (10/21/2014 12 37 PM)** RCAS-Dt called C @[redacted] RCAS-Dt advised that DT was following up with C 1 time per week until back order part arrives to repair vehicle. DT advised that ETA for part is 10/24/2014 C understood. DT advised that DT will follow up with C again on 10/28/2014 by COB. C thanked DT ********** call ended mutually. **********Plan of action********** DT to follow up with C on 10/28/2014 by COB.

Make Public

Created By DeLisa Taylor (10/14/2014 9 12 AM)
RCAS-Dt called C @[redacted]
RCAS-Dt advised that DT was following up with C 1 time per week until back order part arrives to repair vehicle.
DT advised that ETA for part is 10/24/2014
C understood.
DT advised that DT will follow up with C again on 10/21/2014 by COB.
C thanked DT
****
call ended mutually.
**********Plan of action**********
DT to follow up with C on 10/21/2014 by COB.

Make Public

Created By DeLisa Taylor (10/7/2014 11 40 AM)
RCAS-DT called C @[redacted]
RCAS-DT left VXM advising that DT was following up with C 1 x per week as advised until veh js repaired via back ordered part.
**********Plan of action**********
RCAS-DT to follow up with c on 10/17/2014 by COB.

Make Public

Created By DeLisa Taylor (10/6/2014 9 47 AM)
RCAS-DT called C W [redacted]
RCASDt unable to leave VXM.
RCAS-DT to follow up with C on 10/7/2014 by COB.

Make Public

Created By DeLisa Taylor (9/29/2014 10 49 AM)
RCAS-DT called C [redacted]
RCAS-DT left VXM advising that DT was following up with C 1 x per week as advised until veh js repaired via back ordered part.
**********Plan of action**********
RCAS-DT to follow up with c on 10/6/2014 by COB.

Make Public

Created By DeLisa Taylor (9/22/2014 9 41 AM)
RCAS-DT called C @[redacted]
RCAS-DT provided S/M feed back of backorder status
RCAS-DT advised that DT will be in contact with C 1 x per week until veh is repaired.
RCAS-DT advised should update be provided prior to that DT will be contact with C.
C understood,
RCAS-D offered additional assistance
C declined.
****
call ended mutually.
**********Plan of Action**********
RCAS-DT to follow up with C on 09/29/2014 COB.

Make Public

Created By DeLisa Taylor (9/22/2014 8 36 AM)
RCAS-DT called dlr and spoke with P/M Jose
RCAS-DT inquired on ETA for order # 20304531
P/M advised that ETA for seat frame for passenger is 10/24/14

Make Public

Created By DeLisa Taylor (9/15/2014 9 21 AM)
RCAS-DT called C @[redacted]
RCAS-DT advised c that status remains CC.
RCAS-DT advised that DT will continue to follow up with C 1x per week, until veh is repaired.
C understood.
C thanked RCAS-DT
****
call ended mutually.,
**********Plan of action**********
RCAS-DT to follow up with C on 9/22/2014 COB.,

Make Public

Created By DeLisa Taylor (9/15/2014 9 15 AM)
RCAS-DT called dlr and spoke with P/M for ETA on C's repair.
P/M advised that no ETA is available at this time.

Make Public

Created By DeLisa Taylor (9/8/2014 3 18 PM)
RCAS-DT called C @[redacted]
RCAS-DT provided S/M feed back of backorder status
RCAS-DT advised that DT will be in contact with C 1 x per week until veh is repaired.
RCAS-DT advised should update be provided prior to that DT will be contact with C.
C understood,
RCAS-D offered additional assistance
C declined.
****
call ended mutually.
**********Plan of Action**********
RCAS-DT to follow up with C on 9/15/2014 COB.

Make Public

Created By DeLisa Taylor (9/5/2014 3 42 PM) Last Modified By DeLisa Taylor (9/5/2014 3 42 PM)
RCAS-DT called C @[redacted]
RCAS-DT left vxm including case 15417246 and contact 615 725 7397.
**********Plan of Action**********
RCAS-DT to follow up with C on 9/8/2014 COB.

Make Public

Created By DeLisa Taylor (9/5/2014 3 31 PM)
RCAS-DT called dlr and spoke with S/M Tony
RCAS-DT recapped C's concerns.
S/M stated that C's veh was zero point reset and recalibrate.
S/M stated that sensor is required, however the whole seat frame is needed.
S/M stated that part is on back order with no eta .
S/M stated that additional information should be available on 9/8/2014
Order # 20287112
Part# 873013ta1a
Escalated to CC.

Make Public

Created By Patricia Angela Santos (9/3/2014 12 48 PM)
Crr-ps received a follow-up call from C about the case.
C stated that the dlr called C today and the dlr said that the part needed is in back order.
C stated that C wanted to talk to someone about this concern since C said that C don't have a vehicle and the veh is with the dlr for 2 days now and it is not fixed yet.

Crr-ps verified account information and there are no changes.
Crr-ps advised C that Crr-ps will send an internal message to RCAS to notify about the follow-up and for the updates on the case.
Crr-ps cannot connect C to RCAS since there's no extension available.
C stated that C wanted RCAS to call C within this day.
Crr-ps informed C that Crr-ps can request for a call back within the day but there are no guarantees yet. C understood.

Crr-ps offered further assistance. C declined.
Crr-ps provided name, case and extension number.
Crr-ps exiting case.

Make Public

Created By DeLisa Taylor (9/3/2014 8 43 AM)
RCAS-DT called C @[redacted]
C advised that C's veh is currently at the dlr, as dlr has ordered required part and will be preforming repair.
C stated that dlr has been very kind in assisting C.
RCAS-DT advised that DT will follow up with C on 9/5/2014 COB, to ensure C"s veh is functioning properly.
C understood.
RCAS-DT thanked C
****
call ended mutually.

**********Plan of Action**********
RCAS-DT to follow up with C pending C' veh repair 9/5/2014 COB.

Make Public

Created By DeLisa Taylor (8/28/2014 8 58 AM)
RCAS-DT called C @ [redacted]
RCAS-DT recapped C's concerns
RCAS-DT confirmed that C"s dlr appoint is set for 9/2/2014
RCAS-DT advised that RCAS-DT will follow up with C on 9/3/14 COB to ensure C"s veh is functioning properly.
C understood.
****
call ended mutually.
**********Plan of Action**********
RCAS-DT to follow up with C on 9/3/2014 COB pending C's veh repair.

Make Public

Created By DeLisa Taylor (8/28/2014 8 50 AM)
RCAS-DT called dlr and spoke with S/A Gilbert Flores
RCAS-DT recapped C's concerns.
S/A stated that C"s veh sensors were reset per tech line guidance on C's last service.
S/A advised that if airbag light returns, C should retrun veh back to dlr.
S/A stated that when c returns veh, dlr will call tech line to be involved to assist.
RCAS-DT thanked S/A
****
call end mutually.
**********Plan of Action**********
RCAS-DT to call C and advise of dlr feedback.

Make Public

Created By Lester Bellen (8/27/2014 3 46 PM)
c called in and requested further assistance regarding the case. c stated that c is having issues with airbag light that is coming on again. c stated that went back to the dlr for the third time to get further assistance. c wanted to know what c needs to do to address the concern. c stated that the dlr kept on configuring the sensors but c is still experiencing the same concern. c stated that the dlr is refusing to replace the sensors and c was advised to call NNA to request further assistance. c is requesting the issue to be fixed once and for all. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Make Public

Created By Kristinee Ann Apuyan (8/20/2014 4 47 PM)
crr-ka spoke with c.
crr-ka verified c's account information, but c refused to provide email address.

c said that the passenger airbag was part of campaign before and dealership performed the campagn.
c said that it wasnt fixed because the passenger airbag light came on again, so c went back to dealership and had the sensor reprogrammed.
c is currently not having any issues with it, but c was informed by dealership that nna will not put in a new sensor in case it goes bad again.
c is upset about that and c would like to make sure that nna will take care of this issue in case this happens again.

crr-ka offered further assistance, c declined.
crr-ka provided recap, case#, voc, name and ext#. call ended.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/20/2014	YE	BK	233500	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	8/20/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/7/2014 12:14 PM	DeLisa Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2014 11:12 AM	DeLisa Taylor	Changed **Follow Up Date** from 11/4/2014 to **11/7/2014**.
10/28/2014 11:23 AM	DeLisa Taylor	Changed **Follow Up Date** from 10/28/2014 to **11/4/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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[redacted]

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Case Comments [37] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Vance Walden [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/23/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/20/2014 7:30 PM
CA Multiple Repairs		Date/Time Closed	10/23/2014 7 33 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description:
firstname [redacted]
lastname [redacted]
email : [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : Franktown
twitter :
state : CO
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM6DC[redacted]
dealerstate :
dealername : Auto Nation
comments : I have some issues with my 2013 Pathfinder that the dealer repair shop can not seem to fix, what is my next step please?

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN ARAPAHOE	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	

IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 8/20/2014 7:30 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Managed Services, 7/12/2015 12:50 PM	Root Cause Code	SCSV
Days Closed	447	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT9H
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Charles Adcock (10/23/2014 7:31 PM) Case Summary: C/S that C has an airbag light, fuel cap, and a clunk noise coming from the veh. RCAS-VW set up DTS appointment. DTS notes the following: 1. OCS light illuminates with passenger wife occupying seat at times – found no codes in any system and performed functional and visual inspection, no abnormalities found – found a foam seat/console gap filler that was loading the seat outward that was recommended to remove for future use 2. Check engine and loose gas cap warning – found code p0456 small evap leak – performed leak check with smoke machine and found canister seam is leaking – also found a lot of dust debris in hose and vent valve – directed dealer to replace canister, vent valve, sensor, hose, and filter for evap with new 3. Clunk noise when going over bumps – noise heard was very slight but was heard and demonstrated by customer – found PDM unit not secured to housing box due to missing lock tabs – directed dealer to order new IPDM housing box and recheck for noise
Make Public		C/S that C still has the air bag light coming on. RCAS-VW consulted with DTS. DTS noted: DTS advised RCAS the OCS sensors were already replaced before DTS inspection DTS advised RCAS replacing the parts will not resolve the system performing its check of what is occupying the seat DTS advised RCAS that there is no red airbag light on which means no codes are setting and no abnormalities were found at time of inspection DTS advised RCAS since c's wife was not present for inspection like DTS previously asked and c was unable to demonstrate the OCS complaint and no codes exist there are no repairs that can be made C/S that C knows C's concern is still present. C requested to speak to RCAS-VW boss. RCAS-VW escalated C's case. TL-AA contacted DTS-TT to gather more information. TL-AA contacted C at [redacted] TL-AA left VXM. TL-AA forwarded C an email. RCAS-CA closing case per TL-AA's instructions.
		Created By Arma Andon (10/21/2014 10:23 AM) TL called c at [redacted] and left vmx with contact info
Make Public		TL sending email to C TL placing case in RCAS-VW que to add case summary and close
Make Public		**Created By Arma Andon (10/20/2014 6:22 PM)** TL contacted DTS-TT to gather more info about DTS results

Created By Vance Walden (10/17/2014 6 35 PM)
RCAS-VW called c at [redacted]
RCAS advised c that RCAS discussed c's concern with DTS
RCAS advised c that DTS advised RCAS that there is no red airbag light on which means no codes are setting and no abnormalities were found at time of inspection
RCAS advised c that DTS advised that c's veh is operating as intended

C advised RCAS what is c supposed to say
C stated that c's concern is very intermittent but knows that c's concern has not been resolved
RCAS advised c DTS advised RCAS since c's wife was not present for inspection like DTS previously asked and c was unable to demonstrate the OCS complaint and no codes exist there are no repairs that can be made

Make Public

C stated that c wants to speak to someone else who can resolve c's concern
C stated that c wants to know c's next step
RCAS advised c that DTS has inspected c's veh and advised that c's veh is operating as intended
C stated that c wants to speak to someone who can take c's case to the next level and repair c's veh
RCAS advised c that RCAS is the escalate agent for c's case
C stated that c wants to speak with RCAS boss

RCAS advised c that RCAS supervisor would follow up with c within 1-2 business days
C thanked RCAS

Call ended mutually

Created By Vance Walden (10/13/2014 11 50 AM)
RCAS-VW received vmx from c 10/13 @ 11 08am

Make Public

C advised RCAS to contact c back @ [redacted]

Created By Vance Walden (10/13/2014 10 26 AM)
RCAS-VW called c at [redacted]
RCAS left vmx apologizing to c that RCAS was not able to follow up with c Friday
RCAS advised c that RCAS has update to c's case
RCAS advised c to contact RCAS back @ [redacted]
RCAS advised c that RCAS would follow up Thursday 10/16

Make Public

Created By Vance Walden (10/13/2014 10 24 AM)
RCAS-VW received email from DTS-Thomas

DTS advised RCAS the OCS sensors were already replaced before DTS inspection

Make Public

DTS advised RCAS replacing the parts will not resolve the system performing its check of what is occupying the seat

DTS advised RCAS that there is no red airbag light on which means no codes are setting and no abnormalities were found at time of inspection

DTS advised RCAS since c's wife was not present for inspection like DTS previously asked and c was unable to demonstrate the OCS complaint and no codes exist there are no repairs that can be made

---

Created By Vance Walden (10/7/2014 10 46 AM)
RCAS-VW sent email to DTS-Thomas

Make Public

RCAS advised DTS that c stated that c still has an air bag concern
RCAS advised DTS that c stated c's wife was sitting in passenger seat with air bag light ON but turned OFF after driving about 3 miles
RCAS advised DTS if this is a normal characteristic of the OCS sensor

RCAS advised DTS that c advised if c's sensor could be replaced since c has had so many concerns with c's air bag sensor

---

Created By Vance Walden (10/7/2014 10 29 AM)
RCAS-VW called c at [redacted]
RCAS advised c if c's veh has been repaired and if c's veh concerns have been resolved

C stated that c's fuel cap concern has been resolved
C stated that c's passenger side airbag concern still exists
C stated that c's airbag light was on but after driving down the road 3 miles, the light turned off back with c's wife in the passenger seat

RCAS advised c if c duplicated the concern again since then
C stated that c has not ridden in the veh with c's wife in the passenger seat since the concern happened
C advised RCAS why can the DLR not replace the sensor since c is having so many concerns with the sensor
RCAS advised c that DTS-Thomas advised that DTS did not find any fault codes with c's sensor

Make Public

RCAS advised c if DTS did not find a concern with c's sensor then DTS would not recommend replacement of the sensor

C stated that c knows there is a recall for c's sensor and wants c's sensor replaced
RCAS advised c that the campaign was to reprogram c's sensor
C stated that c's sensor has been reprogrammed 3 times and was advised by DLR that c's sensor would need to be replaced
RCAS advised c that RCAS would follow up with DTS and advise for c's next course of action
C understood

RCAS advised c that RCAS would follow up with c on Friday 10/10
C understood

Call ended mutually

Created By Vance Walden (10/2/2014 10 50 AM)
RCAS-VW called c at [redacted]
RCAS left vmx apologizing to c that RCAS was not able to follow up with c yesterday
RCAS advised c if c's veh has been repaired

Make Public

RCAS advised c to contact RCAS back @ [redacted]
RCAS advised c that RCAS would follow up Monday 10/6

Created By Vance Walden (10/2/2014 10 47 AM)
RCAS-VW contacted SA-David @ 3037907333
RCAS advised SA if c's veh has been repaired

Make Public

SA stated that c's veh has been repaired
SA state that c picked up c's veh yesterday

RCAS thanked SA for information

Call ended mutually

Created By Vance Walden (9/26/2014 11 05 AM)
RCAS-VW received vmx from SA-David

Make Public

SA advised RCAS to contact SA to further discuss c's repairs
SA advised RCAS to contact SA back @ 3032689394

Make Public

Created By Vance Walden (9/26/2014 10 44 AM)
RCAS-VW contacted SA-Amber @ 3037907333
RCAS advised SA to confirm that all of c's parts have delivered for c's repair and confirm that c's veh is schedule to begin repairs on Monday 9/29

SA stated that SA would need to check with another service advisor to verify that c's veh is coming in on Monday
SA stated that SA-Kevin would be able to contact RCAS back once SA-Kevin is available

SA advised RCAS for contact number that RCAS can be reached at
RCAS provided 6159672270
SA stated that SA-Kevin would contact RCAS once SA-Kevin is available

Call ended mutually

Created By Vance Walden (9/26/2014 10 31 AM)
RCAS-VW called c a[redacted]
RCAS apologized to c that RCAS was not able to follow with c yesterday
RCAS advised c that RCAS has received DTS-Thomas inspection results
RCAS advised c if c's veh concern has been resolved

Make Public

C stated that c's parts have not delivered and c's concern has not been resolved
C stated that c's veh is scheduled appointment for Monday @ 4pm and DLR would need c's veh for two days
C stated that DLR will be providing a rental veh

RCAS advised c that RCAS would follow up with DLR to make sure all of c's parts have delivered and everything is ready for c's veh to be repaired Monday
RCAS advised c that RCAS would follow up with c Wednesday 10/1 to verify that c's veh concerns have been resolved
C understood and thanked RCAS for assistance

Call ended mutually

Created By Vance Walden (9/22/2014 3 33 PM)
RCAS-VW called c at [redacted]

Make Public

RCAS left vmx advising c if c's veh concerns have been resolved after DTS inspection
RCAS advised c to contact RCAS back @ [redacted]
RCAS advised c that RCAS would follow up Thursday 9/25

Created By Vance Walden (9/22/2014 3 21 PM)
RCAS-VW received email from DTS-Thomas

DTS advised RCAS of DTS investigation findings below

1. OCS light illuminates with passenger wife occupying seat at times
– found no codes in any system and performed functional and visual inspection, no abnormalities found
– found a foam seat/console gap filler that was loading the seat outward that was recommended to remove for future use

Make Public

2. Check engine and loose gas cap warning
– found code p0456 small evap leak
– performed leak check with smoke machine and found canister seam is leaking
– also found a lot of dust debris in hose and vent valve
– directed dealer to replace canister, vent valve, sensor, hose, and filter for evap with new

3. Clunk noise when going over bumps
– noise heard was very slight but was heard and demonstrated by customer
– found PDM unit not secured to housing box due to missing lock tabs
– directed dealer to order new IPDM housing box and recheck for noise

Created By Vance Walden (9/18/2014 1 27 PM)
RCAS-VW called c at [redacted]
RCAS advised c that DTS can meet with c at 8am because DLR may not be open at 7am

Make Public

C stated that c would be able to meet with DTS at 8am

RCAS advised c that RCAS would follow up with c on Monday 9/22 after c's inspection has been performed
C thanked RCAS for assistance

Call ended mutually

Created By Vance Walden (9/18/2014 1 24 PM)
RCAS-VW called c at [redacted]
RCAS advised that RCAS spoke with DTS who requested if c could meet with DTS sooner than 9am

C stated that c could meet with DTS at 7am

RCAS advised c that RCAS would follow up with DTS to make sure DTS can meet that time
RCAS advised c that RCAS would follow up with c later today once DTS confirms DTS can meet at that time

C understood

Make Public

Call ended mutually

RCAS contacted DTS-Thomas
RCAS advised DTS that c stated c could meet with DTS at 7am

DTS stated that DLR may not be open at that time
DTS advised RCAS to have c come to DLR at 8am
DTS stated that DLR may perform repairs and stated that DLR would have a loaner veh available for c

RCAS acknowledged and thanked DTS for assistance

Call ended mutually

Created By Vance Walden (9/18/2014 11 54 AM)
RCAS-VW received email from DTS-Thomas

DTS advised RCAS that c is a no show to DLR and DTS would be closing c's case on DTS side

RCAS contacted DTS

Make Public

RCAS advised DTS per case notes, DTS advised appointment time of Friday 9/19 @ 9am

DTS stated DTS made a mistake and did not mean to schedule appointment for Friday
DTS advised RCAS to advise c if c could come in sooner than 9am

RCAS understood

Call ended mutually

Created By Vance Walden (9/12/2014 1 44 PM)
RCAS-VW called c [redacted]
RCAS advised c that RCAS is the new agent for c's case
RCAS advised c to confirm c's DTS appointment for 9/19

Make Public

C stated that c would be at c's appointment
RCAS advised c that RCAS would like to follow up with c on Thursday 9/18 to remind c of c's appointment on 9/19
C thanked RCAS
RCAS advised c to contact RCAS back @ [redacted] f c had any questions
C thanked RCAS for assistance

Call ended mutually

Make Public

Created By Vance Walden (9/9/2014 3 30 PM)
RCAS-VW noting RCAS is transferring case to RCAS-VW

Make Public

Created By **Melissa Plante** (9/2/2014 1 21 PM)
RCAS notes message sent to DTS-TT confirming appointment.

RCAS resetting f/u to confirm appointment the week of.

Created By **Melissa Plante** (8/28/2014 11 13 AM)
RCAS-MP received incoming call from c, returning RCAS message.

Make Public
RCAS thanked c for calling RCAS back.
RCAS confirmed inpsection date of 9/19 @ 9am.
C stated that would work.
RCAS confirmed that c will need to meet with DTS to describe c's concerns directly to DTS, c understands and said would do so.
RCAS advised that RCAS will confirm the appointment with the dlr and will follow up with c the week of the appointment to confirm.
C agreed and thanked RCAS.
RCAS wished c a good day and ended the call.

Created By **Melissa Plante** (8/28/2014 11 04 AM)
RCAS-MP called c at [redacted] reached vmx.

Make Public
RCAS left vmx with inspection date and time, advising that tech will want to meet with c to allow c to demonstrate the veh concerns.
RCAS-MP requested call back from c either way to confirm if this date will work for c or not.
RCAS advised that if not RCAS will request another date, and if it does work RCAS will confirm with the dlr and ensure that a loaner veh is made available.
RCAS left direct # for RCAS for c to call back.

Make Public
Created By **Melissa Plante** (8/28/2014 10 59 AM)
RCAS-MP notes response from DTS-Thomas Tejeda with inpsection date of 9/19 @ 9am.
DTS is requesting c to meet with DTS to demonstrate concerns and a loaner be made available for c after meeting.

Created By **Melissa Plante** (8/27/2014 6 13 PM)
RCAS-MP called c back, reached c.

Make Public
RCAS advised that after consulting with NNA technicians, NNA would like to have DTS come to inspect veh and ensure that all of c's concerns are addressed.
RCAS advised that RCAS is waiting on response from DTS with available appointment date.
RCAS advised that once the date is received, RCAS will call c back to confirm, and will then arrange with dlr to ensure that a loaner veh is ready for c.
C understands, and thanked RCAS.
RCAS wished c a good day and ended the call.

Created By **Melissa Plante** (8/27/2014 5 49 PM)
RCAS-MP called c a[redacted] reached c.

Make Public
C stated that c's phone is dying, and c is on way home now.
C asked if RCAS could call c back in approx 20 mins?
RCAS stated that would be fine, and will call c back.
Call ended.

Created By **Melissa Plante** (8/27/2014 10 17 AM)
RCAS-MP notes response from DTS-DG approving DTS inspection.

Make Public
RCAS submitting DTS requst.

Make Public
Created By **Melissa Plante** (8/26/2014 6 36 PM)
RCAS-MP sent email to Sr.DTS-DG to see if DTS would be recommended, or to have dlr follow up with Tech Line first.

Created By **Melissa Plante** (8/26/2014 6 35 PM)
RCAS-MP called c at [redacted] reached c.

Make Public
RCAS apologized for the delayed response to c, as RCAS was out of the office.
RCAS advised that per c's email, c is having concerns with both the air bag light and the check engine light?
C stated that was correct.
C stated that for the airbag light, when c's wife is sitting in the seat, the light will come on sometimes, not recognizing that a person is sitting there.
C stated that c brought the veh to the dlr, where some updates were made, but the light was still coming on.
C stated that c then got the recall letter, and brought veh back, but the light is still coming on after that.

C stated for the check engine light - it will come one when the fuel gets to a certain level.
C states that when the tank gets to about 3/4 full, the loose fuel cap light will come on, and then stay on.
C states that when the veh then gets to approx 1/2 full, the check engine light will then come on.
C states that the check engine light will stay on until the take is refilled, and the engine is shut off and turned back on again.
C states that this has happened on every fill up.

C states that c has called the dlr, and spoke with SM-John.
SM states that SM has advised c that veh will need to be brought back in for further diag testing, and c has requested a loaner veh.
C stated that SM told c that SM would call c when a loaner was available, but it has been about a week and a half and has not heard anything back yet.
RCAS thanked c for the info.
RCAS advised that RCAS will work with SM to ensure that a loaner is available for c, and will arrange a date for c to bring veh in.
RCAS advised that RCAS will also ensure that NNA tech support is involved, to ensure that all veh concerns are addressed.
C thanked RCAS.
C stated that c is also having a concern with the rearview mirrors - the mirrors are no longer pointing down when veh is put into reverse as they were previously.
RCAS advised that RCAS will ensure that the dlr is aware of this concern as well, so that it can also be reviewed.
C thanked RCAS for the assistance.
RCAS advised that RCAS will follow up with c tomorrow with any updates.
RCAS exchanged mutual wishes for a good day with c, and ended the call.

Created By **Mark Julius Munzon** (8/26/2014 4 21 PM)
crr-mm received a call from c.
c stated that c is having issues with the airbag lights and fuel cap and that c was advised that c will receive a call last Friday but have not receive any call.

crr-mm able to verify c's account information.

Make Public
crr-mm told c to transfer to RCAS and if will route to vmx, advised c to leave a message. crr-mm also told c that c will update the case and will send IM to RCAS that c wanted to be contacted as soon as possible.
c understood.
crr-mm get best phone number. c provide: [redacted]

crr-mm ask for further assistance.
crr-mm provide name, extension.
crr-mm exiting the case.

Make Public
Created By **Melissa Plante** (8/26/2014 12 50 PM)
RCAS-MP called SM-John to discuss c's veh, reached vmx.
RCAS left vmx for SM requesting call back to discuss c's veh and case.

Make Public
Created By **Racquel Aquino** (8/21/2014 3 27 PM)
case moved

Make Public
Created By **Racquel Aquino** (8/21/2014 3 27 PM)
*******Customer e-mail details********
email addressed to :nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
open campaigns: 0
**********response details**********
email addressed to [redacted]
Method of contact: e-mail
crr-ra 's resolution: crr-ra called c o[redacted]4:13
crr spoke with c
advised c that call might be monitored/recorded for qty and training purposes
c said c has been having onging issues with the veh; c said passenger airbag light does not go off ; c said veh had been taken to nna dlr for passenger airbag light issue 4-5 different times and was even recalled by nna but airbag light still has the same issue

c said c said veh also has an engine light stating c's fuel cap wasnt tight and it has been reset by nna dlr ; fuel cap was replaced; still having the same issue
took it back replaced fuel cap came back on replaced it again and light came back on
c was advised by nna dlr to do more diagnostics
crr understood
crr-ra informed c that an rcas will contact c by the end of the next business day
c thanked crr ; said sm's name is joe
Crr-ra provided name case number and ext;

Make Public

Created By Racquel Aquino (8/21/2014 3 18 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Franktown
twitter :
state : CO
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM6D[redacted]
dealerstate :
dealername : Auto Nation
comments : I have some issues with my 2013 Pathfinder that the dealer repair shop can not seem to fix, what is my next step please?

Make Public

Created By Racquel Aquino (8/21/2014 3 18 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 : [redacted]
city : Franktown
twitter :
state : CO
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM6DC[redacted]
dealerstate :
dealername : Auto Nation
comments : I have some issues with my 2013 Pathfinder that the dealer repair shop can not seem to fix, what is my next step please?

Make Public

Created By Managed Services (8/20/2014 7 30 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : Franktown
twitter :
state : CO
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM6DC[redacted]
dealerstate :
dealername : Auto Nation
comments : I have some issues with my 2013 Pathfinder that the dealer repair shop can not seem to fix, what is my next step please?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/20/2014	WT	BK	233500	OA
Edit | Del		FUEL/INTAKE SYSTEM	EVAPORATE CANNISTER	UNABLE DIAGNOSE/DUPLICATE	07	8/20/2014	WT	AI	150500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PiKII:ref]	[redacted]	✓	10/21/2014	Arma Andon	10/21/2014 10 25 AM
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0PiKII:ref]		✓	8/21/2014	Racquel Aquino	8/21/2014 3:19 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	Re Your inquiry to Nissan [ref 00DA09j8L. 500F0PiKII ref] *I have proof that this problem with my 2103 Nissan Pathfinder is not repaired...*	[redacted]	11/16/2014 5:15 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0PiKII ref] *10/21/2014Case # [redacted] Dear [redacted] Thank you for taking the time to ...*		10/21/2014 10:25 AM
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0PiKII:ref] *8/21/2014 Case # [redacted] VIN # 5N1AR2MM6DC[redacted] Thank...*		8/21/2014 3:19 PM
Reply | To All | Del	Replied	Other *firstname : [redacted] homephone :...*	nissanconsumeraffairs@my-nissan-usa com	8/20/2014 7:29 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Melissa Plante 8/27/2014 10:21 AM	8/27/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/23/2014 7:33 PM	Charles Adcock	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 10:25 AM	Arma Andon	Changed **Follow Up Date** from 10/21/2014 to **10/23/2014**.
10/21/2014 10:25 AM	Arma Andon	Changed **Case Owner** from Arma Andon to **Vance Walden**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case Comments [19] | Case Categorizations [3] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie McVey [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/20/2014	Type	CA
Follow Up Date	9/30/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/21/2014 6 57 AM
CA Multiple Repairs		Date/Time Closed	9/22/2014 3 50 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Attorney demand due to various visits that include complaints involving a wind noise and airbag light flashing.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	PATHF NDER	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WACO NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/21/2014	Vehicle Service Contract	
RHR Completed	8/22/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] N: 5N1AR2MN9DC[redacted]		
Created By	Sara Dorazio, 8/21/2014 6 57 AM	Root Cause Code	LCMV
Last Modified By	System Account NNA NT 9/22/2014 7:14 PM	Root Cause Code (2)	
Days Closed	478	Action Code	NL6A
Case Record Type	CA Closed Case [Change]	Document ID	C[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie McVey (9/22/2014 3 44 PM)** *****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY****
Make Public		**Created By Angie McVey (9/22/2014 3 42 PM)** Given the findings a no offer was sent to the customer's attorney via email as follows: Mr. Patrick: This office is in receipt of your letter regarding the above referenced Nissan customer. I have taken the time to review the complaint and the service history on the vehicle. Based on the information available the vehicle is approximately 2 years old, and has over 28,000 miles. There were no more than two visits found for any one complaint. It appears all concern have been resolved as evidenced by the fact the vehicle has not returned with further complaint since June. An automobile is made up of thousands of various components and parts which are made by man, and assembled by man. Our wish is that there is never a failure however there is no guarantee given, but our word in the form of the warranty to assure that if it does we will cover the repair. While this is not the experience we would desire for our customer, Nissan has never failed to comply with the warranty that was given. Given this information Nissan would not be able to provide the resolution being sought. Thank you for allowing Nissan to review this matter _____ Angie MCVEY
Make Public		**Created By Angie McVey (9/22/2014 3 36 PM)** 11/16/12 at 389 - 1 day down Concern 2. C/s check wind noise around driver front windshield area at 40mph and above 3. C/s check hood- hard to close 4. C/s check switch for sunroof- loose Action 2. Unable to duplicate concern 3. Adjusted hood latch 4. Finisher back onto switch 2/7/13 at 2,823 miles - 1 day down Concern 1. C/s check wind noise at driver window/window shield area 2. Campaign PC197 Action 1. Tech replaced driver side power mirror assembly- ok now 2. Tech reprogramed TCM per campaign PC197 8/13/13 at 13,225 miles - 15 days down Concern 2. C/s rear hatch makes popping sound when opening 3. C/s vehicle appears to turn off while driving at speeds of 40mph. Has never died completely. Action 2. R&R spoiler- replace clips, adjust rear lift gate 3. Tech, service advisor, and service manager all test drove vehicle. Could never get vehicle to act up. No current or recent codes. 12/26/13 at 18,407 miles - 1 day down Concern 2. C/s perform campaign R1308- R52 ABS reprogram NTV13-093 Action 2. Tech performed ABS reprogram per TSB 5/20/14 at 27,217 miles - 1 day down Concern 1. Check airbag light flashing 2. C/s fill right rear tire with nitrogen- please note wheel has scuff mark damage

3. C/s check vehicle- after driving for several hours, vehicle will start shaking at 20-25mph intermittently
4. C/s perform campaign PC273- Path(R52) CVT hose NTB14-040
5. C/s perform campaign R1405- OCS reprogram NTB14-027
Action
1. Tech ran consult- had past fault code present B049- driver airbag module open- tech checked system and found all ok- tech cleared code.
2. Completed
3. Tech ran consult- no fault codes present- tech road test vehicle (all ok) checked suspension and under vehicle- all ok
4. Ordered parts per campaign PC273
5. Tech performed OCS system per campaign R1405

6/3/14 at 27,921 miles - 2 days down
Concern
1. C/s check airbag light on- SOP
2. PC273- CVT hose NTB14-040 recall
Action
1. Tech ran consult- fault code present (B1049 driver airbag module open) tech test and replaced driver airbag module and spiral cable assembly- reassembled and cleared code- road test- ok now.
2. Tech replaced CVT fluid cooler hose per campaign PC273

No other CA file, No tech line, No DTS, VPP purchase, No contract purchased.
No more than 2 visits for any one complaint.
2 x's wind noise - resolved 2/7/13
2 x's air bag light resolved 6/3/14
No visits since June.
It appears the concerns have been resolved as evidenced by the fact it has not returned with further complaint.

Make Public — **Created By Sara Dorazio (8/27/2014 11 59 AM)**
DRTS received the sales documents and title application from dealer #5125 and attached documents to case.

Make Public — **Created By Sara Dorazio (8/27/2014 11 27 AM)**
DRTS received a call from dealer #5125 Finance Director- Garrett and explained to him the need for the sales documents and title application that has been previously requested.Mentioned deadline. He informed me that he will see what he can do since the documents are located off site and will get back to me.

Make Public — **Created By Sara Dorazio (8/27/2014 9 43 AM)**
DRTS called dealer #5125 to follow up on sales documents. Left another message for the finance director.

Make Public — **Created By Sara Dorazio (8/26/2014 3 23 PM)**
DRTS called dealer #5125 to follow up on sales documents. I left a message with the receptionist for the finance department.

Make Public — **Created By Sara Dorazio (8/26/2014 1 34 PM)**
DRTS called dealer #5125 to follow up on sales documents. Left a message for the finance director.

Make Public — **Created By Sara Dorazio (8/26/2014 9 32 AM)**
DRTS called dealer #5125 to follow up on sales documents. Left a message with Ken in the finance department. Provided name, number, reason for calling, and customer's name.

Make Public — **Created By Sara Dorazio (8/22/2014 9 29 AM)**
DRTS called dealer #5125 to follow up on sales documents. Was informed that the documents are in a storage location off site and that they have to send someone out to retrieve, so it would be sometime next week.

Make Public — **Created By Sara Dorazio (8/22/2014 8 41 AM)**
DRTS completed and attached RHR.

Make Public — **Created By Sara Dorazio (8/22/2014 8 38 AM)**
DRTS called dealer #924A to verify days down for vehicle on RO [redacted] ervice advisor- Kevin verified days are correct due to vehicle going into the body shop. A rental was not provided.

Make Public — **Created By Sara Dorazio (8/22/2014 8 30 AM)**
DRTS called dealer #5125 to verify days down for vehicle on RO [redacted] ervice advisor verified that the days were correct and transferred me to the rental office to see if a rental was provided. There were no rental records for the RO.

Make Public — **Created By Sara Dorazio (8/21/2014 11 39 AM)**
DRTS received RO's from dealer #924A and attached to the case.

Make Public — **Created By Sara Dorazio (8/21/2014 9 17 AM)**
DRTS received RO's from dealer #5125 and attached to the case.

Make Public — **Created By Sara Dorazio (8/21/2014 8 59 AM)**
DRTS called dealer #5125 to request a copy of the title application and a customer signed sales agreement. Ken in the finance office agreed to email or fax. Provided name, email, fax number, customer's name, vin, and purchase date.

Make Public — **Created By Sara Dorazio (8/21/2014 8 49 AM)**
DRTS called dealer #5125 to request any and all customer copy repair orders. Service director- Chris agreed to email. Provided name, email, and vin.

Make Public — **Created By Sara Dorazio (8/21/2014 8 28 AM)**
DRTS called dealer #924A to request all customer copy repair orders for the vehicle. Service manager- Dave agreed to fax. Provided name, fax, customer's name, and vin.

Make Public — **Created By Sara Dorazio (8/21/2014 7 12 AM)**
*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY****

Previous cases- [redacted]
Open recalls/campaigns- None

DRTS in receipt of attorney letter from Patrick Law Firm, signed by Craig Patrick, dated 8/14/14, received via certified mail (tracking #[redacted]) on 8/20/14. This letter is attached to the case for your review.

My firm has been retained to represent [redacted] with respect to a claim that he has against you. Please direct all communications concerning this matter to me. The vehicle has experienced defects with the check engine light, low power, transmission, and shaking. t is my contention that Nissan failed to tended the vehicle free of defects and its failure to repair the defective vehicle constitutes a breach of written and implied warranties covering the vehicle and is a violation of the MMWA. In addition to the protection federal law affords them, my client contends that Nissan also violated the Texas Deceptive Trade Practices Act. Based on the foregoing, my client will accept $10,000.00 in full and final satisfaction of his claim. My client has also incurred reasonable and necessary attorney's fees in the pursuit of this claim stated in this letter. The amount of fees incurred as of the date of this letter is $3,500.00, paid in addition to any repurchase or cash settlement, for a total of $13,500. If you are interested in resolving this matter without the necessity of litigation, please contact me with sufficient time to resolve the dispute within 60 days of your receipt of this letter.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR IMPROPER OPERATION	10	8/21/2014	YX	BG	302500	OA
Edit | Del	[redacted]	BODY	WINDSHIELD/WINDOW (FRONT/REAR)	POOR OR IMPROPER OPERATION	13	9/22/2014	YX	AB	111000	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	9/22/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	8/29/2014	Sara Dorazio	8/27/2014 12:00 PM
Edit | Del	Create RHR		✓	8/27/2014	Sara Dorazio	8/22/2014 8:41 AM
Edit | Del	Collect RO Documents		✓	8/25/2014	Sara Dorazio	8/21/2014 11:39 AM
Edit | Del	RHR Completed		✓	8/22/2014	Angie McVey	8/22/2014 8:47 AM
Edit | Del	[redacted]		✓	8/21/2014	Angie McVey	8/21/2014 7:20 AM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	783KB	8/27/2014 12:00 PM	Sara Dorazio
Edit | View | Del		577KB	8/27/2014 12:00 PM	Sara Dorazio
Edit | View | Del		28KB	8/22/2014 8:41 AM	Sara Dorazio
Edit | View | Del		341KB	8/21/2014 11:39 AM	Sara Dorazio
Edit | View | Del		102KB	8/21/2014 9:17 AM	Sara Dorazio

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/22/2014 3 50 PM	Angie McVey	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/22/2014 3:44 PM	Angie McVey	Changed **Follow Up Date** from 9/21/2014 to **9/30/2014**.
		Changed **Description**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [19] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/21/2014 10:51 AM
CA Multiple Repairs		Date/Time Closed	12/29/2014 10:56 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050230

DTS Inspection

DTS Inspection Date	11/10/2014 11 00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)	TSM BH involved wtih veh. BH states tech John has contact wtih ENG regarding latest repairs. DS waiting for status update from Tech John.	DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Repurchase. NNA will repurchase the vehicle due to 9 repair attempts and 222 days down for passenger airbag concerns.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Repurchase Agreement Sent
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	26,418		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JNRAS18W19M[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	27
Model Line	FX35	Beyond PT Warranty Miles	0
Model Code	87419	Beyond PT Warranty Months	3

Dealer Access

Case Servicing Dealer	F ELDS INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$38,474.40	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	8/20/2014	Vehicle Service Contract	
RHR Completed	8/21/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JNRAS18W19M[redacted]		
Created By	David Henry 8/21/2014 10 51 AM	Root Cause Code	SCSV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	380	Action Code	NE5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/5/2014 9 11 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $364 00 sent to LOCKBOX #54457; FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT[redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (10/14/2014 3 04 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is "A RBAG CONCERNS"
Make Public		**Created By Robert Peterson (9/26/2014 4 03 PM)** ARBS emailed FOM-Emily Bourne notice that ARBS paperwork is complete and case sent to Morley. ARBS emailed VPP Info to C.
Make Public		**Created By Robert Peterson (9/26/2014 3 55 PM)** ARBS sending case #[redacted] Morley VSPC vi[redacted]
Make Public		**Created By Robert Peterson (9/25/2014 10 38 AM)** ARBS received Repurchase Agreement SIGNED, attaching to case ARBS requesting check for $38,474.40 payable to C for refund
Make Public		**Created By Robert Peterson (9/10/2014 1 28 PM)** ARBS notes C has title indicating NO lienholder as vehicle is paid off.
Make Public		**Created By Robert Peterson (9/10/2014 1 27 PM)** ARBS rec'd documents from C and attached to case. ARBS notes the following voluntary repurchase figures: Base Price $52,275.00 Less reasonable allowance for use* ($13,800.60) Total refund to Mr. [redacted]m NNA at surrender $38,474.40 *Reasonable allowance for use is $52,275 / 100,000 x 26,400 miles //ARBS sent repurchase agreement to C via email //
Make Public		**Created By Robert Peterson (8/27/2014 11 22 AM)** airbag on related issue
Make Public		**Created By Robert Peterson (8/27/2014 11 20 AM)** ARBS called C to discuss options. ARBS offered C a voluntary repurchase. C very patient and understanding, is interested in repurchase. ARBS verified C's email address: r[redacted] ARBS advised C of voluntary repurchase terms, advised C that ARBS will send C a Repurchase Intent Letter and need copy of registration, title, and purchase agreement. C will gather these documents and return them to ARBS asap.
Make Public		**Created By Robert Peterson (8/27/2014 10 59 AM)** ARBS emailed FOM, RCAS, LPM, and AGM that ARBS will take case and offer voluntary buyback
Make Public		**Created By Robert Peterson (8/27/2014 10 50 AM)** • ARBS notes Regional & TSM involvement. • ARBS notes attached email from FOM regarding current situation. • ARBS notes NNA is in a position to offer a voluntary repurchase of this vehicle for customer satisfaction. • ARBS will take case to offer remedy
Make Public		

Created By Robert Peterson (8/27/2014 10 48 AM)
• ARBS reviewing case and notes the following service history:

05/28/10 @ 6,554 Miles 5 Days Down
CONCERN
1.) Airbag light is on
ACTION
1.) Replace airbag control unit

07/30/11 @ 11,834 Miles 1 Day Down
CONCERN
1.) SRS is flashing
ACTION
1.) SOP

08/22/11 @ 12,134 Miles 2 Days Down
CONCERN
1.) SRS is flashing
ACTION
1.) Part in: replaced R/F seat cushion ass'y

09/27/11 @ 12,330 Miles 1 Day Down
CONCERN
1.) SRS is flashing
ACTION
1.) Replaced faulty sensor

09/28/11 @ 12,353 Miles 2 Days Down
CONCERN
1.) Airbag: improper operation with person in seat
ACTION
1.) No duplication

10/24/11 @ 13,230 Miles 1 Day Down
CONCERN
1.) Wood trim on the P/S door is peeling
ACTION
1.) Replaced trim

11/30/12 @ 19,406 Miles 5 Days Down
CONCERN
1.) Airbag: improper operation with person in seat
ACTION
1.) Replace sensor and diag unit

08/02/13 @ 23,451 Miles 1 Day Down
CONCERN
1.) D/S frt tire loses air
2.) Seatbelt light comes on and off
3.) Mirror: improper operation
4.) Rt. mirror rattles
ACTION
1.) Replace TPMS
2.) Zero point reset
3.) Refastened D/S mirror
4.) Reattached

12/10/13 @ 26,018 Miles 1 Day Down
CONCERN
1.) D/S TPMS is not reading correctly
2.) Failed battery
ACTION
1.) Replaced TPMS sensor
2.) Battery replaced

12/10/13 @ 26,019 Miles 56 Days Down
CONCERN
1.) Airbag: improper operation with person in seat
2.) D/S seatbelt warning light stays on until P/S seatbelt is buckled.
ACTION
1.) Replace R/F set cushion
2.) Replaced main harness

04/03/14 @ 26,418 Miles 147 Days Down **Vehicle not released from service
CONCERN
1.) Airbag light is flashing
ACTION
1.) Adjusted seat frame and completed zero point reset

Make Public

Created By David Henry (8/25/2014 9 52 AM)
Rcas-dh called C and discussed case
Rcas-dh notified C that ICA is working diligently to try to resolve the issue
Rcas-dh notified C that either Rcas-dh or another representative should be calling back WE 8-30 to discuss how Infiniti would like to resolve issue
Rcas-dh thanked C
Rcas-dh and C ended call mutually

Make Public

Created By David Henry (8/22/2014 1 07 PM)
Rcas-dh called C's Phone [redacted]
no answer
Left Message on Voice Mail

Rcas-dh called C's Phone [redacted]
no answer
number disconnected

Rcas-dh called C's Phone [redacted]
no answer
number disconnected

Make Public

Created By Josh Wegener (8/21/2014 3 12 PM)
DRTS received RHR. The RHR has been assigned to ARBS-Robert Peterson for review.

Make Public

Created By Jacklyn Capers (8/21/2014 3 08 PM)
RCAS rec'd RO's and attached to case
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public

Created By Jacklyn Capers (8/21/2014 11 25 AM)
RCAS sending email to SM/FOM/CSM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at 615.984.5739. RCAS also requesting that RO's, open for more than 7 days, be accompanied by time stamps to verify days down.

Make Public

Created By David Henry (8/21/2014 11 14 AM)
please disregard portion of comments below
FOM-EB is requesting RHR

Created By David Henry (8/21/2014 11 13 AM)
Rcas-dh received a call from SM-HQ
SM-HQ states that the airbag, and seatbelt light keeps on going off on the dash
8-06-2013 first time in with the issue, February has gone back for the issue again, and April has been brought back again each time with C having the veh in C's possesion
Each time the veh has been taken to the RTLR the RTLR has attempted to repair the issue
Bill Hayes has requested that an engineer would fly out to look at the veh, John Roderich
SM-HQ requests that the FOM-EB and CXM-JC be called and notified about this
Phone [redacted]

Make Public

Related cases-[redacted]
Unrelated case
Open recalls-none
Updated c information-address and phone number
Confirmed phone numbers [redacted]
Rcas-DH received inbound call from C
CS Passenger side airbag light has illuminated multiple times and RTLR has had the veh multiple repair visits from the last year
CS C will get the veh back from RTLR and the light will illumintae again,a nd C will take the veh back to the RTLR
CS the RTLR has been great replacing wiring harnesses and sensors, but that has not corrected the issue
C is seeking assistance resolving the issue
Rcas-dh notified C that Rcas-dh would call back after discussing internally and with the RTLR about the issue of how Infiniti can work to try to resolve the issue
Rcas-dh notified C of CB in 1-2 business days
Rcas-dh thanked C
Rcas-dh and C ended call mutually

C received email from FOM-EB notifying of the issue and requesting to have IIR for veh

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/21/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]		✓	10/16/2014	David Schend	10/14/2014 9:46 PM
Edit | Del		[redacted]	✓	9/26/2014	Robert Peterson	9/26/2014 3 56 PM
Edit | Del			✓	9/26/2014	Robert Peterson	9/26/2014 3 56 PM
Edit | Del			✓	9/25/2014	Robert Peterson	9/26/2014 3 56 PM
Edit | Del			✓	9/12/2014	Robert Peterson	9/25/2014 10:40 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	JNRAS18W19[redacted]						
Edit	[redacted]	Goodwill VPP		Processed	DRT	Robert Peterson	DRT	Rebecca Martin	9/26/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	9/26/2014	Customer	Approved	$38,474.40	72BUYBACK	Infiniti East Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	78KB	12/5/2014 9:12 AM	Tammy Knotts
Edit | View | Del		1.69MB	9/26/2014 3:47 PM	Robert Peterson
Edit | View | Del		1.06MB	9/25/2014 10:31 AM	Robert Peterson
Edit | View | Del		215KB	9/10/2014 1:28 PM	Robert Peterson
Edit | View | Del		176KB	9/10/2014 1:28 PM	Robert Peterson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/29/2014 10:56 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 3:03 PM	Jim Land	Changed **Case Owner** from Robert Peterson to **Jim Land**.

10/14/2014 3:03 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Case [redacted]

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Case Comments [74] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/14/2014	Type	CA
Follow Up Date	10/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/21/2014 11 04 AM
CA Multiple Repairs		Date/Time Closed	12/29/2014 2 01 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00051622

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Repurchase due to 37 days out of service and 3 repair attempts for the airbag indicator light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Harr Motors
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HARR MOTORS	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	8/22/2014
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$29,883.63	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	10/3/2014	Vehicle Service Contract	
RHR Completed	10/3/2014	VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: T[redacted] VIN: 1N4AL3AP8EC[redacted]		
Created By	Lester Villoga 8/21/2014 11 04 AM	Root Cause Code	SCSV
Last Modified By	NINAETL, 10/14/2015 12:17 AM	Root Cause Code (2)	SNSH
Days Closed	380	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jim Land (11/5/2014 2 48 PM) DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case[redacted] The reason for repurchase is: Passenger airbag indicator light inop
Make Public		Created By Luis Rodriguez (10/22/2014 2 45 PM) ARBS contacted c to inform that the check is being sent today to Morley and that within 2-4 weeks the customer will be contacted by a Morley Representative with a date to surrender the vehicle. C thanked ARBS for the call and the call ended mutually.
Make Public		Created By Luis Rodriguez (10/22/2014 2 32 PM) ARBS notes the following: Ck[redacted] payable to Terry D & Kathleen Huffman in the amount of $29,883 63 Morley case # 216755, FedEx 771581092835
Make Public		Created By Ashley Fiting (10/21/2014 11 14 AM) DRTS completed and attached factory invoice.
Make Public		Created By Luis Rodriguez (10/21/2014 9 09 AM) ARBS submitted check request payable to customer in the amount of $29,883 63
Make Public		Created By Luis Rodriguez (10/21/2014 8 47 AM) Vehicle Concern - Multiple Electronic Issues
Make Public		Created By Luis Rodriguez (10/21/2014 7 16 AM) ARBS notes the Repurchase Agreement Offer letter was received, signed by Mr. and Mrs. Huffman (attached to case).
Make Public		Created By Luis Rodriguez (10/20/2014 2 07 PM) ARBS updated the Repurchase Agreement Offer letter and emailed it to the customer. ARBS notes the updated amounts on the letter are as follow: Base Price $29,151 00 Sales Tax $463.21 Dealer Doc Fee $99 00 Aftermarket Service Contract Remaining Balance Refund $250.00 Total Purchase Price $29,963.21 Less Usage (273/100,000 * $29,151 00) ($79 58) Refund Amount* $29,883.63
Make Public		Created By Luis Rodriguez (10/20/2014 1 37 PM) ARBS received copy of Title and aftermarket Service Contract Cancellation form showing the retail price is $1,432. The refund the customer is getting is $1,182. Documents attached to case.
Make Public		Created By Luis Rodriguez (10/17/2014 4 20 PM) ARBS reviewed c's request with ARBS-Rob and ARBS-Adrienne who stated that yes, the customer's request can be honored. --- ARBS sent the following email to the customer: I have reviewed your reimbursement request for the nonrefundable portion of the service contract and I'm pleased to inform you that yes, this will be possible. In order to do so, we will need proof that the service contract is cancelled, showing the amount not refunded out of the $1,432.00 that you paid for the service contract. Once this document is provided, I will send you an updated Repurchase Agreement Offer letter.
Make Public		Created By Luis Rodriguez (10/17/2014 4 19 PM) ARBS received inbound call from c stating the Nissan dealership was contacted to cancel the service contract. C stated the dealership will not refund the full amount of the contract and c was reading the SD Lemon Law Summary (12.1) where it states the customer is entitled to any "... nonrefundable portions of extended warranties and service contracts". ARBS stated the request will be reviewed and will contact the customer back with an answer. C asked to please reply by email since customer won't be available to talk on the phone. Call ended mutually.

Make Public

Created By Luis Rodriguez (10/17/2014 10 33 AM)
ARBS emailed updated Repurchase Offer Letter to the customer.

Created By Luis Rodriguez (10/17/2014 10 12 AM)
ARBS received inbound call from customer.

Customer confirmed the email was received and had two questions. First wanted to know why the Service Contract was not being reimbursed. ARBS explained it is not a Nissan Service Contract so customer will have contact the actual company that provides the service or contact the Nissan dealership to get the refund. C understood.

Customer also wanted to know how the ARBS came up with the usage fee. ARBS explained is stipulated by the Lemon Law Guidelines as followed:

Make Public

Mileage the vehicle had at the time the customer visited the dealership for the concern (273 miles) / 100,000 miles * purchase price of the vehicle. Customer understood.

Customer asked if customer should sign the document and fax it back to the ARBS agent. ARBS asked if the customer's wife is also on the title and customer stated yes. ARBS stated the ARBS agent will update the last page to show both names and will email it back to the customer.

ARBS asked c to sign letter and also fax/email copy of the title.

C thanked ARBS and the call ended mutually.

Created By Luis Rodriguez (10/17/2014 9 39 AM)
ARBS received inbound call from c letting ARBS know the c will be out today and will not be able to talk. C wanted to know about the repurchase numbers.

ARBS stated the repurchase offer letter was mailed via FedEx to the c and as of yet FedEx has the package is in transit to be delivered.

Make Public

ARBS offered the customer to email a copy of the repurchase offer letter and customer agreed.

Call ended mutually.

ARBS emailed a copy of the Repurchase Offer Letter to the customer @[redacted]

Created By Luis Rodriguez (10/15/2014 3 11 PM)
ARBS noting FedEx letters were sent to the customer and the AG under the following tracking #'s:

Make Public

[redacted] > Repurchase Offer letter to customer

[redacted] > AG response letter

Make Public

Created By Luis Rodriguez (10/15/2014 2 52 PM)
ARBS notes that an AG Response Letter has been mailed today via FedEx to the AG Office informing of the repurchase offer made to the customer (letter attached to case).

Created By Luis Rodriguez (10/15/2014 2 24 PM)
ARBS notes the following repurchase amount:

Make Public

Base Price $29,151 00
Sales Tax $463.21
Dealer Doc Fee $99 00
Total Purchase Price $29,713.21
Less Usage (273/100,000 * $29,151 00) ($79 58)
Refund Amount* $29,633.63

ARBS sending Repurchase Agreement Offer to customer via FedEx

Make Public

Created By Luis Rodriguez (10/15/2014 2 21 PM)
ABS received fax from customer

Created By Luis Rodriguez (10/15/2014 1 01 PM)
ARBS received inbound call from c to confirm the fax was received.

Make Public

ARBS stated no fax has been received yet but will call c back once it arrives.

Call ended mutually.

Created By Luis Rodriguez (10/15/2014 11 02 AM)
ARBS contacted c at [redacted] @ 10:46am and informed customer of NNA's decision to repurchase the vehicle.

ARBS requested a copy of the following documents:
- Registration
- Lien holder information

Make Public

C stated the vehicle has been paid off.

ARBS stated that since ARBS already has a copy of the Sales Contract, ARBS will put the numbers together and will send a the customer a Repurchase Agreement offer letter. ARBS stated the registration is needed before ARBS can send the offer letter to the c. C was provided with ARBS' fax # (615.967.2060).

C stated the registration will be faxed as well as a better copy of the Sales Contract as c knows the one that was sent it was not that clear.

ARBS thanked the c and the call ended mutually.

Make Public

Created By Albert Jimenez (10/15/2014 10 35 AM)
DRTS attached Sales Documents to the case.

Make Public

Created By Albert Jimenez (10/15/2014 10 34 AM)
DRTS rec'd Title Application from Dlr # (2833) & attached to the case.

Make Public

Created By Luis Rodriguez (10/15/2014 10 29 AM)
ARBS notes NNA is in a position to repurchase/replace vehicle due to total of days down. ARBS took ownership of the case and will be following up with C.

Created By Luis Rodriguez (10/15/2014 10 27 AM)
ARBS notes the following Summary of service history:
In-service date: 03/17/14
Additional CA cases: None
Tech Line cases: 15420877
VSC: None

Make Public

Days down total: 37

1 visit for noise in front end. No dup
3 visits for airbag light on. (1. Calibrated - 2. Reflashed SRS ECU - 3. Replaced seat bottom frame assy)
1 visit to replace missing clips for inner mud flaps
1 visit for blue liquid out back of veh. No dup
1 visit for radio/nav not functioning. No work performed.

Make Public

Created By Albert Jimenez (10/15/2014 10 21 AM)
DRTS called Dlr # (2833) spoke with Title Clerk (Nicole) requesting Title Application, provided VIN, Year, Model, Make, C name, fax #, Nicole agreed to fax

Make Public

Created By Luis Rodriguez (10/15/2014 9 57 AM)
ARBS notes the following vehicle history repair:
10/18/13 ~ Mileage 4 ~ RO[redacted]
Concern
1. Noise in front end when test riding with customer
Action taken
1. Could not duplicate concern

3/25/14 ~ Mileage 273 ~ RO[redacted] Days down 1

Concern
1. Air bag light on
Action taken
1. Zero point calibration

4/23/14 ~ Mileage 5,123 ~ RO [redacted] ~ Days down 1
Concern
1. Body
Actin taken
1. Replaced missing clips both inner mud flaps

4/22/14 ~ Mileage 5,100 ~ Mileage [redacted] ~ Days down 8
Concern
1. Passenger air bag light comes on
Action taken
1. Reflashed SRS ECU for occupant detection

6/24/14 ~ Mileage 8,021 ~ RO [redacted] ~ Days down 1
Concern
1. Blue liquid out back of vehicle
Action taken
1. Nozzle above camera lens discharged to clean lens

8/14/14 ~ Mileage 11,316 ~ RO [redacted] Days down 8
Concern
1. Vehicle in park and saw a command comes on, screen is fuzzy, heater controls changes on its own.
Action taken
1. Tried to duplicate any or all concerns, everything is operating as designed at this point. Ran checks in Nissan data base, nothing found.

8/26/14 ~ Mileage 12,269 ~ RO [redacted] ~ Days down 17
Concern
1. Airbag light on
Action taken
1. Replaced seat bottom frame assy. Zero point calibration

9/16/14 ~ Mileage 12,422 ~ RO [redacted] Days down 1
Concern
1. Radio/Nav not functioning
Action taken
1. Diagnosis not complete; customer requested veh back (had to leave)

09/24/14 ~ Mileage 86,042 ~ RO [redacted] Days down 6
Concern
1. Check engine light on
Action taken
1. Code cleared

Created By Albert Jimenez (10/14/2014 3 18 PM)
Previous cases- 14080142 CA
Recalls/campaigns- None

Make Public

DRTS rec'd Attorney General Letter, via US Mail, from Ray Klinger, dated October 8, 2014, rec'd October 14, 2014. Letter is attached for your review.

C complaint: In March 2014 the passenger air bag light (alarm) came on, alarm went off again & took it to the dealer in April, this has happened numerous times, on August 24th the light came on & I drove 8 miles with no passenger air bag alarm on, I took the car to the dealer & an error diagnosing the seat sensors were bad although earlier the tests showed that the sensors were working as designed.

Please contact us within 20 days in WRITING regarding your position or proposed resolution of this matter.

Created By Albert Jimenez (10/14/2014 3 02 PM)
Previous cases- [redacted]
Recalls/campaigns- None

Make Public

DRTS rec'd Customer Letter, via certified mail [redacted], from Terry Huffman, rec'd October 14, 2014. Letter is attached for your review.

C complaint: Problem with veh has existed since March of 2014.

C requests: Repurchase of 2014 Nissan Altima, fomal request to send a Nissan certified representative to attempt to fix the problem for the 6th time.

Created By Norresa Jones (10/8/2014 9 47 AM)
RCAS-ND contacted C at [redacted] at 09:28a

Make Private ✓

RCAS advised C NNA is not in the position to repurchase C's veh at this time.
C told RCAS to stop talking
C asked RCAS to look at the amount of times C's veh has been for the same concern.
C stated C's veh as not been fixed
C stated the lemon law for SD was 5
C stated C is tired of arbitration not contacting C, using RCAS to send out the news.
C stated C hopes RCAS does not have kids, because maybe RCAS would know what it feels like if RCAS kids get in an accident from the airbag not going off
C demanded to speak to someone above RCAS
RCAS advised C RCAS would send in a request to TL, and C will get a call within 24-48 hours.
C stated C is tired of the 24-48 hours and wanted someone now.
RCAS advised C RCAS would include that in the email, but if C doesn't't get a call today, C will get a call within 24-48 hours.
C said goodbye and ended phone call

Created By Norresa Jones (10/8/2014 9 24 AM)

Make Private ✓

RCAS-ND recieved email from FOM regarding RHR denial for C

FOM advised not to offer C anything unless ARBS gives C an offer.

Make Private ✓

Created By Norresa Jones (10/8/2014 9 01 AM)
RCAS emailed FOM regarding RHR denial for C

Created By Norresa Jones (10/7/2014 10 05 AM)
RCAS-ND contacted C at [redacted] at 10:00a

Make Private ✓

RCAS advised C the veh repurchase is still processing
C asked why it's taking so long because C called in 9/24
RCAS advised C RCAS had to call the dlr and wait for the dlr to send RCAS the ROs for C's veh
RCAS apologized to C
C stated RCAS shouldn't be sorry, somone from Nissan should be stepping in and stop denying everything
RCAS apologized and advised C RCAS will follow up with C Fri Oct 10
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Created By Norresa Jones (10/3/2014 4 28 PM)
RCAS-ND contacted at dlr at 605-225-3078 at 4 23p

Make Private ✓

SA-Darren looked at the existing ROs for C does not have one with the mileage 11,886; it goes from 11,316 miles to 12,269 miles
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (10/3/2014 8 26 AM)**
RCAS-ND contacted dlr at 605-225-3078 at 8:20a
SA-Darren

RCAS asked SA to fax the missing RO with the mileage 11,886
SA agreed
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (10/2/2014 8 35 AM)**
RCAS-ND contacted C [redacted] at 8:57a left VMX including Case number, name, and RCAS contact of [redacted]
RCAS stated on VMX that the veh repurchase request is still processing.
RCAS advised C the process does take about 14 business days.
RCAS advised C RCAS will continue to follow up with C no later than Tue Oct 7, 2014.

Make Private ✓ **Created By Norresa Jones (9/29/2014 9 00 AM)**
RCAS-ND contacted C at [redacted] at 8:57a left VMX including Case number, name, and RCAS contact of [redacted]
RCAS stated on VMX that RCAS has not received ROs but dlr is faxing them in today and as soon as RCAS gets them, RCAS will send in the request.
RCAS advised C the process does take about 14 business days.
RCAS advised C RCAS will continue to follow up with C no later than Thur Oct 2, 2014.

Make Private ✓ **Created By Norresa Jones (9/29/2014 8 55 AM)**
RCAS-ND contacted dlr at 605-225-3078 at 8:47a

RCAS advised SA-Brian C is wanting to do a veh repurchase because of airbag light concerns
RCAS asked SA to fax RCAS the work history for C at [redacted]
SA agreed
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (9/24/2014 3 27 PM)**
RCAS-ND emailed FOM regarding veh repurchase request

Make Private ✓ **Created By Norresa Jones (9/24/2014 3 24 PM)**
RCAS-ND contacted C at [redacted] at 3:07p

RCAS VER FIED C's name, home & email address, concern, phone#, RCAS CHECKED for open recalls/campaigns and found: RC-3811551 R1405
Previous UNRELATED Case(s) Found: 15420877
Previous RELATED Case(s) Found: none

C stated the same thing going on since march
C stated the airbag light keeps activating and says airbag is not functioning
C stated C wants to do the repurchase again
C asked how many times does C have to take veh to dlr
C stated C is very concerned, last time was denied
C stated arbitration never contacted C
RCAS advised C RCAS does not work in ARBS so RCAS dose not know how ARBS does their process
RCAS advised C RCAS will get the ROs from the dlr and contact C by Mon Sept 29, 2014
RCAS apologized for C's concerns
RCAS gave C RCAS contact information [redacted]
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

****
Why do you want to return the vehicle to Nissan North America?
*** Because of the ongoing concerns with the airbag light, the onboard screen quit, no backup camera. Have had 6 times

Where is the vehicle currently?
*** In c's garbage

Was it purchased new or used?
*** new

If used, when was the vehicle purchased?

Where is the vehicle serviced?
*** Harr motors

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?

Make Public **Created By Kenneth Mejia (9/24/2014 8 52 AM)**
crr-km received a call from c stating that the veh is at the dlr again (air bag light is on). the veh has been at the dlr 4 times for the on board screen issues. c is still requesting for re-purchase.

crr-km verified that there are no changes on contact information.

c can be best reached a[redacted]

crr-km advised c that will send internal msg for c for rcas to call c back. c understood.
crr-km offered further assistance, c declined. crr-km gave name & extension. crr-km exiting case.

(internal msg was sent to responsible agent)

SOP 2.4

Make Private ✓ **Created By Carol Keith (9/9/2014 9 31 AM)**
SUMMARY
C called in with an air bag sensor concern. C asked for a repurchase, a repurchase was denied.

Make Private ✓ **Created By Carol Keith (9/9/2014 9 29 AM)**
RCAS called C @[redacted]@10:27am(EST).
RCAS spoke with C.
RCAS advised C that the service credit was processed and should arrive within 2 - 4 weeks.
C hung up.

Make Private ✓ **Created By Carol Keith (9/9/2014 9 16 AM)**
RCAS noting that 09/04/14 should say that NNA is not repurchasing C's veh.

Make Private ✓ **Created By Carol Keith (9/4/2014 11 07 AM)**
RCAS called C @[redacted]@11:58am(EST).
RCAS spoke with C.
RCAS advised C that NNA would be able to repurchase C's veh. C stated that C would not be keeping the veh and would advertise the veh as a lemon.

RCAS offered C a $250 service credit and explained to C the following:
A service credit can be issued at the rate of once per VIN per customer. If the customer has received a service credit according to the VIN history, the customer IS NOT ELIG BLE for a service credit. The new owner of a pre-owned vehicle IS ELIGIBLE if there is no prior history indicating the "new owner" has received a service credit.
A service credit debit card CANNOT be issued to reimburse a customer for previous services.
Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories.
This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date.
If there is a balance at the end of the 6 month term the balance will be forfeited.

The Service Credit may NOT be sold to another VIN.
RCAS advised C of the processing time.
C accepted.

RCAS verified C's address as:
[redacted]
Aberdeen, SD [redacted]

C hung up before a follow up date could be offered.

Make Private ✓ **Created By Carol Keith (9/4/2014 10 58 AM)**
RCAS received response from CSM-Bob Brissie and FOM-Derek Tackett advising RCAS to offer a $250 service credit, and if not accepted by C, then one month's veh payment as compensation/consideration for C's downtime and inconvenience.

Make Private ✓ **Created By Carol Keith (9/3/2014 3 49 PM)**
RCAS emailed FOM-Derek Tackett and CSM-Bob Brissie regarding any compensation/consideration to C due to RHR denial.

Make Public **Created By Chantel Foxhall (9/3/2014 1 39 PM)**
ARBS reviewed case.

After careful evaluation, NNA will not be able to offer repurchase at this time, as there have not been an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle.

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

Make Public **Created By Chantel Foxhall (9/3/2014 1 38 PM)**
ARBS notes the following repair summary:

19 days down

2 visits for air bag concerns - 2 repairs for calibration and SRS ECU
1 visit for veh leaks - 1 repair of nozzle
1 visit for display screen issues - Operating as desgined
1 visit for heater concerns - No problem found

Make Public **Created By Chantel Foxhall (9/3/2014 1 36 PM)**
ARBS notes the following repair orders:

3/25/2014 – 273 miles
Concern:
-C states air bag light
Action:
-Zero point calibration
1 day down

4/22/2014 – 5,100 miles
Concern:
-C states passenger air bag light comes on
Action:
-Reflashed SRS ECU for occupant detection
8 days down

4/23/2014 – 5,123 miles
Concern:
-C states the veh body is not as normal
Action:
-Replaced missing clips and both inner mud flaps
1 day down

6/24/2014 – 8,021 miles
Concern:
-C states blue liquid out back of vehicle
Action:
-Nozzle above camera lens discharged to clean lens
1 day down

8/14/2014 – 11,316 miles
Concern:
-C states vehicle in park and saw a command comes on, screen is fuzzy, heater controls changes on its own.
Action:
-Tried to duplicate any or all concerns, everything is operating as designed at this point. Ran checkes in Nissan data base, nothing found.
8 days down

Make Public **Created By Ashley Fiting (9/3/2014 12 31 PM)**
DRTS received RHR, The RHR has been assigned to ARBS- Chantel Foxhall for review.

Make Private ✓ **Created By Karen Dorner (9/3/2014 12 23 PM)**
SRD-KD completed and submitted RHR

Make Private ✓ **Created By Carol Keith (9/3/2014 12 15 PM)**
RCAS called C @[redacted]@1:08pm(EST).
RCAS spoke with C.
RCAS advised C that the RHR had been turned in for review.
C stated that the dlrshp still had not fixed the concern.
C stated that C is very suspicious since so many things have gone on.
RCAS offered a follow up for Monday, 09/08/14. C agreed.

Make Private ✓ **Created By Carol Keith (9/3/2014 8 43 AM)**
RCAS submitting RHR to ARBS for review.

Make Private ✓ **Created By Carol Keith (9/3/2014 8 19 AM)**
RCAS received RO[redacted]from Harr Motors and attached to case.

Make Private ✓ **Created By Carol Keith (9/2/2014 11 02 AM)**
RCAS received RO's from SM-Brandon at Harr Motors and attached to case.
SM stated that RO[redacted]was open so long due to dlrshp trying to duplicate the concerns, dlrshp unable to duplicate the concerns.
RCAS noting that RO [redacted]needs time stamp, RCAS advised SM-Brandon via email, awaiting reply.

Make Private ✓ **Created By Carol Keith (9/2/2014 9 23 AM)**
RCAS emailed SM-Brandon @ Harr Motors and FOM-Derek Tackett and CSM-Bob Brissie advising that the RHR was overdue, and RCAS had not received the RO's that were requested, and advised of the need for a mechanic's time stamp on the one RO that had been received as the RO had been open 7 or more days.

Make Private ✓ **Created By Carol Keith (8/29/2014 9 39 AM)**
C called @10:31am(EST).
C stated that C is getting a lot of different answers for the same concern, and is wondering does anyone know what to check or what to do.
C stated that C's major concern is the OCS.
RCAS offered a follow up for Wednesday, 09/03/14 and advised C that RCAS would speak with the dlrshp before that date.

Make Private ✓ **Created By Carol Keith (8/29/2014 9 03 AM)**
RCAS called Harr Motors @6052253078 @10:02am(EST).
RCAS left message for SM-Brandon Johnson with C's vin(last 8) and RCAS' contact information.

Make Private ✓ **Created By Carol Keith (8/28/2014 2 16 PM)**
RCAS called C @[redacted]@3:15pm(EST), left vmx with case number and contact information.

Make Private ✓ **Created By Carol Keith (8/28/2014 2 14 PM)**
RCAS called Harr Motors @6052253078 @3:08pm(EST).
RCAS left message for SM-Brandon Johnson with C's vin(last 8) and RCAS' contact information.

Make Private ✓ **Created By Carol Keith (8/28/2014 2 08 PM)**
C called @10:37am(EST), leaving number [redacted] and stated that C had taken the veh to Harr Motors on Tuesday, 08/26/14.

Created By Mark Julius Munzon (8/27/2014 4 43 PM)
crr-mm received a call from c.
c stated that c wanted to talk to RCAS. c stated that c talked to 3 different people and wants update on the case as soon as possible.

crr-mm verified that there are no changes on c's account information.

crr-mm told c that case is being processed and that case has already been escalated to higher department.
crr-mm told c that crr-mm will check RCAS availability and will have to wait for reply. c understood.

Make Public

crr-mm told c no reply from RCAS.
crr-mm told c that crr-mm will send internal message to RCAS.
c stated that c wanted to be contacted right away this morning.
crr-mm ask the best phone number.
c provide home phon[redacted]

--call ended manually by c--

crr-mm exiting the case.

Created By Londa Adkins (8/27/2014 3 27 PM)
Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to c at [redacted] at 4:23 P M. EST.
Left vmx with name, number (800) 343-6913, ext: 458136 and case #[redacted]

Rcas advised c reason for call is to follow up with c to advise Rcas spoke to SA-Brian at Harr Motors with determination that c's veh will be returned to dlr 08/29/2014 for airbag sensor replacement.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 09/02/2014 pending return call from c.

Make Private ✓

Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to c [redacted] t 4:25 P M. EST.

Left vmx with name, number (800) 343-6913, ext: 458136 and case #[redacted]

Rcas advised c reason for call is to follow up with c to advise Rcas spoke to SA-Brian at Harr Motors with determination that c's veh will be returned to dlr 08/29/2014 for airbag sensor replacement.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 09/02/2014 pending return call from c.

Created By Londa Adkins (8/27/2014 3 20 PM)
Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to SM-Brandon at Harr Motors at 605-225-3078 at 4:04 P.M.
to determine status of veh repairs.

Rcas spoke to SA-Brian SA states
SA states veh returned to dlr 08/25/2014 stating airbag light went on with passenger of significant weight in passenger seat then after some time veh turned off and light did not come back on

SA states dlr contacted tech line recommendation to install sensors.
Sensors ordered and c scheduled to return to dlr 08/28/2014 for installation.

Make Private ✓

Current RO #[redacted] opened 08/25/2014 will stay open until sensors replaced.

Rcas thanked SA for information and advised Rcas will send e mail specifically requesting RO [redacted]

Rcas advised if RO open longer than 5 days time stamped hard copy will be needed.
SA states will send RO's to Rcas-CK.
Rcas sent e mail and thanked SA for assistance.
Call ended mutually.

Created By Kristie Ellamae Formentera (8/27/2014 1 50 PM)
crr-kf received a call from C. C stated that C was suppose to receive a callback from RCAS. C stated that C's been trying to call the ext number that was provided to C but was unable to reach anyone.

crr-kf empathized and acknowledged.
Crr-kf asked if there are any changes with c's contact information. C said none.
crr-kf checked the information that C needs.

Make Public

crr-kf informed C that crr-kf can transfer C to RCAS but C might be routed to VMX, advise C to leave voicemail and crr-kf will make an internal message to inform RCAS that C called for follow up regarding the case.
C understood.

crr-kf asked for further assistance. C said NO

crr-kf provided name and ext number
crr-kf ended the call.
crr-kf exiting case

Created By Londa Adkins (8/27/2014 1 36 PM)
Rcas assisting Rcas-Carol Keith at ext: 458162 placed outbound call to
Make Private ✓ SM-Chris at Miller Lincoln Nissan at 3202511363 at 2:33 P M. to request RO#[redacted] as suspension repairs performed.

SM states has already fax'd RO to Rcas-Carol.
Rcas thanked SM call ended mutually.

Created By Carol Keith (8/27/2014 9 30 AM)
RCAS called Miller Auto Plaza @3202511363 @10:20am(EST).
RCAS spoke with SA-Dwayne.
RCAS advised SA that RCAS needs all RO's, with mechanics' time stamps for any 7 or more days.
RCAS gave fax #6159673685.
Make Private ✓ RCAS thanked SA, call ended mutually.

RCAS called Harr Motors @6052253078 @10:27am(EST).
RCAS left message for SM-Brandon.
RCAS advised SA that RCAS needs all RO's, with mechanics' time stamps for any 7 or more days.
RCAS gave fax #6159673685.

Make Private ✓ **Created By Londa Adkins (8/25/2014 7 24 AM)**
Rcas rececived documents from c. attached to case.

Make Private ✓ **Created By Londa Adkins (8/22/2014 2 14 PM)**
Rcas assisting Rcas-Carol Keith sent e mail to CSM-Bob Brissie advising of repurchase request.

Make Private ✓ **Created By Londa Adkins (8/22/2014 2 07 PM)**
Rcas assisting Rcas-Carol Keith at ext:458162 placed outbound call to c a[redacted] t 2:46 P.M.

Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed.
Rcas advised c reason for call is to follow up with c regarding ongoing concerns with veh and request for Nissan to repurchase or replace c's veh.

C states well they better do something. C states passenger airbag light flashing. C states 4 times passenger airbag light has been flashing.
C states c has taken veh to dlr 2 times for concern.

C states something wrong with either hardware or software.
C states veh has been at dlr 5 days attempting to duplicate concerns.
C states there is something wrong with vehicle.

Rcas advised Rcas spoke to GM-Matt with determination that veh just returned to c 08/21/2014 after attempt to duplicate passenger airbag concerns.
C states dlr not able to duplicate concerns.

Rcas inquired why c wants Nissan to repurchase or replace veh.
C states c has had numerous different electronic concerns with veh such as airbag light flashing, rear camera washer went off while c getting gas,
TPM sensors have also gone off.
C states CPU unit disappeared off onboard screen.
C states c feels there is "ghost" in electronics of veh.

Rcas confirmed veh with c at this time.
Rcas confirmed veh purchased new at Harr Motors.
C states Harr Motors is only place veh serviced.
Rcas confirmed c's mailing address is
[redacted]
ABERDEEN, SD [redacted]

Rcas provided Rcas-CK name, number (800) 343-6913, ext: 458162 and case [redacted]

Rcas explained repurchase process takes ten business days and Rcas CK will follow up with c every three business days.
C understood and agreed.
Rcas suggested first follow up call to c for 08/27/2014 C agreed.
Rcas advised decision due to c regarding if veh eligible for repurchase 09/05/2014 C understood and agreed.
Rcas advised Rcas cannot guarantee outcome of RHR review.
C understood.

C states c either wants veh fixed bought back or replaced.
Rcas expressed regret for c's experience and advised dlr is best place to have repairs and diagnosis and c can take veh to dlr or another dlr for second opinion for ongoing concerns.
C states c waiting for passenger airbag light to act up again and will take to dlr.
Rcas thanked c for opportunity to review and asked if c has other questions.
C declined at this time.
Call ended mutually
Rcas setting follow up for 08/27/2014.

Created By Londa Adkins (8/22/2014 1 45 PM)
Rcas assisting Rcas-Carol Keith at ext:458162 placed outbound call to SM-Brandon at Harr Motors at 6052253078 at 2:22 P.M. to collect veh information and RO's for RHR.

Rcas advised SM on vacation.
Rcas spoke to GM-Matt
GM states veh to dlr 08/14/2014 for stated concern airbag light occasionally does not turn off.

GM states no stored codes dlr not able to duplicate concerns tech line contacted veh returned to c 08/21/2014.
GM requested e mail with information needed and fax number for Rcas and GM will return information and fax RO's

Make Private ✓

Rcas inquired what repairs made on RO# [redacted]

GM states RO # [redacted] Pre delivery to c veh in Miller Auto Plaza and will send RO.

Rcas thanked GM for information. Call ended mutually.

Rcas sent e mail requesting information and RO's for RHR,

Created By Carol Keith (8/21/2014 4 46 PM)
Make Private ✓
***RCAS unable to datanet:
Service Manager does not have an active email address to send to.

Created By Lester Villoga (8/21/2014 11 17 AM)
Make Public
Vehicle - Multiple Electronic Issues

Created By Lester Villoga (8/21/2014 11 08 AM) Last Modified By Carol Keith (8/21/2014 4 46 PM)
-CRR thanked C for calling and branded call
-CRR offered assistance
-CRR verified/authenticated C
-C wants help with his 2014 Nissan Altima
-C said he has several issues with the vehicle: some of them are
driver side airbag indicator light stayed on for about 3-4 miles while driving, bag camera Washer went off while parked, placement mode of air changed, aux plugs sometimes shutting down, tire pressure gauge deactivated. C noticed that there are electronic issues with his vehicle
-C said that the dealership advised him that they can't see what's the problem with his vehicle
Make Private ✓
-C brought the vehicle to
HARR MOTORS
-C wants to file for a LEMON
-CRR LV empathized
-CRR-LV advised C that the case will be forwarded to RCAS and a specialist will be contacting C by the end of the next business day; C understood
-CRR gave recap of the reason for the call and action provided
-CRR provided case number #:
-CRR offered additional assistance
-CRR closed and branded call

CRR LV

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/21/2014	WT	BK	233500	OA
Edit | Del		BODY ELECTRICAL	WASHER (NOZZLE/TANK/TUBE)	UNABLE DIAGNOSE/DUPLICATE	13	8/21/2014	WT	AC	117500	OA
Edit | Del		HEATER/AIR CONDITIONING	GEN. AC/HEAT NG COMPONENT	UNABLE DIAGNOSE/DUPLICATE	11	8/21/2014	WT	AJ	159000	OA
Edit | Del		AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	UNABLE DIAGNOSE/DUPLICATE	11	8/21/2014	WT	AA	103500	OA
Edit | Del		NISSAN PRODUCT NQUIR ES	ALTIMA	CRITICISM	QF	8/21/2014	ZH	AZ	204500	OF

Show 1 more » | Go to list (6) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time

Edit | Del	New DTS Request	[redacted]	✓	11/7/2014	Lance Davis	11/5/2014 8:47 PM
Edit | Del	Collect Sales Documents		✓	10/23/2014	Albert Jimenez	10/15/2014 10:34 AM
Edit | Del	Review Approved Check Request		✓	10/21/2014	Luis Rodriguez	10/22/2014 2:47 PM
Edit | Del	Collect Factory Invoice		✓	10/21/2014	Ashley Fiting	10/21/2014 11:14 AM
Edit | Del	Call		✓	10/14/2014	Janelle Cantrall	10/14/2014 3 53 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill Service Credit	1N4AL3AP8E[redacted]	Processed	Multiple Repair Issue	Derek Tackett	FOM	Jim Land	9/8/2014
Edit		DRT Resolution	1N4AL3AP8E[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		10/22/2014	Customer	Approved	$29,883 63	32BUYBACK	Nissan South Central Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	516KB	10/22/2014 2 37 PM	Luis Rodriguez
Edit | View | Del		31KB	10/21/2014 11:15 AM	Ashley Fiting
Edit | View | Del		90KB	10/21/2014 9:16 AM	Luis Rodriguez
Edit | View | Del		192KB	10/21/2014 9:15 AM	Luis Rodriguez
Edit | View | Del		100KB	10/21/2014 8 07 AM	Luis Rodriguez

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/29/2014 2:01 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/5/2014 2:46 PM	Jim Land	Changed **Case Owner** from Luis Rodriguez to **Jim Land**.
11/5/2014 2:46 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jennifer Lanning [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/21/2014 11 08 AM
CA Multiple Repairs		Date/Time Closed	8/22/2014 3:15 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - warning light for the front passenger's side airbag		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	6,000	Related Vehicle Make	Nissan
Current Mileage	15,561		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HUD BURG NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/22/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 1N4AL3AP8D[redacted]		
Created By	April Advincula 8/21/2014 11:08 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 7 57 PM	Root Cause Code (2)	
Days Closed	509	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Jennifer Lanning (8/22/2014 3 15 PM)** Rcas placed call to c #[redacted] Rcas verified c complaint and concern of OCS operations Rcas explained dlr was reference for info and Rcas was informed that the dlr has never duplicated operation deemed to be abnormal C states sometimes light comes on and sometimes stays off Rcas explained c wife would be classified as a small adult. info in owners manual explains OCS operations as is not a simple system Through multiple sensors, veh makes decision if it is safe for person in seat to have airbag deployment occur. C states has been married for 60 years and is concerned for wife's safety. Rcas noted understanding but explained would have to have veh tested under normal circumstances to see if has abnormal operations C thanked Rcas and call ended Rcas closing case
Make Private	✓	**Created By Jennifer Lanning (8/22/2014 2 55 PM) Last Modified By Jennifer Lanning (8/22/2014 2 55 PM)** Rcas noting info from Owners manual Pg1-45 ********** Based on information from the sensors, only one front air bag may inflate in a crash, depending on the crash severity and whether the front occupants are belted or unbelted. Additionally, the front passenger air bag may be automatically turned OFF under some conditions, depending on the weight detected on the passenger seat and how the seat belt is used. Pg 1-47 ********* The front passenger seat belt sensor is designed to detect if the seat belt is buckled. Based on the weight on the seat detected by the occupant classification sensor and the buckle state, the Advanced Air Bag System determines whether the front passenger air bag should be automatically turned OFF as required by the regulations. If the front passenger air bag is OFF, the passenger air bag status light will be illuminated
Make Private	✓	**Created By Jennifer Lanning (8/22/2014 2 39 PM)** Rcas placed call to dlr and spoke with SA-Gary SA states made repairs on complaint but has not duplicated improper operations (Techline case) Rcas was informed is that complaint is when c wife who weighs 101-102 lbs sits in seat. Wife is considered a small adult Rcas explained there is nothing to support that system is not operating as designed SA agreed and call ended
Make Public		**Created By April Advincula (8/21/2014 11 10 AM)** Vehicle Concern
Make Private	✓	**Created By April Advincula (8/21/2014 11 10 AM) Last Modified By Jennifer Lanning (8/22/2014 8 45 AM)** crr-aa received a call from c. c stated that c has an issue with warning light for the front passenger's side airbag crr-aa verified c's information home – [redacted] email - no email address as per c c provided vin : 1N4AL3AP8DN[redacted] c provided current mileage : 15,561 c provided Number of previous Nissan vehicles owned: 2 c stated that c took the veh for the same issue 3 times already c stated that the warning light for the front passenger's side airbag c stated that c took the veh to nissan dlr 2/24/14, 7/1/14 and the last time was 7/21/14 c stated that the issue with the warning light for the front passenger's side airbag has not been resolved c stated that c doesn't know what to do c stated that c's concern is c's family safety c stated that c was advised by the nissan dlr to call nna ca for further assistance crr-aa empathized to c Crr-aa forwarding case to rcas for further review c understood Crr-aa informed c that c will be contacted by rcas specialist before the end of the next business day C understood Crr-aa asked for further assistance. C declined. crr-aa took c's best contact number: ([redacted]

Crr-aa provided to c name, ext # and file number
Leave file open-transferred file to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	8/22/2014	WT	BK	263000	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/22/2014	WT	BK	233500	OA
Edit | Del		NISSAN PRODUCT NQUIR ES	ALTIMA	CRITICISM	QF	8/22/2014	ZH	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/22/2014 3:15 PM	Jennifer Lanning	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/22/2014 8:46 AM	Jennifer Lanning	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys Help

No records to display

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [15] | Case Categorizations [3] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kristie Soucek [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/21/2014 1:16 PM
CA Multiple Repairs		Date/Time Closed	9/4/2014 10:50 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	VEHICLE CONCERN - A RBAG ISSUE / Multiple Repairs		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	THOMAS NISSAN OF JOL ET
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,700		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	THOMAS NISSAN OF JOL ET	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/28/2014	Vehicle Service Contract	
RHR Completed	8/28/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N4AL3AP3EN[redacted]		
Created By	Michelle Henares 8/21/2014 1:16 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	496	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Kristie Soucek (9/4/2014 10 50 AM) Last Modified By Kristie Soucek (9/4/2014 10 50 AM)** rcas-ks unable to data net case
Make Public		**Created By Kristie Soucek (9/4/2014 10 49 AM)** rcas-ks contacted c on cell#([redacted]7 at 11:45am. rcas-ks informed c that case was reviewed and unfortunately denied for the possible repurchase. c asked why. rcas-ks explained that the vehicle did not qualify at this time. c said so it has to keep going into the dealership. rcas-ks said rcas-ks would suggest returning if there was still a concern, c said its broken now. rcas-ks apologized. c said thanks for calling and ended the call rcas-ks closing case summary: c was stating the vehicle had a ongoing concern with the passenger airbag light. c requested a rhr that was denied. c stated there was still a concern and would return to the dealership
Make Public		**Created By Nina Woodruff (8/29/2014 1 20 PM)** ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public		**Created By Nina Woodruff (8/29/2014 1 20 PM)** Arbs notes 2 visits with 2 warrantable repairs
Make Public		**Created By Nina Woodruff (8/29/2014 1 19 PM) Last Modified By Nina Woodruff (8/29/2014 1 19 PM)** ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR, dlr: Open Date 04/16/14 Mileage 5,009 RO [redacted] ays down 1 Concern: Perform recall R1405 Action: Complete Open Date 05/01/14 Mileage 5,271 R[redacted] Days Down: 6 Concern- Passenger airbag off light still comes on with a 180 lb person in the seat Action: Replaced OCS control and sensors. Performed zero point reset Arb notes in service date 01/11/14 Arbs notes purchase Arbs notes no vsc's Arbs notes 7 days down with: 2 visit for Passenger airbag off light - Perform recall R1405, Replaced OCS control and sensors. Performed zero point reset
Make Public		**Created By Tracy Danesi (8/29/2014 9 43 AM)** rcas made outbound call to c[redacted]at 1037 EST mailbox is full rcas made outbound call to c[redacted] at 1039 EST rcas spoke to c's husband referred to as c rcas advised c is still being reviewed c understood rcas advised c that c will be contacted again no later than 04-Sept c understood call ended mutually.
Make Public		**Created By Angela Baase (8/28/2014 1 54 PM)** DRTS received the RHR. The RHR was assigned to ARBS-Nina Woodruff for review.
Make Public		**Created By Jonathon Spurling (8/28/2014 11 23 AM)** rcas-jonathon spurling assisting rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR rcas completed and submitted RHR

Make Public

Created By Kristie Soucek (8/27/2014 3 00 PM)
rcas-ks sent a email to fom and csm letting both know of rhr request
rcas-ks sent docs to srd to complete rhr

1)Why do you want to return the vehicle to Nissan North America? c does not feel safe in the vehicle any longer
2) Where is the vehicle currently? with the customer
3) Where was the vehicle purchased? THOMAS NISSAN OF JOL ET
4) Was it purchased new or used? new
5) Where is the vehicle serviced? THOMAS NISSAN OF JOLIET
6)How many times has the customer's vehicle been in for repairs? 3
7) What repairs were performed? reset left toe, ocs reprogram, replaced controller assembly and ocs sensor
8) How many days has the vehicle been kept out of service at your dealer for repairs?7
9) Has Techline been involved? yes
10) Has the Dealer Technical Specialist (DTS) been involved? yes

Make Public

Created By Kristie Soucek (8/26/2014 10 19 AM)
rcas-ks spoke with sa lee, who stated sa would leave a mesage for sm bob to call rcas-ks and send docs.

Make Private ✓

Created By Suzanne Farlow (8/26/2014 9 43 AM)
SRD/ES-SF called the customer at requested phone [redacted] at 10:26am est and spoke to the customer.
SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed.
SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time.
The customer reiterated all of the complaints in the case file and advised that c lost confidence in the veh at this point.
SRD asked what the customer is asking for from Nissan.
C states that c wants NNA to stand behind product and replace the vehicle.
C states that if the c has to take the veh back to the dlr for inspection c will do so to satisfy NNA, but either way the vehicle is getting replaced or c is trading it is.
SRD/ES-SF advised of repurchase process and how the determination can take up to 10 business days.
SRD/ES-SF assured the customer that the RCAS agent will follow up with the c every 2-3 days throughout the process for any updates and as soon as a determination is made.
SRD/ES-SF advised that NNA would continue to work towards repairing the veh to specs under the terms of the manufacturer's warranty.
SRD asked the following questions:
Why do you want to return the vehicle to Nissan North America? Because the PABI is not reliable
Where is the vehicle currently? Customer's possession
Where was the vehicle purchased? Thomas Nissan of Joliet
Was it purchased new or used? New
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? Thomas Nissan of Joliet
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? Thomas Nissan of Joliet
SRD/ES-SF reiterated that the RCAS agent will follow up with the c every 2-3 days throughout the process for any updates and as soon as a determination is made - with first update 8/29.
The customer understood and the call ended mutually.
SRD/ES-SF transferring case back to RCAS for RHR submission.

Make Public

Created By Kristie Soucek (8/25/2014 11 39 AM)
rcas-ks contacted c on day#[redacted] at 12:10pm. c said that c loves the vehicle. c said c's husband went out and got a rogue. c said that c went in for a first oil change and had a campaign completed for the passenger airbag light. c said c had all the confidence in the world in the vehicle. c thought the concern was resolved. c said about a week later c's 180lb son was in the seat and the air bag light was on. c said c got c's son out of the vehicle shut it off and got back in and light was still on. c took the vehicle back to the dealership where c was told the reprogram for the ocs would be just a couple minutes. c said 3 hours later c was told parts needed to be ordered. c said that the vehicle was there for 6 days. c said about a week after c got the vehicle back the same issue started to happen. c said now how does c know the airbag is working. c has lost faith. c said c has taken the vehicle in twice now for this issue. c said it was bothering c so bad c took the vehicle to trade for a 2015 but c would of had to pay more money and c paid cash for this vehicle. c said c's husband told c to call nna. c said c's kids ride in the back seat now and has no faith. c dont feel safe. rcas-ks apologized for the inconvenience. rcas-ks explained that rcas-ks is here to get vehicle repairs completed and the vehicle back to c unless c was requesting something further. c said that this is a safety feature and nissan isnt standing behind the product. c said vehicle was bought faulty. rcas-ks suggested returning to the dealership or a 2nd opinion. c was not having that and asking for rcas-ks to give c faith back into the vehicle. rcas-ks apologized and said vehicle would need to return to the dealership. c asked to speak with someone else. rcas-ks said a sup would contact c within 4-8 business hrs. c said ok. c did say if c went back to the dealership and bought another vehicle it would not be nissan,

Make Public

Created By Kristie Soucek (8/22/2014 11 35 AM)
rcas-ks spoke with sa armondo and was told that c had a appt for 8/18/14 but c never showed. rcas-ks thanked sa for the info

rcas-ks tried contacting c on cell#[redacted] and work#[redacted] @ 12 35pm. got vmx. left message that included case# phone# name and ext. follow up 8/25/14

Make Public

Created By Michelle Henares (8/21/2014 1 27 PM)
Vehicle Concern

Make Public

Created By Michelle Henares (8/21/2014 1 26 PM)
CRR-MH received a call from C stating that C took veh in for the first oil change and to have the OCS campaign performed. C stated that after the performance of the campaign, the went haywire.
The airbag was on and would stay on.
C set an appt an brought veh in. C stated that C had waited 2 1/2 hours at the dlrshp only to be told later that dlrshp needed to keep veh. C state dthat veh was at dlrshp for 6 days.
A couple of days after release, the light was back on again.
C state dthat C contacted the dlrshp gain but was told that that veh could not be squeezed in.
C went in this past weekend and again C was that dlrshp did not have time but could take veh in by Monday.
C stated that a this point, C feels that veh is unsafe and C does not peace of mind anymore. Veh has been in twice.
CRR-MH verified C's updated contact information.
CRR-MH informed C that the case will be forwarded to the regional office for review and a regional specialist will be in contact with C by the end of the next business day. The best no. to reach C is[redacted]
CRR-MH escalating case to RCAS for vehicle concern.
CRR-MH offered further assistance to C. C declined.
CRR-MH gave name, extension number and case number to C.
CRR-MH leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/21/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	8/21/2014	WA	BK	233500	OA
Edit | Del		NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	SCHEDUL NG PROBLEM	QC	8/21/2014	WM	BF	223500	OC

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	8/28/2014	Nina Woodruff	8/29/2014 1 21 PM
Edit | Del			✓	8/28/2014	Kristie Soucek	8/28/2014 1 56 PM
Edit | Del			✓	8/27/2014	Kristie Soucek	8/27/2014 2:46 PM
Edit | Del			✓	8/27/2014	Kristie Soucek	8/27/2014 8 36 AM

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	25KB	8/28/2014 11:22 AM	Jonathon Spurling
Edit | View | Del		73KB	8/28/2014 11:19 AM	Jonathon Spurling
Edit | View | Del		168KB	8/27/2014 2:48 PM	Kristie Soucek

Case History Case History Help

Date	User	Action
9/4/2014 10 50 AM	Kristie Soucek	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/29/2014 9 37 AM	Tracy Danesi	Changed **Follow Up Date** from 8/29/2014 to **9/4/2014**.
8/28/2014 1 58 PM	Angela Baase	Changed **DRT Support Status** from Pending to **DRT Assigned**.

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/20/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/21/2014 3:28 PM
CA Multiple Repairs		Date/Time Closed	12/29/2014 2:00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	CA RHR
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051255

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs voluntarily replaced this vehicle due to 3 visits for electrical concerns with 38 days out of service		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	ALTIMA	Beyond PT Warranty Miles	0

Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN TEMPE	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Dlr Provide Repair Orders

Related Items

Approved Check Requests	$27,541.60	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/9/2014	Vehicle Service Contract	
RHR Completed	9/9/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP6DN[redacted]		
Created By	Rachel Anne Ocampo, 8/21/2014 3:28 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:16 AM	Root Cause Code (2)	
Days Closed	380	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

Loading...

Case Categorizations

Case Categorizations Help

Loading...

Open Activities

Open Ac ivi ies Help

Loading...

Activity History Activity History Help

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Emails Emails Help

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Customer Support Tools Customer Support Tools Help

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Check Activity Check Ac ivity Help

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Forms Forms Help

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Case History Case History Help

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Surveys Surveys Help

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NISSAN Search.. Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [8] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Arion Taylor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/21/2014 3:38 PM
CA Multiple Repairs		Date/Time Closed	9/3/2014 10:01 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BRIGGS AUTO GROUP	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP5EC[redacted]		
Created By	Priscilla Aquino 8/21/2014 3:38 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7 59 PM	Root Cause Code (2)	
Days Closed	497	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Stephen Dominic Bautista (9/10/2014 11 55 AM) *** [Added after the case is closed.] *** crr-sb received a call from c following-up on the case. crr-sb verified that there are no changes on contact information. crr-sb advised c that crr-sb will try to reach rcas first, crr-sb advised c that crr-sb will transfer c directly if rcas is reached, c understood. crr-sb also advised c that crr-sb will still transfer c if vmx is reached, c understood. crr-sb offered further assistance, c declined. crr-sb gave name & extension. crr-sb exiting case
Make Private	✓	Created By Arion Taylor (9/3/2014 10 01 AM) Unable to datanet case.
Make Private	✓	Created By Arion Taylor (9/3/2014 9 59 AM) IHDTS recommended 2nd opinion if c believes there is an issue, otherwise if there is no fault found, there is nothing that can be done. === Rcas-at called c @ 10 53 am est on best # [redacted] Rcas-at spoke to c & advised the best rcas can recommend at this time is a second opinion for any present concerns. C understood & c stated c is getting the veh into the dlr. C stated no one told the shop foreman about this so c stated the dlr wants to make sure no wired were clipped. rcas-at understood & asked if c wanted rcas to follow up on this visit. C stated no if c has any issues, c will call back. rcas-at agreed & thanked c & ended call mutually. **SUMMARY** c called NNa regarding c's seat sensor concern with the passenger air bag light. Rcas-at contacted the dlr who advised no codes & veh was believed to be operating within NNA specs. Rcas-at recommended 2nd opinion. Closing case pending c contact.
Make Private	✓	Created By Arion Taylor (8/28/2014 12 12 PM) Rcas-at called techline @ 12 39 pm est on [redacted] Rcas-at was on hold for an extended time. === Rcas-at spoke to IHDTS-Tim Freeman regarding c's concern. IHDTS advised that changing the seat material would have no effect on the system & also advised that unless the veh is showing codes in Consult III, the veh is operating normally. === Rcas-at called c @ 12 53 pm est on best # [redacted] Rcas-at spoke to c & advised c that rcas spoke to tech assistance who advised the fabric change had no effect with the sensor. rcas-at also advised c that tech assistance confirmed that unless there are fault codes, the veh is operating normally. C stated c is having a hard time understanding if c has fault with the veh. C stated it is not working correctly. C asked what is going to be done. rcas-at advised c that unless the dlr can find an issue with the veh, there is nothing that can be done. C stated c is not happy with that & c stated its either going to be NNA or the dlr but something needs to happen. C stated c is boarding the plane & c has to go. C stated c hopes to hear from rcas next week. Rcas advised c that rcas will follow up 9/3, c agreed. Rcas-at thanked c & ended call mutually. Sending email to HDTS to inquire on issue & setting follow up for 9/3.
Make Private	✓	Created By Arion Taylor (8/25/2014 3 25 PM) Rcas-at called c @ 4:16 pm est on home # [redacted] Rcas-at spoke to c & verified c's concerns. C stated it has not been resolved. C stated that NNa was called & nothing was advised. c was advised to read in the OM about the sensor. C stated c's wife weighs 113 lbs. Rcas-at apologized for the inconvenience & advised c that the dlr advised that tech assistance had been contacted who advised if there are no fault codes with the veh, the veh is running within NNA specs. C stated c has a new veh that does not work. C stated c bought the veh with cloth seats but c wanted leather & c stated that the replacement of the seats may have threw it off, c asked is that a possibility. rcas-at advised c that rcas was not a technician so rcas could not advise on that but would inquire with tech assistance to see if that was a possibility, c agreed. rcas-at advised c that rcas will follow up 8/28, c agreed. C stated c is going out of town 8/28 & c is best reached on [redacted] obile # before noon CST. rcas-at agreed & ended call mutually. Setting follow up for 8/28.
Make Private	✓	Created By Arion Taylor (8/22/2014 10 44 AM) Rcas-at called c @ 11:41 am est on home # [redacted] Rcas-at left c a vmx with rcas-at contact info. Rcas-at called c on work # [redacted]. rcas-at reached Washington County Schools. Rcas-at was only prompted to leave a vmx for the school. Rcas-at called c on mobile # [redacted] Rcas-at was advised that c was gone for the day.

Rcas-at left c a message with rcas-at contact info.
Rcas-at setting follow up for 8/25.

Make Private ✓

Created By Arion Taylor (8/22/2014 10 26 AM)
Rcas-at called svc dlr @ 11 20 am est on 7855378330.
Rcas-at spoke to SM-Pat regarding c.
SM-Pat stated that the campaign was done & it was supposed to fix it but the light is intermittent. SM stated that the passenger airbag light is on.
Rcas-at asked about techline contact.
SM stated techline advised without fault codes to advise c that the veh is operating within specs.
Rcas-at understood & asked when the veh was in last.
SM stated Veh was in last saturday.
Rcas-at understood & thanked SM & ended call mutually.

Make Public

Created By Priscilla Aquino (8/21/2014 3 50 PM)
C called in about the issue C is having with the airbag

C stated it has been derviced under a recall but veh still has the same issue

C took the veh to the DLR but C stated that DLR cant do anything about the veh concern.

C spoke with Pat (service advisor who contacted Tech line) and stated that NNA told them there is no fix for the veh.

C stated that the airbag light suddenly turns on even after the recall has been serviced

CRR asked C how NNA can assist C about the concern.

C wants to get it fixed considering the veh is brand new.

CRR- adv c that concern will be submitted to RCAS. adv c that c will be receiving a call w/in the end of the next business day. c acknowledged

crr-pa offered further assistance

crr-pa , extension and case number.

Call ended

CRR closing the case

crr-pa send the case to RCAS leaving the case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	9/3/2014	WT	BK	263000	OA
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR IMPROPER OPERATION	14	9/3/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call Techline	[redacted]	✓	8/26/2014	Arion Taylor	8/28/2014 1:58 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/3/2014 10:01 AM	Arion Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/28/2014 12:13 PM	Arion Taylor	Changed **Follow Up Date** from 8/28/2014 to **9/3/2014**.
8/25/2014 3:26 PM	Arion Taylor	Changed **Follow Up Date** from 8/25/2014 to **8/28/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jennifer Lanning [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/21/2014 4:08 PM
CA Multiple Repairs		Date/Time Closed	8/25/2014 12:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vehicle concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	2
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RELIABLE NISSAN	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	8/22/2014
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP2D[redacted]		
Created By	Mark Julius Munzon [redacted] 4:08 PM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	506	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Suzanne Farlow (8/25/2014 12 34 PM)** SRD/ES-SF called the customer at requested phone [redacted]at 12:08pm est and spoke to the customer. SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed. SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time. The customer advised that c has spoken to two different dealers who advised the customer to call into NNA CA to obtain technical expertise. C states that Chevy allows customers to talk to engineers about concerns and that is what the customer was seeking. SRD/ES-SF empathized but advised that RCAS and dealer is the POC for the customer and that the best option in this case is to seek a second opinion at an alt dlr in the area if the c disagrees with diag that veh is performing normally. C reiterated several complaints about RCAS and advised that c will seek second opinion. SRD/ES-SF empathized and advised c can contact CA back after this if further assistance is needed. The customer understood and the call ended mutually. SRD/ES-SF transferring case back to RCAS for closure.
Make Private	✓	**Created By Jennifer Lanning (8/22/2014 4 21 PM)** ESCL SUMMARY********** C CALLED INTO NNA WITH COMPLA NT ON OPERATIONS OF OCS AND DRIVE ABILITY. RCAS VER F ED DLR HAS NOT DUPLICATED ANY IMPROPER OPERATIONS. RCAS CONFIRMED WITH C WHO STATES HAS VIDEO OF WIFE IN SEAT WITH LIGHT OFF. RCAS FOUND W FE WEIGHS 120 LBS AND RCAS EXPLAINED CAN BE CONSIDERED SMALL ADULT. C FEELS SHOULD BE ABLE TO SPEAK WITH TECHNICAL TEAM AND RCAS EXPLA NED HAS NO C L NE AND DLR WOULD BE POC. C DEMANDED SUPERVISOR **********
Make Private	✓	**Created By Jennifer Lanning (8/22/2014 4 16 PM)** Rcas placed call to c #[redacted] Rcas spoke with c husband Chad who opened case Rcas verified c concerns Rcas apologized for c experiences, but explained that dlr has not duplicated any abnormal operations C states is not normal Rcas explained understands c complaints, but Rcas cannot offer c technical info on diagnosis or repairs as is not technician C states c has concern on video with OCS Rcas asked what complaint is and c states light will come on with passenger in veh Rcas inquired as to who passenger is and weight Rcas was advised is c wife who weighs about 120 lbs Rcas explained could be considered a small adult as system is not designed to automatically have light off with a passenger C states weight is 70 lbs, c has researched Rcas explained that c info is incorrect and there is no stated weight limit but Rcas has found after work with Techline that 120lbs can be light enough to turn on light as positioning and distribution can play factor C states c was given 1800# to call for technical Rcas explained all Tech depts are for internal purposes and dlr is Rcas and c POC C feels Rcas info is incorrect C requested a supervisor Rcas advised that c will get call by EOD on 8/25/14 Call ended
Make Private	✓	**Created By Jennifer Lanning (8/22/2014 4 05 PM)** Rcas placed call to dlr and spoke with c SA Rcas explained c has called in with complaints on veh operation of jerking sensation at HWY speeds and OCS sensor Dlr confirmed c complaints from 05/2014, but nothing was duplicated and veh did not have and codes Rcas thanked for info and call ended
Make Private	✓	**Created By Mark Julius Munzon (8/21/2014 4 34 PM) Last Modified By Jennifer Lanning (8/22/2014 3 51 PM)** crr-mm received a call from c. c stated taht c have questions that c called with local service department but was not given answers. c stated that when going down the road, 40 miles an hour or over, veh jerks and not giving any code. crr-mm able to verify c's account information. crr-mm checked and told c that there are 3 recalls on the veh but has already been done and there is a cvt reprogram recall. c stated that the only recall c took veh to nissan dealer to perform was about the airbag. crr-mm checked and verified that before c purchased veh, recall was performed. c stated that c is still having issue with the transmission and airbag recall performed was still having issues with.

crr-mm ask c when was the last time c took veh to nissan dealer.
c stated that it was almost 2 months ago and that c was advised that dealer cannot find anything wrong with the vehicle.
crr-mm ask c name of dealer, SA c talked to.
c stated that it was RELIABLE NISSAN, but c was not able to get SA's name.

crr-mm ask c on how c wanted to be assisted by nissan.
c stated c wanted c's vehicle be fixed.

crr-mm advised c that the case will be escalated to the regional department for review, and that RCAS will call the dealership with the issue, and then c will received a call from RCAS by the end of the next business day.
c understood.

crr-mm able to provide case number.
crr-mm ask for further assistance.
c declined.
crr-mm provide name, extension.
crr-mm exiting the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	8/21/2014	YX	BG	302500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/21/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/25/2014 12:36 PM	Jennifer Lanning	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/25/2014 12:34 PM	Suzanne Farlow	Changed **Escalated By ID** from 005F0000001zQk3 to **005F0000001zQjh**.
		Changed **Case Owner** from Suzanne Farlow to **Jennifer Lanning**.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Kelli Souders [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/29/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/21/2014 5:13 PM
CA Multiple Repairs		Date/Time Closed	8/29/2014 10:15 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname [redacted]
lastname [redacted]
email : [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : Grapevine
twitter :
state : TX
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP1D[redacted]
dealerstate : TX
dealername : Nissan of Grapevine
comments : 2013 Altima passenger seat belt indicator lamp does not come on, or later turn off, when the car is already running / still running and passenger sits in front seat or exits the vehicle. After dealership had replaced the vehicle ODS (under recall). I have had to either shut the vehicle off and ressart it while the passenger is already seated, or wait several minutes while driving before the light would illuminate (while passenger seat belt was NOT engaged (worn). I have taken the vehicle to the dealership to have them and a field technician from Nissian (U.S.) look at the issue, they were able to re-create, as well as not get it to fail. Currently they are saying it is normal for the lamp to not come on or go off for up to 7 seconds (in user manual) when the car is running and passenger enters or exits the vehicle. I have told them this was not like this before the last ODS replacement (this is the third time they have made the recall "fix"). After picking the vehicle up I drove home, left car running and had my wife recreate the issue, I had video running so I could capture the event and amount of time it takes and what I have to do to get the seat to recognize it is occupied, or not. I called dealership while I was making the video and reported what was occuring again. I am supposed to bring the car back to them later this week.

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TEXAS NISSAN OF GRAPEV NE	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/22/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/26/2014	Vehicle Service Contract	
RHR Completed	8/26/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP1DN[redacted]		
Created By	Priscilla Aquino, 8/21/2014 5:13 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	SCBR
Days Closed	502	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Rebecca Martin (8/29/2014 10 11 AM)** DRTS in case to assist MT with correspondence. Denial letter mailed to customer on this date.
Make Private	✓	**Created By Kelli Souders (8/28/2014 8 58 AM)** ~~~~~~~~~~~~~~~~~~~~~~~~~~~~Summary~~~~~~~~~~~~~~~~~~~~~~~~~~~~ C called NNA for repurchase. ARBS declined. C advised. Closed file ~~~~~~ Rcas received denial from CSM ~~~~~~~~~~~~~~~~~~~~[redacted]~~~~~~~~~~~~~~~~~~~~ Rcas placed call to c on [redacted]t 9:50am. Rcas advised that case has been reviewed by ARBS and NNA will not be in position to assist with repurchase/replacement. Rcas advised that all repair history is reviewed based on local laws and regulations. Rcas advised if there is ever new info that case can be resubmitted for review again. C states that airbag light concern has been looked at 6x. Rcas understood decision is not what c was looking for. C could contact BBB if c chooses. C states c will contact Greg Abbott- Attorney State General. ~~~~~~
Make Private	✓	**Created By Kelli Souders (8/26/2014 4 17 PM)** Rcas emailing CSM-Bob Brissie to advise of RHR denial and for possible goodwill.
Make Public		**Created By Kristie Tate-Paul (8/26/2014 4 02 PM)** ARBS notes based on the RHR provided and a good faith review of the c concerns, it doesn't appear that the vehicle has had an unreasonable number of repair attempts. Based upon the consideration of the service history of the vehicle, NNA is not in position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends that RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.
Make Public		**Created By Kristie Tate-Paul (8/26/2014 4 00 PM)** ARBS reviewed case specifics with ARBS II RD.
Make Public		**Created By Kristie Tate-Paul (8/26/2014 3 53 PM)** ARBS notes 2 warranty repairs on OCS & 2 warranty repairs on audio unit. ARBS notes 2 recalls completed on OCS. ARBS notes DTS inspection of vehicle 09/17/13 with no problems found and system operating as intended. No repairs since DTS only recall complete 04/11/14. ARBS notes 15 days down per verification with Svc Mgr Chris.

Make Private ✓ **Created By Kristie Tate-Paul (8/26/2014 3 46 PM) Last Modified By Kelli Souders (8/26/2014 4 16 PM)**
ARBS received RHR, reviewed ROs, and CPIA. ARBS notes review of previous case # [redacted] which includes DTS notes on 09/17/13 inspection where no problems found. ARBS contacted dealership and spoke with Svc Mgr Chris Bruder at length in regards to RO's and days down. Many RO's left open in system when repairs were not ongoing. ARBS notes the following on repair history:

Open date 12/28/12 .Mileage 22 .RO [redacted] Days Down *2 (ARBS verified with Svc Mgr)
1. Airbag light is on- Wiring harness and found connector unplugged under passenger seat. Reconnected connector for airbag and reset code.

Open date 04/20/13 .Mileage 2,483 .RO [redacted] Days Down 1
1. Radio concern-Reprogrammed software on audio unit

Open date 04/29/13 .Mileage 3,854 .RO [redacted] Days Down *3 (ARBS verified with Svc Mgr; in rental)
1. When backing up screen goes black- Replaced audio unit .
2. Perform recall PC214(OCS)- Complete. Replaced both passenger seat OCS sensors and reset to zero. No Codes present.

Open date 06/04/13 .Mileage 3,924 .RO [redacted] Days Down 1
1. Center console lid came apart- Replaced console assembly

Open date 07/12/13 .Mileage 4,866 .RO [redacted] ays Down *6 days (ARBS verified with Svc Mgr)
1. Passenger airbag off light stays on when his wife is sitting in seat- Replaced OCS module and performed zero point reset
2. Perform recall PC228 (SP Tire)- Complete.

Open date 07/24/13 .Mileage 5,166 .RO [redacted] Days Down *1 (ARBS verified with Svc Mgr)
1.Seat belt indicator light for passenger side seat belt is NOP-Unable to duplicate.

Open date 09/17/13 .Mileage 6,409 .RO [redacted] Days Down 1
1. While veh is running, when c sits in passenger seat red seat belt light will not come on for about 1 minute. When gets out red seat belt light does not go out for about 20 seconds- Per DTS, no problem found. All systems working as designed.

Open date 04/11/14 . Mileage 10,873 .RO [redacted] ays Down 1
1. Perform recall R1405 (OCS reprogram)- C[redacted]

Make Public **Created By Josh Wegener (8/26/2014 10 20 AM)**
DRTS received RHR. The RHR has been assigned to ARBS- Kristie Tate-Paul for review.

Make Public **Created By Jonathon Spurling (8/26/2014 10 13 AM) Last Modified By Jonathon Spurling (8/26/2014 10 13 AM)**
rcas-jonathon spurling assisting
rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR
rcas completed and submitted RHR

Make Private ✓ **Created By Kelli Souders (8/26/2014 8 31 AM)**
Rcas spoke to SM-Chris who advised that radio was on backorder for RO [redacted]

Make Public **Created By Jonathon Spurling (8/25/2014 2 59 PM)**
rcas noting that rcas unable to process RHR

rcas noting that time stamp for RO [redacted] missing

Make Private ✓ **Created By Kelli Souders (8/25/2014 1 42 PM)**
Rcas noting days down verified:

[redacted] iting on parts
[redacted] open for more than a day. not closed out for some reason.

Make Private ✓ **Created By Michelle Ebert (8/25/2014 11 34 AM) Last Modified By Kelli Souders (8/25/2014 11 55 AM)**
RCAS calling C on [redacted] @ 12 21 pm est. Spoke with C. C states the airbag light is not operating correctly. dlrshp states Texas Nissan, is not stating anything is wrong this time but the veh has been in 7 or 8 times for same concern. The campaign has been applied. And concern is still happening at random. The veh was last in on 8/16 and C states the dlrshp was to email techline.

RCAS adv that the dlrshp is considering this normal operation. C is concerned that was told prior to all the concerns is normal operation, then the campaign was completed. C is worried about this concern as the veh has been in several times for the same concern.

RCAS adv of RHR process and adv can take up to 10 business days. C understood and agreed. RCAS adv follow up 8/28 C agreed. Call ended mutually.

Why do you want to return the vehicle to Nissan North America?: C is worried about this concern as the veh has been in several times for the same concern
* Where is the vehicle currently?: with C
* Where was the vehicle purchased?: TEXAS NISSAN OF GRAPEVINE
* Was it purchased new or used?: new
* Where is the vehicle serviced?: TEXAS NISSAN OF GRAPEVINE
* Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?: No

Make Private ✓ **Created By Kelli Souders (8/25/2014 10 24 AM)**
Rcas placed call to dlr. SM-Chris advised that DTS did confirm veh operating as designed.

Make Private ✓ **Created By Inactive User (8/25/2014 8 26 AM)**
Emailed all service records this morning. Client also has video of incident occuring.

Make Private ✓ **Created By Inactive User (8/22/2014 4 41 PM)**
call me - Chris

Make Private ✓ **Created By Kelli Souders (8/22/2014 3 50 PM)**
rcas placed call to c on [redacted] at 4:48pm. Number does not ring out and just sits. Setting follow up for 8/25

Make Private ✓ **Created By Kelli Souders (8/22/2014 1 53 PM)**
Rcas placed call to dlr. Left vmx from SM-Chris to provide more info and also to send over all ROs on VIN.

Make Public **Created By Priscilla Aquino (8/21/2014 5 21 PM)**
related case [redacted]

Make Private ✓ **Created By Priscilla Aquino (8/21/2014 5 19 PM) Last Modified By Kelli Souders (8/22/2014 1 50 PM)**
C called in following up regarding a recall about the airbag

C stated that veh has the same issue again. The warning light turns on when an adult sits on the passenger seat that started happening after the recall has been serviced

C had the concern captured in video and took it to the DLR.

DLR already replaced the seat and sensor twice

C would like for the case to be reopened and brought in to attention.

C stated that C would like to invoke the lemon law because of the issues he is having with the veh considering that it is new

CRR- adv c that concern will be submitted to RCAS. adv c that c will be receiving a call w/in the end of the next business day. c acknowledged

best contact: [redacted]

crr-pa offered further assistance

crr-pa gave name, extension and case number.

crr-pa send the case to RCAS leaving the case open

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	PREMATURE WEAR/FAILURE	14	8/29/2014	WA	BK	234000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/29/2014	YE	BK	234000	OA
Edit | Del		AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	POOR OR MPROPER OPERATION	11	8/29/2014	YX	AA	103500	OA
Edit | Del		AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	MULT PLE REPA R ATTEMPTS	11	8/29/2014	YE	AA	103500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Create RHR	[redacted]	✓	9/1/2014	Lindsey Becker	8/25/2014 2 27 PM
Edit | Del	Correspondence Request		✓	8/29/2014	Kelli Souders	8/29/2014 10:10 AM
Edit | Del	[redacted]		✓	8/26/2014	Kelli Souders	8/26/2014 4:17 PM
Edit | Del			✓	8/26/2014	Kristie Tate-Paul	8/26/2014 4 03 PM
Edit | Del			✓	8/26/2014	Kelli Souders	8/26/2014 10:21 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	27KB	8/26/2014 10:13 AM	Jonathon Spurling
Edit | View | Del		127KB	8/25/2014 2:57 PM	Jonathon Spurling
Edit | View | Del		751KB	8/25/2014 1:48 PM	Kelli Souders

Case History

Case History Help

Date	User	Action
8/29/2014 10:15 AM	Kelli Souders	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/28/2014 8 59 AM	Kelli Souders	Changed **Follow Up Date** from 8/28/2014 to **8/29/2014**.
8/26/2014 10:22 AM	Josh Wegener	Changed **DRT Support Status** from Pending to **DRT Assigned**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [0] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Julio Gutierrez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	9/9/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	8/22/2014 1:37 PM
CA Multiple Repairs		Date/Time Closed	9/9/2014 1:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Airbag concern persists after completed campaign.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP0DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TEAM NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Service	Case Type	Nissan Service

Survey Request Date		Receipt Date	8/16/2014
Survey-Source		Survey NPS Score 1	10
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	IMPROVEMENTS TO SERVICE EXPERIENCE Airbag on 2013 nissan sentra still not working properly	Hot Alert Type	CA T5
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	[redacted], CA [redacted] DayTime Phone: - Evening Phone: [redacted] Email Address: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP0DL[redacted]		
Created By	Alvergei Glenn Cruz, 8/22/2014 1 37 PM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	491	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Julio Gutierrez (9/9/2014 1 09 PM)** —SUMMARY— C answered T5 stating Airbag light sometimes goes on RCAS reached C for further assistance, C declined states will inform SA next time C brings VEH to DLR for service —CASE CLOSED—
Make Public		**Created By Julio [redacted] 1 06 PM)** RCAS-JG called C @ [redacted] C states sometimes airbag light comes on however C will express concern next time C bring VEH for periodical inspection RCAS-JG asked C if RCAS-JG can be of further assistance C declined RCAS-JG reminded C that if C ever requires assistance from NNA C can always contact NNA via 1-800 to start a new case C understands call ended mutually
Make Public		**Created By Julio Gutierrez (9/4/2014 4 36 PM)** RCAS-JG called C @ [redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone [redacted] RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/9/2014 RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Arma Andon (9/2/2014 10 09 AM)** TL-AA placing case in RCAS-JG que for further handling
Make Public		**Created By James Kleppinger (8/29/2014 1 19 PM)** RCAS-JK contacted C at [redacted] eft VMX including Case number, name, and RCAS contact of 615.725.7687. RCAS stated on VMX that RCAS will continue to follow up with C no later than Thursday, Sep 4. RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Public		**Created By James Kleppinger (8/26/2014 1 25 PM)** RCAS-JK Note to self: confirm customer details of address, email, phone number, vin, and mileage on next contact.
Make Public		**Created By James Kleppinger (8/26/2014 1 24 PM)** RCAS CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: Previous RELATED Case(s) Found: RC-3815284 R1405 Service Closed 2013-2014 - Nissan Occupant Classification System Module Reprogramming OCS 4/11/2014 ——— RCAS-JK called C a[redacted] RCAS thanked C for C's contact with NNA and offered to assist with airbag issue. RCAS advised NNA is reaching out to follow up with his request, and that NNA appreciates feedback from C. C stated that C is at work and C does not have adequate time to discuss concern at the moment. RCAS asked when would be a better time to call, but could not get definitive answer. C stated C would call back. RCAS provided C with contact number [redacted] and office hours of 8am-5pm CST. RCAS told C that if RCAS did not hear back from C within 3 days, RCAS would call C again. C thanked RCAS and said C needed to get back to work. RCAS thanked C and call ended mutually. ——— RCAS changed followup to 8/29/14
Make Public		**Created By James Kleppinger (8/25/2014 4 14 PM)** RCAS-JK received case on 8/25 C states airbag still not functioning properly. RCAS researched and found completed campaign on C's vehicle:

RC-3815284 R1405 Service Closed 2013-2014 - Nissan Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS 4/11/2014

RCAS-JK will follow up on 8/26 with C to find out details about how airbag is not performing properly, and any further related information.

Make Public

Created By Arma Andon **(8/25/2014 11 43 AM)**
TL changing date to 8/26 due to C not knowing of NNA CA case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/9/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/9/2014 1:13 PM	Julio Gutierrez	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/4/2014 4 37 PM	Julio Gutierrez	Changed **Follow Up Date** from 9/4/2014 to **9/9/2014**.
9/2/2014 10 09 AM	Arma Andon	Changed **Case Owner** from James Kleppinger to **Julio Gutierrez**.

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Chris Felts [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/22/2014 1:39 PM
CA Multiple Repairs		Date/Time Closed	10/2/2014 3:20 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern and dlr complaint		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	SUNTRUP NISSAN VOLKSWAGEN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SUNTRUP NISSAN VOLKSWAGEN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP5D[redacted]		
Created By	Jerico Delafuente, 8/22/2014 1 39 PM	Root Cause Code	SCCS
Last Modified By	Managed Services, 7/12/2015 12:50 PM	Root Cause Code (2)	
Days Closed	468	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Chris Felts (10/2/2014 3 15 PM)** RCAS called C at ([redacted] at 244pm C is frustrated with process C stated that DTS ordered parts C is frustrated with Nissan C does not want Nissan C hung up on RCAS and RCAS closing case
Make Private	✓	**Created By Chris Felts (10/1/2014 3 10 PM)** RCAS called C at [redacted] 1926 at 308pm RCAS left VM and will follow up 10-2 RCAS called C at [redacted] and VM not set up
Make Private	✓	**Created By Kelli Souders (9/26/2014 9 04 AM)** Rcas assisting Rcas-CF ~~~

crr-ps verified that there are no contact information changed since the last time that c called in

c stated that wants to speak to RCAS
crr-ps told c that crr-ps will try to reach RCAS first, and if crr will be routed to the vmx , crr-ps will still transfer c to leave a message
c understood
crr-ps told c that crr will send an internal message to RCAS regading c's request
crr-ps offered further assistance , c declined
crr-ps provided name and ext #
crr-ps tamsferred call over to vmx
crr-ps exiting case

Created By Cynthia Forster (9/3/2014 10 22 AM)
RCAS-CF called C o[redacted]at 10:44am EST. C states that C is taking loaner back to DLRSHP currently to pick up C's VEH. C states that other like VEHs did not have same concern as C's VEH. RCAS states understood.

Make Private ✓ RCAS informed that NNA will be sending DTS-Dan to inspect C's VEH. C states that was informed and will take a month for VEH to be inspected. C states C should not have to put C's wife in danger by putting in passenger seat of VEH. RCAS advised that seat belt is always primary restraint system and that DLRSHP advised VEH operating as designed. C states that has video proof that VEH not working correctly. C states DLRSHP did not test VEH correctly. C states that light does not come on when first drives VEH but if drives several miles, turns off VEH for short time and gets back in then light will come on. RCAS states understood. C states that DLRSHP not following up with C as C should. RCAS apologized for inconvenience.

RCAS states that to move forward that DTS will inspect VEH on 10/2 at 9 30. C states unsure if C's wife can get day off work and to call C again in a week or 2. RCAS states can call C on 9/19/14 and C agreed. C states just got to DLRSHP to return rental VEH and disconnected call.

RCAS setting follow up for 9/19/14.

Make Private ✓ **Created By Cynthia Forster (9/3/2014 9 36 AM)**
RCAS-CF called DLRSHP and spoke with SD-Elliot per SM-Mason instruction. SD states that spoke with C and C would not allow SD to speak. SD states that does not want to allow C to stay in loaner VEH until DTS-Dan comes to inspect VEH. SD states that will request that C brings loaner VEH back to DLRSHP. RCAS states understood and thanked SD.

Created By Cynthia Forster (9/2/2014 2 11 PM)
RCAS-CF called C on [redacted]at 3:08pm EST. RCAS reached message stating call could not be accepted at this time and disconnected.

Make Private ✓ RCAS-CF called C or[redacted]at 3:10pm EST and reached VMX. RCAS-CF left message for C to call back and provided name, number, extension and case#. RCAS informed will follow up again on 9/3/14.

RCAS-CF called C or[redacted]t 3:11pm EST. RCAS advised by receptionist that C OOO today. RCAS thanked and call ended mutually.

RCAS setting follow up for 9/3/14.

Make Private ✓ **Created By Cynthia Forster (9/2/2014 1 44 PM)**
RCAS-CF spoke with SM-Mason and informed that DTS-Dan Yee has appointment to come to DLRSHP on 10/2/14 at 9:30am EST. SM states will email FOM-Chris to inquire about decision to grant C to stay in loaner or not until DTS appointment. RCAS thanked SM.

Make Private ✓ **Created By Cynthia Forster (9/2/2014 7 40 AM)**
RCAS-CF received email from DTS-Dan Yee requesting C to meet with DTS on 10/2 at 9:30am as DTS is not available until that time.

Make Private ✓ **Created By Cynthia Forster (9/2/2014 7 39 AM)**
RCAS-CF noting that RCAS-Natalie Silva sent DTS request.

Created By Natalie Silva (8/27/2014 3 14 PM)
RCAS assisting RCAS Cynthia Forster

RCAS made outbound call to C at requested number [redacted]3:15 PM EST
RCAS reached C

RCAS advised C that RCAS was following up with C regarding case

C stated that is fourth time that veh has been into Dealership. C stated that C is certified in parts. C stated that C was advised at one point that concern was ok. C stated that C knows there is 3 veh with same concern. C stated that Dealership can not pull codes to provide to NNA. C stated C was advised software may need to be updated. C stated that C was sold veh on gas mileage and safety. C stated that C's wife was kidnapped three years ago and takes all concerns serious. C stated that C is in rental veh that is costing C more in gas. C stated that C was advised at Dealership that NNA was in control of concern. C stated that C is being advised that NNA does not want to move further with concern. C stated that C is being advised that NNA is not assisting Dealership. C stated that C would like veh repaired. C stated that C wants to know how long process will take.

RCAS acknowledged C's concern. Empathized with C. Advised C that RCAS advised C that RCAS has spoke to Dealership regarding concern. Advised C that Dealership is in position to perform diag on veh. Advised C that RCAS has been advised that no concern has been found. Advised C that Dealership has recommend no repair.

Make Private ✓ C stated that C was advised by SM Mason that repair was needed. C asked for SM Mason to be conference

RCAS contacted SM Mason and SM agreed to conference with C.

SM stated that SM advised C that SM does have two other consumers with concern. SM stated that SM has explained to C that SM was provided info from DTS regarding concern. SM stated that SM advised that SM does take C's word with concern. SM stated that SM followed all necessary procedures.

C stated that further processes need to be completed. C stated that NNA is putting C's lives at risk. C stated that response from NNA is not good. C stated that concern is safety concern. C stated that NNA and Dealership has not been assisting C. C stated that no one understands C's concern.

RCAS acknowledged. Advised C that RCAS can request DTS to inspect veh. Advised C that DTS may advise C as well that veh is operating as designed.

SM stated that DTS may not find any concern as Dealership has not. SM stated that SM would agree to have C in rental if DTS appointment if for next couple of weeks.

RCAS advised C that C would be contacted no later than 09/02/14

C ended call.

Created By Natalie Silva (8/27/2014 2 13 PM)
RCAS assisting RCAS Cynthia Forster

RCAS received VM from SM Mason requesting call.

Make Private ✓ RCAS received VM from C requesting call.

RCAS contacted SM Mason

SM stated that C has been calling Dealership requesting to speak with owner. SM stated that no concerns have been found with veh. SM stated that C is in loaner and Dealership will be requesting C to return loaner.

Call ended mutually.

Make Public **Created By Heidelyn Mariano (8/27/2014 11 29 AM)**
crr-hm received call from c who was very upset and would like to receive a callback from the supervisor as soon as possible. C stated he doesn't want to receive any phone call tomorrow or ont he 29th even if crr advised him that he is scheduled for a follow up date 8/29/14
c provided case number
c stated if he did not receive any call from RCAS within today he will definitely contact his lawyer.
crr-hm apologized to c
crr-hm advised c that will be sending M to RCAS-NS and supervisor, c understood.
crr-hm asked further assistance
crr-hm provided closing spiel such as name and ext
number.
crr-hm exiting the case

Make Private ✓ **Created By Natalie Silva (8/27/2014 7 46 AM)**
RCAS received VM from C requesting call at[redacted]

Make Public

Created By Roxanne Tee (8/26/2014 2 57 PM)
Crr-rt rec a follow up call from C.

C is very upset regarding the case and said that he never rec a follow up call from the RCAS whos handling the case.

Crr-rt adv C that the case is being handled to our RCAS and that they already tried to call him back today.
Crr-rt adv C that i will just send a message to the RCAS that he called and wnts a follow up.
C said to send a message then hangs up.

Created By Natalie Silva (8/26/2014 10 58 AM)
RCAS assisting RCAS Cynthia Forster

Make Private ✓

RCAS made outbound call to C a[redacted]t 11:48 AM EST
RCAS reached VM. Left C VM with RCAS-CF contact info and case number. Advised was following up on case.

RCAS resetting follow up for 08/29/14

Created By Cynthia Forster (8/25/2014 2 18 PM)
RCAS-CF called C on [redacted]at 3:16pm EST and reached VMX. RCAS-CF left message for C to call back and provided name, number, extension and case#. RCAS informed will follow up again on 8/26/14.

Make Private ✓

RCAS-CF called C on [redacted]t 3:17pm EST. RCAS informed by receptionist that C is not at work today. RCAS thanked and call ended mutually.

RCAS setting follow up for 8/26/14.

Created By Cynthia Forster (8/25/2014 11 27 AM)
RCAS-CF called DLRSHP and to speak with SM-Mason. SM states that passenger in VEH is around 100-120lbs and not triggering OCS. SM states light is intermittently coming on. SM states that road tested with passenger and without passenger and VEH operating as designed.

Make Private ✓

SM states has even reviewed C's concern with DTS-Dan Yee and DTS informed VEH is operating as designed.

SM states that C went to DLRSHP today and informed that C was to get rental VEH and NNA would send DTS. RCAS informed that DTS was not promised to C nor authorization for rental VEH. SM states will call C later today to have C return loaner VEH. RCAS thanked SM.

Make Public

Created By Cynthia Forster (8/25/2014 7 45 AM)
RCAS-CF noting unable to data net case.

Created By Jerico Delafuente (8/22/2014 2 03 PM) Last Modified By Cynthia Forster (8/25/2014 7 44 AM)
crr-jd received a call from c. c stated that c wants to file a complaint against the nissan dlrshp SUNTRUP NISSAN VOLKSWAGEN. c stated that c is going back and forth at the dlrshp because the OCS is not working. c stated that battery, tires are not working. c stated that c had issues with the dlrshp because dlrshp is just giving c a run around and execuses. c said c knows a lot about parts because c was certified parts coordinator. c said that the only resolution for this is to replace the new buttom of the seat. c stated that when dlr put the veh in a computer there are no error code showing. c said that c was so upset because it is a safety issue that if the veh got involved in an accident the airbag will not deploy and c's famiilty is in danger. c stated that c wants NNA to call the dlrshp and have the veh fix NOW. crr-jd apologized for the inconvenienced and explained to c the procedure of escalation, but c refused. c wants to be transferred to rcas now. crr-jd advised c that decision cannot be done in an hour or within the day. rcas must review the case first. c stated that c nissan mechanic must check the veh and have it fix.

Make Private ✓

crr-jd advised c that the case will be escalated to today and c will receive a call back on Monday. c agreed and understood.

crr-jd offered further assistance. c declined.
crr-jd provided name, case number and extension number.
crr-jd escalating the case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/22/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Follow Up Call	[redacted]	✓	9/10/2014	Chris Felts	9/12/2014 9:18 AM
Edit | Del	Call		✓	8/28/2014	Natalie Silva	9/3/2014 10 23 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Natalie Silva 8/27/2014 3:16 PM	8/27/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/2/2014 3 20 PM	Chris Felts	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

10/1/2014 3:10 PM	Chris Felts	Changed **Follow Up Date** from 10/1/2014 to **10/2/2014**.
9/26/2014 9 05 AM	Kelli Souders	Changed **Escalated By ID** from 005F00000020kgA to **005F0000001zRGJ**.

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NISSAN

[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Nakayya Fletcher [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/22/2014 3:28 PM
CA Multiple Repairs		Date/Time Closed	9/9/2014 10:27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Independent Retail Facility
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	68,248		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AF5MR5BT[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	32,248
Make	NISSAN	Beyond Basic Warranty Months	23
Model Line	JUKE	Beyond PT Warranty Miles	8,248
Model Code	20111	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TOWN CENTER NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	8/28/2014
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	

Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: V N: JN8AF5MR5BT[redacted]		
Created By	R R Martinez 8/22/2014 3 28 PM	Root Cause Code	SNFA
Last Modified By	Veronica Moody 4/12/2015 9:35 PM	Root Cause Code (2)	
Days Closed	491	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Kalia Johannes (9/9/2014 10 26 AM) Summary: C contacted NNA to request OOW FG for c's window motor. TL-KJ reviewed case with c and found that the veh has limited history, is OOW, and there was no VSC purchased, TL advised based on the review of the facts of the case, NNA is not in the position to assist with the request. C understood, TL closing case.
Make Public		Created By Kalia Johannes (9/9/2014 10 25 AM) TL-KJ assisting RCAS-NF *** TL-KJ made outbound call to c o[redacted] and spoke with c and verified c's concern, c advised that because c has had other concerns with the veh, c just wanted to see if NNA would cover the repairs. TL advised that at this time the veh has limited history, is OOW, and there was no VSC purchased, TL advised based on the review of the facts of the case, NNA is not in the position to assist with the request. C understood and thanked TL, TL thanked c for c's time, call ended mutually.
Make Private	✓	Created By Nakayya Fletcher (9/8/2014 2 55 PM) RCAS-NF placed outbound call to C ([redacted] RCAS-NF left VXM advising C case review complete. RCAS-NF left contact # and case#.
Make Private	✓	Created By Nakayya Fletcher (9/8/2014 2 53 PM) RCAS-NF reviewed c's request with TL-LJ, C's goodwill request request denied.
Make Private	✓	Created By Nakayya Fletcher (9/8/2014 11 25 AM) RCAS-NF reviewed the following: Year/Model-2011 Juke Mileage-68,248 Prev veh owned-Rcas verified 1, 2006 Nissan Purchased-New OOW-Basic, Powertrain VSC-None Service history-none SM does not recommend assistance due to service history.
Make Private	✓	Created By Nakayya Fletcher (9/2/2014 4 20 PM) RCAS-NF placed outbound call to C [redacted] RCAS-NF left VXM.
Make Private	✓	Created By Nakayya Fletcher (9/2/2014 4 03 PM) RCAS-NF reviewed the following: Year/Model-2011 Juke Mileage-68,248 Purchased-New OOW-Basic, Powertrain VSC-None Service history-none SM does not recommend assistance due to service history.
Make Private	✓	Created By Nakayya Fletcher (9/2/2014 3 57 PM) RCAS-NF received email from SM Rick advising C not a servicing C, SM does not recommend assistance.
Make Private	✓	Created By Nakayya Fletcher (8/28[redacted] RCAS-NF placed outbound call to C ([redacted] RCAS-NF advised c cases still in review. C states understood. Call ended.
Make Private	✓	Created By Nakayya Fletcher (8/28/2014 3 00 PM) RCAS-NF sent email to SM Rick requesting feedback on c's concerns. RCAS-NF awaiting SM feedback.
Make Private	✓	Created By Nakayya Fletcher (8/25/2014 12 51 PM) RCAS-NF left VXM for SM Rick at TOWN CENTER NISSAN.
Make Private	✓	Created By Nakayya Fletcher (8/25/2014 11 36 AM) RCAS-NF placed outbound call to C ([redacted] C states 57k timing chain replaced. C told timimg chain replaced again due to parts being on recall.

C states c is now experiencing concens with drivers side motor.
C states C unable to pay for repair, C requesting assistance.

RCAS-NF apologized for c's concern.
RCAS-NF asked the following:
Servicing dlr-IRF
prev veh owned-Nissan Frontier.

RCAS-NF advised C RCAS-NF will followup on 8/27/14.
C states understood.
Call ended mutually.

Make Public

Created By R.R Martinez (8/22/2014 3 47 PM)
C called regarding an issue with the vehicle
C said that the vehicle is having a lot of issue
C said that C had the timing chain replaced before because it was under a campaign and C needs to have it replaced the second time because the replacement didn't work well
C had it diagnosed again and was determined that the driver side electric motor needs to be replaced for $495
C said that the window will not roll down anymore....
C said that C thinks that the passenger airbag is having issue aswell, when someone sits on that side it goes off and on sometimes but C was told that there is no issue with it
CRR RM apologized for the inconvenience C is having with the veh
CRR RM asked C how Nissan can assist C with this
C stated if Nissan can do something to extend C's warranty because C is having so many issues with the vehicle
CRR RM told C that CRR RM will create a case for C and will escalate the case to the regional specialist for review
C agreed
CRR RM gave C case number
CRR RM told C that C will recieve a callback from Regional Dept before mondays business day ends
C understood
CRR RM offered further assistance
C declined
CRR RM close the call, provided name and extension number

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	INTERIOR ELECTRICAL	POWER WINDOW (MOTOR/SWITCH/RELAY)	OOW GOODW LL ASSISTANCE REQUEST	13	8/22/2014	YI	AV	197000	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/22/2014	YX	BK	233500	OA
Edit | Del		ENGINE MECHANICAL	TIM NG BELT/CHAIN/GEAR/COVER	POOR OR IMPROPER OPERATION	06	8/22/2014	YX	AG	142500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/9/2014 10:27 AM	Kalia Johannes	Changed Case Record Type from CA to CA Closed Case.
		Changed Status from Open to Closed.
		Closed.
9/8/2014 2:57 PM	Nakayya Fletcher	Changed Follow Up Date from 9/3/2014 to 9/11/2014.
8/28/2014 3:04 PM	Nakayya Fletcher	Changed Follow Up Date from 8/25/2014 to 9/3/2014.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie McVey [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/22/2014	Type	CA
Follow Up Date	11/4/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/22/2014 3:47 PM
CA Multiple Repairs		Date/Time Closed	10/31/2014 10:48 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Attorney demand due to 4 visits for an air bag light complaint.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	60,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FLEM NGTON INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/25/2014	Vehicle Service Contract	
RHR Completed	8/25/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] N: 5N1AL0MM4DC[redacted]		
Created By	Sara Dorazio 8/22/2014 3:47 PM	Root Cause Code	SCMV
Last Modified By	Managed Services, 7/12/2015 12:50 PM	Root Cause Code (2)	
Days Closed	439	Action Code	NL4E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie McVey (10/31/2014 10 45 AM)** ARBS was advised by attorney that the customer would not be willing to accept a cash offer. Closing file pending further contact.
Make Public		**Created By Angie McVey (9/23/2014 12 13 PM)** *****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY****
Make Public		**Created By Angie McVey (9/23/2014 12 10 PM)** After review discussed with ARBS Adrienne Gehrke who advised cash offer. The following was sent via email to the customer's attorney: Ms. Herritt: This office is in receipt of your letter regarding the above referenced Infiniti/Nissan customer. I have taken the time to review the complaint and the service history on the vehicle. Based on the information available the vehicle is a Lease and currently has over 60K miles. The first visit for an air bag complaint was at 47,201 miles and the vehicle was found to be operating as designed. The dealer has reprogramed the system a couple of times but at the last visit the system was found to be operating as designed. An automobile is made up of thousands of various components and parts which are made by man, and assembled by man. Our wish is that there is never a failure however there is no guarantee given, but our word in the form of the warranty to assure that if it does we will cover the repair. While this is not the experience we would desire for our customer, Nissan has never failed to comply with the warranty that was given. Given this information Nissan would not be able to offer repurchase or replacement, however in the interest of customer enthusiasm Nissan would be willing to offer $3,000 inclusive to resolve the matter. Please let me know if the customer is willing to accept. Thank you for allowing Nissan to review this matter _____ Angie MCVEY — File pending a response from the customer's attorney.
Make Public		**Created By Angie McVey (9/23/2014 9 57 AM)** History found as follows: 9/26/12 at 10,131 miles-2 days down Concern 1. C/s check veh for a plastic trim piece 2. 7,500 svc 3. C/s check the driver's side front speaker for a rumbling sound 4. C/s check veh for a coolant odor outside of veh 5. Completed campaign PC179 6. Completed campaign P2538 7. Completed campaign P2540 Action 1. Missing and replaced trim 2. Completed 3. Completed. No fault noted. 4. Completed. No odor noted and found no leaks from veh. 5. Completed 6. Completed 7. Completed 12/5/12 at 16,163 miles-1 day down Concern 1. C/s remote start intermittently inoperable 2. C/s driver side front door speaker buzzing 3. Complete reprogram campaign PC185 Action 1. No fault noted. 2. No fault noted at this time.

3. Reprogram ECM, replace B2 air fuel sensor

4/29/13 at 27,063 miles-1 day down
Concern
4. C/s check for not shifting properly- feels trans is lagging
5. C/s headlights do not seem to illuminate well, only go about 100ft and shine down
Action
4. Checked trans operation, check for stored fault codes- problem at this time, will need more info from C, road test- good
5. checked headlamp aim and found aiming dial on dash set to lowest setting

7/10/13 at 32,962 miles-1 day down
Concern
2. Coolant smell coming from veh- outside of veh
3. C/s nav cuts in and out
4. C/s map light on driver side inoperable intermittently
5. C/s plastic piece on back of third row right side seat comes off
Action
2. No abnormal smell at this time
3. Reprogrammed ITB12-054A
4. Replaced D/S map light bulb
5. Misc body

10/3/13 at 40,099 miles-5 days down
Concern
2. C/s check GPS, radio intermittently inoperable- see history, AV unit intermittently inoperable
5. C/s check 3rd row seat back for cover coming loose on the child seat anchor
6. C/s check passenger side rear wheel well for plastic peeling
7. C/s resurface rear rotors and replace pads for squeak noise when braking
Action
2. Replaced AV unit, configured- good
5. Replaced trim around anchor
6. Replaced RR wheel well tape
7. Resurfaced rear brakes and replaced brake pads

1/30/14 at 47,201 miles-1 day down
Concern
5. C/s passenger side airbag light on intermittently with or without passenger
6. C/s driver courtesy light inoperable intermittently
Action
5. Zero reset P/S airbag. No codes and working properly at this time
6. Working properly at this time

5/5/14 at 54,425 miles-1 day down
Concern
2. ITB14-015 OCS reprogram
3. Check for loose piece in cargo area- see history
6. C added to check for brake vibration
Action
2. Completed campaign
3. Misc body
6. Resurface front rotors and replaced brake pads

7/1/14 at 58,964 miles-1 day down
Concern
1. C/s driver passenger side air bag light on at times- see history
Action
1. Recalibrated OCS with reprogram

7/21/14 at 60,000 miles -9 days down
Concern
2. C/s check vehicle for passenger side air bag light coming on when seat occupied- see history
Action
2. Could not duplicate fault at this time. OCS work as designed at this time.
——
4 x's airbag light w/first visit at 47K
Vehicle currently outside Basic Warranty
No impairment of use as evidenced by 60K miles in 2 years.

Make Public

Created By Ashley Fiting (9/2/2014 2 35 PM) Last Modified By Ashley Fiting (9/2/2014 2 35 PM)
Customer's attorney office faxed DRTS a copy of sales documents and additional RO's I attached them to the case for review.

Make Public

Created By Ashley Fiting (8/29/2014 1 18 PM)
******DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THE R ATTORNEY******

Previous Cases: [redacted]
Recall/Campaign: None

DRTS in receipt of Attorney letter from Kimmel & Silverman, signed by Jacqueline C. Herritt, attorney, dated August 28, 2014, received by DRTS August 29, 2014, sent via fax, the letter is attached for the case for review.

Customer states this office represents them for problems encountered with the 2013 Infinity JX35. The laws being cited include the lemon law, the customer wants the problem resolved and if not then in 30 days a suit will be prepared and filed, attached along with the letter are Repair Order for the vehicle which are also attached to the case for review.

Make Public

Created By Sara Dorazio (8/26/2014 10 16 AM)
DRTS received sales documents and title application from dealer #71213 and attached documents to case.

Make Public

Created By Sara Dorazio (8/25/2014 12 06 PM)
DRTS completed and attached the RHR.

Make Public

Created By Sara Dorazio (8/25/2014 12 03 PM)
DRTS called dealer #71213 to verify dates on RO [redacted] SA- Paul confirmed that the dates are correct and also informed me that the vehicle is scheduled to be picked up today from C.

Make Public

Created By Sara Dorazio (8/25/2014 8 41 AM)
DRTS called dealer #71213 to request a copy of the title application and a customer signed sales agreement. Dave in the business office agreed to fax. Provided name, fax, customer's name, vin, and purchase date.

Make Public

Created By Sara Dorazio (8/25/2014 8 33 AM)
DRTS received RO's from dealer #71213 and attached to the case.

Make Public

Created By Sara Dorazio (8/25/2014 7 47 AM)
DRTS called dealer #71213 to request any and all RO's for the vehicle. SA- Paul agreed to fax. Provided name, fax, and vin.

Make Public

Created By Sara Dorazio (8/22/2014 3 54 PM)
*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY****

Previous cases- [redacted] tech line, 14742280 CA, 8629473 Support
Open recalls/campaigns- None

DRTS in receipt of attorney letter from Kimmel $ Silverman P.C., signed by Jacqueline Herritt, dated 8/21/14, received via fax and email on 8/21/14. This letter is attached to the case for your review.

Please be advised that this office represents the above individual against Nissan North America, Inc. pursuant to the Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	8/22/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	9/2/2014	Sara Dorazio	8/26/2014 10:16 AM
Edit | Del	[redacted]		✓	8/29/2014	Angie McVey	8/29/2014 1:24 PM
Edit | Del	Create RHR		✓	8/29/2014	Sara Dorazio	8/25/2014 12:06 PM
Edit | Del	Collect RO Documents		✓	8/27/2014	Sara Dorazio	8/25/2014 8:33 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	767KB	9/2/2014 2 37 PM	Ashley Fiting
Edit | View | Del		206KB	9/2/2014 2 37 PM	Ashley Fiting
Edit | View | Del		852KB	8/29/2014 1 20 PM	Ashley Fiting
Edit | View | Del		63KB	8/29/2014 1 20 PM	Ashley Fiting
Edit | View | Del		97KB	8/26/2014 10:16 AM	Sara Dorazio

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/31/2014 10:48 AM	Angie McVey	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/31/2014 10:46 AM	Angie McVey	Changed **Follow Up Date** from 10/30/2014 to **11/4/2014**.
9/23/2014 12:13 PM	Angie McVey	Changed **Follow Up Date** from 9/22/2014 to **10/30/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [29] | Case Categorizations [5+1] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Terrance White [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/22/2014 4:14 PM
CA Multiple Repairs		Date/Time Closed	10/27/2014 12:56 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date	10/21/2014 10:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment time is CENTRAL TIME. DTS lives in EASTERN TIME		
Description	C has multiple issues on c's new vehicle.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JACK INGRAM MOTORS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/3/2014	Vehicle Service Contract	
RHR Completed	9/9/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand

Comment Text	
Comment Text2	
Comment Text3	
Survey Specific Contact Information	

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP2DN[redacted]		
Created By	Maria Lourdes Yacap, 8/22/2014 4:14 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:16 AM	Root Cause Code (2)	
Days Closed	443	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Terrance White (10/27/2014 12:56 PM)** rcas-tw spoke with c c stated c met with dts c stated dts provided c with paperwork from inspection rcas advised c to follow up with dlr if concerns continue c thanked rcas for assistance rcas closing case no further assistance needed
Make Public		**Created By: Terrance White (10/27/2014 7:53 AM)** rcas-tw left vm @[redacted] requesting call back
Make Public		**Created By: Terrance White (10/22/2014 8:10 AM)** rcas-tw spoke with c c stated c dropped veh off at dlr on 10/21/14 c stated c had not heard anything from dlr c stated c was advised dlr would follow up when inspection complete rcas will follow with dlr
Make Public		**Created By: Terrance White (10/21/2014 8:58 AM)** previous note from a different case
Make Public		**Created By: Terrance White (10/21/2014 8:57 AM)** rcas-tw spoke with sm sm state still does not have eta on part
Make Public		**Created By: Terrance White (9/30/2014 11:45 AM)** rcas-tw recieved call from c confirming dts date
Make Public		**Created By: Terrance White (9/30/2014 8:21 AM)** rcas-tw left vm @[redacted] requesting call back
Make Public		**Created By: Terrance White (9/24/2014 10:16 AM)** rcas-tw sent email to sn dts_Larry R requesting dts inspection
Make Public		**Created By: Terrance White (9/24/2014 7:46 AM)** *** [Added after the case is closed.] *** rcas-tw left vm @[redacted] requesting call back
Make Public		**Created By: Terrance White (9/17/2014 3:55 PM)** rcas tw left voicemail requesting call back if further assistance is needed rcas delivered decision on 9/12
Make Public		**Created By: Terrance White (9/12/2014 3:57 PM)** rcas-tw spoke with c rcas advised c that nna has reviewed case and is not in a position to repurchase at this time rcas advised nna will continue to address any concern c has c advised c will speak with c's husband and recontact rcas
Make Public		**Created By: Terrance White (9/12/2014 3:32 PM)** rcas-tw left vm @[redacted] requesting call back
Make Public		**Created By: Chantel Foxhall (9/9/2014 4:03 PM)** ARBS reviewed case. After careful evaluation, NNA will not be able to offer repurchase at this time, as there have not been an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public		**Created By: Chantel Foxhall (9/9/2014 4:02 PM)** ARBS notes the following repair summary: 16 days down 2 visits for seat stitching - 1 replacement of driver's seat assy 1 visit for seatbelt concerns - 1 replacement of seatbelt 1 visit for dash concerns - 1 replacement of dash assy 1 visit for A/C concerns - 1 could not duplicate 1 visit for bluetooth concerns - 1 could not duplicate 1 visit for wheel shake concerns - 1 repair for balance of tires 1 visit for OCS recall - 1 repair for reprogram of OCS
Make Public		**Created By: Chantel Foxhall (9/9/2014 3:57 PM)** ARBS notes the following repair orders: 10/29/2013 – 4,219 miles Concern: -C states car shimmies at 60 mph Action: -Check and balance 3 tires 1 day down

5/28/2014 - 11,705 miles
Concern:
-OCS recall
-C states stitching in driver seat coming undone
-C states A/C will come on and off while driving
-C states bluetooth will loose connection
Action:
-Recall complete
-Ordered Seat Cover
-Unable to duplicate
-Unable to duplicate
1 day down

8/14/2016 -- 15,426 miles
Concern:
-CS the driver seat belt light will come on even when the seatbelt is latched
-C/S the dash is starting to separate from the left side of the radio
-C/S the stitching on the driver rear is coming undone
Action:
-Replaced seat belt
-Replaced dash pad assy
-Replaced driver's seat back
14 days down

Make Public — **Created By: Terrance White (9/9/2014 1:33 PM)**
rcas-tw spoke with c's wife
rcas advised case still under review
rcas will follow up with decision

Make Public — **Created By: Sara Dorazio (9/9/2014 1:25 PM)**
DRTS received the RHR. The RHR was assigned to ARBS- Chantel Foxhall for review.

Make Public — **Created By: Terrance White (9/9/2014 11:38 AM)**
rcas-tw advised no decision

Make Public — **Created By: Terrance White (9/5/2014 10:50 AM)**
rcas-tw spoke with c
rcas advised c that rcas has collected ro
rcas will submit for decision and followup with c

Make Public — **Created By: Patricia Angela Santos (9/5/2014 7:31 AM)**
Crr-ps adding notes.
C also provided [redacted] as C's work phone number.
Crr-ps exiting case.

Make Public — **Created By: Patricia Angela Santos (9/5/2014 7:29 AM)**
Crr-ps received a follow-up call from C's wife, Ms. [redacted]bout the case.
C stated that C has been trying to contact RCAS-TW yesterday but never reached RCAS.

Crr-ps verified account information and there are no changes.
Crr-ps offered to transfer C to RCAS extension and advised C to leave a message with name, case and best contact number if ever C reached VM. C agreed.
Crr-ps advised C that Crr-ps will send an internal message to RCAS to notify about the follow-up. C understood.

Crr-ps offered further assistance. C declined.
Crr-ps provided name, case and extension number.
Crr-ps exiting case.

Make Public — **Created By: Terrance White (9/4/2014 10:23 AM) | Last Modified By: Terrance White (9/4/2014 10:23 AM)**
rcas-tw left vm requesting call back from c @[redacted]

Make Public — **Created By: Terrance White (8/29/2014 4:32 PM)**
rcas-tw left vm requesting call back from c @[redacted]

Make Public — **Created By: Terrance White (8/28/2014 4:12 PM)**
rcas-tw spoke with sm-Tony
sm stated veh has been returned to c
sm stated veh has several minor concerns
rcas requested ros

Make Public — **Created By: Terrance White (8/26/2014 3:43 PM)**
rcas-tw spoke with c
c stated veh has been in shop twice
c stated bluetooth doesnt connect
c stated dlr called and advised veh repair
c stated a/c turn up on its own
c stated airbags have been replace in psgr seat
c stated driver seatbelt had shortage
c stated seat had rip in it
c stated c doesnt expect as many concerns on brand new veh
c stated veh is safety concern
c is requesting repurchase

Make Public — **Created By: Terrance White (8/26/2014 2:23 PM)**
rcas-tw left vm requesting call back from c @[redacted]

Make Public — **Created By: Terrance White (8/25/2014 4:28 PM)**
rcas-tw left vm for c to call rcas @[redacted]

Make Public — **Created By: Terrance White (8/25/2014 4:26 PM)**
rcas-tw left vm for sm to call rcas @[redacted]

Make Public — **Created By: Maria Lourdes Yacap (8/22/2014 5:22 PM)**
C's wife called in because c has multiple issue on c's vehicle.
CRR-MY located c's account which is the husband and the caller is the wife.
C's wife stated that the first issue is with campaign on airbags, but the dealership already fixed that but c's wife stated that the airbags were still not working properly. Second is with the driver seat belt, c's wife said that it has a "short", the electronic portion is mot working properly. The dealer said that c must order a new buckle. The buckle is attached but on the warning lights it is not. Third is with the dash, c's wife said that it is separating. Fourth is the thread or the stitching on the seat cover was separating also. And lastly the aircondition will just turn on and off occasionally.
CRR-MY emphatized.
C's wife stated that it is a brand new car and c's wife is really concerned on the safety of the family and c's baby.
C's wife also stated that c and c's wife brought the car to the dealership today and talked to SA Jessica Dale and Sales head John Ingram.
CRR-MY asked on how would c wanted to be assisted by Nissan.
C's wife said that it would be better if the car would be replaced.
CRR-MY informed c that it is beyond crr-my's empowerment and will escalate the case to RCAS for further review and will contact c by the end of the next business day. And also informed c that there is no assurance that a replacement car will be approved.
C's wife agreed and wanted to be contacted with numbers c-[redacted]
CRR-MY did a recap and offered further assistance.
C declined.
CRR-MY provided name, extension number, case number and ended the call.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/22/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	FRONT SEAT BELT	POOR OR IMPROPER OPERATION	15	8/22/2014	YX	BK	236500	OA
Edit | Del		AUDIO/VIDEO/NAVI	BLUETOOTH	POOR OR IMPROPER OPERATION	QA	8/22/2014	YX	AA	306500	OA
Edit | Del			DASH/PANEL/TRIM	BROKEN/CRACKED	QA	8/22/2014	ZB	AU	187000	OA

	INTERIOR (NON-ELECTRIC)									
Edit | Del [redacted]	INTERIOR (NON-ELECTRIC)	SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEATHER)	PREMATURE WEAR/FAILURE	QA	8/22/2014	WA	AU	190500	OA	

Show 1 more » | Go to list (6) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/1/2014	Jimmy Noles	9/29/2014 8:44 PM
Edit | Del	[redacted]	[redacted]	✓	9/9/2014	Terrance White	9/17/2014 3:55 PM
Edit | Del			✓	9/9/2014	Chantel Foxhall	9/9/2014 4:03 PM
Edit | Del			✓	9/9/2014	Terrance White	9/9/2014 1:26 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	118KB	9/10/2014 7:10 AM	Chantel Foxhall
Edit | View | Del		56KB	9/9/2014 11:37 AM	Terrance White
Edit | View | Del		77KB	9/3/2014 4:34 PM	Terrance White
Edit | View | Del		622KB	9/3/2014 4:33 PM	Terrance White

Case History

Case History Help

Date	User	Action
10/27/2014 12:56 PM	Terrance White	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/27/2014 7:53 AM	Terrance White	Changed **Follow Up Date** from 10/27/2014 to **10/30/2014**.
10/22/2014 8:10 AM	Terrance White	Changed **Follow Up Date** from 10/22/2014 to **10/27/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [49] | Case Categorizations [4] | Open Activities [1] | Activity History [4] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/22/2014 4:43 PM
CA Multiple Repairs		Date/Time Closed	12/29/2014 5:39 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date	11/18/2014 11 00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment time is 11:00 AM AZ time.		
Description	Multiple vehicle issue.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,256		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JOHNSON NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/30/2014	Vehicle Service Contract	
RHR Completed	10/14/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP8DN[redacted]		
Created By	Kristinee Ann Apuyan, 8/22/2014 4:43 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:16 AM	Root Cause Code (2)	
Days Closed	380	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (12/29/2014 5 37 PM)** CASE SUMMARY C contacted NNA to request repurchase. NNA is not ina position to repurchase veh. DTS inspected veh. Repairs performed. RCAS unable to reach C to verify repair completion. RCAS closing case as no further assistance may be offered.
Make Public		**Created By Zachary Mallett (12/29/2014 5 36 PM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (12/22/2014 1 40 PM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (12/22/2014 11 09 AM)** RCAS called Johnson Nissan Parts. RCAS spoke to Parts-Frank. Parts-Frank stated the back up display footage on console was bad, and had to be reordered. Parts-Frank stated part is not on backorder and should arrive today, or sometime this week.
Make Public		**Created By Zachary Mallett (12/22/2014 11 03 AM)** RCAS called Johnson Nissan. RCAS spoke to SA-Wade. SA stated DLR received radio, but the radio is bad. SA stated radio was reordered on 12/18/14.
Make Public		**Created By Zachary Mallett (12/17/2014 1 35 PM)** RCAS called C at 9284286900, RCAS left message with receptionist.
Make Public		**Created By Zachary Mallett (12/11/2014 4 21 PM)** RCAS called C at [redacted] RCAS spoke to C. C stated DLR told C that the parts had arrived. C stated C will have veh in on 12/15/14. RCAS stated RCAS would follow up with C on 12/17/14. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (12/11/2014 4 17 PM)** RCAS called Johnson Nissan. RCAS spoke to SA-Mike. SA stated parts had arrived. SA stated C had appointment for 9:00 am on Monday.
Make Public		**Created By Zachary Mallett (12/8/2014 1 22 PM)** RCAS called C at [redacted] RCAS spoke to C. RCAS stated C's part had arrived. RCAS stated RCAS would follow up with C when RCAS had update. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (12/8/2014 12 05 PM)** RCAS called Johnson Nissan. RCAS spoke to Parts-Mike. Parts-Mike stated part had not arrived.

Parts-Mike stated Parts-Mike sent email on 12/02/14 to Nissan inquiring about part.
Parts-Mike stated response from Nissan stating the order was canceled by Nissan, and Parts-Mike had to reorder part.
Parts-Mike stated Parts Mike VOR ordered it.
Parts-Mike stated Nissan told Parts-Mike part would be shipped today.

Make Public

Created By Jordan Atchley (12/2/2014 6 34 PM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that NNA is continuing to work towards getting part for C.

C states ok.
C states C took veh in last week for fan concern.
C states fan will be replaced when other part comes in.

RCAS-JA informed C that NNA will continue to work with C to get veh operating.

C states that works.

RCAS-JA setting follow-up for 12/8/14.

Call ended mutually.

Make Public

Created By Zachary Mallett (12/2/2014 1 15 PM)
RCAS sent email to FOM-LV to review if part may be expedited.

Make Public

Created By Zachary Mallett (12/2/2014 11 52 AM)
RCAS called Johnson Nissan.
RCAS spoke to Parts-Mike.
Parts-Mike stated Parts-Mike sent email to My Nissan on 11/26/14, and received a reply stating part would arrive in a normal time frame, but holidays may slow arrival.
Parts-Mike stated part is a OCS controller 98856-3TY0A, and was ordered on 11/18/14.

Make Public

Created By Zachary Mallett (12/2/2014 11 44 AM)
RCAS called Johnson Nissan.
RCAS spoke to SM-WF.
SM-WF stated parts still had not yet arrived.

Make Public

Created By Zachary Mallett (11/26/2014 12 59 PM)
RCAS moving follow up as parts are not available and C expects contact when parts are available.

Make Public

Created By Zachary Mallett (11/26/2014 11 31 AM)
RCAS called Johnson Nissan.
RCAS spoke to Parts-Mike.
Parts-Mike stated all but one piece had arrived.
Parts-Mike stated stereo had arrived.

Make Public

Created By Zachary Mallett (11/21/2014 3 22 PM)
RCAS called C at [redacted]
C stated DLR told C to bring veh back in when the parts become available.
RCAS stated RCAS will remain in contact with the DLR, and follow up with C when parts become available.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Zachary Mallett (11/21/2014 10 57 AM)
RCAS notes DTS-FG findings:

The customer had a list of 4 concerns.
1) OCS light erratic operation. This the customer states is intermittent, I thoroughly discussed and explained how the system operates. The customer stated that sometimes the light will come on with nothing it the seat. Based on that testamony I recommended to replace both seat sensors and OCS control unit. The customer also stated she had no issues until after the recall reprogramming was done.
2) Squeal noise from power steering, this I did duplicate and had the technician follow the NTB 13-017b to resolve this issue.
3) creak noise going over bumps. She stated that this has not happened since the weather changed and cooled down. The upper strut mounts had been already replaced. I had the tech replace the anti-sway bar bushings.
4) Audio color display will flasy bright or have lines across it intermittent. Also the A/C display will go blank and when it happens A/C works but cannot be controlled. I did not duplicate these issues however the customer had photos of the display. I recommended to replace the audio unit and because the A/C switch assembly and A/C auto amp have been replaced with no resolution I am having the tech replace the dash main harness.
Dealer Findings
The dealer has followed proper procedures and has repaired several of her other issues.

Make Public

Created By Zachary Mallett (11/21/2014 10 56 AM)
RCAS called Johnson Nissan.
RCAS spoke to SA.
SA stated DLR is waiting on parts to complete repairs.

Make Public

Created By Zachary Mallett (11/17/2014 3 54 PM)
RCAS called C [redacted]
RCAS reminded C of appointment.
C understood.

Make Public

Created By Zachary Mallett (11/3/2014 3 23 PM)
RCAS called C at [redacted].
RCAS stated RCAS had appointment time of 11/18/14.
C stated C would be present.
C stated veh makes a loud humming sound.
C stated C had someone look at veh, and was told it was likely the power steering.
RCAS stated RCAS would follow up with C on 11/17/14 to remind C of appointment.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Zachary Mallett (11/3/2014 11 20 AM)
RCAS called C at [redacted]. RCAS was advised C was busy.
RCAS stated RCAS would call back.

Make Public

Created By Zachary Mallett (10/31/2014 1 50 PM)
RCAS called C at [redacted]
RCAS stated RCAS reviewed for DTS.
RCAS stated RCAS submitted request and is awaiting appointment time.
C understood.
RCAS stated RCAS should have appointment by 11/03/14.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Zachary Mallett (10/29/2014 4 39 PM)
RCAS called C at [redacted]
RCAS stated C's case had been reviewed.
RCAS stated NNA is not in a position to offer a repurchase of C's veh.
C stated C still has concern with struts, OCS sensor, and dashboard.
RCAS stated RCAS would further review C's concerns.
RCAS stated inspection may need to take place.
C understood.
C stated DLR tells C OCS sensor depends on how C sits in veh.
RCAS stated OCS sensor can be affect by sit position.
RCAS stated C's owner's manual contains OCS information.
C stated C would like an owner's manual sent to C.

RCAS stated RCAS would send C an owner's manual
RCAS stated RCAS would follow up with C on 10/31/14.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Zachary Mallett (10/29/2014 4 27 PM)
RCAS reviewed case with TL-AA.
Decision reached to offer C three year maintenance plan.

Make Public

Created By Anthony Zacharyasz (10/28/2014 9 35 AM)
ARBS notes the following:

3 visits for AC intermittently inop. // Replaced heater, blower motor, and amplifier.
3 visits for wind noise. // Adjusted window molding.
2 visits for a flapping noise near window. // Replaced mirror.
2 visits for a thumping noise. // No duplication.
1 visit for a hard start. // No duplication.
1 visit for vehicle stalling. // Reprogrammed ECM.
12 days down. (Dealership confirmed)

ARBS notes the wind noise, thumping noise, and flapping noise have not indicated a substantial impairment to the performance of the vehicle. ARBS notes AC inoperable and stalling complaints have been addressed by the dealer. ARBS notes the hard start concern was not verified and has been subject to additional visits since 9/26/13.

–
Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Created By Anthony Zacharyasz (10/28/2014 9 24 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #: [redacted]
2/15/13... 236 miles... 1 day down
-Concern:
1. C states A/C control does not work properly.
-Action Taken:
1. Adjusted temperature sensor.

RO #: [redacted]
5/31/13... 3,374 miles... 1 day down
-Concern:
1. C states wind noise from driver's window.
-Action Taken:
1. Adjusted window molding.

RO #: [redacted]
7/22/13... 5,203 miles... 1 day down
-Concern:
1. C states there is an air leak by front left door.
2. C states there is a thud type noise when hitting bumps.
-Action Taken:
1. Could not duplicate.
2. Could not duplicate.

RO #: [redacted]
9/26/13... 6,741 miles... 1 day down
-Concern:
1. C states thumping noise.
2. C states vehicle ignition is delayed.
3. C states C hears wind noise from passenger window.
-Action Taken:
1. Could not duplicate.
2. Could not duplicate.
3. Could not duplicate.

Make Public

RO #: [redacted]
10/28/13... 8,740 miles... 1 day down
-Concern:
1. C states flapping noise by window.
2. Remove paint from RF seat.
3. C states rear seat arm rest fabric came loose.
-Action Taken:
1. Part ordered.
2. Completed.
3. Repaired.

RO #: [redacted]
11/15/13... 8,740 miles... 1 day down
-Concern:
1. C states flapping noise.
-Action Taken:
1. Replace door mirror.

RO #: [redacted]
4/25/14... 14,620 miles... 5 days down
-Concern:
1. C states A/C blows hot.
-Action Taken:
1. Replace heater and blower assembly.

RO #: [redacted]
8/14/14... 18,196 miles... 1 day down
-Concern:
1. C states A/C display is intermittently inoperable.
2. Campaign: Heated seat inspection.
3. Campaign: OCS reprogramming.
4. C states vehicle dies while driving.
-Action Taken:
1. Replace amplifier.
2. Completed.
3. Completed.
4. Reprogram ECM.

Make Public

Created By Mark Joven Salumbides (10/27/2014 2 22 PM)
CRR-MS received a call from c wanted to speak to rcas, c said c doersn't have c's case #
C provided case number [redacted]
CRR-MS verified c's information;
name, number, alternate number, mailing address
crr-ms found related case [redacted]

CRR-MS informed c that c's call will now be transferred to rcas and if ever c will reached rcas vmx just leave a message. CRR-MS informed c also that CRR-MS will send an internal

		message to rcas that c called and wanted a callback. CRR-MS offered further assistance, c declined CRR-MS provided name and extension number CRR-MS-exiting case
Make Public		**Created By Zachary Mallett (10/24/2014 6 11 PM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (10/24/2014 10 17 AM)** RCAS sent email to ARBs notifying of verified days down.
Make Public		**Created By Zachary Mallett (10/24/2014 10 14 AM)** RCAS called Johnson Nissan at 9284280140. RCAS verified the following days down: [redacted] day day day day
Make Public		**Created By Anthony Zacharyasz (10/24/2014 9 29 AM)** ARBS emailed RCAS TL to follow up on days down verification request.
Make Public		**Created By Anthony Zacharyasz (10/22/2014 9 37 AM)** ARBS emailed RCAS TL to request verification of days down on ROs. ARBS awaiting verification to review RHR.
Make Private	✓	**Created By Karen Walker (10/21/2014 12 39 PM)** RCAS placed call to C at [redacted] - no answer, left VMX.
Make Public		**Created By Zachary Mallett (10/16/2014 6 17 PM)** RCAS called C at [redacted] and left vmx with case number stating RHR is still under review.
Make Public		**Created By Sara Dorazio (10/15/2014 7 46 AM)** DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.
Make Public		**Created By Zachary Mallett (10/14/2014 10 37 AM)** RCAS called Johnson Nissan, an drequested ROs.
Make Public		**Created By Zachary Mallett (10/8/2014 6 12 PM)** RCAS called C at [redacted] RCAS stated RHR is still under review. RCAS stated RCAS would follow up with C when RCAS had further information. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (10/3/2014 1 50 PM)** RCAS called C at [redacted] and left vmx with case number rCAS name and number statign RHR is still under review.
Make Public		**Created By Zachary Mallett (10/3/2014 1 44 PM)** RCAS called Johnson Nissan and requested ROs.
Make Public		**Created By Zachary Mallett (9/30/2014 1 25 PM)** RCAS moving follow up per C's expectation. RCAS moving follow up to 10/03/14.
Make Public		**Created By Zachary Mallett (9/26/2014 3 41 PM)** RCAS called C at [redacted] RCAS stated RCAS is still reviewing C's case. RCAS stated RHR is still in progress. C understood. C thanked RCAS. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (9/23/2014 1 41 PM)** RCAS called Johnson Nissan. RCAS spoke to SM-Wade. RCAS requested ROs. SM-Wade stated SM would send ROs.
Make Public		**Created By Zachary Mallett (9/23/2014 1 36 PM)** RCAS called C at [redacted] C stated C is still awaiting parts for the OCS sensor. C stated C's airbag light will randomly come on. C stated C's display on A/C will just shut off randomly. C stated DLR replaced panel twice. C stated C's radio display will flash brightly and turn off. C stated C hears a thumping noise underneath the veh. C stated DLR attempted to repair the window. C stated C's shocks are making noise. C stated C's last Nissan C did not have anything wrong with it. C stated C thinks C has had veh in shop more than not. C stated a month ago C brought veh in told DLR that C is done with veh. RCAS apologized and provided empathy. C stated C does not want veh because there has been so many repairs. C stated C purchased veh new at Johnson Motors. C stated C has only had repairs and servicing performed at Johnson Motors. RCAS stated RHR takes approxiamtely 10 business days. RCAS stated there is no gaurantee of a decision to repurchase. C understood. C stated C was in accident in C's previous Nissan and was amazed that the C's entire family walked away from incident. C stated C does not think the Service Deparment takes C seriously. C stated C has not received any follow ups from service department. C stated C likes the Nissan, but has had to have too many repairs performed. C stated C is trying to get suspension repaired. C stated C's A/C has been trying to get it repaired since March. C stated C has had a year of continuous repairs. C stated C had veh idling at DLR, and when C put veh into drive the veh stalled. C stated any time C would stop the veh and the veh would stall. C stated C had a flat tire without a warning from the TPMS sensor. C stated C had been working with SLS PS Harold. RCAS stated RCAS would collect repair history. RCAS stated RCAS would follow up with C on 09/26/14. C understood. C decliend further assistance. Call ended mutually.
Make Public		**Created By Liezel Adordionisio (9/23/2014 12 45 PM)** best contact [redacted] c would like to make a follow-up on case [redacted] c said that rcas contacted c on her phone. c said that rcas should contact c on her work or mobile number. crr-la acknowledge c. crr-la advised c that the case is handled by rcas. crr-la informed c about the follow-up date.

crr-la advised c that crr-la is not in the best position to discuss the case since this being handled by rcas.
crr-la advised c that crr-la will send an internal message to rcas.
crr-la transferred the call to rcas extension but c was routed to voice mail.
crr-la offered further assistance
crr-la did recap
crr-la provided name and extension number
crr-la exiting the case

Make Public

Created By Adrian Lagdameo (9/19/2014 5 35 PM)
c called in to follow up with this case
crr-al apologized and provided assurance to assist
crr-al offered to transfer the call to rcas-zm and c don't want to leave a message to rcas-zm because she already left 2 messages today according to her.
crr-al advised c that crr-al will get back to c either rcas-zm is available or not
c agreed
crr-al called rcas-zm but he's unavailable and the line got routed to vmx
crr-al returned to c, advised c that rcas-zm is unavailable
crr-al also offered to send an internal message to rcas-zm about this for follow up instead
c acknowledged
crr-al offered further assistance
c declined
crr-al provided name, extension number, branding and transferred the call
crr-al now exiting case

Make Public

Created By Zachary Mallett (9/18/2014 4 51 PM)
RCAS called C a[redacted] and elft vmx with case number rCAS name and number requesting C return call.

Make Public

Created By Melissa Lianko (9/17/2014 4 13 PM)
crr-ml received call from c.
crr-ml verified c's name, vin, address, mileage, phone number,
email address & responsible dlr.
c stated that c has been having multiple issue with the veh.
c stated noise on the driverside window and it took a month or 2 for dlr to fic it.
c stated smell on the a/c
c staetd horrible noise on the passenger side wheel.
a/c screen sometimes air comes out and sometimes no air coming out.
no control over the a/c or the heater - replaced once or twice now
airag sensor still doesn't work
c stated that c took veh to the dlr several times now and c feels veh is a lemon.

c is requesting for a buyback or for nna to replace c's veh.
c stated that c loves nissan veh since there was a time that nissan veh saved c's family.

crr-ml advised c that file will be transferred to rcas for review.
crr-ml advised c to expect a call within the next business day.
c understood.
crr-ml offered further assistance, c declined.
crr-ml provided name, ext and file number.
crr-ml leaving file open, transferring case to rcas.

Make Public

Created By Kristinee Ann Apuyan (8/22/2014 4 47 PM)
crr-ka spoke with c.
crr-ka verified c's account information.

c purchased vehicle last February 2014.
c said that c's having lots of issues on vehicle.
c said c's always going to dealership to have defective parts repaired..
c also said that c was driving vehicle today and vehicle died on c twice.
c said that c is done with this vehicle.
c is frustrated.
c is aware that there are open campaigns on vehicle but the parts needed for campaign have to be ordered as per dealership.
———call ended.
crr-ka had a system issue.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NISSAN PRODUCT INQUIR ES	ALTIMA	CRITICISM	QF	8/22/2014	ZH	AZ	204500	OF
Edit | Del		HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR IMPROPER OPERATION	11	9/17/2014	YX	AJ	159000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/17/2014	YX	BK	233500	OA
Edit | Del		BODY	WINDSHIELD/WINDOW (FRONT/REAR)	POOR OR IMPROPER OPERATION	13	9/17/2014	YX	AB	111000	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	RHR Review-J[redacted]	Not Started		✓	[redacted]	10/28/2014	N/A	Zachary Mallett

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PizrA ref]	[redacted]	✓	12/29/2014	Zachary Mallett	12/29/2014 5:39 PM
Edit | Del	New DTS Request		✓	11/2/2014	Frank Gibford	10/31/2014 6:55 PM
Edit | Del	RHR Review[redacted]		✓	10/15/2014	Anthony Zacharyasz	10/28/2014 9:37 AM
Edit | Del	RHR Assigne[redacted]		✓	10/15/2014	Zachary Mallett	10/15/2014 7:47 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PizrA ref] *My preferred contact number is [redacted]. I have asked several times to no...*	[redacted]	12/29/2014 8:33 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0PizrA:ref] *12/29/2014Case # [redacted] hank you for taking the time to con...*		12/29/2014 5:39 PM

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File | View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	27KB	10/14/2014 6:41 PM	Zachary Mallett
Edit | View | Del		645KB	10/14/2014 6:28 PM	Zachary Mallett
Edit | View | Del		92KB	10/14/2014 6:07 PM	Zachary Mallett
Edit | View | Del		599KB	10/14/2014 5:30 PM	Zachary Mallett

Case History Case History Help

Date	User	Action
12/29/2014 5:39 PM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/22/2014 1:40 PM	Zachary Mallett	Changed **Follow Up Date** from 12/22/2014 to **12/29/2014**.
12/17/2014 1:35 PM	Zachary Mallett	Changed **Follow Up Date** from 12/17/2014 to **12/22/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

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Case Comments [15] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [4] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Carol Keith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	8/28/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/23/2014 10:32 AM
CA Multiple Repairs		Date/Time Closed	8/28/2014 9:50 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname[redacted]
lastname[redacted]
email[redacted]
homephone[redacted]
address1 : [redacted]
address2 :
city : Canton
twitter :
state : SD
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP6DC[redacted]
dealerstate : SD
dealername : B LLION NISSAN
comments : My Nissan has been back to the dealer twice to fix the passenger side light. t still works some of the time. This message is to record my concern in event of and accident envolving injury.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,899		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILLION NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 8/23/2014 10:32 AM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code	SCIN
Days Closed	503	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Carol Keith (8/28/2014 9 49 AM)** ***SUMMARY*** C called in with an OCS concern, which is intermittent, and wanting the concern documented. RCAS advised C to continue to work with the dlrshp.
Make Private	✓	**Created By Carol Keith (8/28/2014 9 47 AM)** RCAS called C @[redacted]@10:40am(EST), went to busy, 2X. RCAS called C @[redacted]@10:42pm(EST). RCAS spoke with C. C stated that the dlrshp had performed the campaign. C stated that the OCS does not work properly 100% of the time. C stated that the OCS light comes on with C's wife in the seat. C stated that C wants documentation that C's OCS is not working properly in the event of an accident and someone is hurt. RCAS advised C that C's concern had been documented. RCAS advised to C that C must continue to work with the dlrshp. RCAS offered C RCAS' contact information, C declined.
Make Private	✓	**Created By Carol Keith (8/28/2014 9 39 AM)** RCAS called Billion Nissan @6053611818 @10 35am(EST). RCAS spoke with SA-Rudy. SA stated that the dlrshp has performed the campaign in May, 2014. SA stated that C had visited the dlrshp in June, 2014 for the same concern. SA stated that dlrshp might have to explain to C, the light comes on when the veh is first started, then after system check, and no one in the passenger seat, turns off.
Make Private	✓	**Created By Carol Keith (8/28/2014 8 15 AM)** ***RCAS unable to datanet: •No users are associated with the selected dealer to share the case with. •Service Manager does not have an active email address to send to.
Make Public		**Created By Jamaila Regine Espiritu (8/27/2014 11 12 AM)** case moved
Make Private	✓	**Created By Jamaila Regine Espiritu (8/27/2014 11 11 AM) Last Modified By Carol Keith (8/28/2014 8 14 AM)** ***response details**** crr-je called c @ 12:08 EST ([redacted] crr-je reached c. crr-je advised c that since c mentioned that it was an ongoing problem crr-je will forward case to rcas crr-je advised c that rcas will coordinate with dlr to gather more info about the diagnosis crr-je advised c that c will be given a call back by rcas before the end of the next business day crr-je gave name case and extn
Make Private	✓	**Created By Jamaila Regine Espiritu (8/27/2014 11 07 AM) Last Modified By Carol Keith (8/28/2014 8 14 AM)** ***Email case logged*** crr-je noting c's email:

The mileage on this vehicle is currently 14899 miles. The light in question is the passenger air bag light (off/on). I have had the vehicle in for check up (one on a recall) twice and it still does not work 100% of the time. I am writing this correspondence so as to document the problem in event we should be involved in a injury accident. A person at the dealer where we purchased the vehicle suggested i notify your office to document the problem. He also informed me this is an ongoing problem with this vehicle.

Make Private ✓

Created By Heidelyn Mariano **(8/26/2014 4 58 PM)** **Last Modified By** Carol Keith **(8/28/2014 8 14 AM)**
crr-hm called following up on his case and providing case number
crr-hm advised c that he is scheduled for a follow up date 8/27/14
crr-hm advised c about the previous calls attempt that was always busy tone
crr-hm asked c for an alternate number and c provided [redacted]
crr-hm advised c that will be sending M to the one handling his case, c understood.
crr-hm asked further assistance
crr-hm provided closing spiel such as name and ext
number.
crr-hm exiting the case

Make Public

Created By Jamaila Regine Espiritu **(8/26/2014 9 21 AM)**
case pending

Make Private ✓

Created By Jamaila Regine Espiritu **(8/26/2014 9 20 AM)** **Last Modified By** Carol Keith **(8/28/2014 8 14 AM)**
crr-je called c @ 10:19 EST [redacted]
crr-je reached a busy tone.
crr-je asked c for the following info~

* The current mileage on your vehicle
* The passenger side light you are referring to

Make Private ✓

Created By Janelle Ann Molina Lancum **(8/25/2014 12 03 PM)** **Last Modified By** Carol Keith **(8/28/2014 8 14 AM)**
crr-jl received a call from c asking for follow up with a case number
crr-jl ask if thre is any changes in c contact information and also account information, c said none
crr-jl informed c that the case is already in the specialist, Informed c that the follow up date of the case was on 08/26/14
c agree
crr-jl offer further assistance, c decline
crr-jl provide Name and Ext. number
Brand the call
crr-jl exiting case

Make Public

Created By Jamaila Regine Espiritu **(8/25/2014 10 05 AM)**
case pending

Make Private ✓

Created By Jamaila Regine Espiritu **(8/25/2014 10 03 AM)** **Last Modified By** Carol Keith **(8/28/2014 8 14 AM)**
Email case logged
E-mail addressed to: nnaconsumeraffairs@nissan-usa com
Method of contact: E-mail
crr-jc checked for open recalls/campaigns/upgrades found: none
crr-jc checked for previous/related case found: none

Response
crr-je responded to c's email address;
crr-je asked c for more info

crr-je called c @ 11:01 EST [redacted] everal times.
crr-je reached a busy tone.
crr-je unable to leave a message for c.

Make Private ✓

Created By Jamaila Regine Espiritu **(8/25/2014 9 34 AM)** **Last Modified By** Carol Keith **(8/28/2014 8 14 AM)**
firstname [redacted]
lastname
email : M [redacted]
homephone
address1 : [redacted]
address2 :
city : Canton
twitter :
state : SD
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP6DC[redacted]
dealerstate : SD
dealername : BILLION NISSAN
comments : My Nissan has been back to the dealer twice to fix the passenger side light. It still works some of the time. This message is to record my concern in event of and accident envolving injury.

Make Private ✓

Created By Managed Services **(8/23/2014 10 32 AM)** **Last Modified By** Carol Keith **(8/28/2014 8 14 AM)**
firstname [redacted]
lastname
email : [redacted]
homephone
address1 : 9[redacted]
address2 :
city : Canton
twitter :
state : SD
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP6DC[redacted]
dealerstate : SD
dealername : BILLION NISSAN
comments : My Nissan has been back to the dealer twice to fix the passenger side light. It still works some of the time. This message is to record my concern in event of and accident envolving injury.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	8/27/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0Pi78C ref]	[redacted]	✓	8/26/2014	Jamaila Regine Espiritu	8/26/2014 9:20 AM

Edit | Del Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pj78C ref] [redacted] ✓ 8/25/2014 Jamaila Regine Espiritu 8/25/2014 10:05 AM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	RE: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pj78C:ref] *The mileage on this vehicle is currently 14899 miles. The light in question i...*	[redacted]	8/27/2014 10:35 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pj78C ref] *8/26/2014 Case # [redacted] VIN # 1N4AL3AP6DC[redacted]hank...*		8/26/2014 9:20 AM
Reply | To All | Del	Replied	Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pj78C ref] *8/25/2014 Case [redacted] VIN # 1N4AL3AP6DC[redacted]..*		8/25/2014 10:05 AM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname : M[redacted]ho...*	nissanconsumeraffairs@my-nissan-usa.com	8/23/2014 10:32 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/28/2014 9 50 AM	Carol Keith	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2014 11:13 AM	Jamaila Regine Espiritu	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000021e9o**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [47] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [4] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Sylania Oliver [Change]
Letter Sent Date	9/10/2014	Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/11/2014	Case Origin	Email to Case
Supporting Documents	✓	Date/Time Opened	8/23/2014 12:08 PM
CA Multiple Repairs		Date/Time Closed	9/11/2014 8:45 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Coppell
twitter :
state : TX
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MN7DC[redacted]
dealerstate : TX
dealername : Courtesy Nissan
comments : I purchased this Nissan Pathfinder on March 28,2013. I have consistently had problems with the passenger airbags shutting off while my wife who weighs 96 lbs. is in the front passenger seat. Since the date of purchase this vehicle has been in the shop numerous times and once the dealership kept it three weeks. Sensors have been replaced in the front passenger seat at least two times and multiple software updates have been performed. Courtesy Nissan and AutoNation Nissan have been unable to resolve the issue. Currently mileage is 11,811. While my vehicle was in the shop I have had the same problem with the 2014 Pathfinder dealer loaner. I have videos of occurrences. I am out of patience. I would like for Nissan to buy this vehicle back from me immediately or I will be filing with the Texas Lemon Law.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,811		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COURTESY NISSAN	Data Net	✓

Case Servicing Dealer Region	Central Region	Datanet Dealer Date	9/11/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/5/2014	Vehicle Service Contract	
RHR Completed	9/5/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 8/23/2014 12:08 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Bharath Tadipatri 4/3/2015 7:57 PM	Root Cause Code	LCMV
Days Closed	489	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT6A
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Sylania Oliver (9/11/2014 8 45 AM)** *** [Added after the case is closed.] *** Rcas datanet and closed case.
Make Public		**Created By Sylania Oliver (9/11/2014 8 44 AM)** **Summary** C expressed concerns with airbag light coming on with c's wife in seat, C requested repurchase, dealership unable to duplicate. Dealership performed reprogram, and replaced sensor. C has not taking vehicle back to dealership since last visit. Rcas recommended c take vehicle back in for diagnosis. Explained repurchase request denied. C will take further legal action, will callback if appointment set.
Make Private	✓	**Created By Sylania Oliver (9/11/2014 8 41 AM) Last Modified By Sylania Oliver (9/11/2014 8 42 AM)** Rcas called c 9/11/2014 @ 9;;22am est. on Home Phone [redacted] Spoke with c. Rcas explained call may be recorded for training and quality assurance purposes. Rcas apologized to c that Nissan is not in position to repurchase or replace c's vehicle. "We are very sorry to hear about your experience with your [part (e.g., transmission)]. As Nissan is committed to quality, we would like to restore your confidence in our brand by offering you coverage beyond your warranty on your [part] for 7 years from your vehicle's in-service date or when your vehicle's mileage reaches 100,000; whichever occurs first." C stated c will not take vehicle back to dealership, c expressed concerns with decision, c stated c will take further action, c cannot keep vehicle. C stated c was sold a used vehicle for new, demo , C stated c has been treated like dirt by Courtesy Nissan Rcas empathized with c, explained will document c's complaints. Explained c is welcome to take vehicle to any Nissan dealership. C expressed concerns with distance and toll charges to get to selling dealership. C stated c was told that engineer needed to come out. C reinterated c no longer wants vehicle. C stated c purchased vehicle because c's wife was retiring, c stated c is concerned about traveling, c expressed c is Rcas apologized unable to assist c further, confirmed c has Rcas contact information.

C expressed concerns that Nissan is letting c drive a unsafe vehicle. C stated c has taken video of concern.

Rcas explained that Rcas is willing to followup with c through diagnosis.

C stated c can take vehicle to dealership, C stated front passenger seat was removed sensors.

Rcas explained concern may be that air bag is not safe to deploy based on passengers position in seat, c stated c took vehicle in for software update, c stated c took vehicle in for new update at Autonation Nissan, still having concern.

Rcas clarified that c is taking vehicle back into dealership ,

Rcas explained c is welcome to callback back when appointment set . Confirmed c has Rcas contact information.

C stated right before ending call that c is going to pursue other avenues.

Make Private ✓ **Created By Sylania Oliver (9/11/2014 8 22 AM) Last Modified By Sylania Oliver (9/11/2014 8 44 AM)**
Rcas received vm from c 9/10/2014 to return call.

Make Public **Created By Mae Strenciwilk (9/10/2014 12 11 PM)**
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Make Private ✓ **Created By Sylania Oliver (9/10/2014 10 49 AM) Last Modified By Sylania Oliver (9/11/2014 8 21 AM)**
Rcas called c 9/10/2014 @ 11:46am est. on Home Phone [redacted] Spoke with c's wife, left message, name, 1-800-343-6913,ext. 457217, available 9am - 6pm est. M-F. Wll followup 9/11/2014.

Make Public **Created By Sylania Oliver (9/10/2014 9 58 AM)**
Rcas sent email 9/10/2014 to SM - Randy Searcy to advise of repurchase decision.

Make Public **Created By Sylania Oliver (9/10/2014 9 56 AM)**
Rcas received email from CSM - Bob Brissie, ECW approved for body /electrical.

Make Public **Created By Sylania Oliver (9/10/2014 9 54 AM)**
Rcas sent email 9/10/2014 to CSM - Bob Brissie and DOm - Misti Keon to advise of repurchase decison, recommended ECW for Body Electrical.

Make Public **Created By Sylania Oliver (9/10/2014 9 18 AM)**
Rcas attached denial letter to case, submitted coorespondence request 9/10/2014.

Make Public **Created By Ashley May (9/9/2014 11 37 AM)**
ARBS-AsMa notes after careful review, NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Created By Ashley May (9/9/2014 11 37 AM)
ARBS notes the following vehicle summary:

In Service Date: 3.28.13

No additional CA cases, DTS
T5 Case:
- [redacted]7.12.13 – Dealer complaint about service received. C never answered follow up calls. Case closed 7.12.13
Tech Line Case:
- [redacted]11.8.12 – Bluetooth drops calls with C's iPhone 4. Paired another known good phone and unable to duplicate. Recommendation: If no duplication with good phone, issue is w[redacted]ne.
- [redacted]8 5.13 – Passenger side airbag comes on at times. No recommendation.
VSC:
- RCC806451404: New Gold Preferred, Plan Term: 09, Expiration Mileage: 100,000, Expiration Date: 3 28 21, Deductible: $100.00, Cancellation Mileage: 3,300
- MPNH01250637: No contract type, Plan Term: 03, Expiration Mileage: 45,000, Expiration Date: 3 28.16, Deductible: $0 00, Cancellation Mileage: 3,300

Make Public

Checked CPIA, Salesforce, ROs

31 days down (Rental provided for all multi days down ROs)

4 visits for passenger side airbag – 1 Campaign, 3 no dups
2 visits for rear tire light – 1 low pressure, 1 nail repair
2 visits for passenger rear door trim – 1 SOP, 1 panel replacement
2 visits for rear seat cover – 1 SOP, 1 replacement
2 visits for front license plate – 1 SOP, 1 install
1 visit for passenger seat tilt – 1 reattachment of switch
1 visit for dent in rear door – 1 sublet for repairs
1 visit for Bluetooth not working – No dup
1 visit for navigation concerns – No work performed
1 visit requesting to check brakes – No problem found
1 visit for trunk cover imperfections – No repair noted

Make Public **Created By Ashley May (9/9/2014 11 36 AM)**
ARBS notes the following repair history:

11/9/12 - Mileage: 213 - RO: [redacted] - Days Down: 1
Concern:
1. Bluetooth is not connecting keeps dropping
Action:
1. Unable to duplicate concern

4/16/13 - Mileage: 4,033 - RO: [redacted] Days Down: 1
Concerns:
1. Passenger side rear door trim is defective
2. Trunk cover and back of rear seat has a white lint on it
3. Install license plates
4. Recall PC1970
5. Recall PC216
6. Passenger side air bag shuts off when someone is seated
7. Need Navi update with current addresses
8. Tilt button cover passenger side front tire
Actions:
1. SOP – Door Trim
2. SOP
3. SOP – Front License Plate
4. No work performed at this time
5. No work performed at this time
6. No work performed at this time
7. No work performed at this time
8. Reattached passenger seat tilt switch

5/1/13 - Mileage: 4,120 - RO: [redacted] - Days Down: 6 (Rental Provided)
Concerns:
1. Trim on right rear door is discolored – SOP came in
2. Seat back cover is discolored – SOP came in
3. License plates – SOP came in
4. Recall PC1970 - TCM
5. Recall PC2126 – OCS Sensors
6. Check brakes
7. Trunk cover has imperfections on it
Actions:
1. Replaced right rear door panel, weather seal, regulator glass and run channel

2. Replaced rear floor luggage box
3. Completed
4. TCM reprogram
5. OCS campaign
6. No problem found at this time
7. Rear board handle is scratched

6/11/13 - Mileage: 5,323 - RO: [redacted] Days Down: 9
Concerns:
1. Passenger side air bag light came on again
2. Dent in passenger side rear door
3. Rental
Actions:
1. No repair noted
2. Sublet – Auto Body Perfection
3. Provided

7/22/13 - Mileage: 6,190 - RO: [redacted] - Days Down: 15
Concerns:
1. Passenger side airbag light coming on
2. Rental
Actions:
1. Unable to duplicate
2. Provided

12/16/13 - Mileage: 8,094 - RO: [redacted] - Days Down: 1
Concern:
1. Recall R13080 - ABS
Action:
1. Reprogram ABS

3/13/14 - Mileage: 9,608 - RO: [redacted] Days Down: 1
Concerns:
1. Rear tire light on
Actions:
1. No nails found PSI was at 32 PSI aired up to 36 PSI

4/23/14 - Mileage: 9,891 - RO [redacted] Days Down: 1
Concern:
1. Recall R14050 - OCS
Action:
1. OCS re-programmed

Make Public — **Created By Sylania Oliver (9/9/2014 9 58 AM)**
Rcas reviewed case, repurchase request under review.

Created By Ashley May (9/5/2014 9 22 AM)
ARBS called Courtesy Nissan and requested to s/w Service Dept.

Make Public — ARBS was transferred to Service Receptionist Amber who asked ARBS to hold for a Service Advisor.

ARBS was transferred to Service Director Billy's v/m. Left msg requesting return call in regards to rental provided for RO[redacted]

Make Public — **Created By Albert Jimenez (9/5/2014 8 19 AM)**
DRTS received the RHR. The RHR was assigned to ARBS Ashley May for review.

Make Private ✓ — **Created By Karen Dorner (9/5/2014 7 50 AM)**
SRD-KD completed and submitted RHR

Created By Sylania Oliver (9/4/2014 4 50 PM)
Rcas called Courtesy Nissan 9/4/2014 @ 5:24pm est. on 972-231-2600. Held for 7 minutes and called back. Spoke with SM- Randy Searcy.

Make Public — Rcas inquired into

SM - Randy on RO[redacted] stated that vehicle was in for dent on passenger door, stated was submit, no time stamps , vehicle was at dealership from 6/11/13 -6/20/13

Make Public — **Created By Sylania Oliver (9/4/2014 4 03 PM)**
Rcas submitted RO's to TL - Leslee Koleszar for RHR submission on 9/4/2014.

Created By Sylania Oliver (9/4/2014 4 02 PM) Last Modified By Sylania Oliver (9/4/2014 4 02 PM)
Rcas notating all RO's received.

Make Public —
•How many times has the customer's vehicle been in for repairs? 13
•What repairs were performed? Tire repair,Service campaign R1308,routine maintenance,service campaign R1405,PDI,reattached passenger seat tilt,door frame tape reinstalled,TCM reprogram,
•How many days has the vehicle been kept out of service at your dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders that contain the technician time stamps. 61
•Has TECH LINE been involved?Yes
•Has the Dealer Technical Specialist (DTS) been involved?No

Created By Sylania Oliver (9/4/2014 3 51 PM)
Rcas called Courtesy Nissan 9/4/2014 @ 4:41pm est. on 972-231-2600. Spoke with Cashier -[redacted]

Make Public — Rcas inquired into timestamps for RO#[redacted]

Cashier transferred to Lucy.

Cashier - Lucy stated no Time Stamps. Rcas asked to be Transferred back to service department for SA - Robert Schille listed on RO.

SA - Robert Schille was not available.

Rcas gave contact information.

Make Public — **Created By Sylania Oliver (9/4/2014 3 42 PM)**
Rcas attached RO's to case.
.
.

Make Public — **Created By Sylania Oliver (9/4/2014 3 30 PM)**
Rcas called Courtesy Nissan 9/4/2014 @ 4:26pm est. on 972-231-2600. Spoke wiith Cashier -[redacted]

Rcas requested TS for RO#[redacted] Gave Fax# 615-267-7920.

Make Public — **Created By Sylania Oliver (9/4/2014 3 26 PM)**
Rcas sent email 9/4/2014 to CSM - Bob Brissie to advise of RHR. no FOM for district.

Created By Sylania Oliver (9/4/2014 3 24 PM)
Rcas called Autonation Nissan of Lewisville 9/4/2014 @ 4:09pm est. on 972-420-9500. Spoke with Cashier[redacted]

Make Public — Rcas explained c is requesting repurchase of c's vehicle, request c's RO's gave fax # 615-267-7920, explained if over 7 days need technician time stamps.

Cashier - Claire stated would fax over.

Make Public — **Created By Sylania Oliver (9/3/2014 4 30 PM)**
Rcas called AUTONATION NISSAN LEWISVILLE 9/3/2014 @ 5:19pm est. on 972-420-9500. Spoke SA - Nathan.

Rcas explained that c is requesting repurchase of c's vehicle, request c's RO's gave fax # 615-267-7920, explained if over 7 days need technician time stamps.

SA - Nathan stated would fax over.

Make Public

Created By Sylania Oliver (9/3/2014 4 19 PM)
Rcas called Courtesy Nissan 9/3/2014 @ 5:13pm est. on 972-231-2600. Spoke with SA - Donna.

Rcas explained that call may be recorded for training and quality assurance purposes, Rcas explained if over 7 days need technician time stamps. Gave fax # 615-267-7920.

SA - Donna stated would fax over.

Make Public

Created By Sylania Oliver (9/3/2014 4 12 PM)
Courtesy Nissan- 2190 - 972-231-2600

[redacted]

AUTONATION NISSAN LEWISVILLE - 3437 - 972-420-09500

[redacted]

Make Private ✓

Created By Sylania Oliver (8/28/2014 10 36 AM) Last Modified By Sylania Oliver (9/3/2014 4 10 PM)
Rcas called c 8/28/2014 @ 11 07am est. on Home Phone [redacted] Spoke with c.

Rcas explained that call may be recorded for training and quality assurance purposes.

Rcas apologized for c's vehicle concerns.

C stated c is having concerns with airbag light not coming on when c's wife is in seat.

C stated c has had 6 loaner vehicles and 3 rentals, c stated c is 50 miles away and has to pay for toll fees every time c visits dealership.

C stated light comes on in c's loaner vehicles. C expressed concerns with light going off on long trips, c stated c was advised engineers would be involved. c stated vehicle was in shop for 3 weeks. C stated c is loosing patience with vehicle. C stated if c pulls over and shuts vehicle back on airbag light responds corrrectly. C stated c can use vehicle on long trips.

C expressed concerns with amount of service campaigns on c's vehicle. C stated c is concerned about safety of vehicle.

C inquired if service history is reviewed.

Rcas explained that c's service history is reviewed with dealership,

C stated c paid extra for warranty and road side assistance. C stated c reviewed with car expert and c was advised of improvements made to vehicle.

C stated c has had several repairs and c stated that c has videos of concern. C stated c no longer wants vehicle. C stated c previously wants 1998 Maxima.

C stated last time c mentioned concern was in May 2014. C stated c has been servicing vehicle. C stated c does not want to research with dealership further. C stated c will just cut off vehicle and restart.
****
•Why do you want to return the vehicle to Nissan North America?
•Where is the vehicle currently? With c.
•Where was the vehicle purchased? Courtesy Nissan
•Was it purchased new or used?New
•If used, when was the vehicle purchased?N/A
•Where is the vehicle serviced? Courtesy Nissan and Autonation Nissan of Lewisville.
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?N/A

Rcas explained repurchase request takes 10 business days, 5 days to gather RO's and 5 days for arbitrations to review. Will have decision by 9/10/2014

Rcas confirmed c has Rcas contact information, gave Rcas name, 1-800-343-6913, ext. 457217, explained available 9am - 6pm est.,

Rcas confirmed c does not need followup until repurchase decision. C stated c services at Autonation Nissan dealership.

Rcas explained will followup with c 9/10/2014. Rcas assured c that Rcas has been trying to contact c, but has received vm. Correct # was being contacted.

Make Public

Created By Sylania Oliver (8/28/2014 10 06 AM)
Rcas received 2 vm's from c 8/27/2014, requested callback.

Make Public

Created By Sheena Marie Dela Cruz (8/27/2014 2 39 PM)
RCAS Case Follow-up

Make Private ✓

Created By Sheena Marie Dela Cruz (8/27/2014 2 39 PM) Last Modified By Sylania Oliver (8/28/2014 10 14 AM)
Crr-sd received call from c, verified all information has not changed from the last time c called.

C provided case number. C want an update on the case.
C stated c have been trying to reach rcas so and tried calling but cannot get a hold of rcas.

CRR-SD VERIFIED THE BEST NUMBER FOR CONTACT. C STATED:
972-462-0185

c was upset the the wrong number is being dialed and does not know where that number came from. crr-sd apologized for the inconvenience.
Crr-sd offered to transfer the call. c declined.
Crr-sd advised that an internal message to rcas so will be sent for notification that
c called so c can be provided a cb asap if possible. c agreed.

Crr-sd offered further assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number
Crr-sd sent internal message to rcas-so and exiting case.

Make Public

Created By Sylania Oliver (8/27/2014 11 35 AM)
Rcas sent followup email to c 8/27/2014. set followup for 8/28/2014.

Make Private ✓

Created By Sylania Oliver (8/27/2014 11 34 AM) Last Modified By Sylania Oliver (8/27/2014 11 35 AM)
Rcas called c 8/27/2014 @ 12 33pm est. on Home Phone [redacted] unable to leave message, mailbox full

Make Private ✓

Created By Sylania Oliver (8/26/2014 10 29 AM) Last Modified By Sylania Oliver (8/27/2014 8 59 AM)
Rcas called c 8/26/2014 @ 11 27am est. on Home Phone [redacted] unable to leave message, mailbox full.

Tried again. Same message.

Make Public

Created By Sylania Oliver (8/26/2014 8 10 AM)
Rcas received 3 vm's from c 8/25/2014, gave callback # as [redacted]

Make Private ✓

Created By Glenda McDonald (8/25/2014 10 30 AM) Last Modified By Glenda McDonald (8/26/2014 7 58 AM)
Rcas-GM called C at 11 28 am est at [redacted] & was advised by c's wife that c was not home and to call in one hour or so

Rcas provided C's wife with Rcas-SO contact info and asked wife to have C call Rcas-SO at c's convenience
Rcas-gm thanked c's wife

Created By Glenda McDonald **(8/25/2014 10 27 AM)** **Last Modified By** Glenda McDonald **(8/25/2014 10 27 AM)**
AUTONATION NISSAN LEWISVILLE
Dealer Code 3437
Phone 972-420-9500

****
RCAS-GM called AUTONATION NISSAN LEWISVILLE at 11:22 am est at 972-420-9500 & spoke to SM Joel that states no complaint on airbag

Make Private ✓

Dealer has performed:
April 23rd 2014, dealer did recall on airbag
12/2013 ABS recall
7/5/ tire concern
Nothing on complaint of airbag

rcas thanked SM

Created By Glenda McDonald **(8/25/2014 10 21 AM)** **Last Modified By** Glenda McDonald **(8/25/2014 10 27 AM)**
case review for S. History dealers

AUTONATION NISSAN LEWISVILLE
Dealer Code 3437
Make Private ✓ Phone 972-420-9500

****
TECH LINE CASE [redacted]
Date/Time Closed 3/10/2014 10:27 AM
Description OCS LIGHT ON AT T MES

Created By Glenda McDonald **(8/25/2014 10 09 AM)** **Last Modified By** Glenda McDonald **(8/25/2014 10 15 AM)**
Make Private ✓ EMAIL FROM SM RANDY

We do not have an open repair order on this vehicle, and the customer has not been here since March 13, and that was a tire light issue, so I have no information at this time.

Created By Glenda McDonald **(8/25/2014 9 54 AM)** **Last Modified By** Glenda McDonald **(8/25/2014 9 54 AM)**
Rcas called Courtesy Nissan 8/22/2014 @ 10 33am est. at
972-231-260 & spoke SM- Randy

Sheila can not find the SM and rcas asked for email for SM
Make Private ✓ Sheila provided

Rsearcy@courtesynissan.com

Sheila tried to put rcas into SM vmx but could not.
rcas will send email re:case & thanked Sheila
****
Rcas-gm sent email at 10:53 am est to SM Randy advising of C's email and asked for veh update and All RO's as C requesting NNA repurchase the veh

Created By Laurice Lim **(8/23/2014 4 20 PM)** **Last Modified By** Glenda McDonald **(8/25/2014 9 33 AM)**
Email case logged
E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Method of contact: E-mail
crr-Id checked for open campaigns/upgrades found:

Make Private ✓ _____
E-mail sent: [redacted]

crr Id called c a[redacted]dvised c case forwarded to RCAS.

crr Id transferring case.

Make Private ✓ **Created By** Laurice Lim **(8/23/2014 4 14 PM)** **Last Modified By** Glenda McDonald **(8/25/2014 9 33 AM)**
SRH-24453678 BRAKES GREEN I 7/5/2014 11,042 T

Make Public **Created By** Laurice Lim **(8/23/2014 4 13 PM)**
case moved

Created By Laurice Lim **(8/23/2014 4 12 PM)** **Last Modified By** Glenda McDonald **(8/25/2014 9 33 AM)**
firstname [redacted]
lastname [redacted]
email [redacted]
homephon[redacted]
address1 [redacted]
address2 :
city : Coppell
twitter :
state : TX
Make Private ✓ zip [redacted]
owner : true
make : Nissan
source : NissanContact[redacted]
vin : 5N1AR2MN7DC[redacted]
dealerstate : TX
dealername : Courtesy Nissan
comments : I purchased this Nissan Pathfinder on March 28,2013. I have consistently had problems with the passenger airbags shutting off while my wife who weighs 96 lbs. is in the front passenger seat. Since the date of purchase this vehicle has been in the shop numerous times and once the dealership kept it three weeks. Sensors have been replaced in the front passenger seat at least two times and multiple software updates have been performed. Courtesy Nissan and AutoNation Nissan have been unable to resolve the issue. Currently mileage is 11,811. While my vehicle was in the shop I have had the same problem with the 2014 Pathfinder dealer loaner. I have videos of occurrences. I am out of patience. I would like for Nissan to buy this vehicle back from me immediately or I will be filing with the Texas Lemon Law.

Make Private ✓ **Created By** Laurice Lim **(8/23/2014 4 12 PM)** **Last Modified By** Sylania Oliver **(8/28/2014 10 15 AM)**
firstname [redacted]
lastname [redacted]
email [redacted]
homephon[redacted]
address1 [redacted]
address2 :
city : Coppell
twitter :
state : TX
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MN7DC[redacted]
dealerstate : TX
dealername : Courtesy Nissan
comments : I purchased this Nissan Pathfinder on March 28,2013. I have consistently had problems with the passenger airbags shutting off while my wife who weighs 96 lbs. is in the front passenger seat. Since the date of purchase this vehicle has been in the shop numerous times and once the dealership kept it three weeks. Sensors have been replaced in the front passenger seat at least two times and multiple software updates have been performed. Courtesy Nissan and AutoNation Nissan have been unable to resolve the issue. Currently mileage is 11,811. While my vehicle was in the shop I have had the same problem with the 2014 Pathfinder dealer loaner. I have videos of occurrences. I am out of patience. I would like for Nissan to buy this vehicle back from me immediately or I will be filing with the Texas Lemon Law.

Created By Managed Services (8/23/2014 12 08 PM) Last Modified By Sylania Oliver (8/28/2014 10 15 AM)

Make Private ✓

firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Coppell
twitter :
state : TX
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MN7DC[redacted]
dealerstate : TX
dealername : Courtesy Nissan
comments : I purchased this Nissan Pathfinder on March 28,2013. I have consistently had problems with the passenger airbags shutting off while my wife who weighs 96 lbs. is in the front passenger seat. Since the date of purchase this vehicle has been in the shop numerous times and once the dealership kept it three weeks. Sensors have been replaced in the front passenger seat at least two times and multiple software updates have been performed. Courtesy Nissan and AutoNation Nissan have been unable to resolve the issue. Currently mileage is 11,811. While my vehicle was in the shop I have had the same problem with the 2014 Pathfinder dealer loaner. I have videos of occurrences. I am out of patience. I would like for Nissan to buy this vehicle back from me immediately or I will be filing with the Texas Lemon Law.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/23/2014	YX	BK	233500	OA
Edit | De	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/23/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Correspondence Request	[redacted]	✓	9/10/2014	Sylania Oliver	9/10/2014 12:12 PM
Edit | Del	Call/Courtesy /Autonation/RHR		✓	9/10/2014	Sylania Oliver	9/10/2014 8:08 AM
Edit | Del	RHR Review Completed and Decision		✓	9/9/2014	Sylania Oliver	9/10/2014 8:33 AM
Edit | Del	[redacted]		✓	9/5/2014	Ashley May	9/9/2014 11:37 AM
Edit | Del			✓	9/5/2014	Sylania Oliver	9/5/2014 8 21 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to[redacted] ref: 00DA09i8L. 500F0Pi8OR:ref] *8/27/2014 Case [redacted] Dea[redacted] hank you for taking the time to ...*	[redacted]	8/27/2014 11 34 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09i8L. 500F0Pi8OR:ref] *8/27/2014 Case # [redacted] Thank you for taking the time to ...*		8/27/2014 11 34 AM
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09i8L. 500F0Pi8OR:ref] *8/23/2014 Case # [redacted] VIN # 5N1AR2MN7DC[redacted] Than...*		8/23/2014 4:15 PM
Reply | To All | Del	Replied		My Nissan Vehicle *firstname : [redacted] email [redacted] omephone :...*	nissanconsumeraffairs@my-nissan-usa com	8/23/2014 12 08 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | De	[redacted]	74KB	9/10/2014 9:18 AM	Sylania Oliver
Edit | View | De		26KB	9/5/2014 7:49 AM	Karen Dorner
Edit | View | De		136KB	9/5/2014 7:17 AM	Karen Dorner
Edit | View | De		52KB	9/4/2014 3:39 PM	Sylania Oliver
Edit | View | De		144KB	9/4/2014 3:37 PM	Sylania Oliver

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/11/2014 8:45 AM	Sylania Oliver	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.

		Closed.
9/11/2014 8:45 AM	Sylania Oliver	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [5] | Emails [2] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Chantel Foxhall [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/16/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/24/2014 1:39 AM
CA Multiple Repairs		Date/Time Closed	9/17/2014 3:01 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00049738

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description: Consumer Affairs Voluntary Repurchase due to airbag indicator light and 31 days out of service.

firstname [redacted]
lastname
email [redacted]
homep
address1 [redacted]
address2
city : Casselberry
twitter :
state : FL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Sutherlin Nissan
comments : To Nissan,
We purchased our 2013 Nissan Sentra for our son on 4/20/13. The first problem with our new Sentra started on 5/27/13, an electrical problem with the cluster. We were not able to tell the mileage and the transmission would show □R□ when we were actually driving forward. The car was in the shop for over 15 days to replace the cluster. We also experienced the ODS issue on our new Sentra. We notified the dealership of the ODS issue on the same visit on 5/27/13. We picked up car on 6/14/13, was told that cluster was replaced and ODS issue was fixed. The dealership was already aware of the recall on the ODS issue.
THEN, we had to bring the car back to the service again on 7/2/13 for rear brake issue. Brake fluid was applied to both wheel cylinders to fix issue. There was a recall on this one as well, we were told by the dealer. THEN, on 8/3/13 we had to take the car back to the shop again for the same brake issue. Wheel cylinders were replaced on this visit. We also mentioned the ODS issue and was told it was fixed for the 2nd time. We finally received ODS recall letter after that. However, the issue with ODS has not been gone completely. When I took the car for the oil change on 3/1/2014, I brought the recall letter with me to the dealership since we still had issue with the ODS. I was told that ODS, again, has been fixed for the 3rd time. We still have the problem with ODS as of today. We cannot rely on this safety feature from this particular car regardless of anyone sitting at the front passenger seat.
This car is the main vehicle for my son who is 18 yrs. old. We took the car to the dealership again today for the oil change. We told the service department that the ODS issue has never been fixed and we need to get it fixed after we were lied to for so many times. We were told to call to make appointment. This problem should have been fixed since 6/14/13 □ the very first time we told you. With my son driving this Sentra, we are not at peace due to this lack of the safety issue this Nissan Sentra offered to their customer. I have told the dealership that this car will be driven by 18 yrs. old and I need to be sure that this basic safety feature works at the very second it needs to work. However, I was told that having an airbag deployed may not be such a good idea!!!!!
I want this ODS issue fixed completely and permanently. This car is nothing but a lemon just a month after we purchased. Please, have someone contact us ASAP to replace this car to a comparable Sentra with complete safety feature that I purchased. After many attempts to try get this car fixed, it is cleared to me that Nissan is intentionally not deliver the basic safety feature Nissan Sentra should offered.

[redacted]
Casselberry, FL[redacted]

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	587		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	

Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP7DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Sentra	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SUTHERLIN NISSAN ORLANDO	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$19,402.29	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/27/2014	Vehicle Service Contract	
RHR Completed	9/2/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Nissan North America		
Created By	Managed Services, 8/24/2014 1 39 AM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 7:55 PM	Root Cause Code	SCMV
Days Closed	483	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NL5F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Chantel Foxhall (9/17/[redacted]0 PM) ARBS created Morley Case number [redacted] ARBS sent to Morley via Fede[redacted]
Make Public		Created By Chantel Foxhall (9/16/2014 1 22 PM) ARBS submitted check request to lien holder in the amount of $12,897.36 good through 10/16/2014. ARBS submitted check request to C in the amount of $6,504.93
Make Public		Created By Chantel Foxhall (9/16/2014 1 21 PM) ARBS notes the following repurchase figures: Repurchase Base Price $17,081.15

Sales Tax $1,202.98
Lic/Reg $608.50
Dealer Doc Fee $689.00
MVSC $2,075.00
Interest Paid to Date $632 26
Total Purchase Price $22,288 89
Less Usage (14,139/120,000*16,081.15) $1,894.76
Less Rebates $1,000.00
Subtotal $19,394.13
Lien Payoff (Good through 10/16/2014) $12,889 20
Total Amount due to Customer $6,504 93

Make Public

Created By Chantel Foxhall (9/16/2014 1 21 PM)
ARBS received C's signed repurchase letter.

Make Public

Created By Chantel Foxhall (9/16/2014 12 55 PM)
ARBS submitted updated repurchase letter to C.

Make Public

Created By Chantel Foxhall (9/16/2014 12 53 PM)
ARBS recalled C's check for 5,872.67.

Make Public

Created By Chantel Foxhall (9/16/2014 10 01 AM)
ARBS submitted check request to lien holder in the amount of $12,897.36 good through 10/16/2014.

ARBS submitted check request to C in the amount of $5,872.67

Make Public

Created By Chantel Foxhall (9/16/2014 9 55 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : Casselberry
twitter :
state : FL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Sutherlin Nissan
comments : To Nissan,
We purchased our 2013 Nissan Sentra for our son on 4/20/13. The first problem with our new Sentra started on 5/27/13, an electrical problem with the cluster. We were not able to tell the mileage and the transmission would show □R□ when we were actually driving forward. The car was in the shop for over 15 days to replace the cluster. We also experienced the ODS issue on our new Sentra. We notified the dealership of the ODS issue on the same visit on 5/27/13. We picked up car on 6/14/13, was told that cluster was replaced and ODS issue was fixed. The dealership was already aware of the recall on the ODS issue.
THEN, we had to bring the car back to the service again on 7/2/13 for rear brake issue. Brake fluid was applied to both wheel cylinders to fix issue. There was a recall on this one as well, we were told by the dealer. THEN, on 8/3/13 we had to take the car back to the shop again for the same brake issue. Wheel cylinders were replaced on this visit. We also mentioned the ODS issue and was told it was fixed for the 2nd time. We finally received ODS recall letter after that. However, the issue with ODS has not been gone completely. When I took the car for the oil change on 3/1/2014, I brought the recall letter with me to the dealership since we still had issue with the ODS. I was told that ODS, again, has been fixed for the 3rd time. We still have the problem with ODS as of today. We cannot rely on this safety feature from this particular car regardless of anyone sitting at the front passenger seat.
This car is the main vehicle for my son who is 18 yrs. old. We took the car to the dealership again today for the oil change. We told the service department that the ODS issue has never been fixed and we need to get it fixed after we were lied to for so many times. We were told to call to make appointment. This problem should have been fixed since 6/14/13 □ the very first time we told you. With my son driving this Sentra, we are not at peace due to this lack of the safety issue this Nissan Sentra offered to their customer. I have told the dealership that this car will be driven by 18 yrs. old and I need to be sure that this basic safety feature works at the very second it needs to work. However, I was told that having an airbag deployed may not be such a good idea!!!!!
I want this ODS issue fixed completely and permanently. This car is nothing but a lemon just a month after we purchased. Please, have someone contact us ASAP to replace this car to a comparable Sentra with complete safety feature that I purchased. After many attempts to try get this car fixed, it is cleared to me that Nissan is intentionally not deliver the basic safety feature Nissan Sentra should offered.

[redacted]
Casselberry, FL [redacted]

Make Public

Created By Chantel Foxhall (9/16/2014 9 42 AM)
ARBS notes the following repurchase figures:

Repurchase
Base Price $17,081.15
Sales Tax $1,202.98
Lic/Reg $608.50
Dealer Doc Fee $689.00
MVSC $2,075.00
Total Purchase Price $21,656 63
Less Usage [14,139/120,000*16,081.15] $1,894.76
Less Rebates $1,000.00
Subtotal $18,761 87
Lien Payoff (Good through 10/8/2014) $12,889 20
Total Repurchase $5,872.67

Make Public

Created By Chantel Foxhall (9/16/2014 9 42 AM)
ARBS received C's signed repurchase letter

Make Public

Created By Chantel Foxhall (9/10/2014 10 43 AM)
ARBS spoke with C and advised C of her 3 options:

1) Replacement of vehicle with C receiving $5,872 67
2) Replacement of veh with C receiving Gold Preferred Security + Plus package and waived usage
3) Settlement - $2,000 and Gold Preferred Security + Plus Package

ARBS also reiterated that with any mass produced vehicle, nearly every model of vehicle of any make has bulletins and recalls issued on it as we note things that may need addressing regarding our continuous commitment to quality. I cannot guarantee a replacement vehicle to be bulletin or even recall-free.

C stated she would call ARBS next week to make decision

Make Public

Created By Chantel Foxhall (9/10/2014 9 39 AM)
ARBS received the following email from C:

Ms. Foxhall,

Please, see the attached documentation regarding the current recall and the manufactured date for possible defected vehicles. The attached also detail the nature of the OCS issue for 2014 models. With this document, Sutherlin should be able to narrow down their 2014 Sentra model with the possibility of finding vehicle with no defect.

For the current 2013 Sentra SV, I have spent a total of $6,671 on payment & deposit.

For the settlement, below are the options I am willing to accept:

Replacement of new 2014 Sentra SV with:
- Waived usage fee of $1,894.76
- Complimentary extended warranty (72 months/100,000 miles (Gold Preferred Security + Plus package)
- Reimbursement of 75% of payment (with no tax liability) for lost time, inconvenience, defected product sold

Replacement of new 2015 Sentra SV with:
- Waived usage fee of $1,894.76
- Reimbursement of 75% of payment (with no tax liability) for lost time, inconvenience, defected product sold

Our Sentra 2013 was purchased on April 20, 2013. The recall for 2013 OCS issue has already been announced to public on March 1,2013. However, Nissan & the Dealership did not have a protocol to establish a communication of the recall directly to potential customers during the purchase of knowingly defected product. If Nissan & Dealership were not aware of which vehicles have defect, how could I as a consumer would have such knowledge? I was completely surprised that the dealership was already aware of the OCS issue when we brought the car back on 5/27/13!!! And, we were led to believe in buying the car. All of the multiple trips & purchase of this particular vehicle could have been avoided if I was fully informed of the recall during the purchase of this vehicle.

Please, contact me at your earliest convenience.

Thank you,
[redacted]

ARBS responded with the following:

Hello,

I understand your concerns. However with any mass produced vehicle, nearly every model of vehicle of any make has bulletins and recalls issued on it as we note things that may need addressing regarding our continuous commitment to quality. I cannot guarantee a replacement vehicle to be bulletin or even recall-free.

Per our previous conversation, Nissan North America is prepared to replace your vehicle with a new vehicle, plus waive the $1,894.76 of mileage usage, as well as, offer the complimentary extended warranty [(72 months/100,000 miles (Gold Preferred Security + Plus package)]. If this option does not suit you, Nissan North America is willing to repurchase your vehicle based on your state guidelines.

Keep in mind we can also explore settlement options as well.

Please let me know if you have any additional questions or wish to further discuss the aforementioned options.

Thanks,

Created By Chantel Foxhall (9/9/2014 2 16 PM)
ARBS received the following email from C:

Ms. Foxhall,

As I have mentioned during our conversation that we should not forget the original purpose that starts this discussion. First, I appreciate your prompt respond on this matter. However, there are 2 of the same recalls from Nissan this year for 2014 Sentra. Where do we go from here? Also, is there a way we can determine if a particular car is not part of the recall by using V N#?

As much as I appreciate you help & offer, getting a new replacement car with the same problem does not really solve our problem. I will end up with the same lacking safety issue. Are those 2 options you provided our only options to this matter?

Thank you,
Make Public [redacted]

ARBS responded with the following:

Hello,

I understand your concern with the recalls on the 2014 Nissan Sentra. I am unable to verify the recall on a particular vehicle with first having the V N number, which would require you to first go pick out the car.

If you do not wish to accept the replacement offer, you do have the option to accept the repurchase offer. I am also available to discuss settlement options. I can offer $2,000 cash and an extended warranty (72 months/100,000 miles (Gold Preferred Security + Plus package)).

Feel free to reach out to me to further discuss these options if you wish.

Thanks,

Created By Chantel Foxhall (9/9/2014 12 15 PM)
ARBS received call from C stating C wants to do replacement.

ARBS responded with the following:

Hello,

Make Public

Per our previous conversation, we are willing to waive your usage of $1,894.76, if you agree to replace your current 2013 Nissan Sentra with a like model 2014 Nissan Sentra. After further review, I am willing to offer you the complimentary extended warranty package as well. It will cover 72 months/100,000 miles (Gold Preferred Security + Plus package).

I will reach out to the Sutherlin Nissan and have a sales manager reach out to you shortly to assist you with starting the car replacement process.

Please let me know if you have any additional questions or concerns.

Thanks,

Make Public **Created By Chantel Foxhall (9/9/2014 8 06 AM)**
ARBS submitted C the repurchase offer letter

Make Public **Created By Chantel Foxhall (9/9/2014 7 26 AM)**
ARBS received C's sales documents

Make Public **Created By Chantel Foxhall (9/9/2014 7 25 AM)**
ARBS notes usage as follows:

= 14,139/120,000*16,081.15 = 1,894.76

Created By Chantel Foxhall (9/8/2014 3 49 PM)
ARBS received the following payoff info:

Make Public
SR# [redacted]
Account#: [redacted]
Customer [redacted]
30 day payoff $12889.20 good thru 10/8/2014
Per diem 1.02
Payments received 16
Payment amount $363.00
Interest paid $632.26
Late fee paid 0.00
Recent payment received on 9/2/2014 in the amount of $363 00

Make Public **Created By Chantel Foxhall (9/8/2014 11 07 AM)**
ARBS emailed NMAC for C payoff verification

Hello,

RE: [redacted]
2013 Nissan Sentra
V N: 3N1AB7AP7DL[redacted]

Will you please provide the following for Ms. [redacted] account:

1. Acct #
2. Payoff Amt.
3. Per Diem
4. SOC Eligibility?
5. Payment History

Thanks,

Make Public

Created By Chantel Foxhall (9/8/2014 11 04 AM)
ARBS received the C's signed lien release

Created By Chantel Foxhall (9/8/2014 8 59 AM)
ARBS received the following email from C:

Ms. Foxhall,

Attached is a copy of our Sentra current registration & our Purchase Agreement. For the Lienholder Information Release Agreement, I have entered most of the information we have. However, we have not signed the form yet since we want to make sure that our option is the replacement and not the repurchased. With this inconvenience, we do not want to have to go thru financing the car all over again. We also don't know once we sign the form, will it mean that we are stuck with the option you are providing. I hope you understand that this is our 1st time dealing with purchase problem with this type of magnitude.

Also, I have checked the mileage on the car again, and the current mileage is 14,580 as of today. I believe I might have overestimated the mileage during the initial questions conversation with Russell.

While I was looking at the Warranty Information Booklet for 2013 Nissan, I realized that I have not filed the arbitration or contact BBB AUTO L NE. I only contacted Nissan directly. Do I still need to file the arbitration and do anything else at this time?

Thank you,
[redacted]

Make Public

ARBS responded with C:

Hello,

I will need to verify your payoff to determine your options with repurchase and/or repayment. Therefore, I will need a signed release form, as well as , the purchase documents. Signing the lien release forms does not refinance the car. It simply allows me to verify the payoff.

The mileage I will use will be based on the last repair on your vehicle.

Also, there is no need to contact the BBB, because Nissan has voluntarily offered to purchase your vehicle from you.

Please provide the requested documentation so I may better access your situation and provide you with options to assist you getting out of the vehicle.

Thanks,

Make Public

Created By Chantel Foxhall (9/8/2014 8 50 AM)
ARBS received C's registration.

Created By Chantel Foxhall (9/4/2014 7 33 AM)
ARBS received the following from C:

Ms. Foxhall,

I appreciate your prompt respond on this matter. Is it possible that we forward all documents to you next Monday? My son, who is the main driver on Sentra, just starts college and lives in campus away from home. He will be home this weekend and I will get a copy of the current vehicle registration send to you.

If there will be any issues due to this delay, please, let me know.

Make Public

ARBS responded with the following:

Hello,

Sure. Just provide the documentation to me as soon as you are able to obtain them.

Thanks,

Created By Chantel Foxhall (9/3/2014 9 05 AM)
ARBS emailed the CSM, FOM, and DOM the following:

Hello,

Make Public

NNA has decided to replace/repurchase the aforementioned vehicle for OCS repairs.

Car was purchased from the Sutherlin Nissan Orlando location.

Please let me know if you have additional questions or concerns.

Thanks,

Make Public

Created By Chantel Foxhall (9/3/2014 9 03 AM)
ARBS emailed the C the following:

Dear [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your situation. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your request during a review of all available facts pertaining to your situation. Based on the vehicle repair history, Nissan offers to repurchase or replace your vehicle to comply with the Florida Lemon Laws

Re: 2013 Nissan Sentra
V N: 3N1AB7AP7D[redacted]

In order to coordinate the repurchase of your vehicle, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me at your convenience, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's current registration
- A copy of the purchase contract for the vehicle
- Any receipts for costs that you want considered for reimbursement
- Completed Lienholder Information Request Form (enclosed)

Please return the requested information to me via fax at 615-967-2271. We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you have any questions you are welcome to call me at [redacted]

Sincerely,

Make Public

Created By Chantel Foxhall (9/3/2014 8 57 AM)
ARBS called C and left v/m notifying C that NNA is attempting to assist C with getting out of the vehicle; requested the following documentation: current registration, sales documents, and signed Lienholder form.

ARBS emailed C requesting a lienholder release, sales documents, and registration.

Make Public

Created By Chantel Foxhall (9/3/2014 8 54 AM)
ARBS notes the following repair summary:

31 days down:

2 visits for OCS concerns - 2 reprograms of OCS
2 visits for brake concerns - 1 repair for brake fluid, 1 replacement of wheel cylinders
1 visit for display concerns - 1 replacement of cluster assembly.

Make Public

Created By Chantel Foxhall (9/3/2014 8 51 AM) Last Modified By Chantel Foxhall (9/3/2014 8 51 AM)
ARBS notes the following repairs:

5/18/2013 – 589 miles
Concern:
-C states that the mileage numbers would fade in and out.
-C states passenger side off light would turn on and off even when there is nobody sitting in the seat, passenger side airbag light would go on and off
Action:
-Replaced instrument cluster assembly
-Performed zero-point reset
28 days down

7/2/2013 – 1,149 miles
Concern:
-C states audible pulsation when braking.
Action:
-Applied Brake fluid to wheels
1 day down

8/3/2013 – 1,715 miles
Concern:
-C states audible noise when braking.
Action:
-Replaced both rear wheel cylinders
1 day down

5/30/2014 – 11,316 miles
Concern:
-Recall R1405
Action:
-Re-program OCS
1 day down

Make Private ✓

Created By Russell Rigsby (9/2/2014 3 32 PM)
RCAS-RR made outbound call to c, left vmx.
RCAS-RR informed c of no update in c's case.
RCAS-RR provided c with RCAS best contact number.

Make Public

Created By Gloria Holman (9/2/2014 2 48 PM)
DRTS received the RHR. The RHR was assigned to ARBS Chantel Foxhall for review.

Make Private ✓

Created By Russell Rigsby (9/2/2014 2 16 PM)
RCAS-RR informed CMX-David Mackay and FOM-Mike Cook of RHR submission.

Make Private ✓

Created By Russell Rigsby (9/2/2014 11 43 AM)
RCAS-RR received RO from Sutherlin Nissan of Orlando.

Make Private ✓

Created By Russell Rigsby (9/2/2014 9 02 AM)
RCAS-RR noting c's correct Case Servicing Dlr: Sutherlin Nissan of Orlando, dlr code: 5303.

Make Private ✓

Created By Russell Rigsby (8/27/2014 11 01 AM)
RCAS-RR made outbound call to c.

C stated c wants replacement veh.
RCAS-RR asked and received answers to the following questions:
Why do you want to return the vehicle to Nissan North America?
–C stated because c continues to have problems with c's veh.
Where is the vehicle currently?
–C stated in c's son's possession as c's son is in college.
Where was the vehicle purchased?
–C stated Sutherlin Nissan
Was it purchased new or used?
–C stated New
Where is the vehicle serviced?
–C stated
Has the vehicle been taken to multiple Nissan dealers?
–C stated no

RCAS-RR set follow-up for 9/2.
Call ended mutually.

Make Private ✓

Created By Russell Rigsby (8/26/2014 1 32 PM)
RCAS-RR made outbound call to c, left vmx.
RCAS-RR informed c that RCAS has received e-mail.
RCAS-RR provided c with RCAS best contact number.

Make Public

Created By Ma. Cristina Dahlea Rimando (8/25/2014 10 17 AM)
case moved

Make Public

Created By Ma. Cristina Dahlea Rimando (8/25/2014 10 17 AM)
**********E-MAIL Case Logged*********
E-MAIL addressed to : NNACONSUMERAFFA RS@NISSAN-USA.COM
Method of contact : E-MA L
Previous related case found: None
campaign details None
**********Response Details*********
crr-mcr made an outbound call to c's phone number: [redacted] at 10:51 am est. crr-mcr spoke to c. crr-mcr advised that call may be recorded for training and quality assurance purposes.

crr-mcr informed c that concern has been forwarded to regional office for further review. crr-mcr advised that c will be contacted by the end of the next business day. c agreed and verified best contact number [redacted]

crr-mcr asked for further assistance, c declined
crr-mcr gave name,extension and case number

crr-mcr provided nna ca hotline:1800-647-7261
***
crr-mcr responded to c's e-mail address [redacted]
crr-mcr informed c that concern has been forwarded to regional office for further review. crr-mcr advised that c will be contacted by the end of the next business day.

crr-mcr forwarded case to rcas, set follow-up date:08/26/14(1 business day)

Make Public

Created By Ma. Cristina Dahlea Rimando (8/25/2014 9 45 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : Casselberry
twitter :
state : FL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Sutherlin Nissan
comments : To Nissan,
We purchased our 2013 Nissan Sentra for our son on 4/20/13. The first problem with our new Sentra started on 5/27/13, an electrical problem with the cluster. We were not able to tell the mileage and the transmission would show □R□ when we were actually driving forward. The car was in the shop for over 15 days to replace the cluster. We also experienced the ODS issue on our new Sentra. We notified the dealership of the ODS issue on the same visit on 5/27/13. We picked up car on 6/14/13, was told that cluster was replaced and ODS issue was fixed. The dealership was already aware of the recall on the ODS issue.
THEN, we had to bring the car back to the service again on 7/2/13 for rear brake issue. Brake fluid was applied to both wheel cylinders to fix issue. There was a recall on this one as well, we were told by the dealer. THEN, on 8/3/13 we had to take the car back to the shop again for the same brake issue. Wheel cylinders were replaced on this visit. We also mentioned the ODS issue and was told it was fixed for the 2nd time. We finally received ODS recall letter after that. However, the issue with ODS has not been gone completely. When I took the car for the oil change on 3/1/2014, I brought the recall letter with me to the dealership since we still had issue with the ODS. I was told that ODS, again, has been fixed for the 3rd time. We still have the problem with ODS as of today. We cannot rely on this safety feature from this particular car regardless of anyone sitting at the front passenger seat.
This car is the main vehicle for my son who is 18 yrs. old. We took the car to the dealership again today for the oil change. We told the service department that the ODS issue has never been fixed and we need to get it fixed after we were lied to for so many times. We were told to call to make appointment. This problem should have been fixed since 6/14/13 □ the very first time we told you. With my son driving this Sentra, we are not at peace due to this lack of the safety issue this Nissan Sentra offered to their customer. I have told the dealership that this car will be driven by 18 yrs. old and I need to be sure that this basic safety feature works at the very second it needs to work. However, I was told that having an airbag deployed may not be such a good idea!!!!!
I want this ODS issue fixed completely and permanently. This car is nothing but a lemon just a month after we purchased. Please, have someone contact us ASAP to replace this car to a comparable Sentra with complete safety feature that I purchased. After many attempts to try get this car fixed, it is cleared to me that Nissan is intentionally not deliver the basic safety feature Nissan Sentra should offered.

[redacted]
Casselberry, FL [redacted]

Make Public

Created By Ma. Cristina Dahlea Rimando (8/25/2014 9 45 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Casselberry
twitter :
state : FL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Sutherlin Nissan
comments : To Nissan,
We purchased our 2013 Nissan Sentra for our son on 4/20/13. The first problem with our new Sentra started on 5/27/13, an electrical problem with the cluster. We were not able to tell the mileage and the transmission would show □R□ when we were actually driving forward. The car was in the shop for over 15 days to replace the cluster. We also experienced the ODS issue on our new Sentra. We notified the dealership of the ODS issue on the same visit on 5/27/13. We picked up car on 6/14/13, was told that cluster was replaced and ODS issue was fixed. The dealership was already aware of the recall on the ODS issue.
THEN, we had to bring the car back to the service again on 7/2/13 for rear brake issue. Brake fluid was applied to both wheel cylinders to fix issue. There was a recall on this one as well, we were told by the dealer. THEN, on 8/3/13 we had to take the car back to the shop again for the same brake issue. Wheel cylinders were replaced on this visit. We also mentioned the ODS issue and was told it was fixed for the 2nd time. We finally received ODS recall letter after that. However, the issue with ODS has not been gone completely. When I took the car for the oil change on 3/1/2014, I brought the recall letter with me to the dealership since we still had issue with the ODS. I was told that ODS, again, has been fixed for the 3rd time. We still have the problem with ODS as of today. We cannot rely on this safety feature from this particular car regardless of anyone sitting at the front passenger seat.
This car is the main vehicle for my son who is 18 yrs. old. We took the car to the dealership again today for the oil change. We told the service department that the ODS issue has never been fixed and we need to get it fixed after we were lied to for so many times. We were told to call to make appointment. This problem should have been fixed since 6/14/13 □ the very first time we told you. With my son driving this Sentra, we are not at peace due to this lack of the safety issue this Nissan Sentra offered to their customer. I have told the dealership that this car will be driven by 18 yrs. old and I need to be sure that this basic safety feature works at the very second it needs to work. However, I was told that having an airbag deployed may not be such a good idea!!!!!
I want this ODS issue fixed completely and permanently. This car is nothing but a lemon just a month after we purchased. Please, have someone contact us ASAP to replace this car to a comparable Sentra with complete safety feature that I purchased. After many attempts to try get this car fixed, it is cleared to me that Nissan is intentionally not deliver the basic safety feature Nissan Sentra should offered.

[redacted]
Casselberry, FL [redacted]
[redacted]

Make Public

Created By Managed Services (8/24/2014 1 39 AM)
firstname : [redacted]
lastnam[redacted]
email : [redacted]
homephone[redacted]
address1 : [redacted]
address2 :
city : Casselberry
twitter :
state : FL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Sutherlin Nissan
comments : To Nissan,
We purchased our 2013 Nissan Sentra for our son on 4/20/13. The first problem with our new Sentra started on 5/27/13, an electrical problem with the cluster. We were not able to tell the mileage and the transmission would show □R□ when we were actually driving forward. The car was in the shop for over 15 days to replace the cluster. We also experienced the ODS issue on our new Sentra. We notified the dealership of the ODS issue on the same visit on 5/27/13. We picked up car on 6/14/13, was told that cluster was replaced and ODS issue was fixed. The dealership was already aware of the recall on the ODS issue.
THEN, we had to bring the car back to the service again on 7/2/13 for rear brake issue. Brake fluid was applied to both wheel cylinders to fix issue. There was a recall on this one as well,

we were told by the dealer. THEN, on 8/3/13 we had to take the car back to the shop again for the same brake issue. Wheel cylinders were replaced on this visit. We also mentioned the ODS issue and was told it was fixed for the 2nd time. We finally received ODS recall letter after that. However, the issue with ODS has not been gone completely. When I took the car for the oil change on 3/1/2014, I brought the recall letter with me to the dealership since we still had issue with the ODS. I was told that ODS, again, has been fixed for the 3rd time. We still have the problem with ODS as of today. We cannot rely on this safety feature from this particular car regardless of anyone sitting at the front passenger seat.
This car is the main vehicle for my son who is [redacted]rs. old. We took the car to the dealership again today for the oil change. We told the service department that the ODS issue has never been fixed and we need to get it fixed after we were lied to for so many times. We were told to call to make appointment. This problem should have been fixed since 6/14/13 □ the very first time we told you. With my son driving this Sentra, we are not at peace due to this lack of the safety issue this Nissan Sentra offered to their customer. I have told the dealership that this car will be driven by [redacted]rs. old and I need to be sure that this basic safety feature works at the very second it needs to work. However, I was told that having an airbag deployed may not be such a good idea!!!!!
I want this ODS issue fixed completely and permanently. This car is nothing but a lemon just a month after we purchased. Please, have someone contact us ASAP to replace this car to a comparable Sentra with complete safety feature that I purchased. After many attempts to try get this car fixed, it is cleared to me that Nissan is intentionally not deliver the basic safety feature Nissan Sentra should offered.

[redacted]
Casselberry, FL [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/25/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/25/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	9/17/2014	Chantel Foxhall	9/17/2014 3 02 PM
Edit | Del			✓	9/16/2014	Chantel Foxhall	9/17/2014 8 05 AM
Edit | Del			✓	9/16/2014	Chantel Foxhall	9/17/2014 8 05 AM
Edit | Del			✓	9/2/2014	Russell Rigsby	9/2/2014 2:49 PM
Edit | Del			✓	8/25/2014	Ma. Cristina Dahlea Rimando	8/25/2014 10:20 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0PiFWe:ref] *8/25/2014 Case # [redacted] IN # 3N1AB7AP7D[redacted] Th...*	[redacted]	8/25/2014 10 20 AM
Reply | To All | Del	Replied	Nissan North America *firstname : [redacted] homephone : ...*	nissanconsumeraffairs@my-nissan-usa.com	8/24/2014 1:39 AM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	3N1AB7AP7DL[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		9/17/2014	Lienholder	Approved	$12,897.36	34BUYBACK	Nissan South East Buyback/Trade		
			9/17/2014	Customer	Approved	$6,504.93	34BUYBACK	Nissan South East Buyback/Trade	Tanitha H	Auyeung &

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	1.9MB	9/15/2015 3 37 PM	Rebecca Martin
Edit | View | Del		931KB	9/17/2014 3 01 PM	Chantel Foxhall
Edit | View | Del		661KB	9/16/2014 1:19 PM	Chantel Foxhall
Edit | View | Del		583KB	9/16/2014 12:54 PM	Chantel Foxhall
Edit | View | Del		210KB	9/16/2014 10:45 AM	Chantel Foxhall

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/17/2014 3 01 PM	Chantel Foxhall	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/16/2014 9 55 AM	Chantel Foxhall	Changed **Follow Up Date** from 9/5/2014 to **9/16/2014**.
		Changed **Description**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

Back To Top Always show me more records per related list

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

[redacted]se Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Joseph Shively [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/24/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	8/25/2014 7:18 AM
CA Multiple Repairs		Date/Time Closed	9/26/2014 9:02 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,598		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GATES NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 3N1AB7AP2D[redacted]		
Created By	Princess Torres 8/25/2014 7:18 AM	Root Cause Code	SCFA
Last Modified By	NNAETL 10/14/2015 12:16 AM	Root Cause Code (2)	SCSH
Days Closed	474	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Joseph Shively (9/26/2014 9 00 AM) CASE SUMMARY ********** C contacted NNA CA regarding ongoing airbag concerns. RCAS-JS attempted to assist C with DLR visit. C did not go to DLR. C stated C would take VEH back one more time and if concerns were not adequately addressed C would pursue further matters of addressing concern, declined further RCAS assistance. **********
Make Public		Created By Joseph Shively (9/26/2014 8 59 AM) RCAS-JS placed outbound call to C at [redacted] ********** C stated C did not take VEH to DLR. C stated C would take VEH back, and if concerns were not resolved would take things in C's own hands. RCAS-JS stated RCAS-JS understood. RCAS-JS asked if RCAS-JS could be of further assistance. C declined. Call ended mutually. **********
Make Public		Created By Ryon Howe (9/22/2014 12 05 PM) RCAS-RH called C at [redacted] C stated that issue occurs with 200lbs male in passenger seat. RCAS told C that seat issue is common with passengers around 130lbs but 200 definitely meets the limit. RCAS-RH told C that DLR most likely wouldn't charge C diagnosis fee since vehicle was under basic warranty, but no guarantees. C understood. RCAS-RH emailed DLR letting SM know C would be coming to DLR at 1530 today and asked to waive diagnostic fee if possible.
Make Public		Created By Joseph Shively (9/22/2014 11 42 AM) RCAS-JS placed outbound call to C at [redacted] ********** C stated C has appointment for 3:30 with DLR. C stated C was trying to find RCAS-JS' number, though, because C cannot pay diagnosis fee. RCAS-JS stated that NNA may be able to reimburse C pending evaluation, however it would be a check issued to C. C stated C understood and that concern was that C doesn't have funds presently. RCAS-JS stated RCAS-JS understood. RCAS-JS stated NNA cannot force a DLR to waive a diagnosis fee, however RCAS-JS will see if something can be worked out with DLR. **********
Make Public		Created By Joseph Shively (9/19/2014 2 06 PM) RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number. RCAS-JS requested C return call, otherwise RCAS-JS would call C Monday. **********
Make Public		Created By Joseph Shively (9/17/2014 10 12 AM) RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number. RCAS-JS requested C return call, otherwise RCAS-JS would call C Friday. **********
Make Public		Created By Joseph Shively (9/12/2014 10 01 AM) RCAS-JS placed outbound call to C at [redacted] ********** C could not confirm that last visit was approximately 3 weeks ago, stated did not know for sure. RCAS-JS stated according to conversation with DLR, C had last been to DLR 7/24/14. RCAS-JS stated as of right now, NNA does not have new information to work with. C stated C had given up on VEH and was beyond frustrated.

RCAS-JS sympathized and stated RCAS-JS wants to assist C, however RCAS-JS is no mechanic and cannot address concerns over the phone.
RCAS-JS stated that for C's case to move forward, NNA certified technicians would have to be involved.
C stated C understood.
C stated C was concerned about diagnosis fee.
RCAS-JS sympathized and stated it may be possible for NNA to reimburse for that fee should it occur, however RCAS-JS cannot guarantee that NNA will be in a position to do so.
C stated C understood.
RCAS-JS asked when C could potentially have VEH in to DLR and if C would prefer to get a second opinion on VEH.
C stated C could take VEH in Friday most likely and would take to different DLR.
RCAS-JS set follow-up for Wednesday, provided contact information.
Call ended mutually.
****

Make Public

Created By Joseph Shively (9/10/2014 3 13 PM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Thursday.
****

Make Public

Created By Joseph Shively (9/10/2014 7 13 AM)
RCAS-JS placed outbound call to DLR at 8604560055.
RCAS-JS spoke with SA-Kevin (SA-K).
****
SA-K confirmed last visit to DLR was 7/24/14.
****

Make Public

Created By Mark Joven Salumbides (9/8/2014 1 33 PM)
CRR-MS received a call from c and C provided case number [redacted]
crr-ms verified if there are any changes in c's contact information. c said c address
c provided c's current address and it is already updated in the system
c said c wants to discussed c's concern again
crr-ms reiritirated to c rcas below notes
c said, this is a safety issues on c's veh, the veh doesn't have airbags as of this moment, the sensors are not working. c asked for further assistance for the repair of c's veh, c said the last time c took the veh to the dlr was three weeks ago and still c's veh issues was not resolved.

CRR-MS apologized to C and advised C that C's case will be reopened CRR-MS advised C that C will received a call by the next business day by an RCAS specialist.
CRR-MS offered further assistance. C declined.
CRR-MS gave C name, extension number and case number.
CRR-MS leaving the case open

Make Public

Created By Joseph Shively (8/27/2014 9 31 AM)
CASE SUMMARY
****
C contacted NNA CA to re-request VEH buy-back. RCAS-JS stated NNA was not in a position as of C's previous case and decision stands. C disconnected call after decision was provided. Closing case as no further action required.

Make Public

Created By Joseph Shively (8/26/2014 3 03 PM)
RCAS-JS placed outbound call to C at [redacted]
****
C stated C did not feel comfortable driving VEH.
RCAS-JS stated RCAS-JS wanted to work with C to address C's concerns and ensure the reliability and safety of C's VEH.
C stated C no longer wished to own this VEH.
RCAS-JS stated that RCAS-JS had reviewed C's previous case, and reiterated that NNA was not in a position to repurchase C's VEH.
RCAS-JS stated that RCAS-JS would be more than happy to assist C with working with a NNA DLR to address C's concerns.
C terminated call.
****

Make Public

Created By Joseph Shively (8/26/2014 1 42 PM)
RCAS-JS placed outbound call to DLR at 8604560055.
RCAS-JS spoke with SA-Kevin (SA-K).
****
SA-K outlined concern history as follows:
- 6/12 - OCS reprogramming recall performed
- 6/27 - OCS reprogramming recall re-administered with seat set to vertical position
- 7/22 - Airbag light on again, diagnosis yielded DPC code that warranted recalibrating system
- 7/24 - C returned with VEH; DLR found seat leaned back - C called back later that night with same concern
****

Make Public

Created By Princess Torres (8/25/2014 7 26 AM)
Previous related case number found: [redacted]

c stated c has 2013 sentra
c stated c has been going to dlr and has been dealing for 2 mos now as airbag keeps shutting off and light keeps turning on
c stated c called nissan before but that nissan can't do anything as it's up to dlr
c stated c always go to dlr and has not paid c's bill for this month
c stated c took veh for recall and was fixed as passenger airbag kept going off and now c took veh and dlr fixed sensors but both passenger and driver side airbag turns off
c stated c took veh back a few days later and dlr replaced sensors and c took veh back again as it turned off again and c just gave up and is driving without airbag for three weeks now
c stated dlr always tells c to finance other veh but c can't finance as c want the veh but is giving c so much trouble and c doesn't want it anymore
c stated c went to the shop three times in less than 3 weeks to fix sensor
c stated it was like c last took veh back to the dlr beginning of this month to GATES NISSAN and c spoke with SA Kevin

crr-pt verified c's name, vin, address, mileage, phone number, email address & dlr.
crr pt updated email address [redacted]
crr-pt checked for open recalls/campaigns/upgrades found: none

crr pt reviewed case
crr pt REITERATED TO C THE DECISION OF RCAS THAT NNA is not in a position to repurchase/replace the vehicle at this time as per review that was done

c stated c is still checking about this as if dlr can't help c and nissan .c stated c doesn't know who else c can talk to when it's a safety issue
c stated if airbag don't go off nissan will get big lawsuit
c stated c wants problem fixed and doesn't want the veh at all as c is just getting bad reviews with nissan as c get no help
c stated it's a safety issue and is not about a new car

crr pt apologized in behalf of NNA
crr-pt advised c that file will be transferred to rcas for review.
crr-pt advised c to expect a call within the next business day.
c understood.
best number to call c is [redacted]
crr-pt offered further assistance, c declined.
crr-pt provided name, ext and file number.
crr-pt leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/25/2014	YX	BK	233500	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	8/25/2014	YI	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/26/2014 9 02 AM	Joseph Shively	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/22/2014 2 23 PM	Joseph Shively	Changed **Follow Up Date** from 9/22/2014 to **9/24/2014**.
9/19/2014 2 06 PM	Joseph Shively	Changed **Follow Up Date** from 9/19/2014 to **9/22/2014**.

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Surveys Surveys Help

No records to display

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [19] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/25/2014	Type	CA
Follow Up Date	9/25/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/25/2014 9:31 AM
CA Multiple Repairs		Date/Time Closed	10/24/2014 1:41 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00049669

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Attorney Demand Voluntary Repurchase - due to 3 repairs regarding airbag light on and 5 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,079		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	Williams Nissan Sayre Inc	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$42,243.41	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/25/2014	Vehicle Service Contract	
RHR Completed	8/25/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MM2D[redacted]		
Created By	Rebecca Morton 8/25/2014 9:31 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:16 AM	Root Cause Code (2)	
Days Closed	446	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (10/6/2014 3 15 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is "airbag light on"
Make Public		**Created By Angie Mathis (9/23/2014 2 21 PM)** Arbs-ASM notes the following: Ck [redacted] ayable to Community Bank NA in the amount of $24,741 01 Ck [redacted] ayable to atty and c's in the amount of $17,502.40 Morley case 215701, sent via Fed Ex [redacted] 3
Make Public		**Created By Angie Mathis (9/22/2014 8 09 AM)** Arbs-ASM submitted the following ck requests: Ck payable to Community Bank NA in the amount of $24,741.01 Ck payable to atty and c's in the amount of $17,502.40
Make Public		**Created By Angie Mathis (9/19/2014 1 39 PM)** Arbs-ASM received completed repurchase agreement via email from atty and attached to case.
Make Public		**Created By Angie Mathis (9/18/2014 9 38 AM)** Arbs-ASM received email from atty advising usage multiplier shoudl be .10 and not .28. Arbs responded and advised Arbs will correct and revise. Arbs forwarded updated letter to atty-Tim: $39,311 00 - Base Price : $48.50 - Title/Transfer: $2,121.86 - Sales Tax: $53.50 - Tire/License: $131.00 - Doc Fee: $565.85 - Finance Charges: $42,231.71 - Total Purchase Price: $238.30 - Less Usage: (2,383 x .10) $24,741 01 - Less Lien Payoff: $1,500.00 - Less Rebate: $26,479.31 - Total Deductions: $15,752.40 - Refund Amount: $1,750.00 - Attorney Fees: $42,243.41 - Total Repurchase:
Make Public		**Created By Angie Mathis (9/18/2014 9 24 AM)** Arbs-ASM prepared repurchase letter and forwarded via email to atty-Tim: $39,311 00 - Base Price : $48.50 - Title/Transfer: $2,121.86 - Sales Tax: $53.50 - Tire/License: $131.00 - Doc Fee: $565.85 - Finance Charges: $42,231.71 - Total Purchase Price: $667.24 - Less Usage: (2,383 x 28) $24,741 01 - Less Lien Payoff: $1,500.00 - Less Rebate: $26,908.25 - Total Deductions: $15,323.46 - Refund Amount: $1,750.00 - Attorney Fees: $41,814.47 - Total Repurchase:

Make Public

Created By Angie Mathis (9/18/2014 8 56 AM)
Arbs-ASM received email from atty-Tim advising c prefers repurchase. Atty provided following lien holder information:

Community Bank N A.
201 North Union Street
Olean, NY 14760
Toll Free: (800) 724-2262
Office: (716) 372-0110
Acct # [redacted]
Payoff $24,741 01 good to 10/15/14
Per diem - $1.42
Interest paid - $565 85

Created By Angie Mathis (9/15/2014 3 21 PM)
Arbs-ASM received email from DTS-Peter to inquire if inspection tomorrow is still necessary.

Arbs submitted email to DTS:

Peter,

Make Public

I apologize for the delay. No inspection will be necessary.

I made an offer today to the customer's attorney for a repurchase or replacement of this vehicle. They are in the process of discussing the options with the customer and will provide me an update once a decision has been made.

Thanks,

Created By Angie Mathis (9/15/2014 8 42 AM)
Arbs-ASM received email from atty-Tim:

Make Public

My client accepts the repurhcase/replacement offer, I want to confirm with Mr. Wright as to whether he wants a replacement or repurchase as he still likes the brand/product. Tracey will send you that information shortly.

Created By Angie Mathis (9/15/2014 8 36 AM)
Arbs-ASM submitted email to atty-Tim:

Tim,

Make Public

NNA will repurchase or replace this vehicle under the terms of the PA Lemon Law and include attorney fees of $1,750 00.

Please provide the lienholder information (payoff, per diem, interest paid to date) and forward to me. If no lienholder, please provide a copy of the title.

Thanks,

Created By Angie Mathis (9/12/2014 12 41 PM)
Arbs-ASM received email from atty-Tim:

Angie,

I am in receipt of Nissan's $3,750 00 inclusive offer in this matter. My client declines the offer and will only accept a repurchase + reasonable attorney fees in order to resolve the matter.

Make Public

The vehicle is just sitting in my client's driveway b/c the dealer told my clients that the vehicle is not safe to drive as the airbag won't deploy in the event of a crash.

As you can see from the extensive photos below, the airbag light is illuminated with a full size adult in the passenger seat. The light is off when no one is in the seat. The vehicle has been subject to three (3) repairs for this substantial saftey defect and it still exists, therefore the vehicle meets the lemon law.

Let me know if we can resolve the matter for a repurchase prior to suit.

Created By Angie Mathis (9/8/2014 3 37 PM)
Arbs-ASM prepared offer letter to atty Tim Abeel via Fed Ex [redacted]

Make Public

Based on the information submitted, Nissan is willing to offer cash settlement in the amount of $3,750.00 and a Dealer Technical Specialist inspection to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your client and advise me of their response within 30 days.

Arbs attached letter and docs to case.

Created By Angie Mathis (9/8/2014 3 32 PM)
Arbs-ASM notes the following:

Make Public

3 visits/repairs reg airbag light on
5 days out of service
DTS-Peter initially responded to airbag concern in previous case but veh never inspected

Created By Angie Mathis (9/8/2014 3 26 PM)
Arbs-ASM reviewed RHR and CPIA:

12/2/13-12/3/13 Mileage: 2,383
1. Performed ABS reprog- R1308
2. C/S airbag light on - no prob found

Make Public

2/5/14-2/5/14 Mileage: 3,552
C/S coolant on ground - could not dup

6/2/14-6/2/14 Mileage: 5,435
1. OCS reprog
2. C/S miles to empty not correct - performed system reset

7/22/14-7/22/14 Mileage: 6,079
C/S airbag light coming on when should not - perform zero point reset

Make Public

Created By Angie Mathis (9/4/2014 10 47 AM)
Attorney Representation - Please Do NOT Contact C., if C should call please refer C to their Attorney

Make Public

Created By Rebecca Morton (8/25/2014 11 05 AM)
DRTS, completed RHR, attached to case.

Make Public

Created By Rebecca Morton (8/25/2014 10 45 AM)
DRTS, rec'd ROs from Williams Nissan of Sayre, attached to case.

Make Public

Created By Rebecca Morton (8/25/2014 9 45 AM)
DRTS, placed a call to Williams Nissan Sayre Inc, spoke w/SA-Tom, requested all ROs for V N, Tom agreed. Tom also stated DTS inspection scheduled for 9/16/2014 confirmed both by C and DTS.

Make Public

Created By Rebecca Morton (8/25/2014 9 39 AM)
Attorney Representation - Please Do NOT Contact C., if C should call please refer C to their Attorney

Previous Cases - [redacted]
Recalls/Campaigns -
CLSD R1308 R52 ABS REPRO NTB13-093
CLSD R1405 NTB14-027 OCS REPROGRAM

DRTS, in receipt of an Attorney Letter of Representation from Timothy Abeel & Associates, dated 8/22/2014, rec'd on 8/22/2014, DRTS rec'd on 8/25/2014, the letter states:
This is notification that Timothy Abeel & Associates, P .C. represents the above individual against Nissan North America for claims pursuant to the Pennsylvania Lemon Law, Magnuson Moss Warranty Act and the Pennsylvania Unfair Trade Act. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.
Please do not have any further contact with our client, Brandon Wright and K risti L. Gray, only with the exception to expedite necessary warranty repairs.
Thank you for your attention to this matter. If you have any questions, please contact me at your convenience.

**Add'l Letter states:
Mr. [redacted]013 Nissan Pathfinder has been subject to repair three (3) times an airbag light defect. The airbag light illuminates when a full size adult is sitting in the passenger seat. Nissan has attempted to repair the defect by reprogramming the system, but the defect still exists after three repair attempts.
If the airbag light is on with an adult in the passenger seat, the airbag will not deploy in the event of an accident. Therefore this defect substantially impairs the vehicle's use, value and safety.
Prior to suit in this matter, my client will accept a statutory repurchase and attorney fees of $1,750 00.
Please contact me so that we may resolve this matter before further costs are incurred. Otherwise I will file suit in the next fifteen (15) days.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/25/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/25/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/8/2014	Peter Merkel	10/7/2014 6:18 PM
Edit | Del	Review Approved Check Request		✓	9/22/2014	Angie Mathis	9/23/2014 1 38 PM
Edit | Del	Review Approved Check Request		✓	9/22/2014	Angie Mathis	9/23/2014 1 38 PM
Edit | Del	Collect Factory Invoice		✓	9/18/2014	Angela Baase	9/18/2014 11:48 AM
Edit | Del	Create RHR		✓	8/29/2014	Rebecca Morton	8/25/2014 11:05 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MM2DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		9/23/2014	Lienholder	Approved	$24,741.01	24BUYBACK	Nissan North Central Buyback/Trade	Community Bank	NA
			9/23/2014	Attorney	Approved	$17,502.40	24BUYBACK	Nissan North Central Buyback/Trade	Timothy Abeel	& Assoc and

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	644KB	8/26/2015 4:00 PM	Rebecca Martin
Edit | View | Del		665KB	9/23/2014 2:24 PM	Angie Mathis
Edit | View | Del		40KB	9/19/2014 1:42 PM	Angie Mathis
Edit | View | Del		4.24MB	9/19/2014 1:40 PM	Angie Mathis
Edit | View | Del		5KB	9/18/2014 11:46 AM	Angela Baase

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/24/2014 1:41 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/6/2014 3:13 PM	Jim Land	Changed **Case Owner** from Angie Mathis to **Jim Land**.
10/6/2014 3:13 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Lester Villoga [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/27/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/25/2014 9:57 AM
CA Multiple Repairs		Date/Time Closed	9/17/2014 9:48 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	I R - Accident Reported - Airbag		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date	11/21/2013	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag	✓	Number Injured	2
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP8DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 3N1AB7AP8DL[redacted]		
Created By	Lester Villoga, 8/25/2014 9 57 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	483	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By R.R Martinez (9/17/2014 9 47 AM)** CRR RM received a call from C's sister named [redacted]wc will be referred to as C C stated that they got involved in an accident and C was sitting on the passenger seat when a truck lost control and hit their vehicle C said the passenger airbag did not deploy C said C got injured and was hospitalized CRR RM apologized for what happened CRR RM told C that CRR RM will create an IIR for C CRR RM gathered info from C but C said C doesn't have the info yet and C needs to have the info from C's Sister who is the owner of the vehicle CRR RM advised C to call us back and we will be creating an IIR for C once C have the info C understood CRR RM offered further assistance, C declined. CRR RM provided name, ext and case number. CRR RM closing case. C added that C's contact number is [redacted]
Make Public		**Created By Lester Villoga (8/27/2014 6 40 PM)** -CRR LV attempted to call C back for follow up about I R details -CRR called posted contact # but reached wrong # -CRR setting to close case as no pending action from NNA CA's end at this time
Make Public		**Created By Lester Villoga (8/25/2014 11 30 AM)** -CRR thanked C for calling and branded call -CRR offered assistance -CRR verified/authenticated C sister [redacted] -C sister Lydia Lemon received a campaign letter regarding airbag -C sister Lydia Lemon wants help with involved in a accident last 11/21/2013 and the passenger's airbag didn't launch during that time -C sister Lydia Lemon and her sister were bought to the hospital because they got injured -C doesn't have the vehicle anymore -C sister Lydia Lemon mentioned that in the report an 18 wheeler truck was involved in the accident and lost control -C sister Lydia Lemon said that the accident happened in Tucker, GA -CRR LV said that there is no open campaign for the vehicle and explained that campaign is like a recall and that it is VIN Specific -C sister Lydia Lemon wants to be compensated for the injuries that was caused by the accident. She lost her job because of the accident; C siste[redacted]as about to work at Fedex but she had to undergo therapy and she is also concerned about the stress that she had to undergo -C was also had to go through the medication and had to go through anxiety and stress due to the accident that happened -CRR-LV empathized and advised C sister Lydia Lemon that we will have to escalate issue to a specialist and that she will have to confirm some important details with the vehicle owner so that we can solidify the report and properly handle the case. C sister[redacted] understood and will be calling back to give the details -CRR LV gave recap of the reason for the call and action provided -CRR LV provided case number #: [redacted] -CRR LV offered additional assistance -CRR LV closed and branded call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	8/25/2014	YX	BK	263000	OA
Edit | De		NISSAN PRODUCT INQUIR ES	SENTRA	PROVIDED RECALL NFORMATION	QF	8/25/2014	VG	AZ	208500	OF

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/17/2014 9:48 AM	R.R Martinez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/17/2014 9 27 AM	R.R Martinez	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [6] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Tracy Danesi [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/27/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/25/2014 9:58 AM
CA Multiple Repairs		Date/Time Closed	8/27/2014 7:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - Audio/Video/Navi		

Customer Detail

First Name	[redacted]		
Middle Initial			
Last Name	[redacted]		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	suntrup nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SUNTRUP NISSAN VOLKSWAGEN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] V N: 1N4AL3AP2EC[redacted]		
Created By	Christian Rey Santos 8/25/2014 9:58 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:16 AM	Root Cause Code (2)	
Days Closed	504	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Jonathon Spurling (8/27/2014 7 38 AM) Last Modified By Jonathon Spurling (8/27/2014 7 38 AM)** rcas-jonathon spurling assisting rcas-tracy danesi rcas made outbound call to c [redacted] at 0830 EST rcas verified with c that c is having multiple concerns with the veh C states yes. C states that there was a piece that was flapping under veh and the tech ripped it off and threw it in the trash. rcas apologized and asked c what c is seeking from Nissan C states that c's main concern is the stereo lights on the veh that keep flashing. C states when c puts veh in reverse the back up camera turns purple. C states that the dlr told c there is nothing that can be done. After the campaign c's wife sat in the passenger seat and airbag off light came on. The other day there was nobody in the seat and airbag was on. Also the center console was loose rcas advised c that c should take veh to another Nissan dlr for a diag. C understood. C states that c wants to take veh to West County Nissan rcas informed c that c can take veh there. C states that c is due for LOF in about 300 miles so c will take veh in then rcas apologized and informed c that if c has any other concerns to contact Nissan back C understood offered further assistance. c declined closing case as no further assistance needed SUMMARY: C called in seeking assistance for veh concern. C is taking veh in for diag. C will call back if there are further questions
Make Public		**Created By Tracy Danesi (8/26/2014 2 43 PM)** rcas made outbound call to c [redacted] at 1542 EST rcas left vmx asking for call back in regards to case rcas left name, phone, and ext
Make Public		**Created By Tracy Danesi (8/26/2014 2 42 PM)** rcas made outbound call to dlrshp via 3148928200 at 1540 EST rcas left vmx for SM rcas requested a call back in regards to c's case
Make Public		**Created By Cynthia Forster (8/26/2014 7 12 AM)** RCAS-CF noting not able to data net case.
Make Public		**Created By Christian Rey Santos (8/25/2014 1 44 PM)** c asked c to call c's mobile number instead of c's wife's number [redacted] moblile
Make Private	✓	**Created By Christian Rey Santos (8/25/2014 11 52 AM) Last Modified By Cynthia Forster (8/26/2014 7 11 AM)** c called in and provided the case number CRR-CS asked if c changed any contact information c said no, c said c is husband of account holder c said c's name is [redacted] CRR-CS asked what CRR-CS can assist c with c said c is calling because a problem with c's stereo is still not working and that it only went worse after the repair of the vehicle c also said that the vehicle's seatbelt/airbag indicator light is working the opposite way. t lights up when it does not need to light up and it does not when it needs to c said that c experienced this after a campaign on that part has been performed c also said that the technician ripped a piece of rubber that is hanging from the right reart door and then threw it in the trash c said c has been going to the same nissan dealership and said that Nissan is incapable of doing anything other than just destroying c's vehicle CRR-CS acknowledged and restated CRR-CS told c that CRR-CS will forward the call to RCAS and that c will receive a call before the end of the next business day c understood CRR-CS did recap and asked if c needed further assistance c declined CRR-CS provided c with name, extension number and case number CRR-CS ended call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]				QC	8/25/2014	YY	BF	223500	OC

	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPER ENCE						
Edit | Del [redacted]	AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	POOR OR MPROPER OPERATION	11	8/25/2014	YX	AA	103500	OA
Edit | Del	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/25/2014	YX	BK	233500	OA
Edit | Del	BODY	PANEL (DOOR/TAILGATE)	POOR OR MPROPER OPERATION	16	8/25/2014	YX	AB	108500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/27/2014 7 39 AM	Jonathon Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/26/2014 2:43 PM	Tracy Danesi	Changed **Follow Up Date** from 8/26/2014 to **8/27/2014**.
8/26/2014 9 34 AM	Leslee Koleszar	Changed **Case Owner** from Cynthia Forster to **Tracy Danesi**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [5] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marilyn Hoskinson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/25/2014 10:12 AM
CA Multiple Repairs		Date/Time Closed	8/29/2014 10 29 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MV4E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MANKATO NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	8/25/2014
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV4EC[redacted]		
Created By	Joy Acebedo 8/25/2014 10:12 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 8/29/2014 7:04 PM	Root Cause Code (2)	
Days Closed	504	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By William Miller (8/29/2014 10 28 AM) rcas assisting RCAS-Marilyn Hoskinson made outbound call to c@11 22am on only number [redacted] call was picked up, no one answered. RCAS redialed c states c took veh to dlr, dlr has part on order for airbag warning light, dlr previously reset light, RCAS stated glad to hear dlr is keeping c updated on veh repairs. RCAS offered further assistance. c declined. RCAS verified c has contact information. call ended mutually. RCAS closing case. **********SUMMARY********** c called with dlr/veh complaint, lack of follow-up, unable to duplicate. RCAS contacted dlr, verified concern, ordered parts, following up with c. RCAS contacted c, dlr updated c on repairs.
Make Private	✓	Created By Marilyn Hoskinson (8/28/2014 8 33 AM) RCAS called the dlrshp and sm-Steve states that there was a code in the veh stating abnormal voltage and there are parts on order and will call the c when the part comes in. RCAS asked if the part was c cared and sm stated did not know.
Make Private	✓	Created By Marilyn Hoskinson (8/26/2014 1 13 PM) RCAS called c [redacted]c states that c had been to the dlrshp on 12th and c saw on the internet that there are all kinds of concerns with the other veh's and not the ROGUE. c states that c called the dlrshp and no one called c back until today the dlrshp sm called c and c is taking the veh in 08/27/2014. RCAS stated okay will follow up with c on 08/29/2014
Make Private	✓	Created By Marilyn Hoskinson (8/26/2014 10 57 AM) RCAS called the dlrshp and stated to sm-Steve that c has called nna as c is still having the concern with the air bag light, sm stated that has not heard back from the dlrshp has left messages. sm stated would call the c. sm stated that c was there 08/12/2014 stating the same thing and the dlrshp could not duplicate the concern.
Make Private	✓	Created By Joy Acebedo (8/25/2014 10 17 AM) Last Modified By Marilyn Hoskinson (8/25/2014 1 12 PM) CRR-JA verified c's name CRR-JA verified address CRR-JA verified phone/alt CRR-JA verified email Issue: C called saying that the veh was sent to the dlr last August 12, 2014 because of the passenger airbag light is on. C said that the dlr reprogram the system but on August 13, 2014, the light came back. C said that c tried to reach the SA but nobody gave c callback from the dlr. C's Request: C would like Nissan to fix the airbag sensor. C said that c saw on light about the airbag issues that is why c is asking the dlr to fix the veh properly. SA/SM:Kyle Sargent CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day. CRR-JA is forwarding the case to RCAS CRR-JA asked c for further assistance but c decline. CRR-JA provided name, case and extension number.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/25/2014	YX	BK	233500	OA
Edit | Del		NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	LACK OF FOLLOW-UP/NEVER CONTACTED	QC	8/25/2014	ZZ	BF	222500	OC
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/29/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call dlrshp for an update	[redacted]	✓	8/28/2014	Marilyn Hoskinson	8/28/2014 8:47 AM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/29/2014 10:29 AM	William Miller	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/26/2014 1:13 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 8/26/2014 to **8/29/2014**.
8/25/2014 1:13 PM	Marilyn Hoskinson	Changed **Shared via Portal** from false to **true**.

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Surveys

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Case [redacted]

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Case Comments [6] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Janisha Wilkerson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/28/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/25/2014 10 52 AM
CA Multiple Repairs		Date/Time Closed	8/27/2014 11 09 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	passenger air bag / seat belt light on		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,328		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP6EY[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HUDSON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP6EY[redacted]		
Created By	Kevin Dela Rosa 8/25/2014 10:52 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7 58 PM	Root Cause Code (2)	
Days Closed	504	Action Code	NT3H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Janisha Wilkerson (8/27/2014 11 00 AM) Closing Summary RCAS-JW is closing case as no further assistance can be offered at this time due to C refusing to take C's veh to dlr for diagnosis C contacted NNA for air bag/seat belt sensor repairs
Make Private	✓	RCAS-JW advised C NNA has created a case file to document C request, and this case will remain in NNA's system as NNA continues to obtain a supplier to fulfill C's request. RCAS-JW advised c to contact NNA in the future, and NNA would be happy to advise C on the status of an available supplier to fulfill C's request. Statement of Decision: RCAS-JW is closing case as no further assistance can be offered at this time due to C refusing to take C's veh to dlr for diagnosis
Make Private	✓	Created By Janisha Wilkerson (8/27/2014 10 57 AM) RCAS-JW received inbound call from C C stated that C refuses to take C's veh back to dlr C stated that dlr will need to provide C a loaner RCAS-JW informed C to contact the dealer to ask if a loaner will be provided for C's type of repair RCAS-JW informed C to take C's veh back to dlr so that the current concerns can be diagnosed and addressed C stated that C is refusing to take C;'s veh to dlr unless the dlr provides C a loaner RCAS-JW informed C that RCAS-JW cannot help assist C unless C is willing to take C's veh to dlr for a diagnosis RCAS-JW informed C that case will be documented, filed, and closed due to C refusing to take veh to dlr C asked RCAS-JW for RCAS-JW last name RCAS-JW informed C that RCAS-JW cannot provide C the last name due to security purposes call ended mutually
Make Private	✓	Created By Janisha Wilkerson (8/27/2014 8 31 AM) RCAS-JW contacted C a[redacted] C's husband informed RCAS-JW to contact C at C's mobile [redacted] RCAS-JW contacted C at [redacted] RCAS-JW left c msg for C to return call
Make Private	✓	Created By Janisha Wilkerson (8/26/2014 9 54 AM) RCAS-JW contacted dlr at 2014352003 spoke to SM:Steve RCAS-JW informed SM:Steve the concerns of C's veh RCAS-JW asked for current mileage and date of service SM:Steve stated 1,180/ 8/15/2014 SM Steve stated that C's veh was diagnosed and C's veh was operating as designed SM:Steve stated that C will need to bring C's veh back to dlr to further be diagnosed RCAS-JW asked SM:Steve to provide all RO's for C RCAS-JW provided SM Steve RCAS JW fax number Call ended mutually RCAS-JW contacted C at [redacted] msg full RCAS-JW will send C an email to contact RCAS-JW
Make Public		Created By Kevin Dela Rosa (8/25/2014 11 04 AM) Vehicle Concern
Make Public		Created By Kevin Dela Rosa (8/25/2014 11 03 AM) CRR-KDR received a call from c saying c is having issues with the passenger air bag / seat belt light on many times already. C stated c went to the dlrshp many time also for same concern but lights keep coming on and off after veh is service. C is requesting a buy back on the veh due to the issue and also advised by the dlrshp to contact NNA since dlrshp could not duplicate the issue and mentioned to c that dlrshp have already re-program the sensor but still, light keep coming on on the veh. C wanted to speak to a higher representative at NNA about the issue because c feels that veh is not safe to drive. CRR-KDR verified and updated C's information. CRR-KDR informed c that case has been created for c's concern and RCAS will call by the end of next business day to review and try to solve the issue. C stated c will wait for the call at [redacted] and preferred time is between 11 30 am and 12:00 pm EST. CRR-KDR offered further assistance. C said "No" CRR-KDR gave name, extension and case number. CRR-KDR provided recap of c's concern. CRR-KDR leaving case Open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	8/25/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PjUax ref]	[redacted]	✓	8/26/2014	Janisha Wilkerson	8/26/2014 9 55 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0PjUax ref] *8/26/2014Case #[redacted] Thank you for taking the time to ...*	[redacted]	8/26/2014 9:55 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/27/2014 11:09 AM	Janisha Wilkerson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2014 8:31 AM	Janisha Wilkerson	Changed **Follow Up Date** from 8/27/2014 to **8/28/2014**.
8/26/2014 10:23 AM	Janisha Wilkerson	Changed **Follow Up Date** from 8/26/2014 to **8/27/2014**.

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Surveys

Surveys Help

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[redacted]

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Case Comments [12] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	DeLisa Taylor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/25/2014 1:40 PM
CA Multiple Repairs		Date/Time Closed	10/24/2014 2:25 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	airbag issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP5EY[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RON BOUCHARD'S NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 3N1AB7AP5EY[redacted]		
Created By	Raquel Ocampo 8/25/2014 1:40 PM	Root Cause Code	SCSV
Last Modified By	Managed Services, 7/12/2015 12:50 PM	Root Cause Code (2)	
Days Closed	446	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By DeLisa Taylor (10/24/2014 2 24 PM)** **********CASE SUMMARY********** C contacted NNA seeking assistance with repair of veh. C's veh has since been repaired post DTS inspection. No further action required at this time, closing case.
Make Public		**Created By DeLisa Taylor (10/24/2014 2 20 PM)** RCAS-DT called C @[redacted] RCAS-DT advised that call is being recording for quality and training purposes. RCAS-DT inquired if C's veh has been repaired. C stated that C has just picked veh up from the dlrship/ DT advised should C have future concerns with veh to contact RCAS-DT @[redacted] C understood C thanked DT ********** call ended mutually **********Plan of action********** DT closing case, as no further action required.
Make Public		**Created By DeLisa Taylor (10/20/2014 4 31 PM)** RCAS-DT called C @ [redacted] RCAS-DT advised that call is being recording for quality and training purposes. DT inquired if C's veh has been repaired. C stated that C is awaiting a part to arrive to complete the repair. C stated that C is scheduled for 10/22/2014 to have veh repaired. DT advised that DT will follow up with C on 10/24/2014 by COB.
Make Public		**Created By Joseph Shively (9/22/2014 11 16 AM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS requested C outline experiences working with DTS. C stated new sensors were being ordered, but C is skeptical concern will be addressed by new parts as DTS stated to C that ordered parts will have same software as previous ones. RCAS-JS sympathized. C asked about if this doesn't address concerns. C stated C does not want to be burdened by unsafe VEH and that C would like to have it replaced. RCAS-JS stated each case is handled on case by case basis and that a RHR would be created to evaluate C's concerns and decisions made from there. C stated C understood. C stated parts will be in this week and we'll have to move from there. RCAS-JS agreed, stated would be in contact with DLR and follow-up with C accordingly. C thanked RCAS-JS. Call ended mutually. **********
Make Public		**Created By Joseph Shively (9/17/2014 3 35 PM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS left VMX with C requesting C to contact RCAS-JS should C have any concerns with meeting DTS and provided contact information. RCAS-JS stated since RCAS-JS and C had spoken on both 9/2 and 9/8 regarding concern and that C had been notified of time that RCAS-JS would operate under belief that C would be available and that RCAS-JS would follow-up Monday. **********
Make Public		**Created By Joseph Shively (9/15/2014 7 14 AM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS left VMX stating RCAS-JS wanted to confirm DTS inspection on 9/19 at 9:30 and would call back Wednesday to confirm. **********
Make Public		**Created By Joseph Shively (9/8/2014 9 44 AM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS confirmed with C that appointment time still stood. Follow-up set for Friday.

Call ended mutually.
****

Make Public

Created By Joseph Shively (9/3/2014 8 37 AM)
RCAS-JS placed outbound call to DLR at 9783451800
****
RCAS-JS spoke with SM-Mike Metcalf (SM-MM).
RCAS-JS advised SM-MM of appointment on 9/19 with DTS-MB.
****

Make Public

Created By Joseph Shively (9/2/2014 1 53 PM)
RCAS-JS received email from DTS-Matthew Bratsos (DTS-MB).
DTS-MB stated DTS-MB could be at DLR 9/19 at 9:30am.

RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS stated DTS-MB stated DTS-MB could be at DLR 9/19 at 9 30am.

RCAS-JS stated C would need to be there to do test drive with C.
C asked if appointment could be made any earlier or at time when C would not have to take off work.
RCAS-JS declined.
C stated C would notify C's husband.
Call ended mutually.
****

Make Public

Created By Joseph Shively (8/27/2014 1 36 PM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS stated RCAS-JS had put in request for DTS to inspect VEH.
RCAS-JS stated these are NNA's most qualified technicians.
C asked what sort of timeline DTS would be available.
RCAS-JS stated RCAS-JS would contact C with more accurate date when possible, but that it would take at least two-three weeks.
C stated C understood.
RCAS-JS stated C would need to return loaner VEH to DLR.
C asked how NNA could expect C to drive VEH with this concern.
RCAS-JS stated NNA is not in a position to provide a loaner and that it is only the passenger side airbag that C has expressed concern regarding.
C stated C's daughter had sat in different VEH (Lincoln MKX 2013) and light had not been activated.
RCAS-JS stated RCAS-JS was unfamiliar with Lincoln technology.
C asked for confirmation of DTS arrival.
RCAS-JS stated RCAS-JS would confirm with C when an exact date was had.
****

Make Public

Created By Joseph Shively (8/26/2014 4 07 PM)
RCAS-JS placed outbound call to C at [redacted]
PREVIOUS RELATED FILE(S) FOUND: None
PREVIOUS UNRELATED F LE(S) FOUND: None
RCAS-JS VERIFIED C'S: HOME, EMA L, CONCERN, PHONE #
RCAS-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None
****
C stated VEH is at DLR.
C stated C has had to return VEH 3 times for passenger side airbag light.
C stated C has been given conflicting stories.
C stated C will contact lemon law attorney if concern is not resolved.
RCAS-JS stated RCAS-JS would investigate further.
****

RCAS-JS spoke with Service Director at DLR.
****
DLR stated VEH is operating as designed, multiple tests have been run, etc.

Make Public

Created By Raquel Ocampo (8/25/2014 1 49 PM)
crr-ro rcvd a call from c
crr-ro verified and updated c's info.

c stated that the airbag is not working correctly mos of the time.
c stated that the airbag is off even when a 135 lbs adult is seating on teh passenger c said that c took a picture or video that the airbag is on when no one is seating on the seat. c said that c took the veh at the dlrshp several times the veh is still at the dlrshp. c also asked if their veh is really not part of the campaign, crr-ro told c yes the veh does not have any campaign.

C was very upset and frustrated, c said that Nissan should fix this bec c dont want to have an accident and dont want to sue Nissan bec of someone got killed bec of the problem with the airbag.

crr-ro advised c that the case will be forwarded to RCAS and a specialists will be contacting c on the next business day; c understood

c provided best contact number[redacted]

crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro exiting the case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/25/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30408	DTS Request	Joseph Shively 8/27/2014 11:49 AM	8/27/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/24/2014 2:25 PM	DeLisa Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/20/2014 4:32 PM	DeLisa Taylor	Changed **Follow Up Date** from 10/20/2014 to **10/24/2014**.
10/16/2014 9:43 AM	Brittney Smith	Changed **Follow Up Date** from 9/26/2014 to **10/20/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [7] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Vance Walden [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/25/2014 2:31 PM
CA Multiple Repairs		Date/Time Closed	9/3/2014 12:22 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	300		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTOCOM NISSAN OF WALNUT CREEK	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP8EN[redacted]		
Created By	Flor de Luisa Ann Sisno 8/25/2014 2:31 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:16 AM	Root Cause Code (2)	
Days Closed	497	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	([redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Vance Walden (10/28/2014 4 02 PM) *** [Added after the case is closed] *** RCAS-VW received vmx from c 10/28 @ 3 52pm C/S that c has gone to another DLR and would like RCSA to send specialist to review c's veh C/S that 2nd DLR could not find anything wrong with c's veh
Make Public		C/S that c fears for c's wife life in the veh because the air bag light does not work properly C/A RCAS to contact c back @[redacted] RCAS noting cloning c's case
		Created By Vance Walden (10/2/2014 3 23 PM) *** [Added after the case is closed] *** RCAS-VW received email from FOM-Eric
Make Public		FOM advised RCAS that c had c's veh diagnosed at Autocom Nissan of Concord FOM advised RCAS that Concord confirmed no codes, recall performed, and system operating normally FOM advised RCAS that c may call back into NNA CA due to same result from two different DLRs
		Created By Kenneth Meiia (10/2/2014 11 58 AM) *** [Added after the case is closed] *** crr-km received call from SA-Paul from CONCORDE NISSAN asking for the name of the dlr who performed the campaign and diagnosed the veh.
Make Public		crr-km provided AUTOCOM NISSAN OF WALNUT CREEK. SA-Paul stated that will contact dlr and hung up. crr-km leaving case closed.
Make Public		Created By Vance Walden (9/3/2014 12 22 PM) RCAS-VW contacted c @[redacted] C stated that c is concerned that airbag light is on when c's wife sits in passenger seat C stated that DLR advised c to bring veh in for review C stated that DLR advised c of recall on airbag system C stated that recall has been performed on c's veh C stated that SA advised c that c's veh is operating within specification C stated that light comes on and off intermittently while c's wife is in passenger seat C stated that c feels that OCS system is not completed C stated that c wants NIS engineer to review c's veh C stated that c race is smaller and it is difficult to activate air bag sensor C stated that c feels that sensor recall was not performed properly and sensor gets confused RCAS advised c if c would like to go for 2nd opinion at another DLR C stated that c wants NIS engineer to review c's veh to verify that there is nothing wrong with c's veh C stated that c does not feel safe with passenger in c's veh RCAS advised c to take c's veh for 2nd opinion at different DLR C stated that c would contact the government because c feels that recall did not solve c's concern RCAS advised c that the airbag is not activated for smaller size passengers because in the event of an accident, the airbag may cause more harm to the passenger C stated that NIS needs to reduce power of airbag and not completely turn off airbag with smaller passenger in seat RCAS apologized to c and advised c to get 2nd opinion for c's airbag concern RCAS advised c that c can contact RCAS back after 2nd opinion and if 2nd DLR advises that c's veh is operating as intended, but c still does not feel safe that RCAS would request for possible NIS engineer to review c's veh RCAS advised c that there are two DLRs near to c's location

RCAS advised c that Autocom NIS of Concord and Hanlees Hilltop NIS are located near c
C stated that c would go to Autocom NIS of Concord for 2nd opinion

C stated that c's wife is going on vacation and c will take veh to DLR once c's wife comes back to take c's veh to DLR for 2nd opinion
C advised RCAS for RCAS name and contact number
RCAS provided RCAS first name and direct line
C stated c would contact RCAS back after c get 2nd opinion and contact RCAS to request for NIS engineer to review c's veh
RCAS acknowledged

Call ended mutually

RCAS closing case pending 2nd opinion

Make Public

Created By Vance Walden (9/3/2014 11 51 AM)
RCAS-VW contacted SA-Martin @[redacted]
RCAS advised SA of c's veh concern and that c stated c was advised by DLR to contact CA because DLR could not do anything

SA stated that DLR did not advise c to call NNA CA
SA stated that c's wife is very small and the airbag light comes on and off
SA stated that initial diagnosis that there were no concerns with c's airbag sensor
SA stated that SA explained the function of c's OCS sensor to c
SA stated that SA feels that c's wife is not happy that the airbag light comes on

SA stated that c is putting cushion on seat due to back pain
SA stated that c has removed cushion and c's sensor works 4 out of 5 times of testing
SA stated that c's veh is operating as intended
SA stated that SA had 45min conversation with c about c's OCS system

RCAS advised SA that RCAS would advise c to visit another DLR for 2nd opinion
SA stated that SA feels that c wants NIS to redesign the system to work on c's veh
SA stated that SA feels that c wants to be able to turn the airbag light on and off
SA stated that NIS cannot do that for c

SA advised RCAS for c's case# if c calls back in to SA
RCAS provided c's case#[redacted] to SA

RCAS thanked SA for information

Call ended mutually

Make Public

Created By Raquel Ocampo (9/2/2014 6 10 PM)
crr-ro rcvd a call from c
crr-ro verified c's info.

c stated that c was advised by the dlr to contact CA regarding this issue with the passenger airbag that illuminates intermitently, c was told by the dlrshp that they cannot do anything about this bec this is the way the specification of the car. C said the veh is not safe. C wants someone from NNA to check on c's veh and fix the problem.

crr-ro advised c that the case will be forwarded to RCAS and a specialists will be contacting c on the next business day; c understood

c provided best contact number;[redacted]

crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro exiting the case

Make Public

Created By Flor de Luisa Ann Sisno (8/25/2014 7 52 PM)
crr-fs received a call from c.
c stated c has 2014 altima and c said the veh was purchased 2 weeks ago.
c stated it is the first time c took the veh out Last Saturday when Warning indicator is on momentarily and the light stay on.
c stated c called the dlr and was advised there was an issue on all sensor.
c stated c was advised that passenger seat light should come on because do not have passenger and it working oppositely on the veh.
c stated c calling to how this OCS works.
because whenever c's wife sitting on the passenger seat the light comes on but when c driving the veh the light is off.
crr-fs verified/updated c's address/phone number/email:
[redacted]
PLEASANT H LL, CA 9[redacted]
USA
[redacted]

c stated c will have the veh check on Wednesday Morning but c said c wanted to know how this OCS supposed to work.

crr-fs advised c on page 1-50 on c's OM it states:
The front air bags operate only when the ignition switch is placed in the ON position. After placing the ignition switch in the ON position, the supplemental air bag warning light illuminates. The supplemental air bag warning light will turn off after about 7 seconds if the system is operational.

c stated that c is a Canadian citizen and only in US for work.
c stated that c is going back to CAN next year.
c stated c wanted to know if c's veh warranty still good.

crr-fs advised c If the vehicle is first registered in the U.S., the vehicle may then be immediately re-registered in Canada and warranty coverage continues UNLESS the vehicle's ownership is also transferred within 6 months of original purchase.

crr-fs informed c as long as c will be the owner and there is no transfer of ownership within 6 month from the time c re-register the veh to Canada the warranty still applies.

CRR-FS offered further assistance, c declined.
CRR-FS provided name, ext and case number.
crr-fs provided voc bait script.
CRR-FS closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/25/2014	YX	BK	233500	OA
Edit | Del		NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL WARRANTY COVERAGE NQUIRY	QF	8/25/2014	VJ	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/3/2014 12 23 PM	Vance Walden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/2/2014 6:11 PM	Raquel Ocampo	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000021roB**.

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Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [31] | Case Categorizations [4] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Cynthia Forster [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/25/2014 4:01 PM
CA Multiple Repairs		Date/Time Closed	9/11/2014 12:55 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,171		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP9DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Sentra	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHARLIE CLARK NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/26/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$175.01	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand

Comment Text	
Comment Text2	
Comment Text3	
Survey Specific Contact Information	

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP9DL[redacted]		
Created By	Flor de Luisa Ann Sisno, 8/25/2014 4:01 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 9/11/2014 7:09 PM	Root Cause Code (2)	
Days Closed	489	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Cynthia Forster (9/11/2014 12:54 PM)** SUMMARY: C seeking assistance with multiple returns to DLRSHP due to OCS light coming on after multiple. VEH having other concerns with instrument panel and suspension pulling. RCAS-Dorothy Williams offered rental reimbursement to have VEH diagnosed. DLRSHP replaced instrument cluster and VEH returned to C.
Make Private	✓	**Created By: Cynthia Forster (9/11/2014 12:38 PM)** RCAS-CF called C on [redacted] at 1:31pm EST. RCAS informed that RCAS submitted C's check. RCAS informed will take up to 2 days to process and 2-4 weeks for C to receive and C states understood. RCAS inquired if C needed any further assistance and C states no. RCAS confirmed C has RCAS contact information and call ended mutually. RCAS closing case as no further actions required.
Make Private	✓	**Created By: Cynthia Forster (9/11/2014 12:20 PM)** THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: NAME OF DEALERSHIP:CHARLIE CLARK NISSAN INVOICE DATE:9/2/14 MILEAGE:10555 C IS ELIGIBLE FOR RENTAL CAR REIMB ONLY. RENTAL:$159.10 TAX :$15.91 TOTAL:$175.01 RCAS-CF SUBMITTING CHECK REQUEST.
Make Private	✓	**Created By: Cynthia Forster (9/11/2014 12:14 PM)** RCAS-CF received RO and rental receipt and attached to case.
Make Private	✓	**Created By: Cynthia Forster (9/11/2014 12:12 PM)** RCAS-CF called DLRSHP and spoke with SA-Joe as SM-Ernie unavailable. SA states that C paid with card. RCAS thanked SA.
Make Private	✓	**Created By: Cynthia Forster (9/10/2014 3:47 PM) | Last Modified By: Cynthia Forster (9/11/2014 12:05 PM)** RCAS-CF called C on [redacted] at 4:43pm EST. C confirmed VEH repaired and C states that just faxed DOCs for rental reimbursement. RCAS states understood. RCAS informed C eligible to be reimbursed up to $250 and C states cost $175. RCAS states understood. [redacted] Mission, TX [redacted] RCAS states will wait for DOCs and RCAS will follow up with C on 9/12 and C agreed. RCAS thanked C and call ended mutually. C did not disconnect call and RCAS disconnected. RCAS setting follow up for 9/12/14
Make Private	✓	**Created By: Cynthia Forster (9/10/2014 3:43 PM)** RCAS-CF called DLRSHP and spoke with SA-Pascual as SM-Ernie passed call to SA. SA states that VEH repaired and returned to C. RCAS thanked SA.
Make Private	✓	**Created By: Cynthia Forster (9/9/2014 10:04 AM)** RCAS-CF called C on [redacted] at 11:02am EST. C confirmed that instrument panel is getting replaced. RCAS states understood. RCAS advised will allow time for parts to arrive and RCAS will follow up with C on 9/12 and C agreed. RCAS thanked C and call ended mutually. RCAS setting follow up for 9/12/14.
Make Private	✓	**Created By: Cynthia Forster (9/9/2014 7:15 AM)** RCAS-CF received email from SA-Pascual stating that DLRSHP found instrument cluster malfunctioning and will be getting replaced. SA states concern was intermittent and is cause of delay to duplicate and diagnosis. SA informed parts have been ordered.
Make Public		**Created By: Maria Theresa Roque-Balisi (9/8/2014 3:13 PM)** CRR-MR received a call from C following up on the case. CRR-MR verified C's contact information. Contact info has not changed. CRR-MR informed C that the case is being handled by RCAS. C understood. CRR-MR offered to transfer call to RCAS' voice mail. C agreed. CRR-MR informed C that an internal message will be sent to let RCAS know that C would like to receive a call as soon as possible. C understood. CRR-MR offered further assistance. C declined. CRR-MR provided CRR name and extension number. CRR-MR exiting case.
Make Private	✓	**Created By: Cynthia Forster (9/8/2014 3:07 PM)** RCAS-CF received 2 VMX from C to call back on [redacted] RCAS-CF called C on [redacted] at 4:06pm EST and reached VMX. RCAS-CF left message for C to call back and provided name, number, extension and case#. RCAS informed will follow up again on 9/9/14. RCAS setting follow up for 9/9/14.
Make Private	✓	**Created By: Cynthia Forster (9/8/2014 10:53 AM)** RCAS-CF sent email to SM-Ernie to get update on VEH.
Make Private	✓	**Created By: Cynthia Forster (9/4/2014 10:17 AM)** RCAS-CF received email from SM-Ernie stating that DLRSHP has been checking C's VEH and have not been able to duplicate any concern. SM states that C informed concerns are intermittent. SM states visual inspections were negative and that no warning lights or data trouble codes were present. SM states still working on VEH and will relay any further information to RCAS.
Make Private	✓	**Created By: Christopher Anderson (9/4/2014 9:48 AM)** RCAS-CA assisting RCAS-CF RCAS contacted C on [redacted] @ 10:43 AM 9/4/2014 RCAS reahced C, advised call recorded, C understood RCAS informed of SM statements, advised no diagnostic info avail as of yet C understood, states contacted dlr and wasss told same thing RCAS confirmed that NNA will cover up to 250$ of rental veh costs

C understood
RCAS advised next follow up of 9.9, provided RCAS-CF contact info and ext as well as fax #
C thanked
RCAS and C ended call mutually

Make Private ✓
Created By: Christopher Anderson (9/4/2014 9:41 AM)
RCAS contacted dlr @ 9564236975
RCAS reached SM-Ernie
SM states still waiting for diagnostic info from tech working on veh, advised would email RCAS-CF once info received.
RCAS thanked and call ended mutually

Make Public
Created By: Raquel Ocampo (9/3/2014 5:27 PM)
crr-ro rcvd a call from c
crr-ro verified with c no contact info has change
c wants to speak with RCAS
crr-ro advised c that RCAS is scheduled to contact c on 9/04/14
crr-ro transferred c to RCAS ext# and advised to leave message if routed to vmx; c understood
crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro exiting the case

Make Private ✓
Created By: Cynthia Forster (9/3/2014 2:29 PM)
RCAS-CF spoke with SM-Ernie and SM states that C is currently in rental VEH. SM states that VEH not fully diagnosed at this time. SM states will email RCAS once VEH further inspected. RCAS thanked SM.

Make Private ✓
Created By: Dorothy Williams (8/29/2014 3:08 PM) | Last Modified By: Dorothy Williams (8/29/2014 3:08 PM)
Rcas made call to c on only contact #[redacted] @ 3:57pm. Rcas spoke to c and advised c that rcas has talked to Sm-Ernie about c's veh concerns.
Rcas advised c dlrshp does not offer loaner veh but c can rent veh for $30/day and rcas will reimburse up to $250 for rental.
Rcas advised c to take veh back to dlrshp for further diagnosing.
Rcas advised c to contact Sm-Ernie for further assistance from dlrshp.
Rcas advised c follow up for 09/04/14.
Rcas advised c new rcas agent will be contacting c.
Rcas confirmed c has case #.
C stated c has info.
C thanked rcas.
Rcas thanked c for contacting Nissan.
Rcas setting task for 09/02/14.

Make Private ✓
Created By: Dorothy Williams (8/28/2014 3:51 PM) | Last Modified By: Dorothy Williams (8/29/2014 2:56 PM)
Rcas made call to c on only contact #[redacted] @ 4:45pm Rcas advised c rcas was returning c's call when rcas thought c would be off work.
Rcas advised c if c still having veh concerns that c should take veh back to dlrshp.
Rcas advised c rcas has notified dlrshp c still having veh concerns.
Rcas advised c dlrshp offers rental veh not loaner veh.
Rcas advised c rcas will follow up with c on 08/29/14.
Rcas left contact info and case # for call back.

Make Private ✓
Created By: Dorothy Williams (8/28/2014 2:08 PM) | Last Modified By: Dorothy Williams (8/28/2014 3:44 PM)
Rcas made call to dlrshp on contact #[redacted] @ 2:59. Rcas spoke to Sm-Ernie and advised c is still having concerns with veh after repairs made. Rcas advised Sm c stated veh is still pulling after wheel alignment. Rcas advised Sm advised veh is also loosing pressure.
Rcas advised Sm c wants to bring veh back in for further diagnosing and repairs.
Rcas asked Sm if dlrshp could provide c with loaner veh.

Sm advised dlrshp does not have loaner program, but does provide rental for $30/day.
Rcas advised Sm rcas advised c rcas could reimburse c for up to 7 days rental.
Rcas advised Sm c will be contacting dlrshp to schedule appt to bring veh back.
Sm stated Sm will waiting to hear from c for appt.
Rcas thanked Sm for info and assistance.

Make Private ✓
Created By: Dorothy Williams (8/28/2014 8:38 AM) | Last Modified By: Dorothy Williams (8/28/2014 1:57 PM)
Rcas noting vmx received from c on 08/27/14 @5:09pm. C advised rcas c was driving veh and veh was having low pressure. C stated wants t know what c should do.
C asked rcas for call back on 08/28/14.

Make Private ✓
Created By: Dorothy Williams (8/27/2014 2:24 PM) | Last Modified By: Dorothy Williams (8/27/2014 2:24 PM)
Rcas noting docs received from CHARLIE CLARK NISSAN Nissan. Rcas attaching docs to case.

Make Private ✓
Created By: Dorothy Williams (8/27/2014 11:32 AM) | Last Modified By: Dorothy Williams (8/27/2014 11:33 AM)
Rcas made call to to on contact #[redacted] @ 12:06pm.
Rcas spoke to c about c's veh concern with wtih sensor light and
C stated c has been to dlrshp six times for same concern.
Rcas apologized for c's repeated veh concern
C stated c's veh shakes when veh goes at about 70 mph.
C stated screen that shows gas mileage goes black for c.
C stated last time c was at dlrshp that dlrshp wanted to keep c's veh and did not want to provide c with loaner veh.
C stated c wants to have veh repaired and wants o be provided with loaner veh while veh at dlrshp.
Rcas advised c that rcas will contact dlrshp about providing c with loaner veh while dlrshp has veh for diagnosing and repairs.
Rcas advised c if dlrshp not able to provide loaner veh, then rcas can reimburse c for rental veh for up to one week while dlrshp has veh.
C stated c would like rcas to assist with getting veh repaired.
C stated c will look into trading veh in after veh has been repaired.
Rcas advised c follow up for 09-02-14.
Rcas confirmed c has rcas contact info and case #
C stated c has info. C thanked rcas.
Rcas thanked c for contacting Nissan.
Rcas setting task for 08/26/14 to contact dlrshp about loaner veh.

Make Private ✓
Created By: Dorothy Williams (8/27/2014 8:21 AM) | Last Modified By: Dorothy Williams (8/27/2014 11:08 AM)
Rcas noting vmx received from c on 08/26/14 @ 12:40pm and 4:07pm.
C advised rcas c was not available within 30 mins c requested rcas to call c back after first contact.
C left contact #[redacted] C advised c will be available from 4:30-5:00pm.

Make Private ✓
Created By: Dennis Martinez (8/26/2014 4:18 PM) | Last Modified By: Dorothy Williams (8/27/2014 8:12 AM)
RCAS Case Follow-up

Make Private ✓
Created By: Dennis Martinez (8/26/2014 4:18 PM) | Last Modified By: Dorothy Williams (8/27/2014 8:12 AM)
crr-dm received a call from c following-up on the case because c was at work when rcas called
crr-dm verified that there are no changes on contact information.
crr-dm told c that the follow up date on c's case is[redacted]

crr-dm advised c that crr-dm will try to reach rcas first, crr-dm advised c that crr-dm will transfer c directly if rcas is reached, c understood.
crr-dm also advised c that crr-dm will still transfer c if vmx is reached, and then will send internal msg to rcas to call c back. c understood.
crr-dm offered further assistance, c declined.
crr-dm gave name & extension.

crr-dm exiting case.

Make Private ✓
Created By: Princess Salvador (8/26/2014 11:36 AM) | Last Modified By: Dorothy Williams (8/26/2014 3:04 PM)
crr-ps received a call from c regarding case #[redacted]
crr-ps asked for the name
crr-ps verified that there are no contact information changed since the last time that c called in
c said that c wants to have the ext of RCAS again .
crr-ps provided the information to c
crr-ps offerred further assistance, c declined.
crr-ps provided case#, name and ext #
crr-ps exiting case

Make Private ✓
Created By: Dorothy Williams (8/26/2014 11:32 AM) | Last Modified By: Dorothy Williams (8/26/2014 3:04 PM)
Rcas made call to c on only contact #[redacted] @ 12:30pm. Rcas reached vmx and left message advising c follow up for 08/27/14.
Rcas left contact info and case # for call back.

Make Private ✓
Created By: Dorothy Williams (8/26/2014 11:12 AM) | Last Modified By: Dorothy Williams (8/26/2014 11:30 AM)
Rcas made call to c on only contact #[redacted] @ 12:00pm.
Rcas spoke to c about c's veh concern.
C stated c's airbag light is not coming on and c's veh is still pulling
C stated c took veh o dlrshp to dlrshp yesterday t trade veh in, but dlrshp was not able to assist c with trade in.
C stated dlrshp wanted c to trade veh in for 2014 Maxima for $800 monthly.
C stated c could not afford to pay more money,
C sated c took veh to dlrshp to try to have veh repaired, but dlrshp not able to assist c on same day.
Rcas apologized for veh concern.

C stated c is having lots of concerns with veh at this time.
C advised rcas c at work at this time and c requested rcas to follow up with c again.
Rcas gave c rcas contact info and ext for callback.
C thanked rcas.
Rcas thanked c for contacting Nissan.

Created By: Dorothy Williams (8/26/2014 11:00 AM) | Last Modified By: Dorothy Williams (8/26/2014 11:00 AM)
Rcas made call to dlrshp on contact # [redacted] @ 11:50am.
Rcas spoke to Sm Ernie about c's veh complaint with veh still not working since repair for airbag sensor and wheel alignment.
Sm advised last time veh at dlrshp was on 07/05/14
Veh was pulling to left and OCS campaign was performed.
Make Private ✓ Sm advised dlrshp adjusted front tow for pulling concern.
Rcas advised Sm c still having veh concerns.
Sm stated c has not been back to dlrshp.
Rcas advised Sm c is requesting veh repurchase.
Rcas asked Sm to fax rcas all RO's for c's veh.
Rcas gave fax # 615-984-5270.
Rcas thanked Sm for info and assistance.

Created By: Flor de Luisa Ann Sisno (8/25/2014 8:20 PM) | Last Modified By: Cynthia Forster (8/26/2014 7:00 AM)
crr-fs received a call from c.
c stated c barely bought a veh 4 -5 months ago.
c stated the dlr informed c there was a campaign for the airbag which was perform on the veh but the sensor still doing the same thing.
c stated c went to the dlr to get veh fix today.
c stated its been awhile but dlr couldn't help c.
c stated c wants to get a newer veh.
c stated sensor is not working the DLR did the alignment but the veh still not working and shaking.

crr-fs verified/updated c's address/phone number/email:
[redacted]
Mission, TX [redacted]
USA
[redacted]

Make Private ✓ crr-fs asked c:
name of dlrshp: CHARLIE CLARK NISSAN
name of the service advisor:
SA-Pascual
SM Rubin
How c would like to be assisted?
c asking nissan to swap the veh and give c rental for c to get to work
c stated c brought the veh 2 times to the DLR.
c stated would to transfer for what c paying because c said c feel c is paying more money on the veh is not working.
c stated the dlr will lent c money for 2014 maxima but not for 2014 sentra.

CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.

crr-fs verified the best number to reach c. c said [redacted]

CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas for veh concern.
crr-fs exiting the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7963518	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	PULLS/DRIFTS/UNSTABLE	02	9/11/2014	WE	BN	252000	OA
Edit | Del	[redacted]	INSTRUMENTATION	CONSOLE/DISPLAY (ELECTRICAL)	POOR OR IMPROPER OPERATION	11	9/11/2014	YX	AT	179000	OA
Edit | Del		INTERIOR ELECTRICAL	SENSOR/SOLENOID/VALVE/SWITCH	POOR OR IMPROPER OPERATION	11	8/26/2014	YX	AV	198000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/26/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	9/11/2014	Cynthia Forster	9/11/2014 12:27 PM
Edit | Del	CHARLIE CLARK : get rental DOCs and RO		✓	9/11/2014	Cynthia Forster	9/11/2014 12:21 PM
Edit | Del	CHARLIE CLARK NISSAN		✓	8/28/2014	Dorothy Williams	8/28/2014 2:08 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		9/12/2014	Customer	Approved	$175.01	32GDWIL	South Central Goodwill	[redacted]	

Fo[redacted]

Forms Help

No rec[redacted]

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	150KB	9/11/2014 12:14 PM	Cynthia Forster
Edit | View | Del		240KB	8/27/2014 2:25 PM	Dorothy Williams

Case History

Case History Help

Date	User	Action
9/11/2014 12:55 PM	Cynthia Forster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/9/2014 10:04 AM	Cynthia Forster	Changed **Follow Up Date** from 9/9/2014 to **9/12/2014**.
9/4/2014 9:48 AM	Christopher Anderson	Changed **Follow Up Date** from 9/4/2014 to **9/9/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raven Giddens [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/25/2014	Type	CA
Follow Up Date	9/9/2014	Case Origin	Letter/Fax
Supporting Documents	✓	Date/Time Opened	8/26/2014 10:31 AM
CA Multiple Repairs		Date/Time Closed	9/9/2014 9 00 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Dealership concerns.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NORTH PLA NFIELD NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]/ N:		
Created By	Tammy Knotts, 8/26/2014 10:31 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	491	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Raven Giddens (9/9/2014 8 56 AM)** RCAS-RG is closing case due to no customer contact. RCAS-RG sent 3 contact attempts to c
Make Public		**Created By Raven Giddens (9/9/2014 8 52 AM)** RCAS-RG called c at [redacted], RCAS-RG left vm requesting call back
Make Public		**Created By Raven Giddens (9/8/2014 9 32 AM)** RCAS-RG called c at [redacted]CAS-RG left vm requesting call back
Make Public		**Created By Raven Giddens (9/5/2014 11 21 AM)** RCAS-RG called c at [redacted]RCAS-RG left vm requesting call back
Make Public		**Created By Raven Giddens (9/4/2014 1 16 PM)** C left a vm requesting a call back ********** RCAS-RG called c at [redacted]CAS-RG left vm requesting call back RCAS-RG called c at [redacted]aid RCAS has wrong #
Make Public		**Created By Raven Giddens (9/3/2014 10 59 AM)** RCAS-RG called c at [redacted]RCAS-RG left vm requesting call back
Make Public		**Created By Raven Giddens (9/2/2014 11 47 AM)** RCAS-RG called c at [redacted]RCAS-RG left vm requesting call back
Make Public		**Created By Raven Giddens (8/29/2014 1 29 PM)** RCAS-RG received email from SM-John SM-John said if c is still having same concerns with navi, c may need to replace it and can come back to the dealership for this concern
Make Public		**Created By Raven Giddens (8/29/2014 1 27 PM)** RCAS-RG called c at [redacted]said RCAS has wrong # RCAS-RG called c at [redacted]RCAS-RG left vm requesting call back
Make Public		**Created By Raven Giddens (8/29/2014 1 14 PM)** RCAS-RG emailed SM-John asking about this veh
Make Private	✓	**Created By Janisha Wilkerson (8/26/2014 1 41 PM)** RCAS-JW is changing case to RCAS-RG name since the servicing dealer is district 06 which is PINE BELT NISSAN OF KEYPORT dlr code 3263
Make Private	✓	**Created By Janisha Wilkerson (8/26/2014 1 38 PM) Last Modified By Janisha Wilkerson (8/26/2014 1 38 PM)** PREVIOUS RELATED CASES FOUND: none PREVIOUS UNRELATED CASES: None CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found none RCAS-JW verified C's name, V N, home and E-mail address, mileage, phone # & DLR Best Contact: [redacted] RCAS-JW contacted C at [redacted] C is stating that C is leasing C's veh C stated that C originally leased a veh from North Plainfield Nissan C stated that C did not like the fact that C was told by a Sales Adv that C would not have to pay for mileage over the allotted amount within the lease agreement of C C stated that C's veh was now purchased at P NE BELT NISSAN OF KEYPORT in New Jersey dlr code 3263 C is stating that PINE BELT NISSAN OF KEYPORT informed C has to pay money for mileage of C's veh from the lease C stated that C's dlr is PINE BELT NISSAN OF KEYPORT C stated that C's navigation does not work C stated that P NE BELT NISSAN OF KEYPORT reset C's navigation but C is stating there are still concerns with C's veh C states that passenger air bag was repaired and C went to dlr to address the concern C states that the air bag system is unsafe for C C stated that C still has concerns with the air bag C states that C's radio has a lot of static C stated that the dlr stated the radio is working properly

RCAS JW asked C what is C requesting of NNA
C is stating that C will not lease another veh with C's veh
RCAS-JW informed C that the RCAS agent who will be reviewing C's concern will contact C within 3 business days COB 08/29/2014 to give agent time to contact dlr
Call ended mutually

Make Private ✓ **Created By** Tammy Knotts **(8/26/2014 10 31 AM) Last Modified By** Janisha Wilkerson **(8/26/2014 1 07 PM)**
MT TK rec'd incoming mail on 08/25/2014.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/9/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pjrbb:ref]	[redacted]	✓	9/9/2014	Raven Giddens	9/9/2014 8:54 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0Pjrbb ref] *9/9/2014 Case # [redacted] VIN # 1N4AL3AP0[redacted]*	[redacted]	9/9/2014 8:54 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	125KB	10/15/2014 9:05 AM	Tammy Knotts
Edit | View | Del	[redacted]	73KB	8/26/2014 10:31 AM	Tammy Knotts

Case History

Case History Help

Date	User	Action
9/9/2014 9 00 AM	Raven Giddens	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/8/2014 9 32 AM	Raven Giddens	Changed **Follow Up Date** from 9/8/2014 to **9/9/2014**.
9/5/2014 11 23 AM	Raven Giddens	Changed **Follow Up Date** from 9/5/2014 to **9/8/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [24] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [3] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Sylania Oliver [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/12/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/26/2014 11 30 AM
CA Multiple Repairs		Date/Time Closed	9/12/2014 8:48 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

id:7505
dateCreated 2014-08-26 11 27:18.0
channel:ni
language [redacted]
firstname:[redacted]
middlenam[redacted]
lastname [redacted]
address1:[redacted]
address2:
city New beria
state LA
zipcod[redacted]
comments My dealership says there is no fix available for the passenger airbag that is not working. How long should I be made to drive a vehicle that does not have all the safety equipment in working order?
source:NissanContactUs
subjectLine:My vehicle needs repair
contactMethod:PHONE
status 0
emailAddress[redacted]
phonenum[redacted]
dealername JP Thibadeaux
dealerstate LA
questiontxt:
vin 3N1CN7AP2C[redacted]
owner true

Sent by core-services

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	11,600	Related Vehicle Make	Nissan
Current Mileage	18,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP2C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	J. P. THIBODEAUX NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My vehicle needs repair		
Created By	Managed Services, 8/26/2014 11 30 AM	Web Email	nnaconsumeraffairs@nissan-usa.com
Last Modified By	System Account NNAINT, 9/12/2014 7:04 PM	Root Cause Code	SCIR
Days Closed	488	Root Cause Code (2)	DR800
Case Record Type	CA Closed Case [Change]	Action Code	NT1A
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Sylania Oliver (9/12/2014 8 48 AM) Rcas datanet and closed case.
Make Public		Created By Sylania Oliver (9/12/2014 8 47 AM) **Summary*** C expressed concerns with airbag light going off. Rcas recommended c return to dealership for further diagnosis. Dealership rebooted and connected wire to resolve. Rcas tried to followup with c on repair, no response.
Make Private	✓	Created By Sylania Oliver (9/12/2014 8 32 AM) Last Modified By Sylania Oliver (9/12/2014 8 32 AM) Rcas called c 9/12/2014 @ 9:29am est. on Home Phone ([redacted] Received vm. Rcas explained following up with c after repair, gave Rcas name, 1-800-343-6913, ext. 457217,explained available 9am - 6pm est. M-F.
Make Private	✓	Created By Sylania Oliver (9/11/2014 9 01 AM) Last Modified By Sylania Oliver (9/12/2014 8 29 AM) Rcas called c 9/11/2014 @ 9:59am est. on Home Phone ([redacted] Received vm. Rcas explained following up with c after repair, will followup with c 9/12/2014, gave Rcas name, 1-800-343-6913, ext. 457217,explained available 9am - 6pm est. M-F.
Make Public		Created By Sylania Oliver (9/11/2014 8 59 AM) Rcas called J. P. TH BODEAUX NISSAN 9/11/2014 @ 9 56am est. on 337-364-4126. Spoke with SA - Christa Rcas inquired into status of repair. SA stated that computer needed rebooted after wire reconnected. C now has vehicle.
Make Private	✓	Created By Sylania Oliver (9/9/2014 9 39 AM) Last Modified By Sylania Oliver (9/11/2014 8 55 AM) Rcas explained that call may be recorded for training and quality assurance purposes. Rcas inquired if c set up an appointment. C stated that appointment is set for 9/10/2014 at 8:30am. Rcas explained will followup with c on 9/12/2014.

Make Private ✓ **Created By** Michael Atienza (9/9/2014 9 32 AM) **Last Modified By** Sylania Oliver (9/11/2014 8 56 AM)
onset of call c asking for ext 457217. crr-ma ask for case number. c provided [redacted] crr-ma check file. case being handle by RCAS. crr-ma told that RCAS rep tried to call c today. c said c is calling back RCAS. crr-ma told c will connect call if no answer may leave MVX. c agree. crr-ma transfer call. crr-ma

Make Public **Created By** Sylania Oliver (9/9/2014 8 57 AM)
Rcas called J. P. TH BODEAUX NISSAN 9/9/2014 @ 9 55am est. on 337-364-4126. no answer service department busy.

Make Public **Created By** Sylania Oliver (9/9/2014 8 55 AM)
Rcas called c 9/9/2014 @ 9:51am est. on Home Phone [redacted] Received vm. Rcas left message with Rcas name, 1-800-343-6913, ext. 457217, available 9am - 6pm est. M-F, will followup with c 9/11/2014. Checking to see if c set up an appointment.

Make Public **Created By** Sylania Oliver (9/5/2014 2 46 PM)
Rcas received vm from c 9/4/2014, c requested callback on [redacted]

Rcas notating spoke with c 9/5/2014

Created By Sylania Oliver (9/5/2014 9 58 AM) **Last Modified By** Sylania Oliver (9/9/2014 8 51 AM)
Rcas called c 9/5/2014 @ 10:53am est. on [redacted] Spoke with c.

Rcas explained call may be recorded for training and quality assurance purposed.

Make Private ✓ Rcas explained that further diagnosis needs to be done on c's vehicle, confirmed that c did not test drive in like vehicle. Explained discussed with SM and technicians need to be contacted by dealership.

C stated c will set up an appointment.

Rcas explained will followup with c 9/9/2014, to confirmed date set.

Make Public **Created By** Sylania Oliver (9/3/2014 2 52 PM)
Rcas notating will be adivising c that c will need to try like vehicle and see if concern is duplicated.

Make Private ✓ **Created By** Sylania Oliver (9/3/2014 2 50 PM) **Last Modified By** Sylania Oliver (9/3/2014 2 51 PM)
Rcas called c 9/3/2014 @ 3;44pm est. on [redacted] Received vm. Gave Rcas name, 1-800-343-6913, ext. 457217, explained available 9am - 6pm est. M-F, will followup with c 9/5/2014.

Make Public **Created By** Sylania Oliver (9/3/2014 2 48 PM)
Rcas called J. P. TH BODEAUX NISSAN 9/3/2014 @ 3 39pm est. on 337-364-4126. No answer in service, called back asked for SM - Jonas.

Rcas inquired if c is having same concern in like vehicle.

SM - Jonas stated do no think that c as asked to try like vehicle and see if air bag light concern is present.

Make Public **Created By** Sylania Oliver (9/3/2014 12 53 PM)
Rcas; called techline 9/3/2014 @ 1:41pm est. on 615-223-4990. Spoke with Techline - Patrick.

Rcas advised of c's vehicle concern, gave vehicle details.

Techline - Patrick stated techline was not contacted, c needs to test in known good vehicle to see if still having concern, to determine if there is fault with vehicle.

Make Public **Created By** Sylania Oliver (9/2/2014 11 56 AM)
Rcas called c 9/2/2014 @ 12:54pm est. on [redacted] Received vm. Gave Rcas name, 1-800-343-6913, ext. 457217, explained available 9am - 6pm est. M-F, will followup with c 9/3/2014.

Created By Sylania Oliver (9/2/2014 11 54 AM)
Rcas called J. P. TH BODEAUX NISSAN 9/2/2014 @ 12:48pm est. on 337-364-4126. Spoke with SA - Jonas.

Make Public Rcas inquired into c's diagnosis.

SA - Jonas stated under company name Musson Patout, Technician stated no codes stored or faults. stated SA that was working on c's vehicle is no longer working at dealership. c came in in May.

Created By Glenda McDonald (8/27/2014 10 07 AM) **Last Modified By** Glenda McDonald (8/27/2014 10 08 AM)
rcas-gm called c at 11 01 am est at [redacted] spoke to C to confirm veh concern

C/S passenger side air bag, when a passenger in seat the light does not go out - saying air bag does not work
Dealer said it was the air bag and not just the light - but no fix for it.
This was spring or early summer this year.
C called yesterday 8/26/14 & was told still no fix yet and

Make Private ✓ rcas apologized for the veh concern and advised c that rcas will contact dealer to get update on what was or was not done and then contact
Tech support to see how to proceed with diag/repairs

Rcas provided C with Rcas-Sylania contact info
8003436913 ext 457217

9/2/14 to call C with update
C thanked rcas for the call

Created By Glenda McDonald (8/27/2014 9 32 AM) **Last Modified By** Glenda McDonald (8/27/2014 9 33 AM)
RCAS-GM ASSIST NG RCAS-SO WITH CASE

Make Private ✓ Rcas-gm called dealer at 10:29 am est at 337-364-4126 & asked for SM
Mr. John & was sent to vmx.
Rcas left detailed vmx asking for call back 8003436913 ext 458139 to discuss case

Make Private ✓ **Created By** Sylania Oliver (8/26/2014 4 50 PM) **Last Modified By** Glenda McDonald (8/27/2014 9 33 AM)
Rcas unable to share or datanet case to dealership.

Make Public **Created By** Jaime Bello (8/26/2014 1 00 PM)
case moved

Created By Jaime Bello (8/26/2014 12 58 PM) **Last Modified By** Sylania Oliver (8/26/2014 4 48 PM)
**********E-mail case logged**********
E-mail addressed to: nnaconsumeraffairs@nissan-usa.com
Method of contact: E-mail
crr-jb created owner's information.
crr-jb checked for open campaigns: Found: None
****
crr-jb placed outbound call to telephone # [redacted]
crr-jb informed c that call maybe monitored for quality/training purposes.

Make Private ✓ c stated that c made a follow-up with the servicing dealership this morning and still was told that the dealership has no fix for the issue with the passenger airbag. c stated c was told to contact NNA-CA..
crr-jb informed c that case will be forwarded to rcas and that a regional specialist will contact c within the next business day.
crr-jb provided crr's name, case and contact numbers.
call ended mutually.
****
crr-jb sending an e-mail response to c.
E-mail addressed to: [redacted]
Method of contact: E-mail
Summary: crr-jb responding to c's e-mail with "RCAS Escalation" template.
crr-jb moved case to rcas, leaving case open.

Make Private ✓ **Created By** Jaime Bello (8/26/2014 12 30 PM) **Last Modified By** Sylania Oliver (8/26/2014 4 48 PM)
id:7505
dateCreated:2014-08-26 11:27:18.0
channel ni
language:en
firstname [redacted]
middlename:

lastname [redacted]
address1: [redacted]
address2:
city:New Iberia
state LA
zipcode [redacted]
comments:My dealership says there is no fix available for the passenger airbag that is not working. How long should I be made to drive a vehicle that does not have all the safety equipment in working order?
source NissanContactUs
subjectLine My vehicle needs repair
contactMethod:PHONE
status 0
emailAddress [redacted]
phonenum [redacted]
dealername JP Thibadeaux
dealerstate LA
questiontxt:
vin 3N1CN7AP2CL[redacted]
owner:true

Sent by core-services

Created By Managed Services (8/26/2014 11 30 AM) Last Modified By Sylania Oliver (8/26/2014 4 48 PM)
id:7505
dateCreated:2014-08-26 11:27:18.0
channel ni
language:en
firstname:[redacted]
middlename:
lastname [redacted]
address1: [redacted]
address2:
city:New Iberia
state LA
zipcode:[redacted]
comments:My dealership says there is no fix available for the passenger airbag that is not working. How long should I be made to drive a vehicle that does not have all the safety equipment in working order?
Make Private ✓
source NissanContactUs
subjectLine My vehicle needs repair
contactMethod:PHONE
status 0
emailAddress:[redacted]
phonenum[redacted]
dealername JP Thibadeaux
dealerstate LA
questiontxt:
vin 3N1CN7AP2CL[redacted]
owner:true

Sent by core-services

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	8/26/2014	WT	BK	263000	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT CURTAIN A RBAG	POOR OR IMPROPER OPERATION	14	9/12/2014	YX	BK	261500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09j8L._500F0Pjtkh:ref]	[redacted]	✓	9/3/2014	Sylania Oliver	9/3/2014 2:51 PM
Edit | Del	Call/JP Thibidoeaux/Diagnosis Inquiry		✓	8/28/2014	Sylania Oliver	9/2/2014 11:49 AM
Edit | Del	Email: Regional Specialist [ref:_00DA09j8L._500F0Pjtkh:ref]		✓	8/26/2014	Jaime Bello	8/26/2014 12:54 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:_00DA09j8L._500F0Pjtkh:ref] *9/3/2014 Case #1[redacted]hank you for taking the time to...*	[redacted]	9/3/2014 2:51 PM
Reply | To All | Del	Sent	Regional Specialist [ref:_00DA09j8L._500F0Pjtkh ref] *8/26/2014 Case #[redacted]VIN # 3N1CN7AP2CL[redacted]Th...*		8/26/2014 12 54 PM
Reply | To All | Del	Replied	My vehicle needs repair *id:7505 dateCreated:2014-08-26 11:27:18.0 channel:ni language:en firstname:Sh...*	nnaconsumeraffairs@nissan-usa.com	8/26/2014 11 30 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/12/2014 8:48 AM	Sylania Oliver	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/11/2014 9:02 AM	Sylania Oliver	Changed **Follow Up Date** from 9/11/2014 to **9/12/2014**.
9/9/2014 8 55 AM	Sylania Oliver	Changed **Follow Up Date** from 9/9/2014 to **9/11/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [19] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Sylania Oliver [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/26/2014 11 37 AM
CA Multiple Repairs		Date/Time Closed	9/3/2014 3:38 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	40,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	4,000
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF MCK NNEY	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/26/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP8DN[redacted]		
Created By	Lester Bellen, 8/26/2014 11 37 AM	Root Cause Code	SCIR
Last Modified By	System Account NNAINT, 9/3/2014 7:13 PM	Root Cause Code (2)	
Days Closed	497	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Sylania Oliver (9/3/2014 3 38 PM) Rcas unable to datanet case and closed.
Make Public		Created By Sylania Oliver (9/3/2014 3 38 PM) **Summary*** C expressed concern with airbag off switch coming on. Rcas reviewed with dealership and techline, unable to duplicate concern. Rcas advised c per techline recommendation if video can be provided of vehicle concern can review further.
Make Private	✓	Created By Sylania Oliver (9/3/2014 3 35 PM) Last Modified By Sylania Oliver (9/3/2014 3 36 PM) Rcas called c 9/3/2014 @ 4:27pm est. o[redacted] Spoke with c. Rcas explained that call may be recorded for training and quality assurance purposes. Rcas explained that Rcas reviewed with Nissan technicians, explained that vehicle concern could not be duplicated, explained that c can do a video recording of concern and Nissan can research further. C stated c does not feel that Nissan is standing behind product. C stated if c is in accident c will contact an attorney. C stated c is public safety technician. c stated that two service adviser told c when c brought vehicle in that dealership has had concerns with other Nissan vehicle stated that under carriage of seat needed to be replaced. Rcas confirmed c has rcas contacting information and will callback with video recording is made of vehicle concern.
Make Public		Created By Sylania Oliver (9/3/2014 1 03 PM) Rcas; called techline 9/3/2014 @ 1:41pm est. on 615-223-4990. Spoke with Techline - Patrick. Rcas advised of c's vehicle concern, gave vehicle details. Techline - Patrick stated that techline was contacted, if no codes stored, operating as designed. Stated that customer needs a video of concern rather then picture, If can be recorded on video should bring vehicle back in. May need DTS if concern cannot be found if no concern found.
Make Private	✓	Created By Sylania Oliver (9/2/2014 3 59 PM) Last Modified By Sylania Oliver (9/3/2014 12 28 PM) Rcas called c 9/2/2014 @ 4:56pm est. on [redacted] Spoke with c's husband [redacted] Rcas explained that call may be recorded for training and quality assurance purposes. Rcas explained researched with c's SA - Shawn, concern was not duplicated that was advised c provided picture of concern. Explained researching further with technical specialists. Will followup with c 9/3/2014.
Make Public		Created By Sylania Oliver (9/2/2014 3 55 PM) Last Modified By Sylania Oliver (9/2/2014 3 55 PM) Rcas called techline 9/2/2014 @ 4 53pm est. on 615-223-4990. Temporarily unavailable.
Make Public		Created By Sylania Oliver (9/2/2014 3 39 PM) Rcas called Nissan of McKinney 9/2/2014 @ 4 36pm est. on 214-544-4900. Spoke with SA - Shawn. Rcas inquired if c expressed concerns with c's airbag light. SA - Shawn that air bag off light is coming on, not able to duplicate, stated that c provided picture.
Make Public		Created By Sylania Oliver (9/2/2014 2 41 PM) Rcas called NISSAN OF MCKINNEY 9/2/2014 @ 3:23pm est. on 214-544-4900. Spoke with SA - Austin. SA - Austin stated SA Shawn is not available, at lunch.
Make Public		Created By Sylania Oliver (8/29/2014 2 24 PM) Rcas called c 8/29/2014 @ 3:22pm est. on [redacted] Received automated message c's vm has not been set. up .
Make Public		Created By Sylania Oliver (8/29/2014 2 17 PM) Rcas called c Nissan of McKinney 8/29/2014 @ 3:10pm est. on 214-544-4900. SA - Matt. SA - Matt stated that trim was repaired on vehicle, stated sa is Shawn.
Make Private		

	✓	Created By Sylania Oliver (8/28/2014 1 44 PM) Last Modified By Sylania Oliver (8/29/2014 2 10 PM) Rcas called Nissan of McKinney 8/28/2014 @ 2 38pm est. on 214-796-0785. Spoke with c. Rcas explained call may be recorded for training and quality assurance purposes. Rcas apologized for c's concerns with c's vehicle. C stated that c"s air bag light goes off on its own. C stated c does not feel vehicle is safe . Rcas explained will research further with c. Rcas gave case#, Rcas name, 1-800-343-6913, ext. 457217, explained will research further and followup with c 8/29/2014.
Make Public		Created By Sylania Oliver (8/28/2014 1 37 PM) Rcas received vm from c 8/27/2014 c reqiested ca;;back on [redacted]
Make Private	✓	Created By Lester Bellen (8/27/2014 5 16 PM) Last Modified By Sylania Oliver (8/28/2014 12 33 PM) c called in to follow up on the case. c requested to be transferred to rcas for a return call. crr-lb verified that there are no changes on contact information. c will leave vmx if rcas is not available. crr-lb offered further assistance. c declined. crr-lb exiting the case.
Make Private	✓	Created By Janelle Ann Molina Lancum (8/27/2014 11 24 AM) Last Modified By Sylania Oliver (8/27/2014 12 14 PM) crr-jl received a call from c asking for follow up with a case number, c stated that c missed the call crr-jl ask if thre is any changes in c contact information and also account information, c said none crr-jl apologized and check the case c request to be transfer crr-jl offer further assistance, c decline crr-jl provide Name and Ext. number Brand the call crr-jl transferred c crr-jl exiting case
Make Public		Created By Glenda McDonald (8/27/2014 10 51 AM) C states that the best number to reach c at is ([redacted] ********** Rcas-gm called C at 11:50 am est at [redacted] & reached message that the persons vmx is not set up yet rcas will call again tomorrow 8/28/14
Make Private	✓	Created By Glenda McDonald (8/27/2014 10 48 AM) Last Modified By Glenda McDonald (8/27/2014 10 49 AM) RCAS-GM ASSIST NG RCAS-SO WITH CASE Rcas called dealer at 11:38 am est at 214-544-4900 & spoke to SM-Michael that states veh is there now SA-Dan got on phone to say C/S the 180# daughter sits in seat and light will come on at times dealer reset system and did everything on dealers end Tech line was called & said if no codes, no light on then nothing can be done - no recommended repairs dealer said to C to come in when this happens again C/S NO as C lives one hour away C is a firefighter and told SA that this is not right & c knows the importance of the air bag SA-Dan sent email to Region for further advise and dealer has not heard back yet. Bob Brise Customer experience manager was emailed at 12 :11 pm yesterday 8/26/14 rcas asked SA-Dan to call Rcas-SA at 8003436913 ext 457217 when SA-Dan gets update from Bob B.
Make Public		Created By Sylania Oliver (8/26/2014 4 46 PM) Rcas datanet case to dealership.
Make Private	✓	Created By Jose Mari Gozar ,Jr (8/26/2014 11 53 AM) Last Modified By Sylania Oliver (8/26/2014 4 45 PM) CRR-JG received a call from c with a complaint on c's dlr CRR-JG verified c's name, address, phone number, and pulled up c's case C states that the best number to reach c at is ([redacted]35 which is for c's husband C states that c had the campaign performed about a month ago but believes taht the campaign was not done properly as the airbag light is still coming on C stated that the light still comes on even though the passenger weighs around 200 lbs. C states that the dlr is telling c that it was merely a wight issue and that airbags are not really important C wants to complain the dlr and asks for assistance with c's veh CRR-JG advised c that c's husband called in and started up a case CRR-JG advised c that the case had been transferred to rcas for review. CRR-JG advised c to expect a call before the end of the next business day. C understood. CRR-JG offered further assistance. C declined. CRR-JG provided name, case and extension number. CRR-JG exiting case
Make Private	✓	Created By Lester Bellen (8/26/2014 11 42 AM) Last Modified By Sylania Oliver (8/26/2014 4 45 PM) c's husband, [redacted] called in and requested further assistance regarding a veh concern. c stated that the airbag light is still coming on. c stated that the campaign was already performed but the light still kept on coming on. c went back to the dlr for assistance and c spoke with SM Dan. c was told that the dlr can't find any codes and won't be able to assist. c stated that the light still comes on eventhough the passenger weighs around 200 lbs. c stated that c is already aggravated by the concern. c was advised to call NNA to request further assistance. c is hoping that c can get assistance in fixing the concern once and for all. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/26/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/27/2014	YE	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/3/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call/Nissan of McKinney/Diagnosi Inquiry	[redacted]	✓	9/3/2014	Sylania Oliver	9/3/2014 12:28 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/3/2014 3 38 PM	Sylania Oliver	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/2/2014 3 59 PM	Sylania Oliver	Changed **Follow Up Date** from 9/2/2014 to **9/3/2014**.
8/29/2014 2:24 PM	Sylania Oliver	Changed **Follow Up Date** from 8/29/2014 to **9/2/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [124] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Social-USA
Follow Up Date	10/23/2014	Case Origin	Twitter
Supporting Documents		Date/Time Opened	8/26/2014 12:09 PM
CA Multiple Repairs		Date/Time Closed	4/8/2015 9:59 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051804

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	ARBS request DTS appointment . C states that the shudder is still present after the CVT has been replace have place this on my calendar for 10/17/14 at 11:00Am EST. PLEASE CONFIRM.		
Description	BBB Autoline voluntary repurchase of this vehicle due to 5 visits for CVT shutter with 14 days out of service.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,176		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	B LL RAY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$35,378 90	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/9/2014	Vehicle Service Contract	
RHR Completed	9/23/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	

Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4BL3AP9DC[redacted]		
Created By	Christienne Miller 8/26/2014 12:09 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:16 AM	Root Cause Code (2)	
Days Closed	280	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Tammy Knotts (12/30/2014 2 40 PM) DRTS TK: Check(s) from NMAC for OVERPAYMENTS in the amount of $404.29 sent to LOCKBOX [redacted] ED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
		Created By Amanda Johnson (12/17/2014 8 51 AM) ARBS notes FedEx tracking: 12/17/2014 - Wednesday 9 31 am Delivered LAKE MARY, FL Left at front door. Package delivered to recipient address - release authorized [redacted] ARBS closing case
Make Public		Created By Amanda Johnson (12/16/2014 1 07 PM) ARBS notes FedEx tracking: 12/16/2014 - Tuesday 10:18 am Delivery exception LONGWOOD, FL Customer not available or business closed
Make Public		Created By Amanda Johnson (12/16/2014 9 57 AM) ARBS rec'd email from c: Hi Mandy, I am out of town so I checked the tracking to see if the check was delivered. When I track FEDEX # [redacted] it just says label created. Did you change tracking numbers or has this not mailed out yet? Thank you, [redacted] [redacted]
		ARBS responded: Mr. [redacted] I apologize. We had a delay with receiving checks. Your check went out yesterday via [redacted] You should receive it or a note for it today. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		Created By Amanda Johnson (12/15/2014 10 35 AM) ARBS notes no checks out 12/12 NEW FedEx tracking [redacted] out 12/15, overnight, indirect signature required)
		Created By Amanda Johnson (12/11/2014 9 56 AM) ARBS rec'd email from c: Thank you so much and have a great holiday!
Make Public		[redacted]
Make Public		Created By Amanda Johnson (12/11/2014 9 53 AM) ARBS emailed c: Thank you, Mr. [redacted] You should receive your check Saturday via FedEx [redacted]

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (12/11/2014 9 52 AM)
ARBS rec'd email from c:

HI Mandy,

Please send to the following address...

[redacted]
Lake Mary, FL [redacted]

Make Public

Thank for you for the help!
[redacted]

[redacted]

Created By Amanda Johnson (12/11/2014 9 50 AM)
BBB Autoline voluntary repurchase of this vehicle due to 5 visits for CVT shutter with 14 days out of service.

Make Public

CST00051804 - BBB Autoline voluntary repurchase
CR0138875 in the amount of $469 00 payable to [redacted] or the payment made between signing and account closure.
FedEx [redacted] (out 12/12, overnight, sat deliv, indirect sign req'd)

ARBS setting follow up for 12/15 pending delivery of check

Created By Amanda Johnson (12/11/2014 8 41 AM)
ARBS emailed c:

Mr. [redacted]

Make Public

We received the check and I am requesting a check for $469.00 to be sent to you. Could you provide me with your correct address? FedEx is advising me that I am missing an apartment number.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (12/11/2014 8 36 AM)
ARBS rec'd email from TK:

Make Public

I do have it.

Tammy Knotts
Correspondence Coordinator

Created By Amanda Johnson (12/11/2014 7 45 AM)
ARBS emailed TK:

Anything on this check?
$404 29

Make Public

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (12/11/2014 7 44 AM)
ARBS rec'd email from c on 12/8 @ 947:

Good morning Mandy,

Hope you had a pleasant weekend. I just wanted to touch base to see if the overpayment situation has been resolved.

Make Public

Thank you,
[redacted]

[redacted]

Created By Amanda Johnson (12/2/2014 11 28 AM)
ARBS emailed c:

Mr. [redacted]

Unfortunately, I believe the holiday delayed the check coming to us. I will let you know as soon as we receive it.

Make Public

I had a great Thanksgiving and hope you and your family did as well!

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (12/2/2014 11 27 AM)
ARBS rec'd email from c:

Hi Mandy!

I hope you had a great thanksgiving and was able to take some time away from crazy customers like me... ;)
I just wanted to follow up with you and see if you received the check yet so I can get the refund of my November lease payment.

Make Public

Thanks for the help,
[redacted]

[redacted]

Make Public

Created By Amanda Johnson (11/25/2014 10 26 AM)
ARBS emailed c:

Mr. [redacted]

We have not received the overpayment from NMAC yet. They advised they are mailing $404.29 to us this week. I will let you know as soon as we receive it and will do more research as to why it is not for the $469.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/25/2014 10 25 AM)
ARBS rec'd email from NMAC:

Good Morning Amanda,
Overpayment amount $404.29 to be mailed 11/27/14 to NNA.

Anna Fraley
Nissan Motor Acceptance Corporation

Make Public

Created By Amanda Johnson (11/25/2014 8 28 AM)
ARBS emailed TK:

Did we receive an overpayment for

[redacted]
account [redacted]
1N4BL3AP9DC[redacted]

?

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/25/2014 8 27 AM)
ARBS emailed NMAC:

Anna,

Could you give me the overpayment amount on accoun[redacted]

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/25/2014 8 27 AM)
ARBS rec'd email from c:

Hi Mandy,

Thank you for your help in resolving my complaints and having the vehicle repurchased. I am very happy to have this behind me now.

I do have one further thing for you to help me with. Per your recommendation I had made an additional payment since Nissan could not take possession of the vehicle before my next payment was due. You advised I would get the payment back once my account is satisfied. I called Nissan Finance today to inquire on the account status and they advised the account has been satisfied and a refund check in the amount of $404 29 has been sent to Nissan NA. (not me).

I would like to get two things accomplished: (1) find out why this amount is lower than my payment of $469 and (2) then have the full payment amount of $469 returned to me as quickly as possible. (Note: Nissan Finance advised me to circle back to you on this...)

Let me know if there is anything I can do to expedite this request.

Thank you for the help,
[redacted]

Make Public

Created By Raffy Del Rosario (11/25/2014 8 14 AM)
c called in asking for the over payment of more than $400.00 check since veh was repurchase under lemon law.
crr-rd verified c's name, address and contact number.
crr-rd mentioned to c the 2 checks in this case and then c mentioned c will contact the nna representative who been dealing with c then hung up.
exiting from the case.

Make Public

Created By Jim Land (11/19/2014 2 35 PM)
DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted]

The reason for repurchase is: water inside foglight; transmission shutter; airbag light; trunk bars make noise; rear deck rattle with audio; headliner rattle; back up camera flickers and has lines; blind spot indicator inop; left front seat loose

Make Public

Created By Amanda Johnson (10/23/2014 2 22 PM)
ARBS attached attached Morley packet and emails

Make Public

Created By Amanda Johnson (10/23/2014 2 01 PM)
ARBS notes NMAC check 0141522110 for $27,726.71
ARBS notes c check [redacted] or $7,183.19

ARBS transmitted Morley case 216822 and sent via FedEx [redacted]

Make Public

Created By Heathre Vanriper (10/23/2014 1 00 PM)
NIS1429088. DRTS rec'd Settlement from BBB 10/23/14 dated same. States: NNA to repurchase veh. Terms to be carried out no later than 30 days post date of this letter. See attached for review.

Make Public

Created By Amanda Johnson (10/23/2014 11 00 AM)
ARBS rec'd email from c:

OK so I have to get moving on finding a new car then, huh? Thanks!

[redacted]

Make Public

Created By Amanda Johnson (10/23/2014 10 57 AM)
ARBS responded:

Mr. [redacted]

I requested the checks yesterday, so I should receive them today. Once received, I will send everything to Morley. Morley has their own audit process that takes approximately a week, so I expect Morley to contact you on or around 11/3 to begin the scheduling process. When they call you, they generally try to schedule the surrender 4 days out. Please let me know if you have any further questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/23/2014 10 54 AM)
ARBS rec'd email from c:

Hi Mandy,

I'm sure you're busy but just following up to my acceptance email yesterday, as I need to understand the timeline so I can start looking for a new car. When should I expect a call from the 3rd party processor, and when would I receive the funds of the repurchase?

Thanks for the help,
Julian

[redacted]

Created By Amanda Johnson (10/22/2014 1 01 PM)
BBB Autoline voluntary repurchase of this vehicle due to 5 visits for CVT shutter with 14 days out of service.

Make Public [redacted] BBB Autoline voluntary repurchase
he amount of $27,726.71 payable to Nissan Motor Acceptance Corporation for the payoff on account [redacted] ood through 10/31/2014
he amount of $7,183.19 payable to [redacted] II for the remainder of the refund

ARBS setting follow up for 10/23 pending receipt of check

Make Public **Created By Amanda Johnson (10/22/2014 12 49 PM)**
NNA offered to repurchase this vehicle due to 5 visits for CVT shutter with 12 days out of service.

Created By Amanda Johnson (10/22/2014 12 43 PM)
ARBS rec'd email from c:

Mandy,

Make Public Thanks again for the quick responses and turn-around. t's unfortunate that NY law does not indicate specifics on the mileage to use, however I will agree to the terms of the repurchase agreement. Attached is the signed acceptance letter. In the letter it indicates I will receive the reimbursement after turning the car in. Does that mean "on the spot" or how long will it take to receive?

Thank you for your continued assistance,
Julian

[redacted]

Created By Amanda Johnson (10/22/2014 11 11 AM)
ARBS emailed attached updated agreement to c:

Mr. [redacted]

Regarding the mileage charge, the mileage is simply charged for anything over 12,000 miles. t is not determined based on nonconformities. More information can be found on the BBB Summary of the state guidelines: [redacted]

Make Public I have added the Nitrogen and trunk net to the attached repurchase agreement and corrected your name. Because we have provided you a refund for the trunk net, please note that it must be returned with the vehicle.

If the tinting was not done at a Nissan dealership, I will unfortunately be unable to refund for this.

Please let me know if you have any additional questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/22/2014 11 04 AM)
ARBS notes updated repurchase calculations:

Make Public
Lease Repurchase
Down Payment $583 84
Additional Payments (17 @ 469.00) $7,973 00
Trunk Net $34 98
Nitrogen Service $62.04
Total Amounts Paid $8,653 86

Less Usage (4,176/100,000 x $35,217 33) $1,470 67
Total Due Customer $7,183.19
Lien Payoff (good through 10/31/2014) $27,726.71
Total Refund $34,909 90

Total Repurchase $34,909.90

Created By Amanda Johnson (10/22/2014 11 00 AM)
ARBS rec'd email from c:

Thanks for the quick response!

Make Public
1) This is fine to leave as is since you indicate "over-payment" will be refunded.
2) I understand the formula per NY guidelines and agree, however I am questioning the mileage in which should be used in the calculations. I thought it was based on the first non-conformity. For the airbag system it was 8,209 and the transmission was at 12,435, per the repair orders. Can you look into this?
3) Attached are the receipts for the Nissan purchases, however I will have to try and locate the receipt for the window tint.
4) I don't want to delay - so if we can just clarify #2 before I can sign.

Thank you again,
[redacted]

Created By Amanda Johnson (10/22/2014 10 43 AM)
ARBS responded:

Mr. [redacted]

I will use your numbering to answer your questions:

Make Public
1. If you would like me to include the 11/1 payment in the repurchase offer, I will have to wait for this payment to post to your account and send you the revised repurchase agreement after it posts. We have no problem doing this; however, please note that any overpayment would result in a refund check to you. If we proceed with the repurchase calculation without the 11/1 payment, you will receive a refund for that payment once the account has been closed. If you wish for it to be included, we will delay the repurchase.
2. The state of New York dictates usage on any miles in excess of 12,000. We have calculated your usage by utilizing their provided formula.
3. Please send me a copy of the receipts for your requested refunded items so we may review them.
4. Once I receive your decision as to delay or proceed with the repurchase and your receipts, I will correct my mistake from III to II on the repurchase agreement.

Please let me know if you have any additional questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/22/2014 10 37 AM)
ARBS rec'd additional email from c:

Make Public Also, I just noticed that you have my name as [redacted] the 3rd) this is incorrect - I am "II" (the 2nd) and all my paperwork with Nissan indicate this. Can you please update this typo as well?

Thank you [redacted]

Make Public

Created By Amanda Johnson (10/22/2014 10 36 AM)
ARBS rec'd email from c:

Hi Mandy,

Thank you for preparing the repurchase agreement so quickly. I have reviewed the documents and the lemon law for the state of NY. I have three questions remaining before I would be able to finalize this.

1) The 17 additional payments would correct based on my calculation of payments made through 10/1 (payment date is on the 1st of each month). However, when we spoke on the phone you indicated that I should continue to make the 11/1 payment because it is scheduled to come out soon. (Before we can finalize everything) Can you adjust the offer to include this 18th additional payment?

2) Looking at the usage calculation of 4,176 means to me that you are calculating off of the 16,176 mileage on a recent repair trip. My interpretation of the law is that I should be subject to a usage fee based on the "trouble-free" mileage. If referencing the passenger airbag issues that remain a problem the mileage would be only 8,209, which is under the 12,000 mile minimum for charging a usage fee. If going by the transmission repair trip, that mileage would be 12,435, so only 435 over the minimum - thus deducted. Can you please look into this and adjust the offer?

3) I did not see any reference in your document or the NY state law in regards to additional purchased items for the enjoyment of the vehicle. Are you able to offer any consideration for this? $97.02 was spent through Nissan dealerships and $240 was through a third-party referred by a Nissan dealership.

I look forward to your response and accepting the adjusted offer.

[redacted]

Created By Amanda Johnson (10/22/2014 9 32 AM)
ARBS emailed attached repurchase agreement to c:

Mr. [redacted]

Please see the attached repurchase agreement for your consideration and signature.

Make Public

Please note that you are currently in Florida, but you leased the vehicle in New York, so we have to follow New York's guidelines.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/22/2014 9 29 AM)
ARBS notes c lives in FL/NY. Veh leased in NY

Created By Amanda Johnson (10/22/2014 9 23 AM)
ARBS notes the following lease repurchase calculations:

Make Public

Lease Repurchase
Down Payment $583 84
Additional Payments (17 @ 469.00) $7,973 00
Total Amounts Paid $8,556 84

Less Usage (4,176/100,000 x $35,217 33) $1,470 67
Total Due Customer $7,086.17
Lien Payoff (good through 10/31/2014) $27,726.71
Attorney Fees $0 00
Total Refund $34,812 88

Total Repurchase $34,812.88

Created By Amanda Johnson (10/22/2014 9 15 AM)
ARBS rec'd email from NMAC:

Hi Amanda,

Below is the payment/payoff information that you requested.

Make Public

SR#[redacted]
Account#[redacted]
Customer[redacted]
Payoff amount is $27726.71 good thru 10/31/2014
Payments received 18
Payment amount $469 00
Recent payment received on 10/1/2014 in the amount of $469.00

Thanks,

Israel Ramos
Fulfillment and Correspondence

Created By Valarrie Russell (10/21/2014 1 42 PM)
SSA-VR documenting C's social interactions.
****

Make Public

C: "so happy @NissanUSA is doing the right thing. 100% of all cars are not perfect, I just ended up with a problem child... Thanks Mandy!"

C:"@NissanUSA proves the quality of their cars when latest rental 14 Altima breaks down #crapcars don't buy nissan!!"

Created By Amanda Johnson (10/21/2014 11 16 AM)
ARBS responded to c:

Mr. [redacted]

Make Public

Thank you for your documents. I will review your request for additional reimbursement once I have received your lease information from Nissan Motor Acceptance Corporation.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/21/2014 11 12 AM)
ARBS emailed NMAC:

Hello!

Could you provide me with the payoff for

Make Public

[redacted]
1N4BL3AP9DC[redacted]

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/21/2014 11 07 AM)
ARBS rec'd email from c:

Hello Mandy,

Thanks for the call today - I am so happy we both can put this behind us soon. Attached are the documents you requested to provide the offer details of the vehicle repurchase.

Please see the attached PDF that contains the original lease agreement from Nissan of Huntington, a copy of my NY drivers license and my current vehicle registration form.

Part of the repurchase, can you please refund the following additional items that were purchased/installed after the original sale. 1) Nissan trunk net - $34.98 2) Window tint - $240.00 3) Nitrogen tire service - $62.04. Other than those items I only performed regular maintenance. Total additional items $337 02.

Please note for my file that I would like all mailed correspondence to go to my current address (just moved) which i[redacted]ake Mary, FL [redacted]

Thank you for all your help,
[redacted]

Make Public

Created By Amanda Johnson (10/21/2014 9 03 AM)
C reports continuing, post-repair concerns on vehicle's CVT, airbag unit, and other items.

Created By Amanda Johnson (10/21/2014 9 02 AM)
0846: ARBS called c @[redacted] Spoke to c. C asked ARBS to call back in 10 minutes. ARBS agreed and thanked. The call ended mutually.

0856: ARBS called c @[redacted]
Advised that based on the DTS results, there are 3 options:
1. Confirm that veh has been repaired and ARBS will provide $3,500 for inconvenience for c to keep vehicle
2. Repurchase per FL guidelines
3. Replace per FL guidelines

Make Public

C states he likes his altima, but he has the transmission issue as well as other things. C is concerned about having more problems in the next year of his lease because of all the other small problems he has had. C wants a repurchase.
ARBS asked for copy of lease agreement, registration, and driver's license.
C states he would like to know what happens next. ARBS advised of steps.
ARBS confirmed email address so c can send the documents. C thanked.
C states he would like to know what to do with the dealership. ARBS explained that the c would need to pick up his vehicle once it has been repaired and drive it until the surrender.
C asked about his auto draft payments. ARBS advised that he would need to make the payment due on 11/1, but then he will need to turn those off so if we take possession in the middle of November, his December payment does not draft. C understands.
C states ARBS made his morning better. ARBS thanked. C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/21/2014 8 36 AM)
ARBS notes DTS ordered second transmission replacement in 1 month

Make Public

Created By Amanda Johnson (10/21/2014 8 35 AM)
ARBS notes the following repair history:

Open date 7/15/14... Mileage 12,435... RO[redacted] 1 day down
Concern: Left front fog light has water in it and then evaporates leaving water stains on the inside of the glass lense
Action: replace left front fog lamp, one time only

Open date 7/17/14... Mileage 12,525... RO[redacted] 1 day down
Concerns:
1. .Trans shudder more after reprogram 2 days ago now all the time
2. Perform Campaign #R1405
Actions:
1. Master tech drove veh for more than 10 miles in various conditions and no shudder found
2. Performed Campaign

Open date 09/04/14... Mileage 15,260... RO[redacted] 1 day down
Concerns:
1. C states still after recall for ocs still has light come on with normal passenger
2. C states Judder mainly stop and go traffic and lunges and rpm all over
3. C states trunk bars make noise and has had spacer added at another dlr and still makes noise.
4. C states rear deck inside rattle on audio
5. C states when sunfroof is open headliner and sunroof rattle.
6. c states when back up camera is on, intermittently flickers and has lines run through
Actions:
1. ordered seat Rail ocs unit
2. Road test transmission
3 Rod spacer light Lic Plate
4. tech bulletin
5. Tech bulletin
6. AV Camera

Open date 9/22/14... Mileage 15,861... RO[redacted] 8 days down
Concerns:
1. C states after recall the light still comes on with a normal sized passenger
2. C states jutter mainly in stop and go traffic
3. CS trunk bars make noise and has had spacer added
4. C states rear deck rattles
5. Headliner makes noise when sunroof is open
6. C states when backing up camera is on intermittently and has lines and flickers
7. C states intermittently while stopped the vehicle wants to lunge, also when at an emergency stop the vehicle didn't slow
Actions:
1. seat is still on order
2. Replaced CVT
3. replaced trunk lid torsion bars and per bulletin added spacer
4. added sound proof material per bulletin
5. resecured sunroof mounting bolts in frame
6. replaced audio unit with back up camera and trunk light
7. will be resolved through CVT replacement

Open date 10/6/2014... Mileage 16,176... RO[redacted]
Concerns:
1. transmission still has shudder on acceleration and groans and shakes
2. left front wheel damaged from last repair/scratches in tint
3. Left front seat loose
4. OCS light comes on, see if SOP in
5. blind spot indicator comes on erratically
Actions:
1. no dupe
2. cleaned rear glass, repaired left rear wheel
3. replaced left front seat frame
4. replaced seat bottom
5. working as designed

ARBS notes in-service date of 4/30/2013
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes previous cases:
DPIC 15699724
CA Email cases:
[redacted]

ARBS notes no techline cases, no CSTs, no CRs, no DTS

ARBS notes 12 days down with
1 visit for water inside foglight – replaced

4 visits for transmission shutter – no dupe, no dupe, replaced CVT, no dupe
3 visits for airbag light – ordered seat, seat still on order, replaced seat bottom
2 visits for trunk bars make noise – added spacer, replaced trunk lid torsion bars/added spacer
2 visits for rear deck rattle with audio – bulletin, added sound proof material
2 visits for headliner rattle – bulletin, resecured sunroof mounting bolts in frame
2 visits for back up camera flickers and has lines – ordered, replaced audio unit with back up camera and trunk light
1 visit for blind spot indicator - working as designed
1 visit for left front seat loose - replaced seat frame
1 visit for damage from last repair - corrected
ARBS notes 5 visits total with 11 warrantable repairs

ARBS notes this does not include DTS inspection

Make Public

Created By Heathre Vanriper (10/20/2014 2 41 PM)
NIS1429088. DRTS rec'd Case closed from BBB 10/20/14 dated same. Settlement states: DTS to inspect vehicle, warrantable non-conformaties to be repaired under direction of DTS. Rental to be provided. See attached for review.

Make Public

Created By Lee Campbell (10/20/2014 11 09 AM)
SSA-LC documenting C's social media interaction:
****
C: "so my @NissanAltima 's in shop for 6th time Supposedly last repair attempt They need to do right thing & repurchase this #lemon 2013 #altima"

Make Public

Created By Amanda Johnson (10/20/2014 9 09 AM)
ARBS called Bill Ray Nissan @ 407 831.1318 to get RO from 10/6-10/8 plus RO [redacted] from DTS inspection
Spoke to Mike. Advised of reason for call. Provided last 6 of V N. Dlr will send. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/20/2014 7 20 AM)
DTS Results:

Meeting with the customer occurred on 10/17/14 @ 11 00 am at Bill Ray Nissan. RO# [redacted] went on a test drive and was able to duplicate the judder concern. The Collected data reviled pressure indifference. The repair is replacing the CVT Transmission. I have instructed the dealer to order and replace the transmission, repairs are currently underway.

Make Public

Created By Amanda Johnson (10/8/2014 2 24 PM)
ARBS rec'd email from c:

Mandy,

The dealership did send out another rental for me, it's just all disappointing. This is my 2nd Nissan leased new and have been so disappointed with everything. This really needs to be all put behind us.

[redacted]

Make Public

Created By Amanda Johnson (10/8/2014 2 02 PM)
ARBS responded:

Mr. [redacted]

Thank you for your email. We apologize for your concerns, as this is not an experience we wish for our customers to have. We have also noted your additional social media interaction. We apologize if you had concerns with the 2014 rental provided by the dealership and hope they provided you with another vehicle.

Please advise the technician specialist of these and any additional concerns at our scheduled final inspection on 10/17 at 11am at Bill Ray Nissan.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/8/2014 1 58 PM)
ARBS rec'd email from c:

Hello Mandy,

I just wanted to add to my claim additional items that were having issues and an additional service trip where the car was out of service for 2 days. Service started Monday 10/6 and I picked up my car this morning, Wednesday 10/8 from Bill Ray Nissan.

1. CVT still shuddering and groaning after transmission was replaced - they were unable to replicate during their drive. Problem still occurring, though less often than with previous transmission. They gave me a loaner Altima and that drove so much smoother and problem free - so I know it's not just me...

2. Attempted replacement of airbag sensor. Replaced seat rail, not confirmed if the problem has been solved.

3. Driver's seat coming loose, they had to replace the seat rails there too.

4. Since they replaced the A/V head unit and backup camera the blind spot detectors have been turning on when no cars or objects are nearby. (not raining either) This problem did not occur before - they were unable to replicate

5. One of the rims had clear-coat peeling so they had to remove and repair (by stripping, painting and re-sealing it)

After yet another trip, this vehicle is still non-conforming as expected in a new vehicle purchase.

Thank you,
Julian

Make Public

Created By Lee Campbell (10/7/2014 9 16 AM)
SSA-LC documenting C's social media interaction:
****
C: "@NissanUSA proves the quality of their cars when latest rental 14 Altima breaks down #crapcars don't buy nissan!!"

Make Public

Created By Amanda Johnson (10/6/2014 11 09 AM)
ARBS emailed c:

Mr. [redacted]

Thank you. I have confirmed the 10/17 inspection date at 11am at Bill Ray Nissan. Please ask for Kevin Burkett at the service department when you arrive.

Thank you,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/6/2014 11 08 AM)
ARBS rec'd email from c:

Ok I guess just make it bill ray

ARBS called Bill Ray Nissan @ 407 831.1318, asked for SM. Transferred. Advised of 10/17 @ 11am inspection. Advised that we will need a loaner veh and that we know the dlr ordered parts. If they come in before inspection, hold them for the inspection. Dlr agreed. ARBS thanked. The call ended mutually.

ARBS emailed DTS:

Kevin,

Looks like we're back to BILL RAY NISSAN.

The c "will not allow Reed Nissan to touch his vehicle."

So... 10/17/2014 @ 11am @ Billy Ray Nissan (confirmed with Mike @ BRN). I told Mike that if the ordered parts come in, to hold them for your inspection date.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/6/2014 9 55 AM)
ARBS responded:

Mr[redacted]

Make Public

Unfortunately, the repairs are guided by our technician specialist but your vehicle will be touched by the dealership at which you meet.

Reed Nissan is the closest dealership to the address you provided, but if you do not wish for them to touch your vehicle, you may want to meet him at Bill Ray Nissan, where parts have been ordered, or another dealership in the area. The closest dealership is Reed Nissan followed by Universal Nissan, Sutherlin Nissan Orlando, then Bill Ray Nissan. Please let me know.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/6/2014 9 52 AM)
ARBS rec'd email from c:

Make Public

I don't want reed nissan touching my car. I've been there before and it was horrible. What is the next closest nissan to my work address? 501 w church St. Orlando FL.

Created By Amanda Johnson (10/6/2014 9 27 AM)
ARBS emailed c:

Mr. [redacted]

Make Public

I have confirmed that our technician specialist will meet you at Reed Nissan on 10/17/2014 at 11am. The only interaction you will need to have is to ask for Kevin Burkett when you arrive at the dealership. We will provide you with a loaner vehicle when the interview is done so Mr. Burkett can complete his inspection and any warrantable repairs. This usually takes at least a full day, so you may keep the loaner vehicle until Monday.

Please let me know if you have any questions.

Thank you,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/6/2014 9 27 AM)
ARBS emailed DTS:

Kevin,

Make Public

Please note that B LL RAY NISSAN ordered a CVT and "seat rail OCS unit" for this vehicle last month.

Also, I have confirmed with the customer, but when I called Reed Nissan, they advised me that I would have to call tomorrow because the SM is not in and no one else can set it up. He apparently does not have vmx.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/6/2014 9 25 AM)
ARBS called Reed Nissan @ 407.297.7333, spoke to John, advised of DTS inspection for c on 10/17 @ 11am. John asked ARBS to call back tomorrow. ARBS asked if SM has vmx. Dlr states no, just call back tomorrow. ARBS agreed. the call ended mutually.

Created By Amanda Johnson (10/6/2014 9 18 AM)
ARBS rec'd email from DTS:

Make Public

Mandy,
That will be fine.

Thanks
Kevin

Make Public

Created By Amanda Johnson (10/6/2014 9 07 AM)
ARBS rec'd vmx from c 10/6 @ 829 - c will not do 11am because he will not take off more time, he will not meet during business hours.

ARBS notes this vmx was left prior to emails below

Created By Amanda Johnson (10/6/2014 9 01 AM)
ARBS emailed DTS:

Make Public

C will meet you on 10/17 @ 11am ONLY at Reed Nissan. Can we change to this dealership?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/6/2014 8 59 AM)
ARBS rec'd email from c:

Make Public

The date isn't a problem - it's taking more time out of my busy schedule to deal with this unreliable vehicle. I will move my calendar around and do 11am at Reed Nissan - as long as I do not have to interact with that dealership. They are horrible, but it's the closest one to my office.

[redacted]

Created By Amanda Johnson (10/6/2014 8 52 AM)
ARBS responded:

Mr.[redacted]

I apologize.

Make Public

I can advise the inspector that you will not have your passenger at the inspection. The inspection must take place at an authorized Nissan dealership. Is there a day of the week (Monday-Friday) that works best for you to meet our technician specialist around 11am at an authorized Nissan dealership? I can request a new date.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/6/2014 8 50 AM)
ARBS rec'd email from c:

t's MR....

If the inspector comes to my place of business then OK. However there is no way I would be able to have someone else there who's experienced the air bag light issue be there. t's not a reasonable request. The dealer has parts on order - on back order which he said may take a month or so - this is not acceptable at this point. I can get you a written statement from that person that they were sitting in the car - as normal full upright, but in the middle of the seat position when the light came on. It happens while driving randomly. I've had to pull over and restart the vehicle when I notice it.

[redacted]

Created By Amanda Johnson (10/6/2014 8 41 AM)
ARBS emailed c:

Ms [redacted]

Make Public

Our inspection will take approximately an hour and you will be required to meet with the technician specialist for that hour. Because you are having concerns with your airbag light, we will also need to have a passenger experiencing the concerns present for the inspection. Is there a day of the week (Monday-Friday) that works best for you to meet our technician specialist around 11am? I can request a new date.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/6/2014 8 37 AM)
ARBS rec'd email from c:

Mandy,

Make Public

Just let you a voice message. Friday Oct 17th at 11am will not work unless I drop the car off at the dealership in the morning and they provide me a rental. However, that weekend I planned on driving out of town so unless the inspection is done by 3pm and I could pick up my car again I would need to keep the rental until Monday morning when the dealership opens back up again.

I really need Nissan to be proactive and do something about my car - so let me know. I cannot be driving around a car that shakes where the braking system is unreliable and where the passenger airbags may not deploy in an accident. The numerous other issues are important but those are major safety defects.

Call me back - [redacted]

[redacted]

Created By Amanda Johnson (10/6/2014 8 17 AM)
10/17/14 at 11 00Am EST

Make Public

[redacted]

ARBS called c @ [redacted] Left vmx asking for confirmation of 10/17 @ 11am appt with DTS. Left contact information.

Created By Amanda Johnson (10/3/2014 2 59 PM)
ARBS req'd DTS

ARBS emailed BBB:

Make Public

Rhonda,

Sorry, I should have waited. No MVDN, but the c has agreed to DTS inspection.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/3/2014 2 55 PM)
ARBS emailed c:

Mr. [redacted]

Make Public

Thank you for taking my call today. As we discussed, I will contact you with a possible date and time for the inspection. This usually takes approximately 48 business hours. If you have any questions in the meantime, please feel free to contact me at [redacted] I am generally in the office Monday through Friday from 7am to 4pm CST.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/3/2014 2 54 PM)

Make Public

ARBS called c @ [redacted] to advise that NNA rec'd BBB claim and would like to send out a DTS to address c's unresolved concerns. Spoke to Mr. C. C states Wendy is working on that. ARBS advised that when c filed with BBB, the case was taken away from Wendy before she could proceed with that. C understands. ARBS asked if ARBS could provide c with contact information. C asked for email with this. ARBS agreed and confirmed email address. ARBS will call c with date and time for inspection. C thanked. The call ended mutually.

Created By Amanda Johnson (10/3/2014 2 42 PM)
ARBS emailed BBB:

Happy FRIDAY!!!

Make Public

No MVDN on this one.

Thx,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/3/2014 2 41 PM)
****

Make Public

ARBS notes adjusted history for substantial concerns:
10 days down with
3 visits for transmission shutter – no dupe, no dupe, ordered CVT
2 visits for airbag light – ordered seat, seat still on order
ARBS notes 3 visits total with 0 warrantable repairs (2 parts on order)
****

Make Public

Created By Amanda Johnson (10/3/2014 2 40 PM) Last Modified By Amanda Johnson (10/3/2014 2 40 PM)
ARBS notes the following repair history:

Open date 7/15/14... Mileage 12,435... RO [redacted] 1 day down
Concern: Left front fog light has water in it and then evaporates leaving water stains on the inside of the glass lense
Action: replace left front fog lamp, one time only

Open date 7/17/14... Mileage 12,525... RO [redacted] 1 day down
Concerns:
1. .Trans shudder more after reprogram 2 days ago now all the time
2. Perform Campaign #R1405
Actions:

1. Master tech drove veh for more than 10 miles in various conditions and no shudder found
2. Performed Campaign

Open date 09/04/14... Mileage 15,260... RO [redacted] 1 day down
Concerns:
1. C states still after recall for ocs still has light come on with normal passenger
2. C states Judder mainly stop and go traffic and lunges and rpm all over
3. C states trunk bars make noise and has had spacer added at another dlr and still makes noise.
4. C states rear deck inside rattle on audio
5. C states when sunfroof is open headliner and sunroof rattle.
6. c states when back up camera is on, intermittently flickers and has lines run through
Actions:
1. ordered seat Rail ocs unit
2. Road test transmission
3 Rod spacer light Lic Plate
4. tech bulletin
5. Tech bulletin
6. AV Camera

Open date 9/22/14... Mileage 15,861... RO [redacted] 8 days down
Concerns:
1. C states after recall the light still comes on with a normal sized passenger
2. C states jutter mainly in stop and go traffic
3. CS trunk bars make noise and has had spacer added
4. C states rear deck rattles
5. Headliner makes noise when sunroof is open
6. C states when backing up camera is on intermittently and has lines and flickers
7. C states intermittently while stopped the vehicle wants to lunge, also when at an emergency stop the vehicle didn't slow
Actions:
1. seat is still on order
2. SOP (CVT)
3. replaced trunk lid torsion bars and per bulletin added spacer
4. added sound proof material per bulletin
5. resecured sunroof mounting bolts in frame
6. replaced audio unit with back up camera and trunk light
7. will be resolved through CVT replacement

ARBS notes in-service date of 4/30/2013
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes previous cases:
DPIC 15699724
CA Email cases:
[redacted]

ARBS notes no techline cases, no CSTs, no CRs, no DTS

ARBS notes 11 days down with
1 visit for water inside foglight – replaced
3 visits for transmission shutter – no dupe, no dupe, ordered CVT
2 visits for airbag light – ordered seat, seat still on order
2 visits for trunk bars make noise – added spacer, replaced trunk lid torsion bars/added spacer
2 visits for rear deck rattle with audio – bulletin, added sound proof material
2 visits for headliner rattle – bulletin, resecured sunroof mounting bolts in frame
2 visits for back up camera flickers and has lines – ordered, replaced audio unit with back up camera and trunk light
ARBS notes 4 visits total with 8 warrantable repairs

Make Public

Created By Heathre Vanriper (10/3/2014 1 40 PM)
NIS1429088. DRTS rec'd MRF from BBB 10/03/14 dated same. C seeks: Buy Back. CCF states: Air Bag failure*4, CVT Transmission*4, Backup cam*2, Sunroof vibrations*2, Rear deck vibrations*2, Trunk lid support bars*3, drivers seat loose, engine vibrations engine mounts*2.

Make Private ✓

Created By Charles Harrison (10/3/2014 8 27 AM)
SSA-CH documenting C's tweets

****

C: "Airbag components on backorder 1mo est. Meanwhile my airbags may not deploy @NissanUSA doesn't care #lemon #deadly #altima"

****

Make Private ✓

Created By Charles Harrison (10/2/2014 2 12 PM)
SSA-CH documenting C's tweets

****

C: "PSA #3 to car buyers. Do not buy @NissanUSA persistent CVT problems. no solution & they don't care! #altima #lemon @AutoTrader_com"

C: "PSA #3 to car buyers. Do not buy @NissanUSA persistent CVT problems. no solution and they don't care! #altima #lemon @TrueCar @ridewithg"

C: "PSA #3 to car buyers. Do not buy @NissanUSA persistent CVT problems. no solution & they don't care! #altima #lemon @AutoblogNews @Jalopnik"

C: "PSA to car buyers! Do not buy a @NissanUSA vehicle. They cant repair their problems & blow off their customers #altima #lemon"

C: "PSA #3 to car buyers. Dont buy @NissanUSA persistent CVT problems No solution & they don't care! #altima #lemon @NewYorkLemonLaw #needlaywer"

C: "PSA #3 to car buyers. Do not buy @NissanUSA persistant CVT problems. no solution and they dont care! #altima #lemon"

****

Make Public

Created By Wendy Martin (10/2/2014 1 18 PM)
RCAS-WM contacted c and stated to c that the request for repurchase has been denied and that RCAS-WM would like to have a DTS inspection for the c since c is still having concerns
C Stated that c will now have to obtain an attorney because the veh has been thru so much and that the dlrs have not been able to repair the c veh and it has became a safety issue.
RCAS-WM showed empathy to c and apologized that the outcome was not what c wanted but RCAS-WM would like the opportunity to continue to try and repair the c veh and by having a DTS inspect the veh NNA will have an Idea as to what the veh needs
C agreed and stated to go ahead and request the DTS
C asked if c could have a letter with all the documents that were reviewed
RCAS-WM stated to c that RCAS-WM could sent the denial letter but could not send the other documents because they propitiatory information and that c should have been provided to the c
RCAS-WM apologized to c again and stated that RCAS-WM will contact c as soon as appointment has been made
C understood
Call ended mutually

Make Public

Created By Robert Peterson (10/2/2014 9 45 AM)
ARBS notes latest RO information does not change RHR decision.

Make Public

Created By Robert Peterson (10/2/2014 9 26 AM)
ARBS notes receiving RO # [redacted] with clarification on recent repair attempt:

From 09/22/14 to 09/29/14 @ 15,861 miles, 8 days down
CONCERN:
4. C states still after recall for ocs still has light come on with normal passenger
5,. C states Judder mainly stop and go traffic and lunges and rpm all over
6 C states trunk bars make noise and has had spacer added at another dlr and still makes noise.
7.C states rear deck inside rattle on audio
8. C states when sunfroof is open headliner and sunroof rattle.
9. c states when back uo camera is on, intermittently flickers and has lines run through
10. Intermittently while stopped, vehicle wants to lunge also when on a emergency stop, didn't slow

11. Clunk noise noticed from test drive
12. Trunk light inop
ACTION:
4. Ordered seat Rail ocs unit (still on order)
5. Replaced CVT
6. Rod spacer light Lic Plate
7. Install Dynomat per tech bulletin
8. Removed headliner and resecured sunroof mounting bolts in frame
9. Replaced audio unit with back up camera and trunk light
10. Inspected all brakes-normal. Possibly resolved through CVT replacement
11. Replaced front engine mount
12. Replaced trunk light

Make Private ✓

Created By Wendy Martin (10/2/2014 9 15 AM)
RCAS-WM attempted to contact SM Richard
RCAS-WM left message requesting a return call

Make Public

Created By Robert Peterson (10/1/2014 1 32 PM)
• ARBS notes based on a comprehensive, good faith review: NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

• ARBS recommends RCAS review case with TL and Region to discuss possible goodwill and/or solutions based on the specifics of this case.
• ARBS recommends DTS inspection for any ongoing concerns.

Make Public

Created By Jacqueline Cruz (10/1/2014 11 07 AM)
Email case logged
related case [redacted]

Hi Wendy,

Thank you for giving me a call regarding my case # [redacted] I look forward to receiving and answer on how to proceed because at this point I don't think my car is safe to be driven.

As I indicated last night I did not have enough time to evaluate the new transmission to see if it resolved the shudder, but as I told you on the phone, this morning the car shuddered 3 times. So clearly the issue has not been remedied. This raises so much further concern because the dealership believed the braking issue may have been linked and if that is the case I am even further concerned about the ability to stop my vehicle in an emergency situation.

I hope to hear from you today with a resolution - and wanted to send this email for further documentation for my case.I have not been able to reach the dealership yet after my latest repair was concluded on Monday.

Thank you for your assistance,

[redacted]

Make Private ✓

Created By Wendy Martin (10/1/2014 9 21 AM)
RCAS-WM contacted c
C stated that c was driving to work this morning and the veh started shuddering
C is very scared to drive veh because the dlr told the c that the issue with the brakes would be fixed by putting the new transmission in but now the transmission is shuddering so c feels that the brakes will go out again.
C just wants out of the veh because c does not feel safe at all
RCAS-WM apologized to c and stated to c that RCAS-WM should receive answer today about the repurchase and RCAS-W will keep c updated
C understood Call ended mutually

Make Public

Created By Jacqueline Cruz (10/1/2014 8 58 AM)
Email case logged
related case [redacted]

>> I am going to pick up a rental car tomorrow (Friday) evening to hold me
>> over until Bill Ray Nissan can accept

my car on Monday morning to look at
>> this new issue and attempt the repair of some of the components that were
>> received. Per your prior offer, I will forward you the invoice for the 2
>> days in a rental ($32/day max) for this weekend.
>>
>> Please call me back at [redacted]
>>
>> Thank you,
>> [redacted]
>>
>> On Sat, Sep 6, 2014 at 12:13 PM, [redacted] wrote:
>> [redacted]
>>> This message is for Wendy for was assigned to my case...

>>> Hi Wendy,
>>>
>>> I've tried calling a dozen times on Friday but your phone number is just
>>> resulting in a busy signal. I tried calling the main customer care line as
>>> well and couldn't get connected. Not sure what is happening here.
>>>
>>> Anyway, I am inquiring on case # [redacted] After 2 days of my vehicle at
>>> Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend
>>> solutions to most of the issues. Some issues affect the value of the
>>> vehicle but 2 main ones are affecting the performance and safety.
>>>
>>> One issue is the continued malfunction of the passenger airbag sensor,
>>> ultimately disabling the airbag randomly. They have diagnosed and ordered
>>> parts to try to repair the faulty system. However, these parts are on back
>>> order and they cannot determine when they will arrive, and are not
>>> guaranteed to fix the problems. With this in mind, I no longer feel safe
>>> driving my vehicle with passengers, as I frequently do.
>>>
>>> You mentioned on the call about possible replacement vehicle due to
>>> non-conformity, severity of issues and length of time taking without
>>> resolve. Have you discussed this with your management, as you indicated? I
>>> think we should move in that direction to have my vehicle either replaced
>>> with a comparable one or just terminate my lease, which has about 20
>>> payments remaining. Either resolution would be acceptable for me, however I
>>> would prefer the lease termination. I have been told to have legal council
>>> help with this process, but based on our call I am confident you can assist
>>> without causing this unnecessary headache.
>>>

>>> Please let me know how we can resolve, and I look forward to finding
>>> another vehicle to lease. Hopefully within the Infiniti family. :)
>>>
>>> Thank you for your help,
>>>
>>> [redacted]
>>>
>>>
>>>

Created By Jacqueline Cruz **(10/1/2014 8 57 AM)**
Hi Wendy,

Following up again on case #[redacted]

I was hoping to hear from you today, but either way since these emails go to my case it's good to have this documented.

Picked up my vehicle and as indicated in my last email not all the repairs were completed. What remains is the following: (1) the passenger airbag system is still not replaced, parts are not available; (2) the brake system problem was not able to be diagnosed; (3) the sunroof still vibrates - I think one vibration was fixed but when closing the doors it still vibrates loudly.

A new issue noted from the service rep is the driver's seat. I noticed that it seemed loose but forgot about it. But the dealer asked me if I had issues and I confirmed. So they said they are going to have to replace that as well. In addition, this one not the manufacturers fault, but my window tint was damaged during the repair process of the back deck - so now I have to take time out of my schedule to have this fixed as well.

Please call me as I need a resolution because I should not be expected to keep having to deal with a non-conforming vehicle like this one. I cannot drive a car that is not safe. I am looking for a quick resolution, so please don't let this come to me having to consult legal counsel.

Thanks for all the help Wendy - I do appreciate it.

[redacted]

On Mon, Sep 29, 2014 at 4 39 PM, Julian A. Di Donato II <[redacted] wrote:

> This message is for Wendy whom was assigned to my case... #[redacted]
>
> Hi Wendy,
>
> I left you a voice message earlier today but had an update and concerns to
> discuss. Bill Ray Nissan just called me indicating that my vehicle is ready
> for pick up, however all the service issues were not completed. The
> passenger airbag sensors are still not repaired and they could not diagnose
> the issue that occurred with the brakes. The service rep said they hope the
> new transmission could solve the braking issue, but could not say that the
> two issues were even linked.
>
> I don't know about you, but I don't enjoy driving a vehicle where I have
> to "hope" the brakes will work in an emergency, and then "hope" that the
> passenger airbag deploys in the resulting accident.
>
>
> Please call me, hopefully with a resolution to my repurchase request. This
> cannot wait any longer.
>
>
> As always, I appreciate your help with this unfortunate situation,
>
> [redacted]
>
> On Thu, Sep 18, 2014 at 5:11 PM, Julian A. Di Donato II <
> [redacted] wrote:
>
>> This message is for Wendy whom was assigned to my case...
>>
>> Hi Wendy,
>>
>> I tried returning your call on case [redacted] Unfortunately, it looks
>> like we're playing phone tag. I wanted to discuss another issue with you
>> that just occurred.
>>
>> While driving on Tuesday AM, I was cutoff and had to perform an emergency
>> stop. However, the vehicle did not slow down as expected on a solid, dry
>> surface. t instead seems to coast to a stop. The ABS did not kick in (no
>> pulsing) and the tires did not loose traction. (Note, I have plenty of
>> tread in my tires and the brakes were recently checked.) Luckily I my
>> reflexes made me swerve because without that I would have been in a severe
>> collision.
>>
>> This is the 2nd time I have experienced this with this vehicle and have
>> never experienced anything like this with any prior vehicles, including my
>> prior lease of a 2010 Nissan Maxima. I did not link this issue with the
>> transmission problem, but I finally spoke with the Service Adviser at Bill
>> Ray Nissan and he indicated they may or may not be related. This is a very
>> dangerous situation, combining this with faulty airbag sensors, I no longer
>> feel comfortable driving this vehicle or carrying passengers.

Created By Robert Peterson **(9/30/2014 1 32 PM)**
Make Public
• ARBS notes recent repair by DLR-19051 BILL RAY NISSAN per C comments and Salesforce, but ARBS cannot pull up any information regarding this repair attempt.

• ARBS called DLR-19051 to request RO, left message with receptionist requesting RO be sent to ARBS via Fax.

Make Public
Created By Robert Peterson **(9/30/2014 1 30 PM)**
• ARBS reviewing case and notes the following service history, per current RHR:

10/18/13 @ 4,648 Miles 1 Days Down
CONCERN:

1.C request lube oil and filter
2. C request tire rotation
3 Multi point inspection
4. Brake inspection
ACTION:
1 Performed Oil Change
2. performed Tire rotation
3. Muli point inspection
4 Brakes within specs

02/26/14 @ 7,292 Miles 1 Days Down
CONCERN:
1 Multi point Inspection
2.Inspect Brakes
3. Check tires
ACTION:
1 Multi point inspection
2 Inspected brakes
3. Check Tires

7/15/14 @ 12,435 Miles 1 Days Down
CONCERN:
1. Left front fog light has water in it and then evaporates leaving water stains on the inside of the glass lense
ACTION:
1. replace left front fog lamp, one time only

7/17/14 @ 12,525 Miles 1 Days Down
CONCERN:
1. .Trans shudder more after reprogram 2 days ago now all the time
2. Perform Campaign #R1405 as per manufacturer was performed at Nissan of Huntington
3 c requested rental
ACTION:
1. Master tech drove veh for more than 10 miles in various conditions and no shudder found
2. Performed Campaign
3 0 Dlr provided rental

09/04/14 @ 15,260 Miles Days Down
CONCERN:
1. Walk around
2 Tire inspection
3 Brake inspection
4. C states still after recall for ocs still has light come on with normal passenger
5,. C states Judder mainly stop and go traffic and lunges and rpm all over
6 C states trunk bars make noise and has had spacer added at another dlr and still makes noise.
7.C states rear deck inside rattle on audio
8. C states when sunfroof is open headliner and sunroof rattle.
9. C states when back up camera is on, intermittently flickers and has lines run through
ACTION:
1 walk around
2. tire inspection
3. Brake inspection
4. ordered seat Rail ocs unit
5. Road test transmission
6 Rod spacer light Lic Plate
7. tech bulletin
8. Tech bulletin
9 AV Camera

Make Public

Created By Wendy Martin **(9/30/2014 8 49 AM)**
RCAS-WM sent email to SM Ricard requesting SM to send latest RO

Created By Racquel Aquino **(9/29/2014 6 19 PM)**
This message is for Wendy whom was assigned to my case... #[redacted]

Hi Wendy,

I left you a voice message earlier today but had an update and concerns to discuss. Bill Ray Nissan just called me indicating that my vehicle is ready for pick up, however all the service issues were not completed. The passenger airbag sensors are still not repaired and they could not diagnose the issue that occurred with the brakes. The service rep said they hope the new transmission could solve the braking issue, but could not say that the two issues were even linked.

Make Public

I don't know about you, but I don't enjoy driving a vehicle where I have to "hope" the brakes will work in an emergency, and then "hope" that the passenger airbag deploys in the resulting accident.

Please call me, hopefully with a resolution to my repurchase request. This cannot wait any longer.

As always, I appreciate your help with this unfortunate situation

related [redacted]
**********response details**********
email addressed to [redacted]
Method of contact: e- mail
crr-ra 's resolution:advisded c that email was forwarded to rcas

Make Public

Created By Racquel Aquino **(9/29/2014 6 17 PM)**
Hi Wendy,
>>
>> I've tried calling a dozen times on Friday but your phone number is just
>> resulting in a busy signal. I tried calling the main customer care line as
>> well and couldn't get connected. Not sure what is happening here.
>>
>> Anyway, I am inquiring on case #[redacted]ter 2 days of my vehicle at
>> Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend
>> solutions to most of the issues. Some issues affect the value of the
>> vehicle but 2 main ones are affecting the performance and safety.
>>
>> One issue is the continued malfunction of the passenger airbag sensor,
>> ultimately disabling the airbag randomly. They have diagnosed and ordered
>> parts to try to repair the faulty system. However, these parts are on back
>> order and they cannot determine when they will arrive, and are not
>> guaranteed to fix the problems. With this in mind, I no longer feel safe
>> driving my vehicle with passengers, as I frequently do.
>>
>> You mentioned on the call about possible replacement vehicle due to
>> non-conformity, severity of issues and length of time taking without
>> resolve. Have you discussed this with your management, as you indicated? I
>> think we should move in that direction to have my vehicle either replaced
>> with a comparable one or just terminate my lease, which has about 20
>> payments remaining. Either resolution would be acceptable for me, however I
>> would prefer the lease termination. I have been told to have legal council
>> help with this process, but based on our call I am confident you can assist
>> without causing this unnecessary headache.
>>

>> Please let me know how we can resolve, and I look forward to finding
>> another vehicle to lease. Hopefully within the Infiniti family. :)
>>
>> Thank you for your help,
> [redacted]

Make Private ✓ **Created By Wendy Martin (9/26/2014 8 13 AM)**
RCAS-WM contacted c
C stated that veh is still at dlr and c has not heard anything from dlr except the dlr is working on the veh
RCAS-WM stated to c that RCAS-WM will contact dlr and find out what is going on
C asked RCAS0WQM how the review is coming along
RCAS-WM stated to c that RCAS-WM can only tell c that the request is being reviewed and c will have an answer soon
C understood
Call ended mutually

Make Private ✓ **Created By Charles Harrison (9/23/2014 6 51 PM)**
SSA-CH documenting tweets

****

C: "2013 #NissanAltima in shop again New tranny- new av unit-new camera, & more! @NissanUSA do the right thing & accept my repurchase req #lemon"

SSA: "@[redacted] sorry to hear of your continued frustrations. We have documented your concerns for your Specialist's review, (1/3)"

SSA: "@[redacted] and see that your follow-up call has been scheduled for today, by COB (7pm CST). Please continue to work closely (2/3)"

SSA: "@[redacted] with your Specialist, as she is currently in the best position to assist with your concerns. Thanks. (3/3)"

C: "@NissanSupport thanks. Just venting my frustrations. Spoke with the rep again today."

****

Make Public **Created By Sara Dorazio (9/23/2014 2 15 PM)**
DRTS received the RHR. The RHR was assigned to ARBS- Robert Peterson for review.

Make Private ✓ **Created By Wendy Martin (9/23/2014 8 57 AM)**
RCAS-WM contacted C and stated to c that the review is in process and that RCAS-WM will be in touch with Bill Ray Nissan during ths last repair.
RCAS-WM stated to c that RCAS-0WM will keep c updated
C thanked RCAS-WM
RCAS-WMN apologized to c for this last experience
C thanked RCAS-WM
Call ended mutually

Make Private ✓ **Created By Wendy Martin (9/23/2014 8 47 AM)**
RCAS-WM received Repair orders from Reed Nissan
RCAS-WM submitted RHR request

Make Public **Created By Wendy Martin (9/23/2014 8 16 AM)**
RCAS-WM noting case that RCAS-WM has requested accounting copies from Bill Ray Nissan on numerous occasions. The dlr keeps sending the tech notes. RCAS-WM has requested the correct Repair orders but have not received them from dlr

Make Public **Created By Lee Campbell (9/23/2014 7 08 AM)**
SSA-LC documenting C's social media comment:
****
C: "2013 #NissanAltima in shop again New tranny- new av unit-new camera, & more! @NissanUSA do the right thing & accept my repurchase req #lemon"

Make Public **Created By Ma. Cristina Dahlea Rimando (9/18/2014 5 32 PM)**
**********Response Details*********
crr-mcr responded to c's e-mail address [redacted]
crr-mcr acknowledged receipt of most recent e-mail
crr-mcr advised that e-mail has been forwarded to assigned rcas
crr-mcr sent notification to assigned rcas

Make Public **Created By Ma. Cristina Dahlea Rimando (9/18/2014 5 24 PM)**
related case: [redacted]
c wrote:
**********E-MA L Case Logged*********
This message is for Wendy whom was assigned to my case...

Hi Wendy,

I tried returning your call on case [redacted] nfortunately, it looks like we're playing phone tag. I wanted to discuss another issue with you that just occurred.

While driving on Tuesday AM, I was cutoff and had to perform an emergency stop. However, the vehicle did not slow down as expected on a solid, dry surface. t instead seems to coast to a stop. The ABS did not kick in (no pulsing) and the tires did not loose traction. (Note, I have plenty of tread in my tires and the brakes were recently checked.) Luckily I my reflexes made me swerve because without that I would have been in a severe collision.

This is the 2nd time I have experienced this with this vehicle and have never experienced anything like this with any prior vehicles, including my prior lease of a 2010 Nissan Maxima. I did not link this issue with the transmission problem, but I finally spoke with the Service Adviser at Bill Ray Nissan and he indicated they may or may not be related. This is a very dangerous situation, combining this with faulty airbag sensors, I no longer feel comfortable driving this vehicle or carrying passengers.

I am going to pick up a rental car tomorrow (Friday) evening to hold me over until Bill Ray Nissan can accept my car on Monday morning to look at this new issue and attempt the repair of some of the components that were received. Per your prior offer, I will forward you the invoice for the 2 days in a rental ($32/day max) for this weekend.

Please call me back at [redacted]

Thank you,
[redacted]

Make Private ✓ **Created By Wendy Martin (9/18/2014 1 27 PM)**
RCAS-WM attempted to contact c
RCAS-WM left message requesting return call

Make Private ✓ **Created By Wendy Martin (9/18/2014 10 18 AM)**
RCAS-WM requested RO# [redacted] and RO # [redacted] r Reed Nissan

Make Public **Created By Wendy Martin (9/18/2014 9 17 AM)**
RCAS-WM reqwuested Repair Orders form Bill Ray Nissan again

Make Private ✓ **Created By Wendy Martin (9/15/2014 10 51 AM)**
RCAS-WM requested RO's from Huntington Nissan, Nissan of Queens and Bill Ray Nissan
RCAS-WM contacted c and stated to c that RCAS-WM is working on case and will follow up with c

Make Private ✓ **Created By Wendy Martin (9/9/2014 1 27 PM)**
RCAS-WM spoke with C and c stated that the Veh is financed thru NMAC

Make Public

Created By Wendy Martin (9/9/2014 12 25 PM)
RCAS-WM contacted c and c stated that c took veh to Bill Ray Nissan and c was provided a loaner veh
C stated that Bill ray Nissan was able to duplicate concerns and c was waiting for Nissan warranty to approve the transmission replacement .
C stated that also at the time c was at dlr a Nissan rep was there ad inspected c veh Airbag concern
Nissan Tech suggested that dlr replace some airbag parts that may work but may not c was not sure
C also stated that back up camera is not working and the whole unit needs to be replace
C stated to RCAS-WM that c does not want the veh anymore and wants Nissan to assist with terminating c lease because of the multiple repairs.
RCAS-WM apologized to c and stated to c that RCAS-WM would be investigating case and RCAS-WM would be submit case for review
RCAS-WM explained to c that the review takes an estimated 10 business days and that RCAS-WM would have to ask c a series of questions for the case
c understood and RCAS-WM asked c
Why do you want to return the vehicle to Nissan North America? because of safety concerns and Multiple repairs
Where is the vehicle currently? with customer
Where was the vehicle purchased? Nissan of Huntington, NY
Was it purchased new or used? Leased new
If used, when was the vehicle purchased?
Where is the vehicle serviced? Huntington Reed, Bill Ray Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?Yes, Nissan of Hunnigton, reed Nissan and Bill Ray Nissan
C asked RCAS-WM if c should have veh repaired and RCAS-WM stated that yes c should have veh repaired because the c request is not guaranteed and c should continue to service c v3h
C understood
RCAS-WM explained to c that RCAS-WM would gather all RP's and submit case fo review
RCAS-WM stated to c that RCAS-WM would keep c updated on c case
C understood
call ended mutually

Make Private ✓

Created By Wendy Martin (9/9/2014 11 38 AM)
RCAS-WMsent emailto RCRM-DF asking how RCAS-WM should treat he request from the c
RCAS-WM waiting for reply

Make Public

Created By Shirley Santos (9/9/2014 11 17 AM)
RCAS Case Follow-up

Make Public

Created By Shirley Santos (9/9/2014 11 17 AM)
crr-ss received a call from c to follow up case.
c wanted to be transferred to rcas-wm's extension.
crr-ss verified that there are no changes on contact information.
crr-ss empathized and apologized for the inconvenience.
crr-ss will be sending an internal message to rcas-wm to request for a call back.
crr-ss offered further assistance, c declined.
crr-ss provided name and extension number.
crr-ss exiting file.

Make Public

Created By Ma. Cristina Dahlea Rimando (9/6/2014 12 06 PM)
related case [redacted]
c sent an e-mail addressed to rcas:
**********E-MA L Case Logged*********

This message is for Wendy for was assigned to my case...

Hi Wendy,

I've tried calling a dozen times on Friday but your phone number is just resulting in a busy signal. I tried calling the main customer care line as well and couldn't get connected. Not sure what is happening here.

Anyway, I am inquiring on case # [redacted] After 2 days of my vehicle at Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend solutions to most of the issues. Some issues affect the value of the vehicle but 2 main ones are affecting the performance and safety.

One issue is the continued malfunction of the passenger airbag sensor, ultimately disabling the airbag randomly. They have diagnosed and ordered parts to try to repair the faulty system. However, these parts are on back order and they cannot determine when they will arrive, and are not guaranteed to fix the problems. With this in mind, I no longer feel safe driving my vehicle with passengers, as I frequently do.

You mentioned on the call about possible replacement vehicle due to non-conformity, severity of issues and length of time taking without resolve. Have you discussed this with your management, as you indicated? I think we should move in that direction to have my vehicle either replaced with a comparable one or just terminate my lease, which has about 20 payments remaining. Either resolution would be acceptable for me, however I would prefer the lease termination. I have been told to have legal council help with this process, but based on our call I am confident you can assist without causing this unnecessary headache.

Please let me know how we can resolve, and I look forward to finding another vehicle to lease. Hopefully within the Infiniti family. :)

Thank you for your help,

[redacted]

Created By Marleen Yowakim (9/5/2014 4 30 PM)
SSA-MY documenting C's Direct Messages via Twitter.

****

Make Public

C: Been trying to get a hold of Wendy who is handling my case. Need to reach her. Do you have an email address?

C: Her phone has been giving me the busy signal all day long.

****

Created By Wendy Martin (9/3/2014 11 33 AM)
RCAS-wm contacted c and sated to c that RCAS-WM spoke to dlr and dlr stated that c could bring veh in anytime tomorrow and that RCAS-WM would reimburse c a rental veh for 2 days at 32 00 dollars a day
C understood and is taking the veh to the dlr tomorrow

Make Public

Created By Wendy Martin (9/3/2014 8 58 AM)
RCAS_WM sent email to SM Mike at Bill Ray Nissan requesting appointment time for jc
RCAS-WM ,also asked dlr for loaner veh for c
RCAS-WM waitng for reply

Make Public

Created By Wendy Martin (9/2/2014 3 02 PM)
RCAS_WM contacted cx
c stated that veh has had many issues that c stated at the first call
C states that the veh has transmission concerns and that c took the veh to Reed Nissan and that reprogrammed the transmission and it is even worse now
C took the veh back to reed and that they stated that the dlr could not find any codes and could not duplicated the c concerns
C states that the veh shudders so bad while in traffic that c is really nervous about driving the veh
C also stated that the airbag light also keeps going on and off
C stated that c does not want to nit pick but the veh has alot of noises and squeaks in it and feels the veh is poor quality
C does not want to take the veh back to REED Nissan C wants to take veh to Bill Ray Nissan because it is closer to c home
RCAS-WM stated to c that RCAS-WM would make service appointment for c and would follow up wit c 9/3/14
C stated that the dlr may have to keep c veh over night and would need a loaner veh
C stated to RCAS-WM that the veh is a leased veh and c just wants what c is paying for
RCAS-WM understood
Call ended mutually

Make Private ✓

Make Public

Created By Wendy Martin (8/28/2014 1 30 PM)
RCAS-WM attempted to contact c
RCAS-WM left message requesting return call c from c
RCAS-WM left contact information on c voicemail

Make Public

Created By Heather Leslie (8/26/2014 12 24 PM)
RCASNE HL- spoke to TL BS who advised to reach out to previous agent, since veh is in FL agent HL would not work this case. agent CM will reassign

Make Private ✓

Created By Christienne Miller (8/26/2014 12 24 PM)
Chat Started: Tuesday, August 26, 2014, 11 29:17 (-0500) Chat Origin: Direct Social Support Nissan Agent Christienne M (10s) Christienne M: Hello, how may I assist you today?
(1m 59s) Christienne M: Hello, may I assist you in some way today?
(2m 27s) [redacted] sorry at work.
(2m 37s) [redacted] yes. I have a letter of a bunch of issues with my car
(2m 43s) [redacted] how can i get it in the right hands.
(3m 25s) [redacted] i have a 2013 Altima with persistent transmission issues and still have airbag malfunction indicators even after the recall was applied
(3m 37s) [redacted] my dealership is no lnoger willing to assist
(3m 45s) Christienne M: I'm sorry to hear that, Julian.
(4m 6s) Christienne M: Did you dealership supply you with a diagnostic on your concerns?
(4m 40s) [redacted] For the transmission... 1st time they were unable to replicate
(4m 58s) [redacted] 2nd time - a different dealer reprogrammed the transmission and the problem got worse
(5m 24s) [redacted] 3rd time - they claim they no longer replicate the problem (even though it happens to me 10x more - no exaggeration) and refuse to touch my car again
(5m 48s) [redacted] For the airbag recall - had problem and brought it in to 1 dealer for the recall
(6m 17s) [redacted] 2nd time - brought to differnt dealer becuase issue was still happening - they claim the recall was done and its fixed but the problem still happens
(6m 58s) [redacted] other items are many quality issues with rattles that have been attempted to fix various ones but others keep occuring and the "fixed" ones arenot fixed
(7m 0s) Christienne M: I'd love to see what I can do to help you.
(7m 12s) Christienne M: Have you spoken directly to our Consumer Affairs department?
(7m 31s) [redacted] No
(7m 39s) [redacted] just to multiple dealers
(7m 49s) Christienne M: Alright. Here's what I'm going to do.
(8m 23s) Christienne M: Due to the multiple concerns you've expressed, I'm going to create a case on your behalf with our Consumer Affairs department.
(8m 52s) Christienne M: A Specialist will reach out to you by close of business tomorrow, 8/27.
(8m 56s) [redacted] OK - the transmission thing is one nussiance but the airbag issue is scary.
(9m 55s) Christienne M: I apologize for your frustrations and want to assure you your Specialist will do all he/she can to assist you in reaching a resolution.
(10m 13s) [redacted] I hope so. Thank you.
(10m 37s) Christienne M: Because it will take me a moment to create this case, I will send all of the information you need to our Social Support Team.
(11m 4s) Christienne M: They will contact you within the next hour and provide you with a case number, as well as additional information.
(11m 18s) [redacted] through which method?
(11m 49s) Christienne M: They've been working with you via Twitter, correct?
(11m 59s) [redacted] yes. through there ? ok
(12m 14s) Christienne M: Yes. They will send you a DM with the information you need.
(12m 20s) [redacted] OK thank you
(12m 52s) Christienne M: I truly apologize for what you've experienced and glad you reached out to us. We enjoy helping members of our Nissan family.
(13m 2s) Christienne M: Is there anything else I can help you with right now?
(13m 8s) [redacted] No that is all. Thank you.
(13m 18s) Christienne M: Thank you, [redacted] nd have a great day!
(13m 28s) [redacted] You too.

Make Public

Created By Heather Leslie (8/26/2014 12 11 PM)
RCASNE HL- same day case, change follow up for 8/27/14

Make Public

Created By Christienne Miller (8/26/2014 12 09 PM)
TL-CM documenting interactions with C via Twitter @[redacted]
****
C: @NissanSupport trying to find an email address to send a letter... someone needs to resolve my numerous problems with my Altima

SSA: @[redacted] We'd like to see if we can help you out. Please follow & DM us your VIN, name, phone number, and more details. Thanks!

C: 1N4BL3AP9DC26[redacted] '13 Altima is there an email i can send a letter to detailing my issues?

SSA: @[redacted] Would you like to live chat with us? That may be the best way for you to get assistance: http //t co/Fcc3HAAGqP.

SSA: @[redacted] Hello again, Julian. If you can't chat right now, please refer to this link for Nissan contact info: http //t.co/vQgrkoTTJZ.

C: @NissanSupport i sent a DM and trying to connect on chat.

SSA: @[redacted] Thanks, Julian. We see you're currently connected with one of our Specialists. We wish you the best!

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	JUDDER/CHATTER/V BRATION	02	8/26/2014	ZY	BN	252000	OA
Edit | Del		RESTRA NT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	8/26/2014	YX	BK	234000	OA
Edit | Del		POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10	8/26/2014	YX	BG	227000	OA
Edit | Del		AUDIO/VIDEO/NAVI	NAVI/GPS SYSTEM	POOR OR IMPROPER OPERATION	11	8/26/2014	YX	AA	102500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	FedEx tracking	[redacted]	✓	12/17/2014	Amanda Johnson	12/17/2014 8:51 AM
Edit | Del	Review Approved Check Request		✓	12/11/2014	Amanda Johnson	12/12/2014 7:46 AM
Edit | Del	New DTS Request		✓	11/21/2014	Kevin Burkett	11/19/2014 7:47 PM
Edit | Del	[redacted]		✓	10/23/2014	Amanda Johnson	10/23/2014 1:04 PM
Edit | Del	Review Approved Check Request		✓	10/22/2014	Amanda Johnson	10/22/2014 3:56 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4BL3AP9DC[redacted]						

Check Activity

Check Activity Help

Action	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
[redacted]	[redacted]	12/12/2014	Customer	Approved	$469 00	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	
		10/23/2014	Customer	Approved	$7,183.19	34BUYBACK	Nissan South East Buyback/Trade		
		10/23/2014	Lienholder	Approved	$27,726.71	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	70KB	1/13/2015 9:21 AM	Tammy Knotts
Edit | View | Del		121KB	12/30/2014 2:40 PM	Tammy Knotts
Edit | View | Del		2.73MB	12/11/2014 9:58 AM	Amanda Johnson
Edit | View | Del		10.45MB	10/23/2014 2:21 PM	Amanda Johnson
Edit | View | Del		755KB	10/23/2014 2:20 PM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
4/8/2015 9 59 AM	Jim Land	Changed **Subject** from SOCIAL: Product CUSTOMER: VIN: 1N4BL3AP9DC[redacted] to **CUSTOMER** J[redacted] VIN 1N4BL3AP9DC[redacted]
		Changed **Status** from Open to **Closed**.
		Closed.
11/19/2014 2 33 PM	Jim Land	Changed **Case Owner** from Social Support Team to **Jim Land**.
11/19/2014 2 33 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ronald Valencia [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	8/27/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/26/2014 1:39 PM
CA Multiple Repairs		Date/Time Closed	8/27/2014 8:18 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname [redacted]
lastname
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP0DN[redacted]
dealerstate :
dealername :
comments : Am a loyal Nissan owner, but my loyalty is beginning to wan. Have had my 2013 Altima to the dealer 5 times to fix the passenger air bag issue, and the issue continues. What is it going to take to get Nissan to correct this problem? If you can make 2014 models without this problem, why can't they correct it on the 2013?

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PERUZZI NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 8/26/2014 1 39 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri, 4/3/2015 7:59 PM	Root Cause Code	SCIN
Days Closed	504	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NP4E
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jessie Villanueva (8/27/2014 8 18 PM)** email update by c noted in related case # [redacted] crr created task to case owner for notification tl-jv closing case
Make Public		**Created By Ronald Valencia (8/27/2014 10 05 AM)** case closed
Make Public		**Created By Ronald Valencia (8/27/2014 10 04 AM)** CRR RV after research found related cases# [redacted] ***Email case logged**** email addressed to :nnaconsumeraffairs@nissan-usa com Method of contact: e- mail ***response details****** CRR RV referred c back to rcas handling case CRR RV sent a task to assigned rcas CRR RV sent task to tl-jv to close the case
Make Public		**Created By Ronald Valencia (8/26/2014 4 55 PM)** case pending
Make Public		**Created By Ronald Valencia (8/26/2014 4 55 PM)** ****E-mail case logged****** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail CRR RV updated owner's information. CRR RV found related case: none CRR RV checked for open recalls/campaigns/upgrades: Found: None ********** CRR RV called c at [redacted] at 5:51 PM EST but someone disconnected the call CRR RV again called c at [redacted] at 5:54 PM EST but someone again disconnected the call CRR RV sending an e-mail response to c. E-mail addressed to: [redacted] Method of contact: E-mail Summary: CRR RV responding to c's e-mail with "More info needed" template.

CRR RV pending case.

Make Public

Created By Ronald Valencia (8/26/2014 4 51 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP0DN[redacted]
dealerstate :
dealername :
comments : Am a loyal Nissan owner, but my loyalty is beginning to wan. Have had my 2013 Altima to the dealer 5 times to fix the passenger air bag issue, and the issue continues. What is it going to take to get Nissan to correct this problem? If you can make 2014 models without this problem, why can't they correct it on the 2013?

Make Public

Created By Ronald Valencia (8/26/2014 4 51 PM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP0DN[redacted]
dealerstate :
dealername :
comments : Am a loyal Nissan owner, but my loyalty is beginning to wan. Have had my 2013 Altima to the dealer 5 times to fix the passenger air bag issue, and the issue continues. What is it going to take to get Nissan to correct this problem? If you can make 2014 models without this problem, why can't they correct it on the 2013?

Make Public

Created By Managed Services (8/26/2014 1 39 PM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP0DN[redacted]
dealerstate :
dealername :
comments : Am a loyal Nissan owner, but my loyalty is beginning to wan. Have had my 2013 Altima to the dealer 5 times to fix the passenger air bag issue, and the issue continues. What is it going to take to get Nissan to correct this problem? If you can make 2014 models without this problem, why can't they correct it on the 2013?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/26/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email	[redacted]	✓	8/27/2014	Jessie Villanueva	8/27/2014 8:18 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0Pjy5L ref]		✓	8/27/2014	Ronald Valencia	8/27/2014 10 09 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Piy5L:ref]		✓	8/26/2014	Ronald Valencia	8/26/2014 5 00 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: 00DA09j8L. 500F0Pjy5L ref] *8/27/2014 Case # 1[redacted] VIN # 1N4AL3AP0DN[redacted]* ...	[redacted]	8/27/2014 10:09 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0Piy5L:ref] *8/26/2014 Case # [redacted] IN # 1N4AL3AP0DN[redacted]* ...		8/26/2014 5 00 PM
Reply | To All | Del	Replied	Other *firstname : J[redacted] mail . [redacted] homephone : ...*	nissanconsumeraffairs@my-nissan-usa com	8/26/2014 1 39 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/27/2014 8:18 PM	Jessie Villanueva	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2014 12:02 PM	Ronald Valencia	Changed **Status** from Pending to **Open**.
8/26/2014 5 01 PM	Ronald Valencia	Changed **Status** from Open to **Pending**.

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Surveys Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Karen Walker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/26/2014 2:10 PM
CA Multiple Repairs		Date/Time Closed	10/8/2014 12:57 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date	9/23/2014 5:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)	Inspection 9/23 3 PM PST Wind noise from passenger mirror area	DTS Request Type	RCAS Request
Inspection Time/Notes			
Description	Repurchase Request		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF VISALIA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/29/2014	Vehicle Service Contract	
RHR Completed	8/29/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 1N4AL3AP5E[redacted]		
Created By	Flor de Luisa Ann Sisno 8/26/2014 2:10 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	462	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Karen Walker (10/8/2014 12 57 PM) RCAS KW closing case pending C contact.
Make Private	✓	**SUMMARY** C contacted NNA requesting repurchase due to noise concern. RCAS KW notes RHR was reviewed and ARBS advised NNA is not in a position to repurchase vehicle at this time. RCAS KW explained the same to C and set up DTS. RCAS KW notes DTS completed repairs to vehicle and vehicle has been delivered to C.
Make Private	✓	**Created By Karen Walker (10/8/2014 12 54 PM)** RCAS KW placed call to C at [redacted] no answer, left VMX.
Make Private	✓	**Created By Karen Walker (10/6/2014 12 19 PM)** RCAS KW placed call to C at [redacted]0 - no answer, left VMX.
Make Private	✓	**Created By Karen Walker (10/1/2014 12 32 PM)** RCAS KW placed call to C [redacted] - no answer, left VMX.
Make Private	✓	**Created By Karen Walker (9/25/2014 11 30 AM)** RCAS KW notes DTS TZ notes in salesforce - mirror base resecured and mirror skullcap resealed. RCAS KW placed call to C at [redacted] C states DLR is supposed to call C today to test drive to confirm repair complete. C states C was confused if vehicle will need to go to body shop or not for something about the hood alignment. RCAS KW explained RCAS KW will follow up with C to confirm repair complete.
Make Private	✓	**Created By Karen Walker (9/22/2014 11 21 AM)** RCAS KW placed call to C at [redacted] RCAS KW explained RCAS KW calling to remind C of appointment with DTS Tim on Tuesday, September 23, at 3PM at NISSAN OF VISALIA. C states C will be available for appointment.
Make Private	✓	**Created By Karen Walker (9/15/2014 12 20 PM) Last Modified By Karen Walker (9/15/2014 12 20 PM)** RCAS KW placed call to C at [redacted] RCAS KW explained RHR was reviewed and at this time NNA will be unable to offer a repurchase of C vehicle. RCAS KW explained RCAS KW would like to schedule a DTS to look at C vehicle. RCAS KW advised of DTS availability to inspect vehicle on Tuesday, September 23, at 3PM at NISSAN OF VISALIA. C states C will be available for appointment. * RCAS KW notes RCAS KW emailed DTS TT to confirm appointment. RCAS KW notes RCAS KW emailed SM Arin at DLR to advise of appointment.
Make Private	✓	**Created By Karen Walker (9/10/2014 3 42 PM) Last Modified By Karen Walker (9/15/2014 11 52 AM)** RCAS KW notes DTS Tim Zingerman has availability to inspect vehicle on Tuesday, September 23, at 3PM at NISSAN OF VISALIA. * RCAS KW placed call to C at [redacted] - no answer, left VMX. RCAS KW notes RCAS KW attempting to contact C regarding status of RHR and to set up DTS appointment.

Make Private ✓ **Created By Karen Walker (9/9/2014 9 33 AM)**
RCAS KW notes RCAS KW received authority to request DTS from DTS JS.

RCAS KW notes DTS request has been submitted.

Make Public **Created By Angie McVey (9/5/2014 3 17 PM)**
ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time.

ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Make Public **Created By Angie McVey (9/5/2014 3 16 PM)**
History provided by RCAS as follows:

7/7/14 at 636 miles - 2 days down
Concern
1. Passenger airbag light comes on when a person is in the seat.
Action
1. Vehicle had no DTC codes stored, performed occupant zone point reset, vehicle working as designed.

7/10/14 at 741 miles - 2 days down
Concern
1. Air is coming through the front passenger door window, please install ordered part.
Action
1. Replaced passenger side window run rubber.

7/16/14 at 993 miles - 10 days down
Concern
1. Air is still coming through right front door.
Action
1. Wind type noise coming from right front corner area, wind noise when drive warped door seal. Replaced right front door seal, insulated mirror area, installed outer door seal. Test drove vehicle 5 different times to try to verify where noise is coming from and was not able to pin point noise. Noise is coming from the corner right front of the door area but was not able to isolate the noise with insulating tape.

No other CA file, No tech line, No DTS, Retail Sale, Customer purchased plan
1 visit for an airbag light
2 visits for air coming through door – wind noise heard
No evidence days down were verified.

Make Private ✓ **Created By Karen Walker (9/3/2014 12 16 PM)**
RCAS KW notes RO was emailed to DTS JS for review.

Make Private ✓ **Created By Karen Walker (9/3/2014 12 12 PM)**
RCAS KW placed call to C at [redacted]

RCAS KW explained repurchase request is being reviewed.

C states C understands.

Make Public **Created By Gloria Holman (9/2/2014 9 53 AM)**
DRTS received the RHR. The RHR was assigned to ARBS Angie McVey for review.

Make Private ✓ **Created By Karen Walker (8/29/2014 6 53 PM)**
RCAS KW notes RHR has been submitted for review.

Make Private ✓ **Created By Karen Walker (8/29/2014 4 59 PM)**
RCAS KW notes SM A emailed ROs for review, which have been attached to case.

RCAS KW setting follow up for 9/3 to complete and submit RHR.

Make Public **Created By Karen Walker (8/27/2014 12 45 PM)**
veh concern

Make Private ✓ **Created By Karen Walker (8/27/2014 12 45 PM)**
RCAS KW emailed SM Arin with NISSAN OF VISALIA at apartida@groppettiauto com requesting ROs for repurchase request.
*

RCAS KW notes CXM has been advised of request.

Make Private ✓ **Created By Karen Walker (8/27/2014 12 28 PM)**
RCAS KW placed call to C at [redacted]

C states C was on way to work but was able to answer some questions quickly.

•Why do you want to return the vehicle to Nissan North America?
C states C has taken vehicle to DLR 5 times with 2 major repairs but noise concern has not been resolved.
C states there is a cranking noise on passenger side and air bag light keeps coming on.

•Where is the vehicle currently?
C states C currently has vehicle.

•Where was the vehicle purchased?
NISSAN OF VISALIA

•Was it purchased new or used?
New

•Where is the vehicle serviced?
NISSAN OF VISALIA

•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers?
No

RCAS KW thanked C for the information and explained RCAS KW would follow up with DLR for ROs for review.

Make Public **Created By Flor de Luisa Ann Sisno (8/26/2014 7 22 PM)**
crr-fs received a call from c.
c stated c love the veh but c is not happy in it.
c stated c been taking the veh 5 times already and the had to replace two major part but veh still making the noise. c stated c's been having this issue since a weeks and half ago.
c stated there is a cranking noise on the passenger side and air bag light keep coming on.

crr-fs verified/updated c's address/phone number/email:
[redacted]
VISALIA, CA 9[redacted]
US
[redacted]
crr-fs asked c:
name of dlrshp: NISSAN OF VISALIA
name of the service adviser: SA-Lorenzo
How c would like to be assisted? c stated c do not want the veh anymore and would like Nissan to take the veh back.

CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.

crr-fs verified the best number to reach c. c said [redacted]

CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas for veh concern.
crr-fs exiting the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	EXCESSIVE NOISE	10	8/26/2014	ZM	BG	227000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/26/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0PjzLy ref]	[redacted]	✓	9/15/2014	Karen Walker	9/15/2014 12 23 PM
Edit | Del	Review RHR recommendation		✓	9/5/2014	Karen Walker	9/10/2014 3:46 PM
Edit | Del	[redacted]		✓	9/2/2014	Angie McVey	9/5/2014 3:18 PM
Edit | Del			✓	9/2/2014	Karen Walker	9/3/2014 12:12 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0PjzLy:ref] *9/15/2014 Case # [redacted] VIN # 1N4AL3AP5EC[redacted]T...*	[redacted]	9/15/2014 12:23 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Karen Walker 9/9/2014 9:32 AM	9/9/2014

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	34KB	8/29/2014 6 52 PM	Karen Walker
Edit | View | Del		284KB	8/28/2014 6 58 PM	Karen Walker
Edit | View | Del		233KB	8/28/2014 6 58 PM	Karen Walker
Edit | View | Del		231KB	8/28/2014 6 57 PM	Karen Walker

Case History

Case History Help

Date	User	Action
10/8/2014 12:57 PM	Karen Walker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/6/2014 12:19 PM	Karen Walker	Changed **Follow Up Date** from 10/6/2014 to **10/8/2014**.
10/1/2014 12:32 PM	Karen Walker	Changed **Follow Up Date** from 9/30/2014 to **10/6/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marisol Patino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/9/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/26/2014 5:24 PM
CA Multiple Repairs		Date/Time Closed	9/9/2014 5:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description: Regarding my case # [redacted] on VIN # 5N1AT2MTXE[redacted] will be taking my new Rogue in to Hudson Nissan on Rivers Ave. N Charleston SC on Friday 8/29/14 for the second time for the noise behind the dash. Since the first time they took it off to try and fix it, the passenger air bag light comes on - today the driver air bag light came on while I was driving it. The exterior of the car has a horrible finish. I paid $800 for the permaplate - my car does not look clean it always has spots on it. I have washed it beside of another car (the Honda CRV I gave to my son) side by side after washing my new Rogue twice - the CRV was spotless and my car (the Rogue) looks filthy. Something is wrong with the paint or the protection they put on. Either way, my car is not satifactory for a new car. I am not pleased with my dealership, and dread going there on Friday. It has be anything but a pleasant car experience. I have owned and bought new Toyotas, Hondas, one nissan- this is my worst experience with a new car. My hopes are 1) they fix everything this last time I go in or 2) I get a new replacement car. I paid cash for it. Not a happy Nissan customer. Would never recommend it to anyone.Brenda Grill

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MTXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HUDSON NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	[redacted]		
Created By	Managed Services, 8/26/2014 5:24 PM	Web Email	[redacted]
Last Modified By	NNAETL, 10/14/2015 12:16 AM	Root Cause Code	SCIN
Days Closed	493	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

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Case Categorizations Case Categorizations Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michael Lucas [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	9/2/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	8/26/2014 6:28 PM
CA Multiple Repairs		Date/Time Closed	9/2/2014 2 25 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	I R - Airbag - PST - FATALITY		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	3N1CN7AP3E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11154	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF SAN BERNARD NO	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR	F30476	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Quality Connection	Case Type	QFS12M

Survey Request Date		Receipt Date	8/25/2014
Survey-Source		Survey NPS Score 1	0
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	F1266Z Air bags defected driver side air bags didn't deploy in bad accident F1267B	Hot Alert Type	Bothersome
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	[redacted] Rancho Cucamonga, CA [redacted] - DayTime Phone: [redacted] - Evening Phone: - Email Address: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz, 8/26/2014 6 28 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:01 PM	Root Cause Code (2)	
Days Closed	498	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Michael Lucas (9/2/2014 2 25 PM) ARBS contacted C and partially completed the probe. C states: C's daughter had been in a collision on the HWY and the 1st collision disabled the vehicle. C understands the C's daughter may have exited the vehicle and was then struck by another vehicle. ARBS understood and stated that ARBS would like to send C an email with all of ARBS direct contact information. C confirmed C's email address and ARBS asked how C was referred to NNA. C stated that C filled out a survey for the purchase of C's vehicle and gave knowledge of the current situation then C received a call from RCAS. ARBS understood and explained that NNA would like to assist in the situation in the event that C or C's insurance company would like to involved NNA. C understood and stated that C will follow up with ARBS or pass ARBS contact information along to the insurance company. ARBS understood and C stated that C is glad ARBS explained the reasons for Police involvement and how they collaborate with the insurance company and the vehicle lien holder. ARBS stated that NNA is glad to assist and when C would like to ask any questions or has any concern to please follow up directly with ARBS and C agreed. ARBS stated that ARBS will send C an email after the call and C also wrote down ARBS contact information while on the phone. C thanked ARBS for time and C disconnected the call. ARBS assembled an email acknowledging above conversation and that C is welcome to contact ARBS back at any time with questions or concerns. ARBS sent email to C (attached to case) CLOS NG CASE AS NFORMATION WAS PROV DED AND EMAIL SENT TO C FOR FUTURE QUESTION, CONCERNS OR REQUEST FOR NVOLVEMENT **********
Make Public		**Created By Michael Lucas (8/28/2014 12 56 PM)** ARBS received notice from TCS - NS stating that a fatality is involved and the preliminary information has been received. RECEIVED CASE, UNDER REV EW, VERIFY PROBE **********
Make Public		**Created By Michael Lucas (8/28/2014 12 54 PM)** Airbag
Make Private	✓	**Created By Nena Smith (8/28/2014 11 31 AM)** TCS-NS contacted C at [redacted] TCS-NS advised TCS-NS following up on C's survey and thanked C for survey. C states C's daughter was a fatality in an accident. C states C's daughter was driving veh when accident occurred TCS-NS provided condolences. TCS-NS asked C if TCS-NS could gather some preliminary information C states yes. TCS-NS asked when accident occured C states June 23, 2014 TCS-NS asked where accident occured C states 210 Freeway in California at/near Haven exit. C states C still not have all info as official police report has not been released. TCS-NS asked time of day accident occured: C states at night TCS-NS asked if C could give info on accident: C states there were 2 impacts C states 1st impact on veh passenger rear door. C states second impact 10 mins later on driver rear door. C states daughter was discharged from veh C states veh has not been released from California Highway Patrol but C viewed veh C states passenger side airbag deployed but driver bag not deploy. C states there was no one in the passenger front seat. C states daughter always wore seatbelt but C does not know if daughter was trying to exit the veh at the time of accident as C states veh quit on freeway at some point after 1st impact. C states authorities are filing charges in the accident so authorities are not discussing with C C states authorities advised C can have vehicle inspected once vehicle is released. C asked if NNA will inspect veh TCS-NS advised TCS-NS does not have that type of information TCS-NS advsied TCS-NS getting information and someone will be in contact with C to advise. C understood C thanked TCS-NS call ended mutually
Make Public		**Created By Nena Smith (8/27/2014 7 37 AM)** QC Hot Alert
Make Private	✓	**Created By Nena Smith (8/27/2014 7 37 AM)** TCS-NS checked for related previous CA cases and found: None TCS-NS checked for unrelated CA cases and found: None TCS-NS checked for open recalls/campaigns and found: None TCS-NS received case for handling as a result of QC survey response received from c. TCS-NS copied survey notes below: Air bags defected driver side air bags didn't deploy in bad accident Survey Specific Contact Information Name: [redacted] Rancho Cucamonga, CA [redacted] - DayTime Phone [redacted] - Evening Phone: - Email Address: [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	8/28/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	8/28/2014	Michael Lucas	8/28/2014 1:25 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	IIR	Nena Smith, 8/28/2014 11:39 AM	8/28/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	53KB	9/2/2014 2:14 PM	Michael Lucas

Case History

Case History Help

Date	User	Action
9/2/2014 2 25 PM	Michael Lucas	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/28/2014 12:54 PM	Michael Lucas	Changed **Follow Up Date** from 8/29/2014 to **9/2/2014**.
		Changed **Description**.

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Surveys

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Social Support Team [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Social-USA
Follow Up Date	8/28/2014	Case Origin	Facebook
Supporting Documents		Date/Time Opened	8/27/2014 7:55 AM
CA Multiple Repairs		Date/Time Closed	8/28/2014 4:34 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C states C has been to dealer a total of three times for airbag sensor concern. C states C is still experiencing concern.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JACKIE COOPER NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	SOCIAL: Support CUSTOMER: [redacted] VIN: 5N1AR2MN8DC[redacted]		
Created By	Marleen Yowakim, 8/27/2014 7 55 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 11/6/2014 7:14 PM	Root Cause Code (2)	
Days Closed	503	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Lee Campbell (11/6/2014 1 59 PM)** *** [Added after the case is closed.] *** SSA-LC documenting C's social media interaction: ********** C: "Here we go again!! In the last week, there have been 2 noticed incidents of the airbag sensor not detecting a passenger. I'm scheduled to go in Fri AM for the 5th check of this issue; is there something particular I could tell them to look at? How about just taking the damn thing out & replacing it??" C: "How about a Lemon Law Recall claim??" SSA: "Roxanne, Sorry to hear of your experience. After your diagnostic appointment has been completed, please don't hesitate to reach back out to us should you require further assistance. Alternatively, you may call 1-800-NISSAN-1 Monday through Friday, 7am to 7pm CST. Thanks, James, Nissan Social Support:"
Make Private	✓	**Created By Charles Harrison (9/12/2014 6 54 PM)** *** [Added after the case is closed.] *** SSA-CH documenting Private Messages via Facebook **** C: "RE: cas[redacted] haven't spoken to anyone at the Jackie Cooper dealership since we were last in there but I'm figuring we'll be making another trip over there as the sensor once again was 'off' today while my husband was in the seat. On the return trip, it was 'on'. Granted he's not the biggest guy around, but he's heavy enough to be noticed. This is especially frustrating since it's a safety issue." SSA: "Good evening, Roxanne. We are glad to hear that you will be visiting your Nissan dealer for them to take a look. If you need further assistance after your appointment, please feel free to reach back out to us. Have a great weekend." ****
Make Private	✓	**Created By Jennifer Lanning (8/28/2014 4 33 PM)** Rcas placed call to d[redacted] Rcas verified c complaint and explained that c complaint was reviewed Rcas apologized for c dissatisfaction Rcas explained that system is not a simple system and what is being experienced is very possibly normal due to being a child an weight Rcas referred c to OM as advises on operation of OCS with children and small adults C states is not a big deal as typically sits in back, but is more frustrating than anything Rcas noted and explained if c feels operation falls Out of normal parameters, c can always have re-evaluated by a Nissan dlr C thanked Rcas for calling case closed
Make Private	✓	**Created By Carol Keith (8/28/2014 4 14 PM)** RCAS-CK assist RCAS-JL called Jackie Cooper Nissan @9182499393 @5:03pm(EST). RCAS spoke with SA-Michael. SA stated C was last at the dlrshp was 07/25/14, at that time the sensor was tested and working fine. SA stated C was in 05/19/14, dlrshp removed the phonebook from underneath the seat, and did the OCS, again. SA stated that dlrshp had done the OCS reprogram on 05/01/14. SA stated that C has not been back to the dlrshp. SA stated that SM has not heard from C. RCAS spoke with SM-Patrick. SM stated that C had not contacted the dlrshp. RCAS advised SM that TechLine might need to be called, SM agreed.
Make Public		**Created By Marleen Yowakim (8/27/2014 12 28 PM)** SSA-MY documenting C's public comment via Facebook.

****

C: Wish that'd been included in the 2013 we have; sure miss those 'hidey-holes' our minivan had, even if there are only 2 of us! ;)

****

Created By Marleen Yowakim (8/27/2014 9 35 AM)
**********SSA-MY ESCALAT NG CASE TO RCAS**********

Make Private ✓

SSA-MY advising C that concerns have been documented and case has been created.
SSA-MY requesting that RCAS contact C no later than COB 08/28/2014.
SSA-MY providing C with 800 number and case number for reference.

Created By Marleen Yowakim (8/27/2014 9 34 AM)
SSA-MY documenting C's Private Messages via Facebook.

****

C: RE: Passenger airbag sensor –
We took our 2013 PF to the dealer for the recall on May 1. Since we still had the issue when an 85 lb. person was sitting there (it might take 5 minutes for the sensor to detect) on May 19 we went back to the dealer; the issue was determined then to be caused by a phone book under the seat. I am definitely skeptical as the book has been removed but the 'airbag off' light still illuminates intermittently. I was told by the service manager that a person weighing 85 lb. should be heavy enough for the sensor to detect. Is there a minimum weight necessary for the sensor to be activated? I could find nothing specific in the manual.
For reference: VIN 5N1AR2MN8DC[redacted] (purchased new in Aug, 2013)

Make Public

C: We have, since the above message, taken the vehicle back to the dealer again - 3RD TIME! - for this issue. I was told the sensor was 'reset.' This past Saturday I allowed an 11-yr-old to sit in the passenger seat after we both verified that the sensor light went off. Sunday this same child got in that seat & the sensor did not detect him. So he sat in the back. Any ideas????

SSA: Good morning Roxanne,

We're extremely sorry for your continued concerns with your Pathfinder's airbag sensor, as we understand how frustrating this can be. We've created a case with our Consumer Affairs department on your behalf. One of our Specialists will be contacting you by close of business tomorrow, 8/28.

If you would like to speak to someone before then, please call 1-800-NISSAN-1 Monday through Friday, between the hours of 7am to 7pm CST, and reference your case number [redacted] or the last six digits of your VIN.

Thank you,
Beth, Nissan Social Support

****

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/28/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
8/29/2014 8 52 AM	Marleen Yowakim	Changed **Social Status** from Pending to **Resolved**.
		Closed.
8/28/2014 4 34 PM	Jennifer Lanning	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Case Owner** from Jennifer Lanning to **Social Support Team**.
		Changed **Social Status** from Escalated to **Pending**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	David Henry [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/27/2014 9:26 AM
CA Multiple Repairs		Date/Time Closed	9/30/2014 1:34 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	air bag light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	350		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1AV7AR5EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	F ELDS INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JN1AV7AR5EM[redacted]		
Created By	Virginia Howell, 8/27/2014 9:26 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:02 PM	Root Cause Code (2)	
Days Closed	472	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By David Henry (9/30/2014 1 33 PM)** Rcas-dh called C and discussed case Rcas-dh verified with C that the veh had been inspected and the inspector had answered all of C's questions C agreed, and stated C and C's wife would pay more attention, and CB ICA if C were to have any other questions Rcas-dh thanked C Rcas-dh and C ended call mutually due to the delivery of this information Rcas-dh is closing and exiting the case
Make Public		**Created By David Henry (9/30/2014 10 47 AM)** Rcas-dh called SM-HQ and discussed case SM-HQ stated DTS-DS notified C of the greay area of weight,and understands now about the sensor in the seat SM-HQ stated DTS-DS had explained the way the airbag light functions, and C seemed to understand and was happy with the explanation Rcas-dh thanked SM-HQ Rcas-dh and SM-HQ ended call mutually
Make Public		**Created By David Henry (9/12/2014 1 44 PM)** Rcas-dh called C and discussed case CS C will agree to the 29th date at 10 30 Rcas-dh sent DTS a confirmation
Make Public		**Created By David Henry (9/11/2014 9 49 AM)** Rcas-dh called C who stated he did not know if the 9/29 date would work but would check with wife, and CB Rcas-dh notified C that the CB could be on VM, or email if C wishes [redacted] number to call now
Make Public		**Created By David Henry (9/10/2014 9 43 AM)** Rcas-dh called C's Phone [redacted] no answer Left Message on Voice Mail
Make Public		**Created By Heather Jimenez (9/10/2014 9 18 AM)** RCAS-HJ rec'd incoming call from C C states C was sent an email yesterday from RCAS-DH and doesn't know what to do with the email or why it was sent RCAS-HJ transferred call to RCAS-DH vxm **********
Make Public		**Created By David Henry (9/10/2014 7 56 AM)** DTS-DS requested the new date 9/29 - 10 30 a m.
Make Public		**Created By David Henry (9/9/2014 9 42 AM)** Rcas-dh received date from DTS-DS to be 9-23 at 10:30 Rcas-dh called C and notified of the date CS C would have to get back to Rcas-dh for the date confirmation Rcas-dh asked C to CB and notify 9-9-14 Rcas-dh thanked C Rcas-dh and C ended call mutually
Make Public		**Created By David Henry (9/5/2014 8 57 AM)** Rcas-dh called SM-HQ who stated no update for the DTS inspection Rcas-dh sent out a request for update on DTS inspection to DTS-DS and FOM-EB, and received an OOO reply from DTS-DS to be OOO until 9-8
Make Public		**Created By David Henry (9/5/2014 8 52 AM)** Rcas-dh sent SM-HQ a request for DTS inspection update Rcas-dh called SM-HQ's Phone no answer Left Message on Voice Mail

Make Public

Created By David Henry (9/4/2014 10 21 AM)
Rcas-dh received notification from FOM-EB that DTS will set up an appointment

Rcas-dh called C and notified that if an issue can be resolved at a RTLR level with technicians, Infiniti will request that is done on a RTLR level first
Rcas-dh notified C in this case INF has stated they will be sending out a DTS to review the customer's issue
Rcas-dh thanked C
Rcas-dh and C ended call mutually

Created By David Henry (9/2/2014 1 52 PM)
Rcas-dh called C and discussed case
Rcas-dh notified C that the veh and airbag light have been found to functioning as they were intended to function
CS C did not like the explanation
CS C does not feel safe inside veh
Rcas-dh notified C that further research will be done
Rcas-dh thanked C
Rca-sdh and C ended call mutually

Make Public

Rcas-dh called SM-HQ's Phone
no answer
Left Message on Voice Mail

Rcas-dh called SM-HQ's direct Phone
no answer
Left Message on Voice Mail

Make Public

Created By David Henry (8/29/2014 1 59 PM)
8479636136

Make Public

Created By David Henry (8/29/2014 1 59 PM)
Rcas-dh called C's Phone
no answer
Left Message on Voice Mail

Make Public

Created By David Henry (8/29/2014 10 59 AM)
Rcas-dh sent FOM-EB a request for DTS
FOM-EB responded 'Operating as designed"

Make Public

Created By David Henry (8/29/2014 10 30 AM)
SM-HQ stated that the veh was picked up last week
Second time to come in, SM-HQ has stated that the Airbag is working is Infiniti Designed it worked
SM-HQ stated C is not happy with that answer and would ask for repairs to make the light go off, and the airbag to deffinately work
Rcas-dh notified SM-H that FOM-EB will be called to discuss
Rcas-dh thanked SM-H
Rcas-dh and SM-H ended call mutually

Make Public

Created By David Henry (8/28/2014 1 09 PM)
Rcas-dh called SM-HQ's Phone
no answer
Left Message on Voice Mail

Rcas-dh called SM-HQ's Phone - direct line
no answer
Left Message on Voice Mail

Make Public

Created By David Henry (8/28/2014 9 59 AM)
Rcas-dh called C and discussed case
CS C's wife gets in the front passenger seat recognizes C half the time and the other half of the time the Airbag does not register wife
CS the RTLR stated the update had been done before the veh was leased
CS the position is the same with the veh passenger seat
CS C was talking to the SM-HQ, about the issue
Rcas-dh notified C that the issue will be discussed with the SM-HQ
Rcas-dh thanked C
Rcas-dh and C ended call mutually

Make Public

Created By Virginia Howell (8/27/2014 9 29 AM)
rcas-vh received call from cust
rcas-vh verified vin, address, phone, email, retailer & mileage
c advised that passenger air bag goes off and on
c advised retailer did update and not helping
c advised when wife sits in veh goes off and on
rcas-vh advised would have regional case manager review and contact cust back by eob tmr
c understood
best contact # [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/27/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Re: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv:ref]	[redacted]	✓	9/16/2014	David Henry	9/16/2014 8 53 AM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv ref]		✓	9/9/2014	David Henry	9/9/2014 3:02 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv ref]		✓	8/29/2014	David Henry	8/29/2014 1 58 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		Re: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv ref] *>> Case # [redacted] >> VIN # JN1AV7AR5EM[redacted] Hi David, I am looking forw...*	[redacted]	9/28/2014 9:44 PM
Reply | To All | Del	Sent		Re: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv:ref] *Hello Mr. [redacted] s agreed the date for the inspection will be on Sept 2...*		9/16/2014 8:53 AM
Reply | To All | Del	Replied		Re: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv:ref] *Hi David, As per our phone conversation on Friday the 12th, the scheduled dat...*		9/14/2014 10:56 AM
Reply | To All | Del	Sent		Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv:ref] *9/9/2014 Case # [redacted] VIN # JN1AV7AR5EM[redacted]...*		9/9/2014 3:02 PM

Reply | To All | Del Sent Your inquiry to Infiniti [ref: 00DA09j8L. 500F0PkEPv:ref] 8/29/2014 1:58 PM
8/29/2014 Case [redacted] VIN # JN1AV7AR5EM [redacted]

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	David Henry 9/8/2014 7:56 AM	9/8/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/30/2014 1 34 PM	David Henry	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/12/2014 2 26 PM	David Henry	Changed **Follow Up Date** from 9/29/2014 to **9/30/2014**.
9/12/2014 2 25 PM	David Henry	Changed **Follow Up Date** from 9/12/2014 to **9/29/2014**.

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Surveys

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Case [redacted]

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Case Comments [16] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marilyn Hoskinson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/27/2014 10 22 AM
CA Multiple Repairs		Date/Time Closed	9/5/2014 9:46 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue- airbag		

Customer Detail

First Name	DIANNA	Home Phone	(217) 762-2396
Middle Initial		Work Phone	2173333954
Last Name	CLARK	Contact Email	jclark76@illinois.edu

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CROWN NISSAN OF DECATUR	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	DIANNA CLARK

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N4AL3AP3D[redacted]		
Created By	Melodie Segundo, 8/27/2014 10 22 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 9/5/2014 7:04 PM	Root Cause Code (2)	
Days Closed	495	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA15461232

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Marilyn Hoskinson (9/5/2014 9 43 AM) Summery: c called in with a concern veh passenger airbag light comes on intermittently. the dlrshp looked at the veh and could not find anything and called tech support and was told to zero the veh out. and c picked up the veh and at this time it is working okay. RCAS closing case as there is no further assistance required.
Make Private	✓	Created By Marilyn Hoskinson (9/5/2014 9 41 AM) RCAS called [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121 RCAS called c [redacted] c's husband answered the phone and stated that c just got the veh back yesterday. c states that c doesn't know if the concern has been fixed or not as this happens intermittently. RCAS stated that RCAS will close the case for now and it c should have concerns in the future c could give nna a call. RCAS asked c if there was any other questions or concerns RCAS could help with and c stated no not at this time. call ended mutually.
Make Private	✓	Created By Marilyn Hoskinson (9/5/2014 8 07 AM) RCAS called the dlrshp and stated to sm-Brian that RCAS doesn't have anything to give the c and did get updated information on the NTB14-084, and it had information for questions and answer type information.
Make Private	✓	Created By Marilyn Hoskinson (9/4/2014 10 23 AM) RCAS called c [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121 RCAS called c [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121 RCAS called c [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121 RCAS setting follow up for 09/05/2014
Make Private	✓	Created By Marilyn Hoskinson (9/3/2014 9 28 AM) RCAS received a vmx from c. RCAS called c on number given [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121
Make Private	✓	Created By Marilyn Hoskinson (9/3/2014 9 28 AM) RCAS called the dlrshp and sm-Brian states that the dlrshp does have the veh, and called tech support and was told to zero the veh out, there were no codes in the veh and the dlrshp has been test driving the veh and finds no concerns, will be calling the c to pick up the veh.
Make Public		Created By Celedonio Evalyn (9/2/2014 1 39 PM) RCAS CASE FOLLOW UP
Make Public		Created By Celedonio Evalyn (9/2/2014 1 38 PM) crr ec received a call from one named Laurie Howard c stated c 's receiving a call and message asking c to call 18003436913 c stated c do not have case nor have nissan veh crr ec apologized crr ec verified c's tel # c provided [redacted] crr ec noting " RCAS called c [redacted] the person stated that RCAS had the wrong number " crr ec deleting phone number as c requested crr ec thanked c and again apologized crr ec gave name and ext # and ended the call mutually
Make Private	✓	Created By Marilyn Hoskinson (9/2/2014 12 48 PM) RCAS called c [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121 RCAS called c [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121 RCAS called c [redacted] the person stated that RCAS had the wrong number. RCAS called c at [redacted] RCAS had to leave a vmx for c to call RCAS back at ext 458121 RCAS setting follow up for 09/03/2014
Make Public		Created By Melodie Segundo (8/28/2014 9 30 AM) RCAS Case Follow-up
Make Public		Created By Melodie Segundo (8/28/2014 9 30 AM) Last Modified By Melodie Segundo (8/28/2014 9 30 AM) crr-ms received a follow up call from James Clark c's husband will now be referred as c. c stated that c trying to return a call with rcas crr-ms verified if there are any changes in c's contact information.c stated no

crr-ms offered to transfer c to assisting RCAS and will also send internal message to assisting RCAS if c will be routed to assisting RCAS's vmx, c understood
crr-ms offered further assistance, c said no
crr-ms gave name and extension number
crr-ms exiting the case

Created By Natalie Silva (8/28/2014 8 43 AM)
RCAS assisting RCAS Marilyn Hoskinson

RCAS made outbound call to C at [redacted] at 9:37 AM EST
RCAS reached VM. Left VM with RCAS MH contact info and case number. Advised was following up on case.

Make Private ✓ RCAS made outbound call to C at [redacted] at 9:40 AM ST
RCAS reached VM. Left VM with RCAS MH contact info and case number. Advised was following up on case.

RCAS made outbound call to C at [redacted] at 9:41 AM EST
RCAS reached VM. Left VM with RCAS MH contact info and case number. Advised was following up on case.

RCAS resetting follow up for 09/02/14

Created By Marilyn Hoskinson (8/27/2014 3 01 PM)
Make Private ✓ RCAS called the dlrshp and sm-Brian states that has called the c to get the c back to the dlrshp for this concern. the dlrshp will be calling tech support because the wife is about 125 lbs. RCAS thanked for the information.

Created By Marilyn Hoskinson (8/27/2014 2 03 PM)
Make Private ✓ .
RCAS TR ED TO DATA NET THE CASE AND IT WOULD NOT DATA NET
.

Created By Melodie Segundo (8/27/2014 10 28 AM)
Make Public Vehicle Concern

Created By Melodie Segundo (8/27/2014 10 27 AM) Last Modified By Marilyn Hoskinson (8/27/2014 2 02 PM)
Make Private ✓ crr-ms received a call from James Clark c's husband will now be referred as c, c stated that c's veh passenger airbag light comes on intermittently and veh been brought to NNA dlr 3-4 times and NNA dlr everything but still has issue, c said that dlr did what NNA instruct dlr to do , c asking what NNA can do , c said dealt with SM-Bryan, c said feel unsafe of the veh and would like issue fixed
crr-ms informed c that the issue will be referred to RCAS and c will be contacted within the end of next business day. c understood
crr-ms offered further assistance, c said no
crr-ms gave name, extension and case number
crr-ms asked best number to call c, c said [redacted]
crr-ms leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/27/2014	YE	BK	233500	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/5/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call crown nissan of decature	DIANNA CLARK	✓	9/3/2014	Marilyn Hoskinson	9/3/2014 9:29 AM
Edit | Del	Follow Up Call	DIANNA CLARK	✓	8/28/2014	Natalie Silva	9/2/2014 12:49 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/5/2014 9:46 AM	Marilyn Hoskinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/4/2014 10:24 AM	Marilyn Hoskinson	Changed **Follow Up Date** from 9/4/2014 to **9/5/2014**.
9/3/2014 1 26 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 9/3/2014 to **9/4/2014**.

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Surveys

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Case [redacted]

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Case Comments [25] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Chad Alsup [Change]
Letter Sent Date		Status	Closed
Letter Received Date	8/26/2014	Type	CA
Follow Up Date	9/16/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/27/2014 12:42 PM
CA Multiple Repairs		Date/Time Closed	9/16/2014 11:25 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,942		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	UNIVERSAL NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AR2MN3D[redacted]		
Created By	Christine Jaeckel, 8/27/2014 12:42 PM	Root Cause Code	SCSV
Last Modified By	Veronica Moody 4/3/2015 7:32 PM	Root Cause Code (2)	
Days Closed	484	Action Code	NE4E
Case Record Type	CA Closed Case [Change]	Document ID	CA15462531

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Chad Alsup (9/16/2014 11 23 AM)** ARBS-CA notes no reply from ATTY ARBS-CA closed case
Make Public		**Created By Chad Alsup (9/12/2014 3 28 PM)** ARBS-CA sent final offer to ATTY via email $6,000 inclusive
Make Public		**Created By Chad Alsup (9/12/2014 3 19 PM)** ARBS-CA received email from ATTY Chad, I have been authorized by my client to file suit. Best regards, Mollie A. Hair, Esq.
Make Public		**Created By Chad Alsup (9/12/2014 11 23 AM)** ARBS-CA notes waiting on reply from ATTY
Make Public		**Created By Chad Alsup (9/10/2014 2 26 PM)** ARBS-CA sent reply to ATTY - $4,000 inclusive Hello Mollie, NNA is not in the position to offer that amount but NNA is willing to increase the offer to $4,000 inclusive. Thanks
Make Public		**Created By Chad Alsup (9/10/2014 2 25 PM)** ARBS-CA received email from ATTY Chad, My client is not in a position to accept such a low offer. This vehicle is on its third transmission and still continues to exhibit the same troubling problems. Further, the passenger side airbag sensor remains illuminated at all times. This is a textbook defective vehicle. However, in the spirit of settlement and compromise, I am authorized by my client to demand $20,500.00 inclusive of fees and costs in exchange for a release of past and present claims. My client would retain the vehicle with all warranties remaining in full force and effect. This number is reflective of the diminished value my client is likely to receive considering what, in our opinion, were unsuccessful repairs to this vehicle. Please advise of Nissan's position. Best regards,
Make Public		**Created By Chad Alsup (9/10/2014 9 36 AM)** ARBS-CA notes working with ATTY - Mollie Hair
Make Public		**Created By Chad Alsup (9/10/2014 9 35 AM)** ARBS-CA notes CVT replaced 2 times, last visit, 08/13/14 dealer advised CVT working as designed 3 repair visits for CVT, last time, vehicle working as designed 1 repair for airbag rest 2 repair visits for NTB for ABS concern Total of 20 days down **ARBS-CA reviewed case. After careful evaluation, NNA will not be able to offer repurchase at this time, as there have not been an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle** NNA will continue to honor the terms and conditions of all applicable warranties

Created By Chad Alsup (9/10/2014 9 33 AM)
ARBS-CA notes RHR

In-Service date 01/13/14

09/19/13 3782 miles
—Dlr performed NTB13-093-ABS software update
1 day down

01/13/14 6751 miles
—C states airbag going on and off
—Dlr performed zero point reset and test drove, no problems found
—Dlr performed NTB13-093-ABS reprogrammed ABS
2 days down

Make Public

06/06/14 11708 miles
–C states transmission slips and has as grinding sound
—Dlr replaced CVT assy
5 days down

06/30/14 12615 miles
–C states vehicle jerks when driving
—Dlr replaced CVT assy
11 days down

08/13/14 13942 miles
–C states transmission bucks and shutters at times
—Dlr advised transmission working as designed
1 day down

Created By Chad Alsup (9/10/2014 9 27 AM)
ARBS-CA replied to ATTY

Hello Mollie,

Make Public

I apologize for the confusion, I was seeking clarification as to your mindset regarding what settlement your client was seeking. At this point, Nissan is not offering to repurchase the vehicle since we do not feel we have breached any warranty provided with the vehicle. If your client wishes to purse a claim seeking remedies outlined by the Florida Lemon Law, we simply asked that this mater not be one-sided. As you know, Florida Lemon Law allows for the manufacturer to be afforded an opportunity to repair the vehicle once we have been notified directly. If you client is not willing to allow this, Nissan is only willing to offer $3,000, inclusive of fees, in an effort of compromise to settle the matter.

Thanks,

Created By Chad Alsup (9/10/2014 9 27 AM)
ARBS-CA received email from ATTY

Chad,

Make Public

Let me clarify for you. We are pursuing this claim under the MMWA. However, your e-mail references a repurchase yet gives very unclear terms as to the amount, so I specified for you. Often times, even under a MMWA, a manufacturer will offer a pre-suit repurchase using lemon law calculations. Very recently, Nissan offered just that in another case we have here; no final repair attempt required. Should NNA offer a repurchase it should be using reasonable and customary numbers, no matter what law the claim is being pursued under. Again, the letter was our attempt to reasonable resolve this matter before filing suit, in any way that is reasonable and acceptable to my clients.

Therefore, I have to disagree with your stance that NNA cannot use lemon law calculations without a FRA if NNA is willing to offer a repurchase. However, I am very unclear as to whether that is even an option.

Please clarify.

Best regards,

Mollie A. Hair, Esq.

Created By Chad Alsup (9/9/2014 12 21 PM)
ARBS-CA notes sent email to ATTY

Hello Mollie,

Make Public

It was my understand you wanted to purse this per MMWA, not the Lemon Law. If your client is seeking a refund per the Florida Lemon Law, NNA's stance is that we are entitled to a final repair attempt per that law.

In the alternative, NNA is willing to settle this matter by offering a $3,000 inclusive cash settlement.

Thanks

Created By Chad Alsup (9/9/2014 11 36 AM)
ARBS-CA received email from ATTY

Chad,

Make Public

A full lemon law repurchase amount would not only consist of the below. Specifically, my client would be entitled to a refund of all consideration toward the vehicle, including the gross-trade in allowance; all payments made; and any other consideration put toward the vehicle, minus a reasonable offset for mileage which does not included miles upon delivery, trips to and from the dealership, or test drives while at the dealership. My client would return the vehicle and NNA would pay the remainder of the balance of the vehicle's loan.

Best regards,

Mollie A. Hair, Esq.

Created By Chad Alsup (9/8/2014 1 59 PM)
ARBS-CA sent reply to ATTY

Mollie,

Make Public

NNA is not in the position to offer a repurchase or replacement at this time. To make sure we are on the same page though, if NNA did offer a repurchase, it would consist of the cash purchase price of the vehicle ($47,546 66) less a mileage offset of $5,524.13. Is this what your client is seeking?

At this point, NNA is willing to offer a $3,000 inclusive cash settlement.

Thanks,

Make Public

Created By Chad Alsup (9/8/2014 12 06 PM) Last Modified By Chad Alsup (9/8/2014 12 06 PM)
ARBS-CA received email from ATTY

Chad,

It appears you are a bit confused. Our August 22 letter clearly is not a MVDN; it is our attempt to reasonably resolve the matter before filing suit under the Magnuson-Moss Warranty Act, as clearly set forth in the letter. The MMWA does not require that a consumer allow a manufacturer a final repair attempt. The MMWA simply requires the opportunity to cure, which my client has already done on at least four occasions. As such, NNA's unwillingness to even consider an offer of resolution in this matter simply because NNA does not get one more opportunity to repair a vehicle that is in its third transmission, is unreasonable.

Therefore, my client again declines Nissan's offer to inspect. If NNA continues to refuse to even consider a reasonable resolution in this matter, my client will have no choice but to proceed with filing suit against NNA where the parties will incur significant litigation expense in the matter, which is what the letter was trying to avoid.

Best regards,

Mollie A. Hair, Esq.

Created By Chad Alsup (9/5/2014 1 57 PM)
ARBS-CA sent the following reply to the ATTY

Hello Mollie,
NNA notes the MVDN (Attorney letter) is dated August 22, 2014 and received on August 26, 2014, from the last repair dated August 13, 2014, the dealership was unable to confirm a manufacture defect. t is our understand the manufacture has the right to a final repair attempt under the Florida Lemon Law.

Make Public

Without the final opportunity to repair, NNA will be unable to comply with your clients demand nor are we willing to make any offer of settlement.

The DTS is no longer able to inspect on 9/9 but has provided a new date of 9/10 at 1030am. Will your client agree to the final opportunity to repair?

Thanks,

_____
Chad ALSUP

Created By Chad Alsup (9/5/2014 1 56 PM)
ARBS-CA received email from ATTY

Chad,

Make Public

We respectfully decline Nissan's offer to inspect, and note that the vehicle was presented for repair and inspection on August 15. We feel that Nissan has sufficient information to be able to evaluate the claim.

Please advise with Nissan's response.

Best regards,

Created By Ashley Fiting (9/3/2014 10 41 AM)
******DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY********

Previous Cases[redacted]
open recalls/campaigns: none

Attorney letter received via US Regular mail dated 8/22/14.
Signed by Mollie A. Hair of the Law Office of Patrick J. Cremeens.
DRTS received 9/02/14.
Make Public
Letter is attached for your review.

Attorney is demanding repurchase and refund all purchase payments and any other consideration given towards purchase of vehicle and pay attorneys' fees. Or, they will accept lump sum payment from Nissan to compensate for diminished value as result of all defects and current state of disrepair along with loss of use, inconvenience of attorneys fees.
Citing the FL Motor Veh Warranty Enforcement Act, Magnuson-Moss Warranty Enforcement Act, Rentas v Daimlerchrysler, Ocana v Ford, Orange Motors of Coral Gable Inc v. Dade Co Dairies, Lara v. Hyundai Motor America.
The issues with vehicle are: transmission twice replaced and 4 repair attempts and still not functioning properly. Also there was a recalled airbag and ABS software reprogram.
They are requesting response within 30 days of date of letter.

Sales contract and repair orders attached with letter.

Created By Chad Alsup (9/3/2014 9 50 AM)
ARBS-CA sent email to ATTY to advised of inspection date

Make Public

Hello Mollie,
NNA would like to inspect the vehicle on Tuesday 9/9 at 10 30AM at Universal Nissan. NNA would like to request the client is present to review all current concerns with the DTS.

Thanks,

Created By Chad Alsup (9/3/2014 9 47 AM)
ARBS-CA received date from DTS - 9/9 at 1030 AM

All,

Make Public

I am currently scheduling for Tuesday 9/9 at 10:30 AM at Universal Nissan. Please make sure the customer is present for the inspection.

Thank you,

_____
Adam Crow

Make Public

Created By Christine Jaeckel (8/29/2014 11 57 AM)
completed RHR...attached to file

Make Public

Created By Chad Alsup (8/29/2014 9 10 AM)
ARBS-CA sent DTS request

Make Public

Created By Christine Jaeckel (8/28/2014 8 33 AM)
Called Mazine at Finance Department again Universal Nissan to specifiy I need the "signed" sales contract AND the title application. He informed me he will need to get these from archives because the deal is over a year old and may take a few days. Explained I do need both and asked him to provide them as soon as possible. He said he would and fax when he gets them.

Created By Christine Jaeckel (8/28/2014 8 18 AM)
Make Public
DRTS called Dealer #2623 Universal Nissan to request any and all customer copy R/O's. Spoke to Mari in service who agreed to fax. Provided customer name, vin, my phone and fax number.

DRTS called Dealer #2623 and requested Sales contract. spoke with Mazine in Finance. He will fax over. Provided VIN number, customer name and fax number.

Created By Christine Jaeckel (8/27/2014 12 59 PM)
******DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY********

Previous Cases[redacted]open recalls/campaigns: none
Attorney letter received via US Regular mail dated 8/22/14.
Signed by Mollie A. Hair of the Law Office of Patrick J. Cremeens.
DRTS received 8/26/14.
Letter is attached for your review.

Make Public

Attorney is demanding repurchase and refund all purchase payments and any other consideration given towards purchase of vehicle and pay attorneys' fees. Or, they will accept lump sum payment from Nissan to compensate for diminished value as result of all defects and current state of disrepair along with loss of use, inconvenience of attorneys fees.
Citing the FL Motor Veh Warranty Enforcement Act, Magnuson-Moss Warranty Enforcement Act, Rentas v Daimlerchrysler, Ocana v Ford, Orange Motors of Coral Gable Inc v. Dade Co Dairies, Lara v. Hyundai Motor America.
The issues with vehicle are: transmission twice replaced and 4 repair attempts and still not functioning properly. Also there was a recalled airbag and ABS software reprogram.
They are requesting response within 30 days of date of letter.

Sales contract and repair orders attached with letter.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	AUTOMATIC TRANSMISSION	MULT PLE REPA R ATTEMPTS	10	8/28/2014	YE	BG	224500	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT		14	8/28/2014	YX	BK	233500	OA

POOR OR
MPROPER
OPERATION

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	9/4/2014	Christine Jaeckel	8/28/2014 9:12 AM
Edit | Del	Create RHR		✓	9/2/2014	Christine Jaeckel	8/29/2014 11:57 AM
Edit | Del	Collect RO Documents		✓	8/29/2014	Christine Jaeckel	8/28/2014 10:52 AM
Edit | Del	Maricarmen Aponte-Attorney letter-15462531		✓	8/28/2014	Chad Alsup	8/28/2014 8:28 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30532	DTS Request	Chad Alsup, 8/29/2014 9:13 AM	8/29/2014

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Aponte - Email with ATTY - RE Aponte 2013 Nissan Pathfinder msg	97KB	9/16/2014 11:25 AM	Chad Alsup
Edit | View | Del	Aponte-Attorney Letter-[redacted]pdf	198KB	9/3/2014 10:42 AM	Ashley Fiting
Edit | View | Del	Aponte-rhr[redacted]docx	25KB	8/29/2014 11:56 AM	Christine Jaeckel
Edit | View | Del	aponte-salesdocs-[redacted]pdf	184KB	8/28/2014 12:43 PM	Christine Jaeckel
Edit | View | Del	aponte-ros-[redacted]pdf	664KB	8/28/2014 10:53 AM	Christine Jaeckel

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
9/16/2014 11:25 AM	Chad Alsup	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/12/2014 11:23 AM	Chad Alsup	Changed **Follow Up Date** from 9/12/2014 to **9/16/2014**.
9/11/2014 8:45 AM	Chad Alsup	Changed **Follow Up Date** from 9/11/2014 to **9/12/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jennifer Sanchez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/27/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/27/2014 1:07 PM
CA Multiple Repairs		Date/Time Closed	8/27/2014 2:43 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP6DL7[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN NATIONAL CITY	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	8/27/2014
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 3N1AB7AP6DL[redacted]		
Created By	Jennifer Sanchez 8/27/2014 1 07 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	504	Action Code	NL8G
Case Record Type	CA Closed Case [Change]	Document ID	CA15462728

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jennifer Sanchez (8/27/2014 2 43 PM) **summary: c having concern with ocs front passenger airbag, concern has not been resolved; RCAS gave info and referred to another Nissan dealership for 2nd opinion**
Make Public		Created By Jennifer Sanchez (8/27/2014 2 39 PM) C's name:[redacted] #'s provided by c to call only [redacted] C's vin # (if c provides): C's address:[redacted] San Diego, CA [redacted] USA RCAS-JS checked for previously related cases found:none RCAS-JS checked for previously nonrelated cases found none RCAS-JS verified and updated c's name, address, primary & alternative phone numbers, email, VIN, how acquired veh, mileage, and srv dlr. RCAS-JS checked for open campaigns found:none RCAS received call from c stating has Sentra 2013 and has a complaint with veh c stated has taken veh to dealership twice and passenger airbag concern has not been corrected and that Nissan engineer Craig Bell was contacted and c was not happy with answer C was advised to turn off veh and turn on or get out of veh and get back in C stated engineer is playing with c's intelligence RCAS searched and did not find case where tech line was involved C then stated that c is employee of MOSSY NISSAN NATIONAL CITY RCAS asked if c is putting in complaint about veh or dealership then c stated about veh RCAS advised that it is recommended to take veh to another Nissan dealership for 2nd opinion RCAS explained each dealership is independent C understood RCAS advised of MOSSY NISSAN CHULA VISTA (619) 397-6578 c declined being transferred to MOSSY NISSAN CHULA VISTA RCAS advised of VOC survey info RCAS-JS provided c with name, ext 457326, and case #. RCAS-JS offered further assistance. C was satisfied & declined further assistance. RCAS-JS closed file due to no other follow-up action required.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	8/27/2014	YE	BK	263000	OA
Edit | Del	[redacted]	NISSAN PRODUCT INQUIR ES	SENTRA	CRITICISM	QF	8/27/2014	ZH	AZ	208500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/27/2014 2:43 PM	Jennifer Sanchez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2014 2:41 PM	Jennifer Sanchez	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [27] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	E Z Rent A Car Inc X	Case Number	[redacted]
Executive Referral	✓	Case Owner	Elizabeth Bly [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/27/2014 2:26 PM
CA Multiple Repairs		Date/Time Closed	9/8/2014 10:56 AM
Executive Summary	✓		
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	**EXEC-EB assuming ownership of the case due to C contacting Sr. Director-Brad Thacker** Summary required Nissan Dlr concern		

Customer Detail

First Name	EZ EZ RENT A CAR	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	X	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	25	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP4E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Versa Sedan	Beyond PT Warranty Miles	0
Model Code	11214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PACIFIC NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	E Z Rent A Car Inc X

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	

		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: EZ EZ RENT A CAR X PHONE: [redacted] /IN: 3N1CN7AP4EL[redacted]		
Created By	Sheryll April Joy Perez, 8/27/2014 2:26 PM	Root Cause Code	SCCP
Last Modified By	Bharath Tadipatri, 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	492	Action Code	NT3C
Case Record Type	CA Closed Case [Change]	Document ID	CA15463699

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By: Elizabeth Bly (9/8/2014 10:53 AM) STATEMENT OF DECISION: C's veh concern is due to collision. C requesting FA with repairs, stating C was not provided complete info when approving the repairs. NNA unable to assist due to dlr/C concern and repairs are non warrantable. **SUMMARY** C contacted NNA requesting FA with repairs to veh. C's concern was airbag life. C's company was quoted approximate. $1k for repairs. Repairs approved and performed. Dlr discovered veh in collision and OCS control unit would need to be repaired. Dlr advised C repairs would cost $4k C refusing OCS control unit repairs and is disputing to pay the $1k for previous repairs, stating dlr did not resolve veh concerns. FOM denied assistance. EXEC-EB assuming ownership of case due to C contacting Sr. Dir. Brad Thacker. EXEC-EB reviewed with SM, FOM, and CXM. EXEC-EB supports FOM and CXM's decision: C refusing to pay is a dlr/c concern and C's veh concerns, due to collision, are not in the warranty parameters. EXEC-EB closing case NNA unable to offer assistance at this time.
Make Private	✓	**Created By: Elizabeth Bly (9/8/2014 10:39 AM)** EXEC-EB received e-mail from CXM-FH stating C's concern is not a NNA concern. CXM-FH advised C's concern is between C and dlr. EXEC-EB received an e-mail from Mgr. Warranty Admin. Henry Yu, stating collision damage is not covered under warranty, and not a NNA concern. EXEC-EB closing case.
Make Private	✓	**Created By: Elizabeth Bly (9/5/2014 2:49 PM)** EXEC-EB sent e-mail to FOM-SA and CXM-Fernando Herandez advising of C's concern and NNA's decision. EXEC-EB leaving case open until 09/08/2014 to allow the region to respond.
Make Private	✓	**Created By: Elizabeth Bly (9/5/2014 2:42 PM)** EXEC-EB placed outbound call to C@[redacted] EXEC-EB confirmed C's concerns with veh repairs. C stated C reviewed dlr on Yelp, and the dlr has poor reviews. C stated C contacted NNA and it took ten days and three phone calls for an agent to contact C. C stated when C spoke with RCAS-ZM, and RCAS had already made a decision before speaking with C. C stated C does not dispute the repairs not being covered under warranty. C stated C's concern is separate. C stated C requested to speak with RCAS' supervisor and inquired for the first and last name. C stated RCAS declined providing RCAS' sup.'s last name. C stated C believes CA dropped the ball in customer service, due to RCAS already having a decision without speaking to the customer. C stated C has 11k vehs in C's fleet. C reiterated veh repairs concerns. C stated C was advised the veh would not be repaired under warranty due to a collision. C stated the dlr failed to explain to C there could be additional repairs needed. C stated C would have made the decision to bring the veh back to Orlando, FL and have the certified Nissan shop repair C's veh. C stated all repairs must be approved by C, so if the dlr advised the other employees more repairs might be needed, C would be aware. C stated C would not have given permission. C stated now the dlr has given C two options: 1) Pay the $1k and retrieve C's veh without the concern being resolved 2) Pay $4k for veh repairs. C stated the dlr should have explained C's options clearer. C stated C contacted the dlr in regards to the repairs and the SM advised C's employees had approved the repairs. C stated the dlr did not advise that additional repairs would be needed. C stated C advised the dlr to remove the parts installed and C would pay for the diagnosis fee, or, dlr could repair the veh for $1,600.00 C stated the dlr declined. C stated C has no choice now. C stated C would have never authorized the repairs if C knew the concern might not be resolved. EXEC-EB apologized for the inconvenience. EXEC-EB advised EXEC-EB has spoken with the dlr, because both sides of the story must be taken in order for a thorough investigation. EXEC-EB advised dlrs are independently owned and operated, and if dlr is advising C has to pay for the repair attempts, EXEC-EB cannot force the dlr. EXEC-EB advised if the dlr had made repairs to the veh. C stated the dlr stated dlr did. C stated it is C's word against dlr's. EXEC-EB advised in order for the parts to be removed, the dlr has to pay for labor. EXEC-EB advised once the parts have been installed on a veh, dlr might not be able to get the complete amount of money dlr paid for the part, back. C stated if EXEC-EB is going to tell C the same thing the previous two agents advised, it is a waste of C and EXEC-EB's time. C stated C will just speak with EXEC-EB's supervisor. EXEC-EB advised EXEC-EB is the highest point of escalation, and will be C's only POC. C stated C will continue to send e-mails.

EXEC-EB advised all of C's correspondence will be redirected to EXEC-EB.
C stated ok.
C thanked EXEC-EB for contacting C.
Call ended mutually.

Make Private ✓

Created By: Elizabeth Bly (9/5/2014 1:54 PM)
EXEC-EB placed outbound call to dlr@858-581-3200
EXEC-EB advised SM-Brad if SM had submitted C's concern to warranty and warranty declined.
SM stated SM did contact WCC and the cause of C's concern is documented with warranty.
EXEC-EB thanked SM
Call ended mutually.

Make Private ✓

Created By: Elizabeth Bly (9/5/2014 1:50 PM)
EXEC-EB noting C's account has 25 Versas-2014.

Make Private ✓

Created By: Elizabeth Bly (9/5/2014 12:13 PM)
EXEC-EB received an e-mail with FOM-SA's response.
FOM stated in lieu of SM's e-mail, FOM is denying assistance.

Make Private ✓

Created By: Elizabeth Bly (9/5/2014 12:09 PM)
EXEC-EB received the following e-mail from SM-Brad:
"Morning Shenee,

Sorry for the late response, our email was switched between servers or some such thing and has been a bit wonky.

The vehicle has been subject to a significant impact in the rear and the rear quarters, deck-lid, sub frame, and suspension are visibly misaligned.

We have an open tech-line case regarding this vehicle but have not yet notified warranty call center as there was initially no dispute from EZ regarding whether the repair was warrantable or not.

When we initially contacted the rental agency regarding necessary repairs we indicated that the damage was likely accident related and our contact, Matt, was aware of the situation and authorized repair with the understanding additional repairs may be necessary.

The part was on a short backorder and Matt told us he would no longer be with the company when the part arrived and to follow up with John.

After replacement of the airbag diag module it became apparent that the OCS control unit would also require replacement per published NNA repair flow charts so we attempted to re-contact John to learn he was also now gone and to work through a Sharlene.

Sharlene immediately passed us to a fellow named Andrew Burks who was obviously coming into the situation a bit late but understood where we were and told us he would call us back with the authorization needed.

The next contact we received from EZ rental was from someone named DJ who indicated that he would not authorize any additional repairs and disputed the chain of events the entire way through this repair.

Our repair order has all the proper names, contact numbers, authorizations, and legalities.

DJ has indicated that he will not authorize the additional repair needed and disputes paying for the repair already made.

Beyond confusing I know, please feel free to call me if I can assist with clarification via phone call.

Brad Alford
Pacific Nissan - Service Director
brad@pacificnissan.com
858.581.3200"

Created By: Elizabeth Bly (9/5/2014 11:01 AM)
EXEC-EB placed outbound call to rltr@[redacted]
EXEC-EB spoke with SM-Brad
SM stated SM is in the process of sending an e-mail to FOM-SA, SM stated SM can include EXEC-EB in the e-mail.
EXEC-EB provided e-mail address.

Make Private ✓

SM stated C knows the veh has been severely impacted.
SM stated the dlr has had five different contacts from C's company.
SM stated dlr currently has a Techline case open
SM stated C is not the customer that originally gave permission for veh repairs.
SM stated C is just not wanting to pay for the veh repairs.
EXEC-EB thanked SM for the info and looked forward to the e-mail.
Call ended mutually.

Make Public

Created By: Elizabeth Bly (9/5/2014 9:13 AM)
dealer concern

Make Private ✓

Created By: Elizabeth Bly (9/5/2014 9:12 AM)
EXEC-EB placed outbound call to C[redacted]on 09/04/201@2:38 p.m. CST
C did not answer phone.
EXEC-EB left vmx advising of phone number.
EXEC-EB advised EXEC-EB will follow up with C 09/05/2014

EXEC-EB noting call documented in cas[redacted]

Created By: Elizabeth Bly (9/5/2014 9:10 AM)
"Mr. Thacker,

I am fleet manager for E-Z Rent A Car and have an issue with a Nissan Dealer in San Diego, CA. I have tried to resolve my issue with the dealership and they are not willing to work with me. I decided to call your main customer service and opened a case. After almost ten days and three voicemails, I received a call that was very disappointing. I would like for you or someone in your office to contact me to discuss my issue.

Make Private ✓

Thank You

DJ Jamshidi
Fleet Manager
E-Z Rent A Car
dj@ezrac.com
321-356-4568 Cell
404-478-8865 Fax"

Make Private ✓

Created By: Elizabeth Bly (9/5/2014 9:09 AM)
EXEC-EB assuming ownership of the case due to C contacting Sr. Director-Brad Thacker

Make Private ✓

Created By: Elizabeth Bly (9/5/2014 9:09 AM)
EXEC-EB noting duplicate case created.
EXEC-EB closing case[redacted]

Make Public

Created By: Arma Andon (9/4/2014 6:22 PM)
TL contacted C at[redacted]
C stated that C isn't happy with agent
TL stated that (as per TL EXEC-BP) that C's case is now being handled by EXEC office and EXEC will follow up with C
C understood
C thanked TL for follow up
Call ended mutually

Make Public

Created By: Arma Andon (9/4/2014 6:05 PM)
TL left vmx for FOM-SA

Make Public

Created By: Zachary Mallett (9/3/2014 5:43 PM)
RCAS-ZM called C at[redacted]
RCAS-ZM stated repair is likely not covered under warranty due to impact.
C stated C is not disputing the warranty.
C stated DLR is giving C a bad name.
C stated C has 11,000 veh in C's company.
C stated veh had been diagnosed.
C stated DLR did not state that repair may not fix concern.
C stated C approved to fix cost for $931.
C stated C received email from DLR stating additioanl $3,000 repairs are necessary.

C stated C thinks DLR should have told C that there could have been other repairs needed.
C stated C could have repair performed at C's own shop for a fraction of the cost.
C stated NNA should pay for part of the repair.
RCAS-ZM stated that could be reviewed for, btu would be unlikely that GW would be offered.
C stated C would like to speak to RCAS-ZM's supervisor.
RCAS-ZM stated RCAS-ZM's supervisor would contact C in two business days.
C understood.
Call ended mutually.

Make Public

Created By: Zachary Mallett (9/3/2014 4:08 PM)
RCAS-ZM sent email to review case with FOM-SA.

Make Public

Created By: Zachary Mallett (9/3/2014 3:56 PM)
RCAS-ZM called Pacific Nissan.
RCAS-ZM spoke to SA-Tiffany.
SA stated OCS control module needs to be replaced.
SA stated C is aware that veh has been in a collision.
SA stated repair is not covered under warranty.

Make Public

Created By: Zachary Mallett (9/3/2014 3:39 PM)
RCAS-ZM received vmx from SA-Tiffany
SA stated C's veh has had impact and will not be covered under warranty.

Make Public

Created By: Janelle Ann Molina Lancum (9/3/2014 8:54 AM)
*****RCAS CASE FOLLOW UP*****

Make Public

Created By: Janelle Ann Molina Lancum (9/3/2014 8:54 AM)
crr-jl received a call from c asking for follow up with a case number
c is asking to talk with a higher person than rcas
crr-jl ask if there is any changes in c contact information and also account information, c said none
crr-jl informed c that the case was already handled by the regional
c request to be transferred to the supervisor of rcas
crr-jl informed c that crr can ecalate the case but c will need to wait 4 to 8 busines hours for the call back
c agree
crr-jl apologized
c provided c best contact number that c can reach at [redacted]
crr-jl offer further assistance, c decline
crr-jl provide Name and Ext. number
Brand the call
crr-jl send an internal message
crr-jl escalate case

Make Public

Created By: Rowena Godoy (9/2/2014 12:13 PM)
crr-rg received call from c following up on the case.
CRR-RG received a call from c asking if
c can be transferred to RCAS
CRR-RG verified if any of c's contact info changed.
c said no
crr-rg told c that crr-rg will send an internal message to RCAS, to have c's call immediately returned, c provided the best# is [redacted] c's CP#, crr-rg understood
CRR-RG offered further assistance, c declined.
CRR-RG provided name, ext and case number.
CRR-RG thanked C for calling Nissan Consumer Affairs
CRR-RG transferred c's call, exiting case

Make Public

Created By: Kat Pantilla (8/29/2014 12:29 PM)
c called in with case number [redacted]
c said that someone from Nissan was supposed to call him yesterday but received no phone call
crr-kp acknoweldged and empathized
crr-kp pulled up case and asked if any of c's contact info changed from the last time c called in
c said no
c said that [redacted] was the best contact number for him
crr-kp informed c that rcas tried to contact c yesterday but was not able to reach the right person
c understood
crr-kp called rcas-zm
crr-kp informed c that crr-kp would send an internal message to rcas-zm
c understood
crr-kp offered to transfer to rcas-zm's vmx
c accepted
crr-kp offered further assistance
c decline
crr-kp provided recap
crr-kp said closing, provided name, extn
crr-kp transferred to rcas vmx
crr-kp ended the call

Make Public

Created By: Zachary Mallett (8/28/2014 6:05 PM)
RCAS-ZM called C at [redacted]
Receptionist stated no one named DARYOUSH JAMSHIDI was present.
Receptionist provided RCAS-ZM with GM Andrew Burke of EZ rental's number [redacted].

RCAS-ZM called C [redacted]
RCAS-ZM spoke to [redacted]
C stated veh had an airbag light.
C stated cost was $1,000.
C stated there would be an additional $2,000 for repair.
C stated DLR told C that additional damage on veh.
C stated DLR told C that there was damage caused by a collision.
C stated C did not understand why DLR could not see additional damage.
RCAS-ZM provided C with RCAS-ZM name and number, and follow up for 09/03/14.
C declined further assistance.
Call ended mutually.

Make Public

Created By: Sheryll April Joy Perez (8/27/2014 2:43 PM)
dealer concern

Make Public

Created By: Sheryll April Joy Perez (8/27/2014 2:33 PM)
crr-sp received a call from DARYOUSH JAMSHIDI in behalf of EZ RENT A CAR and will be referred to as c in this case stating that c would like to file a dlr complaint
crr-sp verified c's information
c said that airbag light is on, c dropped veh at dlr and dlr told c that it will take $900 to have veh fixed, c agreed. c said that c recieved an email from dlr informing c that $4000 is needed to fix c's veh. c said that dlr is taking veh hostage because c said that dlr told c to pay$1000 for c to be able to get vveh not fixed or to pay $4000 so dlr can try to fix c's veh. c said that dlr didnt inform c that there might be other parts needed to fix veh.

dlr: PACIFIC NISSAN
sa: tiffany techaira

c contacted manager and no callback from dlr, c called again and and spoke with manager but informed c that manager can speak to c right now and will just call c. and c said that c didnt receive the call.

crr-sp informed c that case will be forwarded to RCAS for review and c will receive a call back within the end of the next business day; c understood
crr-sp asked for further assistance; c declined
crr-sp gave name, ext and case no
crr-sp leaving case open
crr-sp setting follow-up date to: 8/28/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	MISLEADING/MISREPRESENTATION	QC	9/8/2014	YD	BF	222500	OC
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/8/2014	YX	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/8/2014 10:56 AM	Elizabeth Bly	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
9/5/2014 2:49 PM	Elizabeth Bly	Changed **Follow Up Date** from 9/5/2014 to 9/8/2014.
9/5/2014 9:13 AM	Elizabeth Bly	Changed **Description**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [24] | Case Categorizations [3] | Open Activities [0] | Activity History [5] | Emails [4] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Cynthia Forster [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/16/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/27/2014 2:54 PM
CA Multiple Repairs		Date/Time Closed	9/16/2014 9:49 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM5EC[redacted]	Part Number 1	87301-3KA3A
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SUNTRUP NISSAN VOLKSWAGEN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 5N1AR2MM5EC[redacted]		
Created By	Marie Kyle Pabustan 8/27/2014 2:54 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:15 AM	Root Cause Code (2)	
Days Closed	484	Action Code	NT1J
Case Record Type	CA Closed Case [Change]	Document ID	CA15463947

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Cynthia Forster (9/16/2014 9 06 AM)** SUMMARY: C seeking assistance with multiple repairs to OCS not correcting concern. DLRSHP previously performed campaign and zero point reset. RCAS and DLRSHP discussed new NTB-14-084. SM-Mason had C bring VEH into DLRSHP. DLRSHP ordered parts to replace OCS sensor. Parts arrived and VEH was repaired.
Make Private	✓	**Created By Cynthia Forster (9/16/2014 9 06 AM)** RCAS-CF called C on [redacted] at 10:02am EST and reached VMX. RCAS states that RCAS is aware C's VEH was repaired and will be returned to C today. RCAS informed if C has any further concerns to call back and provided name, number, extension and case#. RCAS closing case as no further actions required.
Make Private	✓	**Created By Cynthia Forster (9/16/2014 9 01 AM)** RCAS-CF called DLRSHP and spoke with SD-Elliot. SD states part has arrived and VEH repaired. SD states that C will be picking up VEH today. RCAS thanked SD.
Make Private	✓	**Created By Cynthia Forster (9/15/2014 10 00 AM)** RCAS-CF sent email to SM-Mason to inquire if part arrived.
Make Private	✓	**Created By Cynthia Forster (9/12/2014 9 04 AM)** RCAS-CF called SM-Mason to inform of part ETA. SM thanked RCAS for assistance with part. RCAS thanked SM.
Make Private	✓	**Created By Cynthia Forster (9/12/2014 8 52 AM)** RCAS-CF called C on [redacted] at 9:50am EST. RCAS informed that part shipped today and should arrive within 3 business days. C states understood. RCAS informed will follow up with C again on 9/16 and C agreed. RCAS thanked C, C thanked RCAS, and call ended mutually. RCAS setting follow up for 9/16/14.
Make Private	✓	**Created By Cynthia Forster (9/12/2014 7 23 AM)** RCAS-CF checked NMPS and found schedule date is 9/12/14 for Part Number 873013KA3A.
Make Private	✓	**Created By Cynthia Forster (9/10/2014 12 23 PM)** RCAS-CF called C on [redacted] at 1:20pm EST. RCAS states that DLRSHP has ordered parts and that one is on backorder. RCAS informed is working with NNA Parts Coordinator to get ETA for part and C states understood. RCAS informed will follow up with C on 9/15 and C agreed. RCAS thanked C and call ended mutually. RCAS setting follow up for 9/15/14.
Make Private	✓	**Created By Karen Dorner (9/10/2014 9 49 AM)** SRD-KD in review of case for back order part, template and part #documented correctly.
Make Private	✓	**Created By Cynthia Forster (9/10/2014 9 43 AM) Last Modified By Cynthia Forster (9/10/2014 9 45 AM)** Part Name FRAME-FRT ST RH Part Number 873013KA3A Order Number [redacted] RCAS sent information to NNA Parts Coordinator.
Make Private	✓	**Created By Cynthia Forster (9/10/2014 7 50 AM)** RCAS checked NMPS and found [redacted] schedule date is 9/10/14.
Make Private	✓	**Created By Cynthia Forster (9/9/2014 3 47 PM)** RCAS-CF spoke with SM-Mason and SM states that parts ordered and are on backorder. RCAS checked NMPS and did not find orders. SM states will check with PM and follow up with RCAS. Part Name FRAME-FRT ST RH Part Number 873013KA3A Order Number Dealer Name and Code (SUNTRUP NISSAN VOLKSWAGEN 2273) Region Code 32 Location of the vehicle (SUNTRUP NISSAN VOLKSWAGEN SM-Mason) Can the vehicle be driven? no, needs part as OCS not working correctly. The date the vehicle became inoperable (9/9/14) part needed due to a warrantable failure? YES Part Name CONTROLLER ASSY-OCCUPANT SENSO Part Number 988569PC0A Order Number Dealer Name and Code (SUNTRUP NISSAN VOLKSWAGEN 2273) Region Code 32 Location of the vehicle (SUNTRUP NISSAN VOLKSWAGEN SM-Mason)

Can the vehicle be driven? no, needs part as OCS not working correctly.
The date the vehicle became inoperable (9/9/14)
part needed due to a warrantable failure? YES

Make Private ✓ **Created By Cynthia Forster (9/9/2014 10 10 AM)**
RCAS-CF spoke with SM-Mason and SM states that C dropped off VEH today. SM states that put C in loaner VEH. RCAS thanked SM.

Make Private ✓ **Created By Cynthia Forster (9/5/2014 12 50 PM)**
RCAS-CF called C on [redacted] at 1:40pm EST. RCAS informed C that new TSB has been released and would like C to take VEH to DLRSHP to see if any further repairs may be needed on VEH and C agreed. C inquired about rental VEH. RCAS informed would not authorize VEH at this time. RCAS informed if DLRSHP does make any repairs that RCAS will review options with DLRSHP and C states understood. RCAS informed for C to call DLRSHP to schedule appointment and C agreed. RCAS informed will follow up with C on 9/10 and C agreed and states between 12-1pm CST still best to call C and RCAS agreed. RCAS thanked C and call ended mutually.

RCAS setting follow up for 9/10/14 between 12-1pm CST.

Make Private ✓ **Created By Cynthia Forster (9/5/2014 12 13 PM)**
RCAS-CF spoke with SM-Mason and reviewed NTB-14-084. SM states that C's VEH would fall under NTB and would like to have VEH come in for possible OCS sensor replacement. SM states will call C to inform of NTB and will email RCAS once appointment set. RCAS thanked SM.

Make Private ✓ **Created By Cynthia Forster (9/4/2014 7 54 AM)**
RCAS-CF received VMX from C to call back on 9/5 as C is going to be in meetings all day on 9/4. C requested to be called between 12-1pm CST.

RCAS setting follow up for 9/5 per C's request.

Make Private ✓ **Created By Cynthia Forster (9/3/2014 2 57 PM)**
RCAS-CF called C on [redacted] at 3:56pm EST and reached VMX. RCAS-CF left message for C to call back and provided name, number, extension and case#. RCAS informed will follow up again on 9/4/14.

RCAS setting follow up for 9/4/14.

Make Private ✓ **Created By Cynthia Forster (9/3/2014 8 27 AM)**
RCAS-CF received VMX from C to call back on [redacted]

Make Private ✓ **Created By Cynthia Forster (9/2/2014 2 17 PM)**
RCAS-CF called C on [redacted] at 3:15pm EST and reached VMX. RCAS-CF left message for C to call back and provided name, number, extension and case#. RCAS informed will follow up again on 9/3/14.

RCAS setting follow up for 9/3/14 and sent follow up email.

Make Private ✓ **Created By Cynthia Forster (9/2/2014 1 52 PM)**
RCAS-CF spoke with SM-Mason to review C's case. SM states that had campaign performed previously and zero point reset. SM states that concern intermittent and not been able to duplicate at DLRSHP. RCAS thanked SM.

Make Private ✓ **Created By Cynthia Forster (9/2/2014 7 38 AM)**
RCAS-CF received email from C stating that C's contact number is 636-346-9134. C states is in many meetings throughout work day so to leave VMX with direct number for C to call back.

Make Private ✓ **Created By Karen Dorner (8/28/2014 12 53 PM)**
SRD-KD assisting RCAS Cindy Forster

SRD noting CM done 6/15/14

SRD called Suntrup Nissan/Volkswagen 3148928200 at 1:49 Pm Est, left vmx for Sm Mason to contact RCAS CF at 800 343 6913 ext 457377. SRD provided SM with Cs name, last 8 of vin and concern.

SRD called C 636 346 9134 at 1:51 Pm Est. left vmx for C to contact RCAS CF at 800 343 6913 ext 457377.

SRD setting follow up 9/2

Make Private ✓ **Created By Karen Dorner (8/28/2014 9 35 AM)**
Warning:
No users are associated with the selected dealer to share the case with.

Make Private ✓ **Created By Marie Kyle Pabustan (8/27/2014 2 58 PM) Last Modified By Karen Dorner (8/28/2014 9 34 AM)**
crr-mp received a call from C. C stated that C had campaign for the OCS performed 2 months ago, as per c still having the same issue on veh c stated that c do not feel safe to drive veh as per c asking assistance from Nissan to fix veh or to have veh replaced

SA Name: SA Mason
Date of Diagnosis: 2 weeks ago

crr-mp verified and updated C 's contact information.

Crr-mp informed c that c will be contacted within the next business day.

crr-mp informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will be contacting C before the end of the next business day, C acknowledged.
crr-mp asked for the best number to reach C, C provided (636) 346-9134

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/27/2014	YE	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/27/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/27/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Part update	[redacted]	✓	9/12/2014	Cynthia Forster	9/12/2014 7:23 AM
Edit | Del	BO part review		✓	9/10/2014	Karen Dorner	9/10/2014 9:48 AM
Edit | Del	SUNTRUP NISSAN: get VEH update		✓	9/9/2014	Cynthia Forster	9/9/2014 10:12 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PkPVa:ref]		✓	9/2/2014	Cynthia Forster	9/2/2014 2:16 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PkPVa:ref]		✓	8/27/2014	Marie Kyle Pabustan	8/27/2014 2:56 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		Re: Your inquiry to Nissan [ref:_00DA09j8L._500F0PkPVa ref] *Please try to contact me after 5:00 CT or during lunch 12:00-1:00 CT. Contact...*	[redacted]	9/2/2014 2:54 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0PkPVa:ref] *9/2/2014 Case # [redacted] Dear [redacted] Thank you for taking the time ...*		9/2/2014 2:16 PM
Reply | To All | Del	New		Re: Your inquiry to Nissan [ref:_00DA09j8L._500F0PkPVa ref] *Marie, My contact number is [redacted] I'm in many meetings throughout th...*		8/27/2014 3:06 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0PkPVa:ref] *8/27/2014Case # [redacted] Dear [redacted] Thank you for taking the time t...*		8/27/2014 2:56 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/16/2014 9:49 AM	Cynthia Forster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/16/2014 9:48 AM	Cynthia Forster	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/27/2014 2:58 PM
CA Multiple Repairs		Date/Time Closed	12/8/2014 1:28 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	please confirm where the customer will be meeting me. 830 EDT		
Description	airbag concern- DTS inspection		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	NISSAN OF HUNT NGTON
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,001		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP9D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF HUNT NGTON	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] N: 3N1AB7AP9D[redacted]		
Created By	Jerico Delafuente, 8/27/2014 2 58 PM	Root Cause Code	SCIR
Last Modified By	NNAETL 10/14/2015 12:15 AM	Root Cause Code (2)	
Days Closed	401	Action Code	NL2M
Case Record Type	CA Closed Case [Change]	Document ID	CA15463962

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Heather Leslie (12/8/2014 1 28 PM)** case summary *** RCAS sent email to c per c request with VSC original documenation ***
Make Private	✓	**Created By Heather Leslie (12/8/2014 1 25 PM)** RCASNE HL- re open case attached corrected VSC documentation sent email to c with corrected VSC documentation
Make Private	✓	**Created By Heather Leslie (12/5/2014 2 00 PM)** *** [Added after the case is closed.] *** RCASNE HL- called c at [redacted] spoke to c Jeff advised call may be recorded advised that VSC number had to be changed due to policy correction c requested VSC policy number via email when policy document available c asked when document will be available RCAS advised should be available by COB on Monday
Make Private	✓	**Created By Heather Leslie (12/5/2014 1 38 PM)** *** [Added after the case is closed.] *** RCAS spoke to R.Martin for VSC paperwork new policy had to be created because of incorrect mileage previously documented new policy number: MTNF92226017
Make Private	✓	**Created By Heather Leslie (12/2/2014 11 46 AM)** *** [Added after the case is closed.] *** RCASNE HL- called c at [redacted] spoke to c Jeff advised call may be recorded for quality purposes advised that the VSC document will be updated per c request advised that once the document is available RCAS will email the document again
Make Public		**Created By Heather Leslie (12/2/2014 11 44 AM) Last Modified By Heather Leslie (12/2/2014 11 44 AM)** *** [Added after the case is closed.] *** RCASNE HL- received email from c who states that the miles on the VSC original document are incorrect c requested that the VSC form is documented correctly c states that c has 14,161 miles RCAS sent IM to R.Martin to request document is updated per c request R.Martin requested email with request and advised if not completed by Thursday to email R.Martin again
Make Public		**Created By Heather Leslie (12/2/2014 11 08 AM)** *** [Added after the case is closed.] *** RCAS sent email to c per c request with VSC original documenation close case again
Make Private	✓	**Created By Heather Leslie (12/2/2014 10 57 AM)** RCASNE HL- received missed calls from c called c at [redacted] spoke to c Jeff advised call may be recorded for quality purposes c states that c has not received VSC paperwork RCAS advised up to 30 days to receive c requested via email c asked when the policy goes into effect RCAS advised 11/13/14 and expires 11/13/15 c upset that the policy starts before c gets paperwork c upset and states that c technically only gets 11 months instead of 12 RCAS advised that the c does not need documentation to use the VSC advised VSC can be looked up at the DLR

advised of VSC policy number
c verified and corrected email address

Make Private ✓ **Created By Heather Leslie (11/17/2014 7 45 AM)**
RCASNE HL- VSC attached to the case

close case

Make Private ✓ **Created By Heather Leslie (11/17/2014 7 10 AM)**
RCASNE HL- accessed NESNA website
documents would not upload
policy number MTNF22226017

Make Private ✓ **Created By Heather Leslie (11/13/2014 11 55 AM)**
RCASNE HL- reopen case to allow time for VSC documents to process and send the documents to the c
closed case too early
no customer contact necessary

Make Private ✓ **Created By Heather Leslie (11/13/2014 11 32 AM)**
RCASNE HL- VSC processed
close case

case summary:

veh inspection complete
DTS notified c that the veh is performing normally
DTS suggested goodwill compensation
offered VSC as courtesy

Make Private ✓ **Created By Heather Leslie (11/12/2014 1 10 PM)**
RCASNE HL- called c at called c at [redacted]
spoke to c Jeff
advised that the call may be recorded for quality purposes
advised that service credit cannot be issued due to c having a service credit previously
advised that agent can offer maintenance package for oil change/tire rotation (12 month/15,000 miles)
c not happy that c cannot get service credit
RCASNE HL- apologized for lack of correct information

Make Private ✓ **Created By Heather Leslie (11/12/2014 10 02 AM)**
RCASNE HL- received denial for Service Credit
V N has already received a Service Credit

called c at [redacted]
c answered but asked for a call back after 1 p.m.

Make Private ✓ **Created By Heather Leslie (11/12/2014 7 35 AM)**
RCASNE HL- unable to data net the case

called c at [redacted]
spoke to c Jeff
advised that the call may be recorded for quality purposes
c states that c met with DTS and the veh was inspection was completed
c states that c is not upset with agent HL but upset that this took so much time and frustration
c states that c now understands how the veh operates
c states that DTS told c that NNA CA will review case for goodwill

RCASNE HL- offered $100 service credit
read over all terms and conditions

Service Credit Terms and Conditions - Terms and conditions listed below must be communicated and documented/copied into case comments.
A service credit can be issued at the rate of once per V N per customer. If the customer has received a service credit according to the V N history, the customer IS NOT ELIG BLE for a service credit. The new owner of a pre-owned vehicle IS ELIGIBLE if there is no prior history indicating the "new owner" has received a service credit.
A service credit debit card CANNOT be issued to reimburse a customer for previous services.
Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories.
This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date.
If there is a balance at the end of the 6 month term the balance will be forfeited.
The Service Credit may NOT be sold to another V N.

Make Private ✓ **Created By Heather Leslie (11/10/2014 10 10 AM)**
RCASNE HL- sent email to c with DTS reminder
approved by TL BS

Make Private ✓ **Created By Heather Leslie (11/10/2014 10 05 AM)**
RCASNE HL- sent email to c with DTS reminder
approved by TL BS

Make Private ✓ **Created By Heather Leslie (11/6/2014 7 25 AM)**
RCASNE HL- called c at [redacted]
spoke to c Jeff
advised that the call may be recorded for quality and training purposes
c understood
confirmed appointment time and date and DLR location
November 11, 8:30 a.m. at Legacy Nissan
advised that agent will follow up Wednesday, November 12th

Make Private ✓ **Created By Heather Leslie (10/30/2014 8 24 AM)**
RCASNE HL- called c at [redacted]
spoke to c Jeff
advised that the call may be recorded for quality and training purposes
c states that there are no changes in the veh status
c states that there are no new concerns
confirmed appointment date with c
change follow up

Make Private ✓ **Created By Heather Leslie (10/29/2014 7 15 AM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- called c at [redacted]
spoke to c Jeff
advised that the call may be recorded for quality and training purposes
c states that everything is still ok at this time
advised will follow up next week

Make Private ✓ **Created By Heather Leslie (10/16/2014 8 31 AM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- called c at [redacted]
spoke to c Jeff
advised that the call may be recorded for quality and training purposes
c states that the light went off over the weekend
c states that it took about 1 1/2 minute before the light off
c states that happens usually when the veh is first started and when the c wife gets into the veh
c states that c is still ok with the 11/11/14 appointment
will follow up again on Thursday October 23

Make Private ✓ **Created By Heather Leslie (10/10/2014 3 17 PM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- called c at [redacted]
spoke to c Jeff

c states that appointment is ok at 8:30
agent was unable to advise that call may be recorded because c immediately started advising that c did receive agent previous call and that c is ok with the appointment
agent was able to advise that follow up will be made on Thursdays
c ok with this follow up

Make Private ✓ **Created By Heather Leslie (10/10/2014 11 00 AM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- received email from DTS Ben who states that the appointment is at 8:30,not at 7:30
RCASNE HL- called c at [redacted]
left vmx stating that the c appointment is
11/11/14
8 30 a m. eastern
Legacy Nissan
615-725-7154

Make Private ✓ **Created By Heather Leslie (10/9/2014 10 47 AM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- sent email to DTS Ben to confirm appointment time
Legacy Nissan
11/11/14
7 30 a m.
also asked DTS if there are stored codes for air bag concerns on veh

Make Private ✓ **Created By Brittney Smith (10/9/2014 9 57 AM)**
TL-BS called c at (443) 683-4535

TL-BS asked c what assistance would TL-BS be able to provide to c
c/s c just wants veh fixed

c/s RCAS-HL did not listen to c
c/s c has driven over 600 miles back and forth to the dlr since having veh for multiple concerns

c/s RCAS-HL stated people have driven for years without years and survived
TL-BS apologized to for for comments

c/s c went to the wrong dlr bc the appt. and this was because of poor communication... c/s c wanted to go to legacy Nissan in Hicksville

TL-BS apologized for the misunderstanding.

c/s when c's spouse gets in the veh the airbag light stays on but will go off when c turns the veh off and restart veh with spouse sitting in the seat at the time.
c/s c left nissan for 10yrs bc c was physically assaulted by a former dlr personell

c/s c doesnt think that c is asking for too much to have airbags fixed.

TL-BS informed c that appointment is set for 11/11/14 at 7 30 at Legacy Nissan in Hicksville. and asked c if that works for c .

c/s this works perfectly for c and that c will be there.
TL-BS stated c would recieve calls once a week from RCAS-HL just to make sure there are no changes with c's veh and also to confirm the appt time.

c thanked TL-BS,
c asked if there was a way to pull previous codes since concern is intermittent.
TL-BS stated TL was not sure but could have RCAS-HL find out for c

c understood

TL-BS apologized to c for the inconveniece

c/s on a good note c does get great gas mileage so c is happy about that
c/s c does wish the veh had better safety ratings in consumer reports for collision

TL-BS understood call ended mutually

Make Private ✓ **Created By Heather Leslie (10/7/2014 4 01 PM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- sent DTS inspection request per email from DTS Ben

Make Private ✓ **Created By Heather Leslie (10/7/2014 4 00 PM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- received email from DTS Ben who states that another appointment will need to be generated for DTS because the c did not show up to the DTS inspection. per customer request, the c is requesting to speak with manager- escalated case to the TL

Make Private ✓ **Created By Jerico Delafuente (10/7/2014 8 11 AM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
lcrr-jd recieved a call from c. c stated that c mentioned that c preferred to have the veh inspected at LEGACY NISSAN because that is the nearest dlrshp in c's place. c stated that c was at the dlrshp on time 8:30AM, but c was advised that the veh Inspector named Ben was at LEGEND NISSAN. c was so upset and insisted to talk to a supervisor from rcas today. I have advised c that the call back time frame is 4-8 business hours.

crr-jd exiting the case

Make Private ✓ **Created By Heather Leslie (9/25/2014 3 58 PM) Last Modified By Heather Leslie (11/10/2014 10 00 AM)**
RCASNE HL- unable to DATA NET case, system would not allow.

Make Private ✓ **Created By Heather Leslie (9/3/2014 12 00 PM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
multiple repair attempt

Make Private ✓ **Created By Heather Leslie (9/3/2014 11 59 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- called c at [redacted]
RCASNE HL- spoke to c Jeffrey advised appointment time 830, c accepted.
RCASNE HL- sent email to DTS to advise that c has confirmed appointment.
RCASNE HL- advised agent will follow up Oct 8th

Make Private ✓ **Created By Heather Leslie (9/3/2014 11 54 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- received call from c at 11 32 am
RCASNE HL- advised of appointment time and date, c states that time cannot be done due to work schedule
RCASNE HL- sent email to DTS to see if any other earlier options are available
RCASNE HL- received a response from DTS who states
Heather, you are correct that travel times will normally prevent us from giving any times earlier than 10:300 or 11 ..Given the unique circumstances of this case, I will make arrangements for 8:30AM

Make Private ✓ **Created By Heather Leslie (9/3/2014 10 19 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- called c at [redacted]
RCASNE HL- left vmx [redacted]

Make Private ✓ **Created By Heather Leslie (9/3/2014 10 18 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- email from DTS
I can inspect this vehicle on 10/7 at 10 30 AM at Legend Nissan. As determined in earlier correspondence, I will require the customer to meet with me and demonstrate their concerns with this vehicle.

Make Private ✓ **Created By Heather Leslie (9/3/2014 8 36 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- received response from DTS who states that DTS was waiting for an official DTS request, sent the request immediately.

Make Private ✓ **Created By Heather Leslie (9/3/2014 8 32 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- correspondence back and forth with DTS team about veh inspection and concerns, emails on file with agent. DTS is willing to assist the c with the inspection at Legend Nissan, still waiting for a time and date for inspection, sent email to DTS to request this information.

Make Private ✓ **Created By Heather Leslie (9/2/2014 7 30 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- called c at [redacted]
RCASNE HL- spoke to c Jeffrey
RCASNE HL- c started to get upset that NNA CA is not helping the c with the airbag concern, because c states that c wife could get killed with the airbag light being off.
RCASNE HL- advised NNA is going above and beyond to assist the c by requesting a DTS inspection
RCASNE HL- advised that DLR cannot confirm c concern therefore that DTS is done as a courtesy to help resolve the c concern

RCASNE HL- c requested that DTS inspection is done at Legend Nissan, which is not where the veh has been going to.
RCASNE HL- agent will call c once DTS responds with date and time of inspection

Make Private ✓ **Created By Heather Leslie (8/29/2014 7 24 AM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- received email from SM Mike who states that all updates have been done, veh is not at the DLR and SM is not aware of other concerns at this time.

Make Private ✓ **Created By Heather Leslie (8/28/2014 3 45 PM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- c kept talking about attorney and about agent has one week to resolve concern and get back with the c otherwise c will seek alternative options to resolve concern
RCASNE HL- c upset about time driving, time taking off work, and extra gas money c is spending to resolve concern at the DLR, a concern that is not getting resolved.
RCASNE HL- c mentioned that if someone gets hurt in the seat then NNA will have a major lawsuit against company

Make Private ✓ **Created By Heather Leslie (8/28/2014 3 40 PM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- received vmx from c
RCASNE HL- called c at [redacted]
RCASNE HL- c states that veh has been in the DLR shop about 6 times
RCASNE HL- c states that c took veh to DLR for air bag campaign
RCASNE HL- c states that c bought veh in Nov 2012, c states that c has put 600 miles on veh for going back and forth to the DLR for multiple concerns
RCASNE HL- c states that air bag light stays on, the veh was replaced
RCASNE HL- c states that c got a call from DLR about transmission and airbag campaign
RCASNE HL- c states that DLR is about 20 miles away from c home
RCASNE HL- c states that c has turn car on, then off, then back on to get the light to turn off
RCASNE HL- c states that DLR advised to call NNA CA
RCASNE HL- c states that c will call government if this is not resolved
RCASNE HL- c states that previous DLR have lied to c, c states that general attorney and others are interested in the case

Make Private ✓ **Created By Heather Leslie (8/28/2014 2 24 PM) Last Modified By Heather Leslie (11/10/2014 10 01 AM)**
RCASNE HL- sent email to SM Mike
RCASNE HL- called c at [redacted]
RCASNE HL- left vmx [redacted]

Make Public **Created By Jerico Delafuente (8/27/2014 3 07 PM)**
crr-jd received a call from c, c stated that c had issues with the veh. c said that dlrshp replaced the seat to resolve the issue of the airbag. c stated that dlrshp also reprog OCS, but it never resolve the campaign. c said that c brought the veh sevarl times at the dlrshp and it is a safety issue that NNA must address as soon as possible.

crr-jd advised c that the case will be escalated to rcas for further review and c will receive a call back before the end of the next business day. c understood.

crr-jd offered further assistance. c declined.
crr-jd provided name, case number and extension number.
crr-jd escalating the case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/27/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	[redacted] Rejected	Not Started		✓	[redacted]	11/12/2014	N/A	Heather Leslie
Edit | Cls	Call	Not Started		✓		11/17/2014	N/A	Heather Leslie
Edit | Cls	[redacted] VSC docs [DO NOT DELETE]	Not Started		✓		12/8/2014	High	Heather Leslie

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09j8L. 500F0PkPak ref]	[redacted]	✓	12/8/2014	Heather Leslie	12/8/2014 1 25 PM
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09j8L. 500F0PkPak ref]		✓	12/2/2014	Heather Leslie	12/2/2014 11 06 AM
Edit | Del	Email: DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0PkPak:ref]		✓	11/10/2014	Heather Leslie	11/10/2014 10:05 AM
Edit | Del	New DTS Request		✓	10/9/2014	Benjamin Foss	10/8/2014 7 33 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	VSC Original Documents Request [ref: 00DA09j8L. 500F0PkPak:ref] *12/8/2014 Case # [redacted] VIN # 3N1AB7AP9DL[redacted] Dear [redacted]*	[redacted]	12/8/2014 1:25 PM
Reply | To All | Del	New	Re: VSC Original Documents Request [ref: 00DA09j8L. 500F0PkPak ref] *Should say 14,161 miles. Sorry for the missed key. ----Original Mes...*		12/2/2014 11:34 AM
Reply | To All | Del	New	Re: VSC Original Documents Request [ref: 00DA09j8L. 500F0PkPak ref] *As of the date that the car was looked at the mileage was 14,16 on 11/11/14. ...*		12/2/2014 11:32 AM
Reply | To All | Del	Sent	VSC Original Documents Request [ref: 00DA09j8L. 500F0PkPak:ref] *12/2/2014 Case # [redacted] VIN # 3N1AB7AP9DL[redacted] Dear [redacted]*		12/2/2014 11:06 AM
Reply | To All | Del	Sent	DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0PkPak:ref] *11/10/2014 Case # [redacted] VIN # 3N1AB7AP9DL[redacted] Dear [redacted]*		11/10/2014 10:05 AM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill Service Credit	3N1AB7AP9DL[redacted]	Rejected	Service Experience	Heather Leslie	RCAS		
Edit		Goodwill VSC	3N1AB7AP9DL[redacted]	Processed	Service Experience	Heather Leslie	RCAS	Rebecca Martin	11/13/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Heather Leslie, 9/3/2014 8 35 AM	9/3/2014
Edit | Del		DTS Request	Heather Leslie, 8/29/2014 3:26 PM	8/29/2014

Attachments Attach File | View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	VSC_Lesner2.pdf	518KB	12/8/2014 1:18 PM	Heather Leslie
Edit | View | Del	VSC_Lesner.pdf	518KB	11/17/2014 7:44 AM	Heather Leslie

Case History Case History Help

Date	User	Action
12/8/2014 1 28 PM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/8/2014 1:19 PM	Heather Leslie	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [14] | Case Categorizations [5] | Open Activities [0] | Activity History [2] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Julio Gutierrez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/27/2014 3:11 PM
CA Multiple Repairs		Date/Time Closed	9/12/2014 1:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - Transmission, Airbag Light, Back Door Rubber, Fluid Leak		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP9EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	UNIVERSAL CITY NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] VIN: 3N1CN7AP9EL[redacted]		
Created By	Lester Villoga, 8/27/2014 3:11 PM	Root Cause Code	SCIR
Last Modified By	NNAETL 10/14/2015 12:15 AM	Root Cause Code (2)	
Days Closed	488	Action Code	NT3D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Julio Gutierrez (9/12/2014 1 35 PM)** --additional notes-- SA also stated that SA advised C to do 30,000 mile service C declined
Make Public		**Created By Julio Gutierrez (9/12/2014 1 35 PM)** --SUMMARY-- C called NNA claiming DLR did not honor warranty RCAS-JG verified info with DLR and C spilled liquid inside cigarette lighter, CVT concern no duplicated and airbag sensor was reset
Make Public		**Created By Julio Gutierrez (9/12/2014 1 32 PM)** RCAS-JG called C @[redacted] RCAS-JG informed C that RCAS-JG talked to SA at DLR and that VEH is ready to go, CVT concern could not be duplicated, airbag sensor was reset C states cigarette lighter doesnt work and C paid for warranty RCAS-JG informed C that cigarette lighter had soda in it so SA voided warranty and lighter needs to come out of C's pocket C understands call ended mutually
Make Public		**Created By Julio Gutierrez (9/12/2014 1 26 PM)** RCAS-JG talked to SA at DLR SA states C spilled soda on seat and cigarette lighter SA states CVT concern - not able to duplicate SA states air bag light system was reset
Make Public		**Created By Julio Gutierrez (9/12/2014 1 20 PM)** RCAS-JG called DLR SM is not available - left VXM
Make Public		**Created By Julio Gutierrez (9/11/2014 6 36 PM)** RCAS-JG called C @[redacted] C states C is a loaner VEH C states VEH is at DLR and DLR did not work C's VEH nothing was fixed C does not want VEH back until CVT light stops coming on RCAS-JG informed C will call DLR and ask if there is any progress made in trying to duplicate concern to have C's VEH repaired under warranty C agreed follow-up set for 9/12/2014 call ended mutually
Make Public		**Created By Julio Gutierrez (9/11/2014 6 34 PM)** RCAS-JG called DLR SM is not available SA states SA in charge is David Simone SA states C brought VEH in for CVT light coming on and VEH stalling, unable to duplicate and airbag light on, OCS was reprogramed RCAS-JG will follow-up with DLR 9/12
Make Public		**Created By Julio Gutierrez (9/11/2014 5 42 PM)** RCAS-JG tried contacting SM at DLR on both business and cell phone Mailbox is full
Make Public		**Created By Kat Pantilla (9/11/2014 12 41 PM)** c called in to ask for follow up on c's case crr-kp asked c if any of c's contact info changed c said no crr-kp informed rcas tried contacting c c said that [redacted] is c's best contact number c is requesting for an immediate call back c said that this is an emergency c said c has multiple issueson the vehicle crr-kp acknowledged crr-kp advised c that rcas would call c by the end of the day c understood

crr-kp offered further assistance
c declined
crr-kp said closing, provided name and case number
c ended the call

Make Public

Created By Julio Gutierrez (9/9/2014 3 59 PM)
RCAS-JG will close case due to lack of customer contact and C did not reply to RCAS-JG email requesting best contact info

—case will close until C calls back or replies to email—

Make Public

Created By Julio Gutierrez (9/3/2014 8 00 PM)
RCAS-JG called [redacted]
RCAS-JG was told has wrong number
RCAS-JG wil send email to C requesting best contact info

Make Public

Created By Julio Gutierrez (8/28/2014 6 30 PM)
RCAS-JG called [redacted]
MAILBOX is FULL
Follow-up set for 9/3/2014

Make Public

Created By Lester Villoga (8/27/2014 4 38 PM)
Vehicle Concern - Transmission, Airbag Light, Back Door Rubber

Make Public

Created By Lester Villoga (8/27/2014 4 36 PM)
-CRR thanked C for calling and branded call
-CRR offered assistance
-CRR verified/authenticated C
-CRR spoke to [redacted]
-C wants help with her 2014 Nissan Sentra because she said that the transmission doesn't change gears and there was an airbag light, the back door rubber has come off and the doors slams hardly when closed and fluid is leaking
-C is stating that the dealership didn't honor the warranty of the vehicle
-C is complaining because the dealership didn't honor their warranty
-C said that they were just told to come back the day after
-C was offered to get another vehicle and was asked to shed out downpayment to get another vehicle
-C feels that the diagnosis fee is part of the warranty
-CRR LV explained that the diagnosis fee of a Nissan delaership is a standard charge that they must shoulder so that we will know what's causing the issues with their vehicle and it is the dealership who can also determine whether the said parts affected are coverable by the warranty
-CRR LV also informed C that the options that NNA CA can provide is also based in the diagnosis of the dealership
-CRR LV also explained how campaign is implemented and that it is V N Specific
-CRR LV empathized with C and asked on how would they like Nissan to assist them
-C said that she wants her vehicle replaced due to the multiple issues that C has in the vehicle and she feels that it shouldn't have those issues when it is a 2014 model and she paid $9000 downpayment and $50 monthly charge for the said vehicle
-CRR LV cited that the factors that could cause issues such as lack of maintenance or mishandling, CRR LV disclaimed that it is not the one caused but for the purpose of citing the importance of having the vehicle checked and be diagnosed by a Nissan dealership
-CRR provided case number #: [redacted]
-CRR LV informed C that we will be escalating case to Regional Specialist for the DEALERSH P COMPLAINT alone and not because of the issues that they have in the vehicle since there's no official diagnosis from a Nissan dealership yet; C understood
-CRR LV advised that they will receive a callback by the end of the next business day
-CRR offered additional assistance; C refused
-CRR closed and branded call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	8/27/2014	YX	BG	302500	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	FLU D LEAK	10	8/27/2014	ZP	BG	302500	OA
Edit | Del		BODY	PANEL (HOOD/TRUNK/ROOF)	BROKEN/CRACKED	16	8/27/2014	ZB	AB	109000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/27/2014	YX	BK	233500	OA
Edit | Del		NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	8/27/2014	YZ	BF	222500	OC

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0PkQJf ref]	[redacted]	✓	9/3/2014	Julio Gutierrez	9/3/2014 8:02 PM
Edit | Del	Call		✓		Julio Gutierrez	9/11/2014 5:33 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0PkQJf ref] *9/3/2014Case # [redacted] Dear [redacted] Thank you for taking the time to con...*	[redacted]	9/3/2014 8 02 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/12/2014 1 36 PM	Julio Gutierrez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/11/2014 6 36 PM	Julio Gutierrez	Changed **Follow Up Date** from 9/11/2014 to **9/12/2014**.
9/11/2014 12:40 PM	Kat Pantilla	Changed **Follow Up Date** from 9/9/2014 to **9/11/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Melanie Betzel [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/28/2014 10 51 AM
CA Multiple Repairs		Date/Time Closed	9/2/2014 11:06 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	dlr unable to duplicate issue with veh		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JOHN AMATO NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] V N: 1N4AL3AP0DN [redacted]		
Created By	Roselle Beconia, 8/28/2014 10 51 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/3/2015 7:31 PM	Root Cause Code (2)	
Days Closed	498	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA15469526

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Christopher Anderson (9/2/2014 11 06 AM)** No users are associated with the selected dealer to share the case with.
Make Private	✓	**Created By Christopher Anderson (9/2/2014 11 03 AM)** RCAS-CA assisting RCAS-MB RCAS contacting c on [redacted] @ 11 53 AM 9/2/2014 RCAS reached C's VMX RCAS left VMX advising of case # and RCAS contact info and ext RCAS thanked and ended VMX RCAS contacting c on [redacted] @ 11 55 AM 9/2/2014 RCAS reached C, advised call recorded, C Understood RCAS advised of SM statements, advised unfortuantely unable to assist if dlr cant duplicate C upset, states is a safety concern, hops its just light that is acting up and not airbag, RCAS understood, apologized, advised C that potentially taking a video of the concern, while occuring, might help with dlr duplication so they can see all variables occuring while light on C understood, RCAS also advised a second opinion at another NNA dlr might be another option C understood, stated was hoping for better answers from NNA. RCAS apologized, welcomed c to contact NNA if should require further assistance C understood RCAS and C ended call ********** C contacting NNA to advise of OCS light concern SM states c hasnt been in since 4.9 when OCS campaign performed RCAS informed C cant do much without duplication of concern, welcomed c to take a video or visit another dlr CASE CLOSED
Make Private	✓	**Created By Jennie Perez (8/29/2014 10 54 AM)** rcas assisting rcas-Melanie Betzel rcas made call to c [redacted] at 11:49 am est rcas was not able to leave vxm call rang out and dropped ********* rcas made call to c [redacted] at 11:50 am est rcas left vxm with case number and rcas-MB contact info ******** rcas made call to [redacted] at 11 52 am est rcas left vxm with case number and rcas-MB contact info
Make Private	✓	**Created By Jennie Perez (8/29/2014 10 37 AM)** No users are associated with the selected dealer to share the case with.
Make Private	✓	**Created By Jennie Perez (8/29/2014 10 36 AM)** rcas assisting rcas-Melanie Betzel rcas made call to john Amato Nissan [redacted] at 11:34 am est rcas spoke to SM-Joe rcas explained the concern SM stated that c was last at the dlr on 4 9 2014 to have the campaign performed and has not seen c back rcas understood
Make Private	✓	**Created By Roselle Beconia (8/28/2014 10 55 AM) Last Modified By Jennie Perez (8/29/2014 10 36 AM)** crr-rb received a call from c c verified c's name, address, phone number and email

c states that c have taken veh to nna dlr for campaign on OCCUPANT CLASS SYSTEM OCS
c states c have taken veh to dlr 2x now since the airbag light illuminates
c states dlr informed c dlr is unable to duplicate issue with veh
c seeking further assistance with veh issue

crr-rb informed c that crr will escalate case to rcas for proper case handling
crr-rb informed c that rcas will be schedule to call c back before the next business day ends

crr-rb offered further assistance
c declined
crr-rb provided c with crr name, extension number and case number
crr-rb exits case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/29/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/29/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/2/2014 11:06 AM	Christopher Anderson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/29/2014 10:54 AM	Jennie Perez	Changed **Follow Up Date** from 8/29/2014 to **9/2/2014**.
8/28/2014 11:33 AM	Roselle Beconia	Changed **Transferred to RCAS** from false to **true**.

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Surveys

Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/2/2014	Type	CA
Follow Up Date	10/10/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/28/2014 11:23 AM
CA Multiple Repairs		Date/Time Closed	10/10/2014 7:57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	LEMON LAW NQU RY		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	X	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	6,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7APXEM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WARREN HENRY NFINITI	Data Net	
Case Servicing Dealer Region	Infiniti South Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN1BV7APXEM[redacted]		
Created By	Shatona Griffin 8/28/2014 11 23 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:15 AM	Root Cause Code (2)	
Days Closed	460	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Amanda Johnson (10/10/2014 7 56 AM) ARBS notes FedEx tracking: 10/04/2014 - Saturday 2:43 pm Delivered Signed for by: A. MORENO ARBS has not been contacted by c Closing case
Make Public		**Created By Amanda Johnson (9/30/2014 9 04 AM)** (ARBS notes ARBS sent "Corrected No Contact Letter")
Make Public		**Created By Amanda Johnson (9/30/2014 8 59 AM)** ARBS sent attached no contact letter via FedEx 771324724714 (overnight, indirect signature required)
Make Public		**Created By Amanda Johnson (9/29/2014 1 06 PM)** ARBS setting follow up for 10/10
Make Public		**Created By Amanda Johnson (9/29/2014 1 05 PM)** ARBS called c @[redacted] to discuss offered $1,000 settlement. Left vmx with contact information.
Make Public		**Created By Amanda Johnson (9/24/2014 3 53 PM)** ARBS noting no decision rec'd, setting task to call c on 9/30
Make Public		**Created By Amanda Johnson (9/9/2014 9 02 AM)** ARBS setting follow up for 9/19 pending c decision
Make Public		**Created By Amanda Johnson (9/9/2014 9 01 AM)** ARBS called c @[redacted] Spoke to c. Advised that NNA would like to offer $1,000 with a signed settlement agreement for the inconvenience the c has experienced. C asked what she would have to do with the car. ARBS advised c would keep the veh. C states she would like to speak to her husband. ARBS confirmed c has ARBS' phone number. C thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (9/9/2014 8 09 AM)** ARBS notes the following repair history: Open date 03/10/14... Mileage 550... RO 37714... 1 day down Concerns: 1.C/s passenger airbag light come on while sitting in the passenger seat 2.C/s radio volume lowers while coming to a stop; does not happen all the time; please advise 3.C/s left and right A/C vents have fingerprints on inside 4.C/s back up camera intermittently does not come on; or does not always show the yellow lines Actions: 1. No codes stored. System operating as designed 2. audio system centerpoint and audio pilot function use mic in vehicle to adjust volumes and other audio settings 3. Cleaned vents 4. No codes stored. Back up guide lines may take up to 75 seconds when car starts before operational this is normal Open date 04/15/14... Mileage 2,147... RO [redacted]. 1 day down Concerns: 1.C/s radio volume lowers while coming to a stop; does not happen all the time 2. OCS reprogram- R1404 3.When turning completely all the way & driving slowly, C hears a clunking noise coming from front end, please advise Actions: 1. Adjusted audio settings 2. Completed 3.Unable to verify customer complaint Open date 05/27/14... Mileage 4,338... RO [redacted]. 3 days down

Concerns:
1.C/s display for clock & radio will not work at times; touch screen locks up. Clock shows no date/time
2. C/s passenger OCS will show "OFF" after driving with adult passenger sitting in the seat.
3. C/s volume control is inop at times
Actions:
1. React team collected data. Under investigation
2. OCS reprogram completed
3. update software in in touch system

Open date 08/12/14... Mileage 8,843... RO[redacted]. 17* days down
Concerns:
1.C/s radio freezes, please advise
2.C/s passenger "airbag OFF" light comes on with adult sitting in seat.
3. C/s via phone 8/13/14 that vehicle does not always detect remote key while in pocket
Actions:
1. Under investigation
2. Found airbag off light on when adult is in seat. B00A0-00 code stored. Replaced seat track as per techline, cleared
3. Found battery low- replaced key fob battery

Open date 9/8/2014... DTS INSPECTION
Concern: airbag light
Action: DTS found system to be operating as designed. Furthermore, DTS found that previous repair was "waste of warranty" and unnecessary repair

ARBS notes in-service date of 2/28/14
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes techline case[redacted]
ARBS notes lease to Adiano Moreno Rojo X

ARBS notes 22 days down with
4 visits for passenger airbag light – opp as designed, OCS reprogram completed, replaced seat track per techline, opp as designed
3 visits for radio volume – explained function, adjusted settings, updated software
1 visit for fingerprints on AC vents – cleaned
1 visit for backup camera – explained operation
1 visit for clunking noise from front end – no duplication
2 visits for display locking up – under investigation, under investigation
1 visit for veh not detecting key – replaced key fob battery
ARBS notes 5 visits total with 3 warrantable repairs (ARBS not including cleaning or battery or setting adjustments)

Created By Amanda Johnson (9/9/2014 8 05 AM)
ARBS rec'd email from DTS:

Amanda,

I met with[redacted] today to inspect their Q50 for PABI operation I see no faults with their vehicle and found it to perform well on a road test.[redacted] stated that the amber PABI light may be on at times and off at other times. I explained that moving in the seat, even when she believes she has not, may allow the system to classify her as either a smaller person or as a child seat. She did not accept that and stated that a loaner car Q50 she had for "20 days" did not perform the same as her car. I only observed PABI light off, system armed, during our road test. I explained why the passenger airbag is classed to disable but she simply did not want to accept these facts in place of her opinion.

The dealer had replaced the complete lower seat assembly which included virtually all components of the OCS system, yet she observes the same performance now as when the car was initially purchased. I explained this is because the system has performed normally during that period of time, seeing the same performance on replacement parts only supports that this is normal.

Make Public

The dealer RO at the time the seat replacement was done indicates it had DTS B00A0 stored however the customer states the red SRS fault indicator in the meter assembly has never illuminated. I replied that if the DTC was set due to a fault then the red lamp would have to have been on. But upon questioning the shop foreman and technician I believe the parts were recommended for replacement by Techline due to erroneous information. The B00A0 code will store when performing the OCS update campaign but that would show only as a diagnostic record in the main airbag controller, not as a current or recent DTC. Diagnostic records are a historical overview of DTC's the system has stored and are not erased when performing a code clear routine. If that diagnostic record DTC had been reported to Techline as an active code they would be correct to recommend component replacement. But in this case that was essentially wasted warranty. However the positive result is that the OCS system in this vehicle in now entirely new and because performance now is equal to the past that only further supports this as normal operation.

I verified proper OCS software in the replacement parts and also performed a zero point reset. I see no indication that the dealer failed to do any of this correctly during the most recent service visit so I don't expect any effect on her perception of performance. She will be in contact with CA again to obtain any additional documentation you can provide to further describe the OCS system in this car.

_____

Larry ROWE
Senior Dealer Technical Specialist
Product Service Support

Make Public

Created By Kate Czerwinski (9/8/2014 10 44 AM)
DRTS received and attached sale docs

Make Public

Created By Amanda Johnson (9/3/2014 3 01 PM)
ARBS setting follow up for 9/12 pending rec't of inspection results

Created By Am[redacted] (9/3/2014 3 00 PM)
ARBS called c @[redacted] Advised of reason for call. Advised that we would like to complete the requested final repair on 9/8 at 1pm. The customer on the line then advised that this is the wrong numb[redacted]

ARBS called c @[redacted] Spoke to c. Advised of 9/8 1pm at Warren Henry Infiniti. C states she will meet with him. ARBS thanked. The call ended mutually.

_____

ARBS called dlr @[redacted] to advise of DTS inspection. Asked for SM.
Transferred.
Spoke to Jennifer. Advised of inspection date and time, c name, VIN. Advised of need of loaner. Thanked. The call ended mutually.

Make Public

_____

ARBS emailed DTS:

Larry,

I have confirmed with the c and the dlr for 9/8 @ 1pm. Please let me know if you need anything before the inspection.

Thanks,

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/3/2014 2 52 PM)
ARBS rec'd email from DTS:

Amanda, I've placed this on my calendar for this Monday 9/8/14 at 1 PM. I will be at this dealer for a morning appointment and can assist this customer in the afternoon. If that date & time is not good then my next available date for a morning (~10 AM) appointment is Thursday 9/18/14. Please confirm.

_____

Larry ROWE

Senior Dealer Technical Specialist
Product Service Support

Make Public

Created By Amanda Johnson (9/3/2014 2 33 PM)
ARBS req'd DTS via F30681

Created By Amanda Johnson (9/3/2014 2 30 PM)
ARBS notes the following repair history:

Open date 03/10/14... Mileage 550... RO [redacted]. 1 day down
Concerns:
1.C/s passenger airbag light come on while sitting in the passenger seat
2.C/s radio volume lowers while coming to a stop; does not happen all the time; please advise
3.C/s left and right A/C vents have fingerprints on inside
4.C/s back up camera intermittently does not come on; or does not always show the yellow lines
Actions:
1. No codes stored. System operating as designed
2. audio system centerpoint and audio pilot function use mic in vehicle to adjust volumes and other audio settings
3. Cleaned vents
4. No codes stored. Back up guide lines may take up to 75 seconds when car starts before operational this is normal

Open date 04/15/14... Mileage 2,147... RO [redacted].. 1 day down
Concerns:
1.C/s radio volume lowers while coming to a stop; does not happen all the time
2. OCS reprogram- R1404
3.When turning completely all the way & driving slowly, C hears a clunking noise coming from front end, please advise
Actions:
1. Adjusted audio settings
2. Completed
3.Unable to verify customer complaint

Open date 05/27/14... Mileage 4,338... RO [redacted]. 3 days down
Concerns:
1.C/s display for clock & radio will not work at times; touch screen locks up. Clock shows no date/time
2. C/s passenger OCS will show "OFF" after driving with adult passenger sitting in the seat.
3. C/s volume control is inop at times

Make Public

Actions:
1. React team collected data. Under investigation
2. OCS reprogram completed
3. update software in in touch system

Open date 08/12/14... Mileage 8,843... RO [redacted].. 17* days down
Concerns:
1.C/s radio freezes, please advise
2.C/s passenger "airbag OFF" light comes on with adult sitting in seat.
3. C/s via phone 8/13/14 that vehicle does not always detect remote key while in pocket
Actions:
1. Under investigation
2. Found airbag off light on when adult is in seat. B00A0-00 code stored. Replaced seat track as per techline, cleared
3. Found battery low- replaced key fob battery

ARBS notes in-service date of 2/28/14
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes techline case [redacted]
ARBS notes lease to Adiano Moreno Rojo X

ARBS notes 22 days down with
3 visits for passenger airbag light – opp as designed, OCS reprogram completed, replaced seat track per techline
3 visits for radio volume – explained function, adjusted settings, updated software
1 visit for fingerprints on AC vents – cleaned
1 visit for backup camera – explained operation
1 visit for clunking noise from front end – no duplication
2 visits for display locking up – under investigation, under investigation
1 visit for veh not detecting key – replaced key fob battery
ARBS notes 4 visits total with 3 warrantable repairs (ARBS not including cleaning or battery or setting adjustments)

Make Public

Created By Kate Czerwinski (9/2/2014 4 35 PM)
DRTS completed and attached RHR

Make Public

Created By Amanda Johnson (9/2/2014 1 56 PM)
ARBS advised DRTS that ROs are attached. Asked to complete RHR

Make Public

Created By Amanda Johnson (9/2/2014 1 54 PM)
ARBS rec'd email from dlr with attached ROs:

Please see attached

Tom Thompson | Service Advisor
[redacted]Hwy 441) | Miami, FL [redacted]

Make Public

Created By Amanda Johnson (9/2/2014 1 44 PM)
ARBS notes in-service date of 2/28/14
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes techline case [redacted]
ARBS notes lease to Adiano Moreno Rojo X

ARBS notes Salesforce Warranty entries:
39258
33137

ARBS notes mileage on 7/1 was 6,013

ARBS called dlr @ 305.690 6006 to get all ROs, asked for Service, transferred
Spoke to Tom. Advised of reason for call. Held.
Provided VIN.
Advised that c has filed MVDN.
Dlr states they have fixed the passenger airbag. The radio keeps freezing, but this is in the owner's manual.
Dlr states they just gave the veh back to the c
ARBS thanked for the information and asked that all ROs be sent. Dlr will email. ARBS provided email and thanked. The call ended mutually.

Make Public

Created By Kate Czerwinski (9/2/2014 1 39 PM)
Previous Cases- 13961172 (Techline), 14034844 (sales & service), 15181622 (DPIC), 14400408, 15468377 (CA)
Open recalls/campaigns- None

DRTS in receipt of MVDN signed by Adriana Moreno, sent via priority mail, received on September 2, 2014. The letter is attached to the case for review.

C is pursuant the Florida Lemon Law, the vehicle has been out of service at least 15 days, and 3 or more repair attempts have been made to repair the same defect. Continuing defects described as "passenger air bag light comes on while sitting in the passenger seat (OCS) problem. Selling and servicing dealer is Warren Henry Infiniti of Miami, Florida.

Make Public

Created By Shatona Griffin (8/28/2014 11 26 AM)
RCAS-SG received an inbound call from Yaon Molane 305-499-0335
Yaon stated that C was reviewing the NF Consumer Lemon Law Guide and wanted to know if the address listed is where C should write for a vehicle defect
RCAS-SG stated that C may file the complaint with ICA, C did not have the V N for the 2014 Q50 and the spelling of the owners' name (Adriano Moreno) RCAS-SG was unable to locate
Yaon became frustrated that RCAS-SG was asking questions and could locate the information that Yoan was reading from (page 6)
Yoan called back and spoke with RCAS-MB

Make Public Created By: Melody Benedict (8/28/2014 8:38 AM)
RCASMB received inbound call from C.
C states that C would like to have the address to Infiniti in order to write a letter about a form that C has about the lemon law.
C has thick accent so it was hard to understand C.
RCASMB provided C with PO BOX 685003 Franklin, TN 37068
RCASMB ask for C's VIN but C did not have it
C states that veh is at Warren Henry INF
RCASMB ask if their was anything that RCAS could assist with and C states no.
RCASMB closing case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	PRODUCT INQUIR ES (NF)	Q50	GENERAL INQUIRY	QA	8/28/2014	ZR	AR	311000	OF
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/2/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Close Case	[redacted]	✓	10/10/2014	Amanda Johnson	10/10/2014 7 57 AM
Edit | Del	Call c about settlement		✓	10/10/2014	Amanda Johnson	9/30/2014 9:01 AM
Edit | Del	Collect Sales Documents		✓	9/11/2014	Kate Czerwinski	9/8/2014 10:44 AM
Edit | Del	Confirm DTS appointment		✓	9/5/2014	Amanda Johnson	9/3/2014 3:01 PM
Edit | Del	Create RHR		✓	9/5/2014	Kate Czerwinski	9/2/2014 4:35 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30681	DTS Request	Amanda Johnson, 9/3/2014 2 32 PM	9/3/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] Corrected No Contact Letter pdf	23KB	9/30/2014 9:04 AM	Amanda Johnson
Edit | View | Del	Bustillo_Moreno - 15469825 - emails.pdf	1.56MB	9/30/2014 9:01 AM	Amanda Johnson
Edit | View | Del	[redacted] - No Contact Letter.pdf	23KB	9/30/2014 9:00 AM	Amanda Johnson
Edit | View | De	[redacted] sales docs.pdf	5.57MB	9/8/2014 10:43 AM	Kate Czerwinski
Edit | View | Del	RHR Moreno.docx	29KB	9/2/2014 4:35 PM	Kate Czerwinski

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/10/2014 7:57 AM	Amanda Johnson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/29/2014 1 05 PM	Amanda Johnson	Changed **Follow Up Date** from 9/30/2014 to **10/10/2014**.
9/24/2014 3 53 PM	Amanda Johnson	Changed **Follow Up Date** from 9/26/2014 to **9/30/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [28] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/29/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	8/28/2014 1:55 PM
CA Multiple Repairs		Date/Time Closed	11/7/2014 3:23 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	Pending
		DRT Resolution	CST00050273

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	NNA is replacing the vehicle due to 4 repair visits for a passenger airbag light concern with 17 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,189		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TRI-CITIES NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$25,280.07	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: 4235 [redacted] N: 1N4AL3APXEC [redacted]		
Created By	Heathre Vanriper, 8/28/2014 1 55 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:14 AM	Root Cause Code (2)	
Days Closed	432	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heathre Vanriper (11/4/2014 3 03 PM)** NIS1426561. DRTS rec'd case closed and finished from BBB 11/4/14 dated same. See attached for review.
Make Public		**Created By Jim Land (10/16/2014 2 01 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is "passenger airbag light concern"
Make Public		**Created By Ricardo Garcia (9/29/2014 2 52 PM)** ARBS-RG sent SOC Letter to Dealer via email to SM-Al of TRI-CIT ES NISSAN on 9/29/14.
Make Public		**Created By Ricardo Garcia (9/29/2014 2 49 PM)** ARBS-RG sent Morley Packet # 215939 via FEDEX # [redacted] on 9/29/14
Make Public		**Created By Ricardo Garcia (9/26/2014 9 51 AM)** ARBS-RG received email from [redacted] regarding SOC Docs needed to be completed on 9/26/14
Make Public		**Created By Ricardo Garcia (9/26/2014 7 46 AM)** ARBS-RG received Mock Buyer's Order from SM-Al of TRI-CIT ES NISSAN via email on 9/25/14. ARBS-RG received signed SOC Letter from customer via fax on 9/26/14. ARBS-RG submitted check request for approval on 9/26/14. check to TRI-CIT ES NISSAN : $25,280.07 (+) Invoice Price $22,914 00 (+) Customer Services $499.00 (+) State Tax & Gross Rec. Tax $1,758 07 (+) Local Tax $40.00 (+) Title & Registration Fee $69 00 (=) Total $25,280.07 (=) Total due to Dealer from NNA $25,280.07
Make Public		**Created By Ricardo Garcia (9/25/2014 3 09 PM)** ARBS-RG sent SOC Letter to Customer via email on 9/25/14 ARBS-RG sent email to [redacted] regarding SOC with VIN 1N4AL3AP4FC [redacted] on 9/25/14
Make Public		**Created By Ricardo Garcia (9/25/2014 3 07 PM)** ARBS-RG received email from customer regarding replacement vehicle and wanted different vehicle 2015 Nissan Altima 2 5 S VIN # : 1N4AL3AP4FC [redacted] ARBS-RG made outbound call to to dealership of TRI-CITIES NISSAN at (863) 686-2800 and spoke with SM-AL KINGSBURY to inquire about vehicle 2015 Nissan Altima 2.5 S with VIN # : 1N4AL3AP4FC [redacted] ARBS-RG advised SM-Al that customer has requested this vehicle rather than 2015 Nissan Altima 2.5 S with VIN # : 1N4AL3AP0FC [redacted] SM-Al was aware of situation already as customer called dealership to inquire. ARBS-RG requested Mock Buyer's Order to be sent over.
Make Public		**Created By Ricardo Garcia (9/22/2014 3 51 PM)** ARBS-RG sent SOC Letter to Customer via email on 9/22/14
Make Public		**Created By Ricardo Garcia (9/22/2014 3 42 PM)** ARBS-RG made outbound call to to dealership of BILL GATTON NISSAN at (423) 989-6700 and spoke with Sales Manager - Sidney Mitchell. SM-Sidney sent over invoice to review. ARBS-RG made outbound call to customer at [redacted] to notify customer of replacement invoice at BILL GATTON NISSAN. Customer stated customer located a vehicle similar over at the dealership of TRI-CIT ES NISSAN. ARBS-RG understood and informed customer that ARBS-RG would inquire about vehicle over at TRI-CITIES NISSAN. Customer understood. ARBS-RG made outbound call to to dealership of TRI-CITIES NISSAN at (863) 686-2800 and spoke with SM-AL KINGSBURY to inquire about vehicle 2015 Nissan Altima 2.5 S with VIN # : 1N4AL3AP0FC [redacted] ARBS-RG advised SM-Al to set vehicle to the side until paperwork with NNA and NMAC is completed. SM-Al understood. ARBS-RG verified SM-AL email address and sent contact information.

Make Public

Created By Heathre Vanriper (9/17/2014 3 12 PM)
NIS1426561. DRTS rec'd Settlement Letter from BBB 09/17/14 dated same. States: NNA to replace vehicle under standards of TN Lemon Law. Terms to be carried out no later than 21 days post date of this letter. See attached for review.

Make Public

Created By Ricardo Garcia (9/17/2014 2 48 PM)
ARBS-RG made outbound call to dealership of B LL GATTON NISSAN at (423) 989-6700 and spoke with Sales Manager - Sidney Mitchell on 9/17/14. SM-Sidney stated invoice will be sent over to ARBS-RG for review.

Make Public

Created By Ricardo Garcia (9/11/2014 3 42 PM)
ARBS-RG received payoff information from NMAC Morley Payoff Request on 9/10/14

Hi Ricardo,

Below is the payment/payoff information that you requested.

SR# 1-4774548663
Account# [redacted]
Customer: [redacted]
30 day payoff $5037.94 good thru 10/10/14
Per diem 0 30
Payments received 8
Payment amount $ 320 30
Interest paid $82.04
Recent payment received on 9/5/14in the amount of $ 320.30
Copy of contract and payment history are attached.

Thanks,

Make Public

Created By Ricardo Garcia (9/11/2014 3 40 PM)
ARBS-RG made outbound call to dealership of B LL GATTON NISSAN at (423) 989-6700 and spoke with Sales Manager - Sidney Mitchell on 9/11/14. SM-Sidney stated email was never received. ARBS-RG verified email address of SM-Sidney at sales@billgattonimports.com

Make Public

Created By Ricardo Garcia (9/9/2014 1 28 PM)
ARBS-RG received inbound call from dealership of B LL GATTON NISSAN at (423) 989-6700 and spoke with Sales Manager - Sidney Mitchell on 9/9/14. ARBS-RG sent email to SM-Sidney with further instructions.

Make Public

Created By Ricardo Garcia (9/9/2014 1 18 PM)
ARBS-RG made outbound call to dealership of B LL GATTON NISSAN at (423) 989-6700 and left message with Sales Manager - Sidney Mitchell on 9/9/14. Waiting on call back to discuss replacement option for customer.

Make Public

Created By Ricardo Garcia (9/9/2014 1 02 PM)
ARBS-RG received current registration from customer via email on 9/9/14

Make Public

Created By Ricardo Garcia (9/9/2014 11 45 AM)
ARBS-RG sent email to NMAC Morley Payoff Request to obtain payoff on 9/9/14

Make Public

Created By Ricardo Garcia (9/9/2014 11 44 AM)
ARBS-RG notes the following repairs

Call Made : 9/9/14
Phone # : [redacted]
Spoke with Customer
Reason : To discuss offers. ARBS-RG verified customer's email address. ARBS-RG notes customer lienholder is NMAC. ARBS-RG requested from customer : current registration. ARBS-RG sent offer letter to customer via email on 9/9/14

Make Public

Created By Ricardo Garcia (9/9/2014 11 41 AM)
ARBS-RG notes the following

17 days down
4 visits - 1 recall - 1 repair related to passenger airbag light concern

ADDITIONAL CASES FOUND
- Case [redacted] - CLOSED
- Case [redacted] - CLOSED
TECH LINE FOUND
- Case # [redacted] Related to RO # [redacted]
- Case # [redacted] Related to RO # [redacted]
DTS FOUND
- Gary Tergerson approved replacement of OCS control unit in RO # [redacted]
NO ADDITIONAL WARRANTIES FOUND

Make Public

Created By Ricardo Garcia (9/9/2014 11 38 AM)
ARBS-RG notes the following repairs

05-05-14 @ 1,255 miles — RO # [redacted] — 1 day down
Issue:
1. Inspect tires
2. Complimentary multi-point inspection
3. Perform recall
Action:
1. Completed
2. Completed
3. Completed

05-29-14 @ 1,693 miles — RO # [redacted] — 1 day down
Issue:
1. C/S air bag light is alerted with passenger in seat
2. Inspect tires
3. Complimentary 27 item multi-point inspection
Action:
1. District field rep came and rode wit customer, covered the thought to be correction at this time
2. Tires ok at this time
3. Completed

07-31-14 @ 2,189 miles — RO # [redacted] — 1 day down
Issue:
1. C/S air bag light comes on passenger side and stays on
2. Complimentary 27 Item Multi-point inspection
Action:
1. Completed
2. Completed

07-31-14 @ 2,189 miles — RO # [redacted] — 15 days down
Issue:
1. C/S air bag light comes on passenger side and stays on
2. Complimentary multi-point inspection
3. 1st free oil change from sales dept.
Action:
1. DTS Gary Torgeson approved replacement of OCS control unit
2. Completed
3. Replaced oil and filter with new topped off fluids, checked tire pressures

Make Public

Created By Gloria Holman (9/3/2014 2 20 PM)
DRTS completed RHR and attached to the case.

Make Public

	Created By Gloria Holman **(9/3/2014 11 35 AM)** DRTS received repair orders from Dealer# 3100 on September 3, 2014 at 12:28 pm and attached to the case.
Make Public	**Created By** Gloria Holman **(9/3/2014 10 45 AM)** DRTS called Dealer# 3100 on September 3, 2014 at 11:43 am and spoke with Shannon, Service Dept, requesting repair orders. Shannon will send documents via fax.
Make Public	**Created By** Heathre Vanriper **(9/3/2014 9 03 AM)** NIS1426561. DRTS rec'd MRF from BBB 09/03/14 dated same. See attached for review.
Make Public	**Created By** Ricardo Garcia **(9/2/2014 1 49 PM)** ARBS-RG sent task to DRTS-GH to collect ROs and create RHR.
Make Public	**Created By** Ricardo Garcia **(9/2/2014 1 46 PM)** ARBS-RG notes the following repairs Call Made : 9/2/14 Phone # : [redacted] Spoke with Customer Reason : To notify customer that ARBS-RG will look into customer's requests. Customer understood and verified with ARBS-RG that best contact # is customer's cell phone # (423) 360-7163. ARBS-RG notified customer that customer would be contacted again after ARBS-RG receives more information regarding customer's request.
Make Public	**Created By** Heathre Vanriper **(8/28/2014 1 58 PM)** NIS1426561. DRTS rec'd CCF from BBB 08/28/14 dated same. C seeks: Buyback/replace. CCF states passenger side air bag turns off when occupied*7, door locks are not working properly. See attached for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/28/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]Case closed-[redacted]	[redacted]	✓	11/4/2014	Ricardo Garcia	11/4/2014 3 04 PM
Edit | Del	New DTS Request		✓	10/18/2014	Gary Torgerson	10/20/2014 7:47 AM
Edit | Del	Review Approved Check Request		✓	9/26/2014	Ricardo Garcia	9/29/2014 7 25 AM
Edit | Del	[redacted]ettlement-NIS1426561		✓	9/17/2014	Ricardo Garcia	9/17/2014 3:13 PM
Edit | Del	Create RHR		✓	9/9/2014	Gloria Holman	9/3/2014 2:20 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3APXEC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		9/27/2014	Customer	Approved	$25,280.07	34BUYBACK	Nissan South East Buyback/Trade	TRI-CIT ES	NISSAN

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Morley Packet.pdf	773KB	12/16/2014 9:02 AM	Ricardo Garcia
Edit | View | Del	[redacted]Case closed-NIS1426561.pdf	42KB	11/4/2014 3 04 PM	Heathre Vanriper
Edit | View | Del	[redacted]SOC Docs from NMAC.pdf	183KB	9/26/2014 9 50 AM	Ricardo Garcia
Edit | View | Del	[redacted]SOC Letter to Dealer.pdf	274KB	9/26/2014 7 53 AM	Ricardo Garcia
Edit | View | Del	[redacted]Signed SOC Letter.pdf	141KB	9/26/2014 7 53 AM	Ricardo Garcia

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/7/2014 3 23 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 2:00 PM	Jim Land	Changed **Case Servicing Dealer** from B LL GATTON NISSAN to **TRI-CITIES NISSAN**.
10/16/2014 1:59 PM	Jim Land	Changed **Case Owner** from Ricardo Garcia to **Jim Land**.

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Surveys Help

Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Sheena Marie Dela Cruz [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/28/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/28/2014 2:05 PM
CA Multiple Repairs		Date/Time Closed	8/28/2014 2:19 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	airbag issue		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] N: 1N4AL3AP3DC[redacted]		
Created By	Sheena Marie Dela Cruz 8/28/2014 2:05 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	503	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Sheena Marie Dela Cruz (8/28/2014 2 19 PM) Vehicle Concern
Make Public		Created By Sheena Marie Dela Cruz (8/28/2014 2 19 PM) case number
		Created By Sheena Marie Dela Cruz (8/28/2014 2 19 PM) Crr-sd received call from c. C stated that the light on the passenger side will just stay on. c stated c do not weight enough and weights only 113-115 lbs. c stated c want to know if there is something wrong again on the passenger airbag. crr-sd advised c that according to the owners manual, the if the passenger airbag light is on, it means that the airbag is not functional. c stated c want to know what is wrong on the veh.
Make Public		Crr-sd advised c to have the veh inspected by an authorized nna dlrship for proper diagnosis on the issue since dealers are in the best position to determine the exact cause of failure on the veh. c agreed. Crr-sd offered further assistance. c declined. Crr-sd provided c with case number and hunged up. Crr-sd closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	BROKEN/CRACKED	14	8/28/2014	ZB	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	8/28/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQU RY	QA	8/28/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/28/2014 2:19 PM	Sheena Marie Dela Cruz	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/28/2014 2 05 PM	Sheena Marie Dela Cruz	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN 1N4AL3AP3DC**[redacted]

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [48] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Robert Peterson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/13/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/28/2014 6:35 PM
CA Multiple Repairs		Date/Time Closed	1/9/2015 3 50 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00054548

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	BBB Auto Line Voluntary Replacement due to 3 repair attempts and 34 days out of service to CVT shudder and brake concerns.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	PEORIA NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,790		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PEORIA NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$37,273.51	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/4/2014	Vehicle Service Contract	
RHR Completed	9/4/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] IN: 5N1AR2MN9EC[redacted]		
Created By	Shiela Capuz, 8/28/2014 6:35 PM	Root Cause Code	SCSV
Last Modified By	NNAETL 10/14/2015 12:15 AM	Root Cause Code (2)	SCCV
Days Closed	369	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heathre Vanriper (1/13/2015 1 38 PM)** *** [Added after the case is closed] *** NIS1428020. DRTS rec'd Case Closed from BBB 01/13/15 dated same.
Make Public		**Created By Robert Peterson (1/9/2015 3 49 PM)** • ARBS sending Morley Case# [redacted] via FedEx [redacted] • ARBS closing case.
Make Public		**Created By Robert Peterson (1/8/2015 9 53 AM)** VEHICLE CONCERN
Make Public		**Created By Robert Peterson (1/8/2015 9 50 AM)** • ARBS notes receipt of SOC Docs from TD Auto Finance SIGNED, attaching to case. • ARBS requesting check for $37,273.51 payable to DLR for replacement vehicle.
Make Public		**Created By Robert Peterson (1/5/2015 1 30 PM) Last Modified By Robert Peterson (1/5/2015 1 30 PM)** ARBS following up on case, notes receipt of Repurchase Agreement SIGNED, attached to case. ARBS notes no receipt of any SOC documents from LH. ARBS called LH and rec'd confirmation that SOC was approved and SOC packet was sent to DLR on 12/29/2014. ARBS requested that same packet be forwarded to ARBS directly, provided fax. LH wilco. ARBS emailed SM-EO to see if SM has rec'd SOC Docs from LH.
Make Public		**Created By Robert Peterson (12/18/2014 10 00 AM)** ARBS sent replacement agreement to C via email.
Make Public		**Created By Robert Peterson (12/18/2014 9 47 AM)** ARBS called LH again @ 1-888-548-3574 and was able to reach: Marie Williams - Ext. 5305 LH provided payoff info: $26,022 97 till 12/28/14 $3 05 PD LH also provided fax # to send original and replacement invoices for SOC process: 682-831-4115 ARBS provided ARBS's and SM's contact info and faxed invoices to provided #.
Make Public		**Created By Robert Peterson (12/17/2014 4 56 PM)** C emailed that C cannot reach TD Auto, on hold for over 35 mins. ARBS attempted to reach any contact possible at TD Auto and was on hold for 20 minutes. ARBS sent FAX to "Head of Consumer Operations" Ron Buck, requesting SOC. ARBS emailed C back to advise, ARBS apologizes, but can not request check until after New Year now.
Make Public		**Created By Robert Peterson (12/17/2014 2 44 PM)** ARBS sent updated Offer Letter to DLR. ARBS emailed C to remind that today is final day for submitting check requests before holidays.
Make Public		**Created By Robert Peterson (12/17/2014 2 43 PM)** SM emailed ARBS to advise that with new month, rebate has expired. ARBS notes the following updated cost of replacement: VIN: 5N1AR2MN7FC602120 Base Price $32,053.00

+ Sales Tax + Tire Tax $2,671.73
+ Doc Fee $395.00
+ License $584.21
+ ZacTek $297 00
+ GAP $450.00
+ VSC $2,450.00
+ DLR Add Accessories $572.57
=Total Purchase Price $39,352 01

-VSC Refund $1,900.00
-GAP Refund $300 00

= Total Replacement Cost to NNA $37,273.51

Make Public

Created By Robert Peterson (12/4/2014 2 59 PM)
ARBS sent SOC Offer Letter to DLR to SM-EO via email advising that ARBS needs two documents to proceed:
1. Signed Replacement Agreement from C
2. Written confirmation of TD Auto Finance's SOC approval

ARBS sent Replacement Agreement to C via email and notified C of same two documents ARBS needs as well.

Make Public

Created By Robert Peterson (12/4/2014 11 31 AM)
SM submitted Buyer's Order to ARBS for review.
ARBS notes the following figures:

VIN: 5N1AR2MN7FC[redacted]
Base Price $32,053.00
+ Sales Tax + Tire Tax $2,550.23
+ Doc Fee $395.00
+ License $584.21
+ ZacTek $297 00
+ GAP $450.00
+ VSC $2,450.00
+ DLR Add Accessories $572.57
=Total Purchase Price $39,352 01

-Less Rebate $1,500 00
-VSC Refund $1,900.00
-GAP Refund $300 00

= Total Replacement Cost to NNA $35,652.01

Make Public

Created By Robert Peterson (12/4/2014 11 27 AM)
SM-Eric sent over invoice for the following replacement 3:
VIN: 5N1AR2MN7FC[redacted]
25315
2015 PATHFINDER SV 4X2 SUV
CVT
G41-G
magnetic black , charcoal
MSRP: $34,345
INVOICE: $32,053

ARBS approves this vehicle with the following add-ons:
OTHER ADDS (tint, pinstripe, nitro tires) $572.57

Make Public

Created By Robert Peterson (11/14/2014 3 25 PM)
ARBS rec'd follow up email from C advising that Sales Manager Eric has found a black 15 SL on lot, C wants to know if that would be suitable replacement.

ARBS responded to C that ARBS has not rec'd any VIN or invoice for any potential replacement.

ARBS called DLR and left VMX for SM to call ARBS back and send over invoice.

ARBS rec'd invoice from SM via email, notes C's original vehicle is an SV MSRP: $34,197 57 and the new vehicle is a SL MSRP: $39,625 00
ARBS advised both C and SM that ARBS will only approve this vehicle is C pays difference.

SM sent over invoice for V N: 5N1AR2MN2FC[redacted]
2015 PATHFINDER SV 4X2
TOTAL MSRP $34,065 00

TOTAL INVOICE $31,820 00
will need additional accessories:
CROSS BARS $249.00
OTHER ADDS (tint, pinstripe, nitro tires) $572.57

ARBS advised C and SM that SV VIN: 5N1AR2MN2FC[redacted]s approved with the above referenced add ons.

Make Public

Created By Robert Peterson (11/6/2014 10 23 AM)
ARBS emailed C that ARBS is following up on replacement process, advised C that ARBS is working with SM-Adam and that C may reach out to SM directly to locate vehicle.

Make Public

Created By Robert Peterson (11/6/2014 10 15 AM)
ARBS notes faxed replacement deal to DLR on 11/03/14, called DLR to follow up, left message for SM-Adam or [now] FM-Charlie requesting call back.

Make Public

Created By Robert Peterson (11/3/2014 10 51 AM)
ARBS notes recent conversation with SM Charlie Chasen noted in case[redacted] in which ARBS offered DLR replacement deal.

ARBS sending this replacement deal (SOC Instructions to DLR and Invoice Original) to SM as well, via fax: 623-298-5664

Make Public

Created By Heathre Vanriper (10/30/2014 3 50 PM)
NIS1428020. DRTS rec'd Settlement from BBB 10/30/14 dated same. States: NNA to replace veh under terms of AZ Lemon Law no later than 30 days post date of this letter. See attached for review.

Make Public

Created By Josh Wegener (10/30/2014 1 32 PM)
DRTS- Corrected case# & re-attached invoice

Make Public

Created By Josh Wegener (10/29/2014 4 03 PM)
DRTS - Retrieved & attached invoice

Make Public

Created By Robert Peterson (10/29/2014 3 37 PM)
///ARBS notes C's name is pronounced "Ah-mey"

Make Public

Created By Robert Peterson (10/29/2014 3 31 PM)
ARBS rec'd call from C stating that C wants to pursue REPLACEMENT for a 2015 Pathfinder.
C notes C has spoken to DLR and that DLR says 2015's are starting to trickle in.
C notes C's LH can do SOC, as did SOC on this vehicle.
ARBS advised C that ARBS will email over LOI, if C can fill out LH release and send it back.

C requests some sort of upgrade, as this will be 3rd Pathfinder (2nd LL replacement)
ARBS states that ARBS cannot upgrade trim level, but possibly could throw in maintenance plan or VSC for good will.
C seems okay with idea, but states that C should have service contracts on vehicle.
ARBS notes no contracts attached to 2014 VIN, must be aftermarket warranties.
C will send ARBS paperwork on service contracts.
ARBS advised C that ARBS will coordinate with DLR and begin looking for suitable replacement.

((///ARBS will consider trim or feature upgrade as retention goodwill ///))

Make Public

Created By Robert Peterson (10/22/2014 10 24 AM)
ARBS responding to MRF via fax stating:
NNA offers DTS inspection/repair as 1st step, with $4,500 settlement if C is comfortable with repair.
If C is not comfortable with repair, NNA is in a position to offer repurchase or replacement in accordance with AZ lemon law.
Repurchase mileage will be assessed at 20,500 miles, replacement will be useage-free.

ARBS notes waiting on C's decision.

Make Public

Created By Robert Peterson (10/21/2014 2 23 PM)
ARBS notes MRF and called C.
ARBS and C discussed situation.
C notes this is C's second new Pathfinder, 1st was a 2013 with similar concerns, lemon law replacement.
ARBS advised C that NNA is in a position to offer repurchase, replacement, or repair and settlement.
C and ARBS discussed the mileage offset @ 20,500 miles and C is upset that C has to pay mileage, but familiar with law– is why C opted for replacement 1st time.
C is willing to do whatever C needs to be compensated appropriately.
C stated that C would not know which vehicle to buy if C did opt for repurchase, as C needs 3rd row seat for 5 kids.
C states C loves Pathfinder, just wants Vehicle to be worry-free.
ARBS apologized and empathized that Pathfinders are nice vehicles, ARBS hates that C has had concerns with two new Nissans now, expressed that NNA wants to make C happy with brand.
C states that C would consider replacement, asked when 2015 models will be available.
ARBS advised C that ARBS does not have release date for 2015 Pathfinders.
ARBS empathized with C that Pathfinder shudder can be repaired, that there are thousands of Pathfinders on the road that are problem-free.
C agrees and reiterated that C loves Pathfinder, just wants V to work.
ARBS advised that reasonable 1st step would be to send DTS to repair vehicle.
C eventually agreed that DTS sounds like reasonable 1st step, then maybe replacement if repair fails.
C will speak to Husband and see what Cs want to do.
ARBS provided direct call back # and email address, and call ended mutually.

Make Public

Created By Heathre Vanriper (10/15/2014 1 49 PM)
NIS1428020. DRTS rec'd MRF from BBB 10/15/14 dated same. C seeks: Repurchase. CCF states: CCF states: AC unit malfun*1, Air Bag problem*1, brake problem*1, cruise control keeps malfun*1. See attached for review.

Make Public

Created By Robert Peterson (10/13/2014 10 34 AM)
ARBS notes no further contact with C since CCF on 9-18-14.
ARBS notes per SM, vehicle is repaired.
ARBS closing case.

Make Public

Created By Robert Peterson (10/1/2014 4 52 PM)
ARBS called C, left VMX stating that while NNA is not in a position to repurchase the vehicle at this time, NNA does want to make sure C is happy with repair.

Make Public

Created By Robert Peterson (10/1/2014 4 43 PM)
ARBS notes in summary of RHR:
2 repair attempts to AC concerns
1 repair attempt to brakes
2 "unable to duplicate" shudder

34 days down

Make Public

Created By Robert Peterson (10/1/2014 4 38 PM)
• ARBS rec'd all ROs from DLR via email, attaching to case.

ARBS notes the following service history:

6/17/14 @ 14,091 Miles 1 Day Down
CONCERN:
A. Rental Car
B. A/C blows hot
C. R/R tire is flat
D. LOF
E. Rotate tires
F. OCS reprogram
G. Multipoint inspection
H. Tech found engine mount separating
ACTION:
A. Provided
B. A/C compressor fault/ remove, replace A/C compressor, new oring for hoses. Repair effective
C. Cut in tire, non-repairable, replaced tire
D. Performed
E. Rotated
F. R1405 OCS reprogram. Repair effective
G. Inspected
H. Remove and replace lower engine mount to eliminate clunking noise. Effective

08/25/14 @ 19,308 Miles 22 Day Down
CONCERN:
A. C/S there is a noise when releasing the brake pedal when sitting at a stop
B. C/S Brake pedal looses pressure when sitting at a stop
C. C/S vehicle shudders when going around a corner at slow speeds
ACTION:
A. Replaced brake booster ass'y
B. Replaced brake master cylinder ass'y
C. Unable to duplicate concern. Reprogrammed TCM per bulletin

09/15/14 @ 20,470 Miles 11 Day Down
CONCERN:
A. Cruise control inop
B. Rear A/C will only blow out of the floor
C. Vehicle shudders when going around a corner slowly and then hitting the gas
D. Fluid sound coming from brakes when applying them
E. Pass side air bag light comes on when adult is sitting in seat and they are buckled in
F. RPMs flutter when pulling hills on a long road trip
ACTION:
A. Verified ASCD inop. Reinstalled cruise brake switch
B. Replaced auto air control amplifier
C. Unable to duplicate
D. Unable to duplicate
E. No DTC stored, unable to duplicate
F. Unable to find hills in area to verify this concern

Make Public

Created By Robert Peterson (10/1/2014 4 01 PM)
ARBS called SM to discuss vehicle and newest repairs.
SM-Pat Harvey states vehicle has been in several times, 2x for AC concerns and a few times for shudder.
ARBS advised SM that this is news to ARBS, please send all RO's to ARBS.
SM states SM will have warranty person email everything DLR has on the vehicle.
ARBS thanked SM for time and call ended

Make Public

Created By Robert Peterson (10/1/2014 3 53 PM)
ARBS reviewing CCF and notes prior RHR declined.
ARBS notes 1 repair attempt for AC

Make Public

Created By Heathre Vanriper (9/18/2014 3 50 PM)
NIS1428020. DRTS rec'd CCF from BBB 09/18/14 C seeks: Buy Back. CCF states: AC unit malfun*1, Air Bag problem*1, brake problem*1, cruise control keeps malfun*1. See attached for review.

Make Public

Created By Alex Loft (9/17/2014 5:57 PM)
RCAS-AL spoke with C at [redacted]
C stated that the veh is still at the dlrshp and it should be repaired by the end of the week.
C is concerned that there is no fix for the vehicle.
C stated that this will be C's second failed vehicle from NNA.
RCAS-AL will touch base with C on monday 9-22
C thanked RCAS-AL
RCAS-AL wished C a good day.

Make Public

Created By Alex Loft (9/12/2014 11:56 AM)
RCAS-AL spoke with C at [redacted]
C stated that C has not returned to the dlrshp at this time
C has an appoinment on Monday

RCAS-AL will contact the dlr and C on wednesday, 9/17.
C thanked RCAS-AL
call ended mutually.

Make Public

Created By Alex Loft (9/9/2014 5:43 PM)
RCAS-AL spoke with C at [redacted]
RCAS-AL informed C that at this time NNA is not in the position to repurchase the vehicle.
C stated that C is having similar and reoccuring concerns with the vehicle and the vehicle will be back in the dealership today or tomorrow.
RCAS-AL will follow up with dlr and C when the veh is in the shop.

C thanked RCAS-AL
RCAS-AL wished C a good day.

call ended mutually.

Make Public

Created By Chantel Foxhall (9/5/2014 10:57 AM)
ARBS reviewed case.

After careful evaluation, NNA will not be able to offer repurchase at this time, as there have not been an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle.

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

Make Public

Created By Chantel Foxhall (9/5/2014 10:57 AM)
ARBS notes the following repair summary:

1 visit for A/C concerns – 1 replacement of A/C compressor
1 visit for OCS concerns – 1 repair for OCS recall reprogram
1 visit for Engine concerns – 1 replacement of engine mount
1 day down

Make Public

Created By Chantel Foxhall (9/5/2014 10:55 AM)
ARBS notes the following repair orders:

6/17/2014 – 14,091 miles
Concern:
-C states A/C blows hot
-C states R/R tire is flat
-OCS reprogram
-Tech found engine mount separating
Action:
-A/C compressor fault/ remove, replace A/C compressor, new o-ring for hoses. Repair effective
-Cut in tire, non-repairable, replaced tire
-R1405 OCS reprogram. Repair effective
-Remove and replace lower engine mount to eliminate clunking noise. Effective
1 day down

Make Public

Created By Albert Jimenez (9/5/2014 9:22 AM)
DRTS received the RHR. The RHR was assinged to ARBS Chantel Foxhall for review.

Make Public

Created By Alex Loft (9/4/2014 6:54 PM)
RCAS-AL submitted RHR and supporting documents

Make Public

Created By Alex Loft (9/4/2014 12:37 PM)
RCAS-AL received RO's from dlrshp

Make Public

Created By Alex Loft (9/4/2014 12:29 PM)
C is in the process of obtaining an attorney.

Make Public

Created By Alex Loft (9/4/2014 12:29 PM)
RHR

Why do you want to return the vehicle to Nissan North America?
Because of the shuddering and shaking.

Where is the vehicle currently?
At the dealership. Since Monday, 8/25/14 - Pieora

Where was the vehicle purchased?
Peoria

Was it purchased new or used?
New

If used, when was the vehicle purchased?

Where is the vehicle serviced?
Perioa

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
Perioa

Make Public

Created By Maria Marsha Atienza (9/3/2014 3:18 PM)
CRR-MC received a call from c stating that c's still waiting for RCAS to call c back. C said that c was advised that internal message will be sent to and no one called c back. C gave case #.
CRR-MC apologized.

CRR-MC checked case and verified that no contact info changed.
CRR-MC set expectation that RCAS will call c back on 09/4/14 and advised c that CRR-MC can send another internal message to RCAS regarding c's request. C agreed.

CRR-MC verified best contact # to reach c at which is 4808828534.

CRR-MC offered further assistance. C declined.
CRR-MC provided name and extension #.
CRR-MC exiting file.

Make Public

Created By Rachel Mercado (9/3/2014 12:23 PM)
RCAS Case Follow-up

Make Public

Created By Rachel Mercado (9/3/2014 12:23 PM)
CRR-RM received a call from c
CRR-RM verified with c if any of the contact information have change c said no

c states c wants to speak with RCAS-AL
crr-rm advised c that rcas follow up to c on the case will be 09/4/2014
c stated that c is been leaving message for RCAS-AL and had not received callback.
crr-rm offered to send IM instead of transferring the call and might reach the vmx again.
c understood and agreed and provided number to be reach at is 4808828534
CRR-RM did RECAP
CRR-RM offered further assistance c declined
CRR-RM c that the case no. will be the same
CRR-RM provided name and extension no.
CRR-RM left the case open

Make Public

Created By Alex Loft (8/29/2014 10 36 AM)
RCAS-AL left VM for C at [redacted]
RCAS-AL included name, phone, case nubmer and a call back request.

Make Public

Created By Shiela Capuz (8/28/2014 6 38 PM)
CRR-SC received a call from c regarding c's veh.
CRR-SC verified c's name, vin, address, mileage, phone number, email address & responsible dlr.

C stated that c's having issue with the veh.
C stated that c's veh is currently at dlr for repair.
C stated that c had issue with the AC, airbag, and the tire.
C stated that c's veh is shaking and shuttering like c's 2013 Pathfinder that was replaced by Nissan.
C stated that c is tired of the veh.
C stated that c wanted c's money back.

CRR-SC told c that case will be forwarded to RCAS for review & c will receive call before the end of the next business day. c understood.
C stated that c's best contact# is [redacted]

CRR-SC offered further assistance, c declined.
CRR-SC gave name, extension & case number.
CRR-SC leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR MPROPER OPERATION	11	9/18/2014	YX	AJ	159000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/18/2014	YX	BK	233500	OA
Edit | Del		INTERIOR ELECTRICAL	CRUISE CONTROL	POOR OR MPROPER OPERATION	18	9/18/2014	YX	AV	193000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/8/2015	Robert Peterson	1/9/2015 3:50 PM
Edit | Del	Replacement Follow Up		✓	1/5/2015	Robert Peterson	1/8/2015 9:54 AM
Edit | Del	[redacted]-Settlement-NIS1428020		✓	10/30/2014	Robert Peterson	10/30/2014 3:51 PM
Edit | Del	Collect Factory Invoice		✓	10/29/2014	Josh Wegener	10/29/2014 4:02 PM
Edit | Del	[redacted]-MRF-NIS1428020		✓	10/15/2014	Robert Peterson	10/22/2014 10:25 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MN9EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	1/9/2015	Dealer	Approved	$37,273 51	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Alex Loft 8/29/2014 12:33 PM	8/29/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check.pdf	71KB	2/11/2015 12 58 PM	Tammy Knotts
Edit | View | Del	[redacted]Case Closed-NIS1428020.pdf	42KB	1/13/2015 1:38 PM	Heathre Vanriper
Edit | View | Del	Novak - Morley Packet 219496.pdf	7 52MB	1/9/2015 3:50 PM	Robert Peterson
Edit | View | Del	[redacted]SOC Docs from TD Auto Finance SIGNED.PDF	26KB	1/8/2015 9:55 AM	Robert Peterson
Edit | View | Del	[redacted]Registration.pdf	28KB	1/8/2015 9:55 AM	Robert Peterson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/9/2015 3 50 PM	Robert Peterson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/8/2015 9 53 AM	Robert Peterson	Changed **Follow Up Date** from 9/22/2014 to **1/13/2015**.
		Changed **Description**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [8] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Russell Rigsby [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/29/2014 9:18 AM
CA Multiple Repairs		Date/Time Closed	9/4/2014 9:14 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue- airbag light		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MIKE ERDMAN NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] / N: 1N4AL3AP6EC[redacted]		
Created By	Sheena Marie Dela Cruz 8/29/2014 9:18 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/3/2015 10:10 PM	Root Cause Code (2)	
Days Closed	496	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Russell Rigsby (9/4/2014 9 13 AM) RCAS-RR closing case pending further diagnosis.
Make Private	✓	Case Summary: C called NNA asking for assistance to get veh repaired. Dlr states that dlr did not know c's part was failing. C is going in for further diagnosis.
Make Private	✓	Created By Russell Rigsby (9/4/2014 9 12 AM) *****RCAS-RR with case comment correction***** RCAS-RR made outbound call to c.
		Created By Russell Rigsby (9/4/2014 9 10 AM) RCAS-RR made outbound call to dlr, spoke with SA-Michael.
Make Private	✓	C stated c attempted to call SM and has not had any response. C stated c is going to the dlr today after work. C stated c would call RCAS after visit to let RCAS know what happened. RCAS-RR understood. Call ended mutually.
Make Private	✓	Created By Russell Rigsby (9/2/2014 1 39 PM) RCAS-RR received vmx. RCAS-RR made outbound call to c. C stated dlr re-programmed the airbag light. C stated SA-Vicky informed c that dlr will not do anything to correct c's concern. C stated c spoke with SA-Vicky. RCAS-RR informed c that SM-Kelly would like to see c's veh come in for appointment. C understood. C asked RCAS to keep case open. RCAS-RR agreed. Call ended mutually.
Make Private	✓	Created By Russell Rigsby (9/2/2014 11 40 AM) RCAS-RR made outbound call to c, left vmx. RCAS-RR provided c with RCAS best contact number.
Make Private	✓	Created By Russell Rigsby (9/2/2014 8 40 AM) RCAS-RR made outbound call to dlr, spoke with SM-Kelly. SM-Kelly stated that documentation shows that c was in the dlr for the recall but that the dlr has no documentation of c complaint. SM-Kelly stated that c's SA has no recollection of c stating that the concern was still occurring. Call ended mutually.
Make Public		Created By Sheena Marie Dela Cruz (8/29/2014 9 26 AM) Vehicle Concern
Make Public		Created By Sheena Marie Dela Cruz (8/29/2014 9 24 AM) Crr-sd received call from c. C advised that c's experiencing an ongoing issue on the passenger airbag light. c stated the light stays on when c's wife is seating on the passenger seat. c stated c had the campaign performed already and the nna dlr already re programmed the airbag control but the issue still occurs. c stated the dlr advised that nothing can be done at this point. c was upset. Crr-sd asked how can nna help c. c is requesting that nna take the issue seriously and provide a solution on the issue. Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agreed. crr-sd offered further assistance. c declined, c satisfied. Crr-sd provided c with case number, name and extension number. Crr-sd transferring case to RCAS. C stated the best number to contact c is 3215361892.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	BROKEN/CRACKED	14	8/29/2014	ZB	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	8/29/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	8/29/2014	WT	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/29/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/4/2014 9:14 AM	Russell Rigsby	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/2/2014 1:40 PM	Russell Rigsby	Changed **Follow Up Date** from 9/5/2014 to **9/4/2014**.
9/2/2014 1:40 PM	Russell Rigsby	Changed **Follow Up Date** from 9/3/2014 to **9/5/2014**.

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Surveys

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NISSAN

[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	William Criswell [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/10/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/29/2014 1:37 PM
CA Multiple Repairs		Date/Time Closed	9/10/2014 8:55 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue / multiple repairs		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	38,888		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DN[redacted]	Part Number 1	87301-3TA1A
Model Year	2013	Beyond Basic Warranty Miles	2,888
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LOVE NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	9/9/2014
Responsible District	04	Dealer Instructions	Parts Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP4DN[redacted]		
Created By	Leo Vergel Borjal 8/29/2014 1:37 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:50 PM	Root Cause Code (2)	
Days Closed	490	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Kristie Soucek (9/10/2014 8 53 AM) Last Modified By Kristie Soucek (9/10/2014 8 53 AM)** rcas-ks contacted c's wife on day# 304-586-3013 at 9;51am. wife will be referred to as c. c stated vehicle is repairs are done and everything is fine at this time. rcas-ks said that was good to hear. rcas-ks offered further assistance. c declined call ended mutually rcas-ks closing case summary: c was having a concern with the passenger occupant sensor. seat frame and sensor have been replaced and vehicle is operating normally at this time
Make Private	✓	**Created By Service Manager (9/9/2014 11 59 AM)** after ocs recall still had problems with air bag light, found old code in memeory of unit cleard and reprogrammed was good for about 1 week light started coming on and off again as a passenger was sitting in right front seat, as per our DTS and Tech Hotline we replaced seat frame with sensor, seset and reprogrammed, all checks good at this time released veh back to customer, as of now all checks good with veh and customer.
Make Private	✓	**Created By William Criswell (9/5/2014 7 25 AM) Last Modified By Kristie Soucek (9/10/2014 8 53 AM)** rcas called 304 586 3013 and spoke to c wife who shall be known as c from this point forward c stated needed seat frame and dealership had no eta rcas advised would use resources to assist and would follow up on 9/10 rcas gave contact information rcas set follow up rcas spoke to in house parts coordinator tim freeman who stated part due to be released and would follow up with rcas on part number 87301-3ta1a on part 98856 3ty0a part ;had been shipped
Make Private	✓	**Created By William Criswell (9/2/2014 8 06 AM) Last Modified By Kristie Soucek (9/10/2014 8 53 AM)** rcas called dealership and spoke to sa cj who stated had order part and is restircted untill feb part number 87301-3ta1a and 98856-3ty0a rcas thanked sa rcas called 304 586 3013 and was hjung up on rcas called 304 539 6311 and left vmx containing contact information rcas set follow up for 9/5 using sop 2 8
Make Private	✓	**Created By Leo Vergel Borjal (8/29/2014 1 41 PM) Last Modified By Kristie Soucek (9/10/2014 8 53 AM)** crr-lb received a call from c stated that c's been on an off the nna dlr 4 times for the same concern. c stated airbag light keeps on going on. c stated ever since the campaign was perform on the veh the airbag light keeps popping on. c stated c have an appointment with nna dlr today and nna dlr will reprogram the system however reprogramming the system might fix the issue temporarily c wants NNA to fix the issue permanently and not just temporarily. crr-lb advised c that c's case will be escalated to rcas for review to get possible resolution. crr-lb advised c RCAS will have the case reviewed crr-lb advised c to expect a call from RCAS before the next business day ends. c understood. crr-lb offered further assistance, c declined. crr-lb provided name, ext and case number. crr-lb leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/10/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Dealer Comment	[redacted]	✓	9/10/2014	Kelli Souders	9/9/2014 3:38 PM
Edit | Del	love nissan		✓	9/9/2014	Kelli Souders	9/8/2014 8:15 AM

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/10/2014 8 57 AM	Kelli Souders	Changed **Case Owner** from Kelli Souders to **William Criswell**.
9/10/2014 8 55 AM	Kristie Soucek	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/9/2014 11 28 AM	Kelli Souders	Changed **Shared via Portal** from false to **true**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Briann Foster [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	8/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	8/29/2014 4:18 PM
CA Multiple Repairs		Date/Time Closed	8/29/2014 4:50 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Multiple repair attempts		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	12,300		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHARLES BARKER INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] N: 5N1AL0MM7DC[redacted]		
Created By	Briann Foster 8/29/2014 4:18 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	502	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Briann Foster (8/29/2014 4 49 PM)** RCAS-BF closing case due to no further assistance being required at this time. *****CASE SUMMARY****** C wanted to document concerns. RCAS-BF closing case no further action needed.
Make Public		**Created By Briann Foster (8/29/2014 4 44 PM)** RCAS-BF received inbound call from C PREVIOUS RELATED FILES FOUND: None PREVIOUS UNRELATED F LES: None CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES and Found: None RCAS-BF verified C's name, V N, home and E-mail address, phone # & RTLR ************************ C called and advised c is to the point where c wants out of the veh lease. C advised that veh has had several concerns, some that have not been resolved. C advised that the weather stripping around the sunroof fell off. C advised that the driver's side sun visor broke and nothing is ever kept above the visor. C advised that intermittently the reverse camera view stays on the screen while in drive. C advised that the passenger side airbag like is not operating correctly after the campaign reprogram. C advised the brakes make a screeching noise when the veh is in reverse which the RTLR has not been able to repair. C advised that veh makes rattling noise as well while the c is driving. C wanted to reach out to CA to advise of concerns and have info. documented. RCAS-BF apologized for the inconvenience. RCAS-BF offered additional assistance. C declined. RCAS-BF thanked c. Call ended mutually. RCAS-BF closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	EXCESSIVE NOISE	03	8/29/2014	ZM	AD	121500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	8/29/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
8/29/2014 4 50 PM	Briann Foster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/29/2014 4:18 PM	Briann Foster	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN 5N1AL0MM7DC**[redacted]

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Surveys Surveys Help

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Case [redacted]

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Case Comments [9] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Janisha Wilkerson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/4/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	8/30/2014 11:31 AM
CA Multiple Repairs		Date/Time Closed	9/4/2014 10:18 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

Hi,

I own a 2013 Nissan Altima, I have had an airbag light on in my car practically since I bought it, then the Passenger AirBag Recall came out and I thought maybe it was because of that....I went to get my recall looked at and then then light went away for about a day. When it returned, I took it back to the dealer to look at it and they said it needed to be re-calibrated, the light was off for 2-3 weeks. t then returned, and I went to a different dealer because they were very rude. They did the same thing and re-calibrated it and said nothing was wrong. It has been a little over a month maybe 5-6 weeks, and the light has returned again! t has to obviously have something wrong with it for it to continue to turn on and frankly I do not have time to go to a dealer to get it re-calibrated every month. I just feel like there is no type of urgency at any dealer I have gone to and do not believe that nothing is wrong with it. If that was the case, the light would not turn on. Now I know several Nissan Owners and none of which have EVER had this issue. So CLEARLY something is wrong with my vehicle!

I need someone to help me I refuse to speak to people at the dealership because as I stated already, they have no sense of urgency to this issue.

I would appreciate if someone can help me as I am worried about driving my own car.

Thank you,

[redacted]

Customer Detail

First Name	JESSICA	Home Phone	9089650210
Middle Initial		Work Phone	2015561023
Last Name	SEABRA	Contact Email	seabraje@gmail.com

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0

Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NORTH PLA NFIELD NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 8/30/2014 11:31 AM	Web Email	[redacted]
Last Modified By	Bharath Tadipatri 4/3/2015 7:56 PM	Root Cause Code	SCIN
Days Closed	496	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT4C
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Janisha Wilkerson (9/4/2014 10 17 AM) Closing summary RCAS-JW is closing case due to 3 attempts made to contact C no response
Make Private	✓	Created By Janisha Wilkerson (9/4/2014 10 16 AM) RCAS-JW contacted C at [redacted] RCAS-JW left C a v msg to return call RCAS-JW is closing case due to 3 attempts made to contact C RCAS-JW sent C an email in regard to closing case after 3 attempts
Make Private	✓	Created By Janisha Wilkerson (9/3/2014 10 57 AM) RCAS-JW contacted C at [redacted] RCAS-JW left C a v msg to return call
Make Private	✓	Created By Janisha Wilkerson (9/2/2014 11 48 AM) RCAS-JW contacted C at [redacted] RCAS-JW left C a v msg to return call
Make Public		Created By Jastine Mesina (8/30/2014 4 47 PM) case moved
Make Public		Created By Jastine Mesina (8/30/2014 4 44 PM) ***Email case logged*** E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact: E-mail crr-jm checked for open recalls/campaigns/upgrades found: none crr-jm checked for previous/related case found: none *** crr-jm advised c that case will be escalated to RCAS and c will be contacted before end of next business day. crr-jm leaving case open.

crr-jm called c @ ff. numbers:

[redacted] eft vmx advising c of same information as e-mailed.

crr-jm informed that call may be recorded for training and quality assurance.
crr-jm provided case number, name

Make Public

Created By Jastine Mesina (8/30/2014 4 42 PM)
Hi,

I own a 2013 Nissan Altima, I have had an airbag light on in my car practically since I bought it, then the Passenger AirBag Recall came out and I thought maybe it was because of that....I went to get my recall looked at and then then light went away for about a day. When it returned, I took it back to the dealer to look at it and they said it needed to be re-calibrated, the light was off for 2-3 weeks. It then returned, and I went to a different dealer because they were very rude. They did the same thing and re-calibrated it and said nothing was wrong. It has been a little over a month maybe 5-6 weeks, and the light has returned again! It has to obviously have something wrong with it for it to continue to turn on and frankly I do not have time to go to a dealer to get it re-calibrated every month. I just feel like there is no type of urgency at any dealer I have gone to and do not believe that nothing is wrong with it. If that was the case, the light would not turn on. Now I know several Nissan Owners and none of which have EVER had this issue. So CLEARLY something is wrong with my vehicle!

I need someone to help me I refuse to speak to people at the dealership because as I stated already, they have no sense of urgency to this issue.

I would appreciate if someone can help me as I am worried about driving my own car.

Thank you,

Jessica Seabra

Make Public

Created By Jastine Mesina (8/30/2014 4 42 PM)
Hi,

I own a 2013 Nissan Altima, I have had an airbag light on in my car practically since I bought it, then the Passenger AirBag Recall came out and I thought maybe it was because of that....I went to get my recall looked at and then then light went away for about a day. When it returned, I took it back to the dealer to look at it and they said it needed to be re-calibrated, the light was off for 2-3 weeks. It then returned, and I went to a different dealer because they were very rude. They did the same thing and re-calibrated it and said nothing was wrong. It has been a little over a month maybe 5-6 weeks, and the light has returned again! It has to obviously have something wrong with it for it to continue to turn on and frankly I do not have time to go to a dealer to get it re-calibrated every month. I just feel like there is no type of urgency at any dealer I have gone to and do not believe that nothing is wrong with it. If that was the case, the light would not turn on. Now I know several Nissan Owners and none of which have EVER had this issue. So CLEARLY something is wrong with my vehicle!

I need someone to help me I refuse to speak to people at the dealership because as I stated already, they have no sense of urgency to this issue.

I would appreciate if someone can help me as I am worried about driving my own car.

Thank you,

Jessica Seabra

Make Public

Created By Managed Services (8/30/2014 11 31 AM)
Hi,

I own a 2013 Nissan Altima, I have had an airbag light on in my car practically since I bought it, then the Passenger AirBag Recall came out and I thought maybe it was because of that....I went to get my recall looked at and then then light went away for about a day. When it returned, I took it back to the dealer to look at it and they said it needed to be re-calibrated, the light was off for 2-3 weeks. It then returned, and I went to a different dealer because they were very rude. They did the same thing and re-calibrated it and said nothing was wrong. It has been a little over a month maybe 5-6 weeks, and the light has returned again! It has to obviously have something wrong with it for it to continue to turn on and frankly I do not have time to go to a dealer to get it re-calibrated every month. I just feel like there is no type of urgency at any dealer I have gone to and do not believe that nothing is wrong with it. If that was the case, the light would not turn on. Now I know several Nissan Owners and none of which have EVER had this issue. So CLEARLY something is wrong with my vehicle!

I need someone to help me I refuse to speak to people at the dealership because as I stated already, they have no sense of urgency to this issue.

I would appreciate if someone can help me as I am worried about driving my own car.

Thank you,

Jessica Seabra

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	8/30/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0QAgND:ref]		✓	8/30/2014	Jastine Mesina	8/30/2014 4:43 PM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0QAgND:ref] *8/30/2014 Case # [redacted] VIN # 1N4AL3AP2DN[redacted] Dear [redacted] Tha...*	[redacted]	8/30/2014 4:43 PM
Reply | To All | Del	Replied	My Nissan Vehicle *Hi, I own a 2013 Nissan Altima, I have had an airbag light on in my car prac...*		8/30/2014 11 31 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/4/2014 10:18 AM	Janisha Wilkerson	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/3/2014 10 57 AM	Janisha Wilkerson	Changed **Follow Up Date** from 9/3/2014 to **9/4/2014**.
9/2/2014 11:49 AM	Janisha Wilkerson	Changed **Follow Up Date** from 9/2/2014 to **9/3/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Nam	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/2/2014 10:19 AM
CA Multiple Repairs		Date/Time Closed	12/30/2014 1:03 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050062

DTS Inspection

DTS Inspection Date	11/7/2014 9:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs voluntary repurchase due to 9 visits for the airbag light with 34 days out of service		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	HILL NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,037		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HILL NISSAN INC.	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$34,228.18	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	9/3/2014	Vehicle Service Contract	
RHR Completed	9/4/2014	VSC Reprint Request	Email
		Contact Name	KAYLEIGH FERNANADEZ

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] 4190 V N: 5N1AR2MN3D[redacted]		
Created By	Athena Buan, 9/2/2014 10:19 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	379	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (10/6/2014 1 35 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is "bulbs going out; windshield wiper not working properly; airbag light illumination"
Make Public		**Created By Amanda Johnson (10/1/2014 9 08 AM)** *** [Added after the case is closed.] *** ARBS rec'd vmx from c asking for call back ARBS notes Morley case accepted 9/26 ARBS called c @[redacted] Spoke to c. Apologized for not calling c back since vmx left yesterday. C states the company contacted her yesterday afternoon and the appointment is made for Monday. ARBS thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (9/26/2014 3 04 PM)** *** [Added after the case is closed.] *** ARBS rec'd call from c asking when the loan will be paid off. ARBS advised that the loan payoff check is sent overnight once the vehicle is surrendered and then it is up to the bank to close the account, which can take between 7 and 10 business days. ARBS asked when the c's next payment is due. C states the 12th. ARBS advised that if the c surrenders close to that, the c would need to notify that the veh was surrendered and the check is on the way. C understands and thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (9/23/2014 2 28 PM)** ARBS notes Regions Bank check 0141517812 for $26,561 07 ARBS notes c check [redacted] or $7,667.11 ARBS transmitted Morley case 215705 and sent via FedEx[redacted]
Make Public		**Created By Amanda Johnson (9/22/2014 10 17 AM)** ARBS responded: [redacted] We calculated the payoff through 10/17 based on the per diem the bank provided. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Amanda Johnson (9/22/2014 10 16 AM)** ARBS rec'd email from c: Would there be any extra charges from the bank? I think the cut off was for the 29th I am currently at work and do not have the paperwork with me? The associate from Regions had explained that interest accumulate daily and I honestly want to have all ends covered so I wouldn't have any surprise charges after this process. Thanks,
Make Public		**Created By Amanda Johnson (9/22/2014 9 58 AM)** Consumer Affairs voluntary repurchase due to 9 visits for the airbag light with 34 days out of service CST00050062 - consumer affairs voluntary repurchase CR0133696 in the amount of $26,561.07 payable to Regions Bank for the payoff on account [redacted] good through 10/17/2014 CR0133697 in the amount of $7,667.11 payable to KAYLEIGH FERNANDEZ for the remainder of the refund CST00050064 - VPP Morley case 215705 ARBS setting follow up for 9/23 pending receipt of checks
Make Public		**Created By Amanda Johnson (9/22/2014 9 47 AM)** Consumer Affairs voluntary repurchase due to 7 visits for the airbag light with 27 days out of service

Make Public

Created By Amanda Johnson (9/22/2014 9 47 AM)
NNA is offering to replace this vehicle due to 7 visits for the airbag light with 27 days out of service

Created By Amanda Johnson (9/22/2014 9 44 AM)
ARBS rec'd email from c, attached signed repurchase agreement:

Please see attached singed paperwork. Please advise me of my next step.

Thanks
Kayleigh

Make Public

ARBS responded:

Ms. Fernandez,

Thank you. I am requesting your checks today. I should receive them tomorrow and be able to send everything tomorrow. They have their own audit period, but I expect them to contact you on or around the 1st to schedule your surrender. Please let me know if you have any additional questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/17/2014 2 48 PM)
ARBS rec'd call from c. C states regions did not get any refund. C states she is waiting for some paperwork from them. C wants to know who check was sent to. ARBS advised that dlr sent paperwork showing the service contract was refunded. ARBS advised that ARBS would need to see that the bank never rec'd this money to change anything.
C states she was thinking of accepting the $9k that was offered. C states the $7 is not reasonable. C wants to know what other options c has. ARBS advised that the only other option would be a settlement. C states she does not want to get more money out of it, but the c states it is not her fault that the vehicle is not working. C states she should not be losing any money for that. C states this is unlucky, but she should not be charged for this.
ARBS advised that the usage is a lot of where the c is "losing" money. ARBS explained that the c has over 20k miles and we follow the state mandated usage calculation.
C states the bank does not even know what ARBS is asking for. ARBS and c discussed the fact that the bank will not do anything for c.
ARBS advised that c should send the documents from regions to ARBS asap showing that the refund for the service contract was not given to the c so ARBS can find out where this refund went. C thanked and will call regions again. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/17/2014 2 25 PM)
ARBS rec'd vmx from c asking for call back.

ARBS called c @ [redacted] Left vmx with contact information.

Make Public

Created By Amanda Johnson (9/17/2014 11 22 AM)
ARBS rec'd email asking if ARBS had a chance to get docs from dlr and asking for call back, left prior to sending out updated repurchase agreement.

ARBS called c @ [redacted] phone only beeped
ARBS called back, beeped again
ARBS called back. Rang. Left vmx advising ARBS did get contract information and sent c an updated repurchase agreement via email.

Make Public

Created By Amanda Johnson (9/17/2014 9 46 AM)
ARBS emailed attached updated repurchase agreement to c:

[redacted]

I received confirmation that you did get a full refund for the service contract when you cancelled it. I apologize for the delay.

Please see the attached Updated Repurchase Agreement for your consideration and signature.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/17/2014 9 43 AM)
ARBS notes corrected repurchase calculations:

Repurchase
Base Price $38,112 00
Sales Tax $1,590.72
Documentary Stamp Taxes $138.25
Taxes Not Included in Cash Price $123.97
Transfer Fee - License and Registration $88.10
MVWTF/ Battery/ Tire $8.50
Prorated Nissan Service Contract (Refunded in Full when cancelled) $0 00
2013 Finance Charges $1,210.61
2014 Finance Charges $819.78
Total Purchase Price $42,091 93
Deductions
Usage (20,037/120,000 x $38,112.00) $6,363.75
Rebates $0 00
Previous NNA Settlement $1,500 00
Loan Payoff (good through 10/17/2014) $26,561 07
Total Deductions $34,424.82

Refund Amount $7,667.11
Attorney Fees $0.00

Total Repurchase $34,228.18

Make Public

Created By Amanda Johnson (9/17/2014 9 43 AM)
ARBS rec'd vmx from c stating Regions will not do an SOC and to send new agreement when ARBS gets information on service contract

Make Public

Created By Amanda Johnson (9/17/2014 9 42 AM)
ARBS rec'd fax from dlr showing cancellation of contract with full refund to c

Make Public

Created By Amanda Johnson (9/16/2014 10 51 AM)
ARBS called dlr @ 863 299.2161 to find out about the amount of the refund for the cancelled Nissan Service Contract.
Asked for finance.
Transferred.
Left vmx with Gary in finance with all information on veh/c. Left phone, fax, email contacts

Created By Amanda Johnson (9/16/2014 9 30 AM)
ARBS rec'd vmx from c

Make Public

ARBS called c back. C states she cancelled the Nissan Service Contract.
C states this was supposed to be applied to the loan.
$811 refunded per Salesforce. This does not appear correct, so ARBS will contact dlr.
C states she was unable to get ahold of the bank. C would like to know about SOC. ARBS advised that Regions said no to ARBS, but if the c can get a contact who agrees to it, ARBS will work with that person. C thanked.
C states she was looking at the total value and it is not as close as what she has paid in payments. ARBS explained that the big number difference is usage and explained this. C understands.
C states this is all there is right now and c will contact the bank. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/15/2014 1 25 PM)
ARBS rec'd vmx from c stating she has some questions about the repurchase agreement, some points to clarify.

ARBS called c @ [redacted] Left vmx with contact information.

Created By Amanda Johnson (9/15/2014 10 47 AM)
ARBS emailed attached repurchase agreement to c:

[redacted]

Make Public

Please see the attached Repurchase Agreement for your consideration and signature. Please let me know if you have any questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/15/2014 10 40 AM)
ARBS notes the following repurchase calculations:

Make Public

Repurchase
Base Price $38,112 00
Sales Tax $1,590.72
Documentary Stamp Taxes $138.25
Taxes Not Included in Cash Price $123.97
Transfer Fee - License and Registration $88.10
MVWTF/ Battery/ Tire $8.50
Nissan Service Contract $1,771 00
2013 Finance Charges $1,210.61
2014 Finance Charges $819.78
Total Purchase Price $43,862 93
Deductions
Usage (20,037/120,000 x $38,112.00) $6,363.75
Rebates $0 00
Previous NNA Settlement $1,500 00
Loan Payoff (good through 10/17/2014) $26,561 07
Total Deductions $34,424.82

Refund Amount $9,438.11
Attorney Fees $0.00

Total Repurchase $35,999.18

Make Public

Created By Amanda Johnson (9/15/2014 10 35 AM)
ARBS calculated payoff through 10/17/2014: $26,561 07

Created By Amanda Johnson (9/15/2014 10 19 AM)
ARBS called Regions Bank @ 1.800.734.4667 to confirm information provided by c:
ARBS pressed 0 multiple times attempting to get to an agent
Automated system not allowing 0
ARBS attempted pressing #
Entered account number
Pressed 0 for agent
Pressed 0 multiple times for agent
Took 2 minutes of the above to get transferred.

Make Public

System advised that wait time is greater than 8 minutes.
ARBS held for 7 minutes
Spoke to Tierny, advised of reason for call, name, and company. Provided

Account Number: [redacted]
Payoff $26,497.49
Good through 9/25/2014
Per Diem: $2 89
Finance Charges Paid for 2014: $819.78
Finance Charges Paid for 2013: $1,210 61

ARBS thanked for the information. The call ended mutually.

Created By Amanda Johnson (9/15/2014 7 51 AM)
ARBS rec'd email from c:

Make Public

Amanda,

Please see attached documents requested. Please let know if that is all the information you needed.

Thank you.

Make Public

Created By Amanda Johnson (9/11/2014 3 29 PM)
ARBS setting follow up for 9/19 pending rec't of docs

Created By Amanda Johnson (9/11/2014 3 28 PM)
ARBS notes TOTAL (updated) SUMMARY:
36 days down with
4 visits for bulb concerns – 3 replacements, replaced combination switch
2 windshield wiper visits – replaced washer pump
9 airbag light visits – 1 zero point reset, 1 OCS sensor replacement, 1 control module and sensors replacement, and 1 no problem found, recompleted recall, replaced OCS sensors, replaced retaining nuts for OCS sensors, performed zero point reset
ARBS notes 14 total visits with 12 warrantable repairs and 4 recall completions

Make Public

Make Public

Created By Amanda Johnson (9/10/2014 3 18 PM)
ARBS called c @ [redacted] Phone rang 20 times with no answer

ARBS calle[redacted] asked if c rec'd letter. C states she did get the letter. C states she does not have a day off until the weekend. C states she will get
C states she has a concern in regards to the car. C states she did not take a repurchase before because what she was being offered is not even close to what c had paid for but the reason she bought a new car was to not have to deal with this. C states with the repurchase she was offered, she was starting over from $0 and she does not want to do this. C states she does not know what the numbers would be. C would like to know if she could do replacement.
ARBS advised that ARBS can look into an SOC with Regions. C thanked.
ARBS confirmed that c has letter, so she has fax. Asked if c still has email address. C isn't sure. ARBS agreed to send c email when we get off the phone.
C states she will get the docs in as soon as she can. ARBS thanked and gave office hours. C thanked. The call ended mutually.

ARBS emailed c:

[redacted]

Thank you for taking my call today. I look forward to receiving your documents and working on making the best out of this uncomfortable situation with you. Please feel free to call or email me with any questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/10/2014 1 13 PM)
ARBS rec'd vmx from dlr stating he needs to comfirm fax number

ARBS called dlr @ 863 595.2438. ARBS advised that ARBS did get the fax. Dlr was surprised because he did not think it had gone through.
Dlr states he wrote on one RO because one of them was open for a long time.
C states the c is worried about the cost factor on it.
C states she would have to start over.
SM states he told her he would call her back to confirm that she was able to send documents to ARBS and would like to know when c should know. ARBS advised c should have rec'd letter yesterday and ARBS is trying to call her today. SM thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/10/2014 12 59 PM)
ARBS rec'd additional RO 256947 and attached to case

Make Public

Created By Amanda Johnson (9/8/2014 9 25 AM)
ARBS sent attached replacement intent via FedEx [redacted]

Make Public

Created By Amanda Johnson (9/8/2014 9 18 AM)
ARBS notes NNA will replace this vehicle

Make Public

Created By Amanda Johnson (9/8/2014 9 17 AM)
VEHICLE CONCERN / MULT PLE REPAIRS

Make Public

Created By Amanda Johnson (9/8/2014 9 14 AM)
ARBS notes RO from 9/4 has not been opened yet but dlr will provide when open

ARBS notes ARBS offered repurchase 4/4/2014
ARBS notes c took settlement of $1,500 with New Gold Preferred, signed 4/17/2014

ARBS notes in-service date of 1/28/2013

ARBS notes techline case [redacted]
ARBS notes T5 case [redacted]
ARBS notes previous CA cases:
12758095 – advised of open campaign
14062301 – c offered repurchase but took settlement (above)
15500146 – c wanted a repurchase again and ARBS advised to call CA

ARBS notes PRE SETTLEMENT summary:
ARBS notes 11 days down with:
3 visits for bulb concerns – 3 replacements
2 recall visits – all completed
2 windshield wiper visits – replaced washer pump
4 airbag light visits – 1 zero point reset, 1 OCS sensor replacement, 1 control module and sensors replacement, and 1 no problem found
ARBS notes 9 visits total with 7 warrantable repairs and 4 recall completions

ARBS notes POST SETTLEMENT summary:
ARBS notes 16 days down with
3 visits for airbag light – recompleted recall, replaced OCS sensors, pending diagnosis
1 visit for right and left indicator lights inop – replaced combination switch
ARBS notes 3 visits since settlement with 3 warrantable repairs

ARBS notes TOTAL SUMMARY:
27 days down with
4 visits for bulb concerns – 3 replacements, replaced combination switch
2 windshield wiper visits – replaced washer pump
7 airbag light visits – 1 zero point reset, 1 OCS sensor replacement, 1 control module and sensors replacement, and 1 no problem found, recompleted recall, replaced OCS sensors, pending diagnosis
ARBS notes 12 total visits with 10 warrantable repairs and 4 recall completions

Make Public

Created By Amanda Johnson (9/8/2014 9 14 AM)
ARBS notes the following pre and post-settlement repair history:

Open date 02/04/13... Mileage 800... RO [redacted]. 1 day down
Concern: Right side inner headlight bulb is out
Action: Replaced right side marker bulb

Open date 02/07/13... Mileage 901... RO [redacted]. 1 day down
Concern: R/F clearance bulb is out again
Action: Replaced right side clearance bulb and socket

Open date 05/02/13... Mileage 4,380... RO [redacted]. 1 day down
Concerns:
1. Perform recall PC216
2. Perform recall PC225
Actions:
1. Complete
2. Complete

Open date 07/30/13... Mileage 6,987... RO [redacted]. 1 day down
Concerns:
1. Windshield wipers not working
2. Passenger airbag light on while seat in use
Actions:
1. SOP
2. Performed zero point reset

Open date 08/24/13... Mileage 7,685... RO [redacted] 1 day down
Concern: Windshield wipers NOP
Action: Replaced washer pump

Open date 10/15/13... Mileage 9,585... RO [redacted]. 1 day down
Concern: R/F airbag is off at times when someone is there
Action: Replaced OCS sensor

Open date 01/30/14... Mileage 12,864... RO [redacted]. 1 day down
Concerns:
1. Perform recall R1308
2. Passenger airbag light coming on when the seat is occupied
Actions:
1. Complete
2. No problem found

Open date 03/27/14... Mileage 14,781... RO [redacted]. 3 days down
Concerns:
1. Airbag light is coming on at times
2. Right side running light is out
Actions:
1. Replaced control module and sensors
2. Replaced bulb

Open date 4/5/14... Mileage 14,950... RO [redacted]. 1* day down
Concern: Perform Recall R1405
Action: Complete
*SM confirmed

ARBS notes 4/17/14 - SIGNED SETTLEMENT AGREEMENT

Open date 5/16/14... Mileage 16,805... RO [redacted]. 9* days down
Concerns:
1. Customer states airbag passenger light comes on when an adult is sitting in seat.
2. Customer states Right and left indicator lights are not working properly.
Actions:
1. Found zero-point reset function not completed at previous recall visit, re-programmed OCS system and perform reset function.
2. Confirmed internal fault in combination switch, replaced combination switch.
*SM confirmed

Open date 6/12/14... Mileage 18,381... RO [redacted]. 2* days down
Concern: Customer states passenger airbag light is still on even when adult is sitting.
Action: Replaced OCS sensors
*SM confirmed

Open date 9/4/14... Mileage Unknown... RO Not yet assigned... OPEN
Concern: Customer states passenger airbag light is still on even when adult is sitting
Action: Still diagnosing. No codes but c has provided videos showing man sitting properly in the seat and light going on and off

Make Public

Created By Amanda Johnson (9/8/2014 8 56 AM)
ARBS called dlr @ 863 299.2161 to dicsuss repairs. Spoke to Susie and asked for Service Manager.
Transferred.
SM-Tony. Advised of reason for call. Asked to hold.
ARBS held.
Provided RO 250308 - open for 13 days. ARBS advised wants to confirm it took 13 days to complete campaign. SM states veh was not there all that time. Advised veh came in on Saturday with flat tire and they did not have a replacement tire. They used a different brand to hold them over temporarily. By the time he came back in on the 11th, they did the recall. One day for the recall.
RO 252792 - confirmed 9 days down, going back and forth
RO 254295 - open for 27 days. Only a few days of rental charged out on this one. The c brought the veh in, wrote the ticket, no codes on it. Kept the ticket open to get in touch with techline, and techline advised to replaced OCS sensors, which was done. Only 2 days.
Veh is currently at the shop, dropped off on 9/4, RO has not even been opened yet. There are no fault codes but the c has sent videos with the husband sitting in the seat and sitting normally and the light just comes on. Dlr states there are 2-3 other Altimas with the same problem. ARBS apologized.
ARBS asked for this RO to be sent over whenever dlr gets the chance to open it. Provided fax number. Dlr will send
ARBS also advised that ARBS will be taking over case and so provided name and direct line. Dlr thanked. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/8/2014 8 41 AM) Last Modified By Amanda Johnson (9/8/2014 8 41 AM)
ARBS attached settlement agreement from original case to this case

Make Private ✓

Created By Russell Rigsby (9/8/2014 8 33 AM)
RCAS-RR made outbound call to dlr, spoke with SM-Tony.
SM-Tony stated that SM is trying to reach tech-line.
SM-Tony stated that on 9/5, tech-line would not pick up and SM has not been able to diagnose c's veh.
SM-Tony advised RCAS to call back in a few days to check on the veh.
Call ended mutually.

Make Public

Created By Rob Dickens (9/8/2014 8 27 AM)
ARBS TL reassigned RHR to ARBS-AJ.

Make Public

Created By Kate Czerwinski (9/4/2014 3 39 PM)
DRTS received the RHR. The RHR was assigned to ARBS Anthony Zacharyasz for review

Make Private ✓

Created By Russell Rigsby (9/4/2014 3 32 PM)
RCAS-RR informed ARBS TL-RD of RHR submission.

Make Private ✓

Created By Russell Rigsby (9/4/2014 3 18 PM)
RCAS-RR received RO numbers 254295, 252792, and 250308 via FAX.

Make Private ✓

Created By Russell Rigsby (9/4/2014 3 06 PM)
RCAS-RR informed CXM-DF and FOM-CR of RHR submission.

Make Private ✓

Created By Russell Rigsby (9/4/2014 2 58 PM)
RCAS-RR made outbound call to dlr, spoke with SM-Tony.

SM-Tony stated that c's veh is at dlr now and provided c with a loaner.
SM-Tony stated SM would diagnose c's veh tomorrow, 9/5.
SM-Tony stated SM would fax RO numbers [redacted] and [redacted] to RCAS.
Call ended mutually.

Make Private ✓

Created By Russell Rigsby (9/3/2014 10 37 AM)
RCAS-RR made outbound call to c at [redacted] left vmx.
RCAS-RR made outbound call to c at [redacted]

C stated c would like to replacement process.

RCAS-RR asked and received answers to the following questions:
Why do you want to return the vehicle to Nissan North America?
--C stated because c has had way too many problems with c's veh.
Where is the vehicle currently?
--C stated in c's possession.
Where was the vehicle purchased?
--Hill Nissan
Was it purchased new or used?
C stated New.
Where is the vehicle serviced?
--C stated Hill Nissan
Has the vehicle been taken to multiple Nissan dealers?
--C stated no

RCAS-RR set follow-up for 9/8.
C understood.
Call ended mutually.

Make Private ✓

Created By Russell Rigsby (9/3/2014 8 33 AM)
RCAS-RR noting that TL-KJ reviewed case with ARBS TL-RD and was advised to go ahead and submit the RHR if requested and the case will be forwarded to ARBS-MJ.

Make Public

Created By Athena Buan (9/2/2014 12 51 PM)
VEHICLE CONCERN / MULT PLE REPAIRS

Make Public

Created By Athena Buan (9/2/2014 12 50 PM)
crr-ab received a call from c stating that c is still having issues with passenger airbag sensor (RIGHT FRONT AIRBAG) and also the headlights. sensors are also changed twice.
c said that it had been on-going from months over months.
c also said that c had been given an extension of warranty but c thinks that what's offered is not sufficient with all this problems and the money given .
c said that veh was taken to the dlrshp on 07/08/14 & 08/01/14, talked to
SA Christian & Tony.
crr-ab empathized & acknowledged c's concern.
crr-ab asked for c's name, address, no., alternate no., and e-mail address.
crr-ab asked for the veh's info.
crr-ab provided c's case no & checked a related case [redacted]
crr-ab asked c how nissan can assist.
c said that c would like to swap the car with the same model & same mileage.

crr-ab acknowledged & informed c that case will be escalated to RCAS and still subjective for review and approval.
RCAS will also call by the end of the next business day.
crr-ab asked c if there's anything else that crr- ab can do to assist. c declined.
crr-ab did recap.
crr-ab provided closing script, name & extension no.,
call ended.
crr-ab escalated case to RCAS.
Follow-up date: 09/03/14
Best no to call [redacted] or
[redacted] husband's no

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	9/2/2014	YX	BK	263000	OA
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	9/2/2014	YE	BK	263000	OA
Edit | Del		BODY ELECTRICAL	HEADLAMP	POOR OR MPROPER OPERATION	12	9/2/2014	YX	AC	113500	OA
Edit | Del		NISSAN PRODUCT INQUIR ES	PATHF NDER	CRITICISM	QF	9/2/2014	ZH	AZ	207500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted] Buyers- order-15499700		✓	10/19/2015	Courtney Hartwick	9/29/2015 1 32 PM
Edit | Del	New DTS Request		✓	10/8/2014	Kevin Burkett	10/9/2014 9 36 AM
Edit | Del	Complete VPP Goodwill Process - [redacted]	[redacted]	✓	9/23/2014	Amanda Johnson	9/23/2014 7 28 AM
Edit | Del	Complete VPP Goodwill Process - [redacted]		✓	9/23/2014	Amanda Johnson	9/23/2014 7 28 AM
Edit | Del	Review Approved Check Request		✓	9/22/2014	Amanda Johnson	9/23/2014 7 26 AM

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Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MN3DC[redacted]						
Edit		Goodwill VPP		Processed	Multiple Repair Issue	Amanda Johnson	DRT	Rebecca Martin	9/23/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		9/23/2014	Lienholder	Approved	$26,561.07	34BUYBACK	Nissan South East Buyback/Trade		
			9/23/2014	Customer	Approved	$7,667.11	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] Buyers Order-[redacted] pdf	45KB	9/29/2015 1:32 PM	Courtney Hartwick
Edit | View | Del	DMA-Sales tax packet.pdf	2.46MB	9/18/2015 9:21 AM	Rebecca Martin
Edit | View | Del	[redacted] Packet.pdf	805KB	9/23/2014 2:34 PM	Amanda Johnson
Edit | View | Del	[redacted] emails.pdf	4.68MB	9/22/2014 10 38 AM	Amanda Johnson
Edit | View | Del	[redacted] Signed Repurchase Agreement.pdf	537KB	9/22/2014 9:41 AM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/30/2014 1:03 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/6/2014 1 33 PM	Jim Land	Changed **Case Owner** from Amanda Johnson to **Jim Land**.
10/6/2014 1 33 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys Help

Surveys

No records to display

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[redacted]

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Case Comments [25] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Karen Walker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/1/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/2/2014 12:28 PM
CA Multiple Repairs		Date/Time Closed	10/16/2014 11:20 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	DTS completed		
Description	OCS concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted] husband
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	25,076	Related Vehicle Make	Nissan
Current Mileage	40,251		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	4,251
Make	Nissan	Beyond Basic Warranty Months	3
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LITHIA NISSAN OF FRESNO	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/10/2014	Vehicle Service Contract	
RHR Completed	9/10/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] husband VIN: 1N4AL3AP8DN [redacted]		
Created By	Celedonio Evalyn, 9/2/2014 12 28 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	454	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Karen Walker (10/16/2014 11 20 AM)** *** [Added after the case is closed.] *** RCAS KW notes case was reopened to close out DTS request that was already completed.
		Created By Karen Walker (10/1/2014 11 45 AM) RCAS KW closing case as no further assistance can be offered at this time.
Make Private	✓	**SUMMARY** C contacted NNA with a repurchase request due to OCS concern. RCAS KW notes repurchase was declined and DTS was requested. RCAS KW notes DTS TZ inspected vehicle but found no repairs needed at this time. RCAS KW explained the same to C and C states C will get an attorney. RCAS KW closing case as vehicle operating as intended at this time.
Make Public		**Created By Karen Walker (10/1/2014 11 42 AM)** VEHICLE CONCERN
Make Private	✓	**Created By Karen Walker (10/1/2014 11 42 AM)** RCAS KW placed call to C at [redacted] RCAS KW explained update received from DTS T. RCAS KW explained that DTS T did not feel there was any reason for a repair. C states DTS T did nothing, did not try and repair anything. C states DTS T just sat in PS seat and explained how OCS should work. C states DTS T did not even tell the requirements of the system. C states the problem not solved need to move forward with case. RCAS KW explained that DTS is usually the last step in resolving a concern. RCAS KW explained RCAS KW does not have a next step except maybe C getting a second opinion from another DLR. C states DTS T explained without inspecting vehicle, anyone can sit down next to C and explain, that did not help. C states C is tired of this, DTS made C lose $130 for day of work and gas to get there and did nothing for C. C states if NNA is not going to help there will be a lawsuit. C states C is not going to another DLR, get passed around, have to waste time and money. C states C has already been three times for information that could be found on google. C states NNA will reimburse for all that time lost during lawsuit. C states DTS did not even scan for codes, how can DTS know nothing is wrong, NNA lost the argument. RCAS KW apologized again and C states C will get attorney to deal with the concern from here.
Make Private	✓	**Created By Karen Walker (9/30/2014 10 00 AM)** RCAS KW notes RCAS KW received an update from DTS TZ. DTS T advised DTS T met with Mr. Ramirez who spoke for the C. DTS T advised C told DTS T the vehicle had updates done but the status light continues to go on with an adult in the passenger seat. DTS T advised that the more DTS T and C talked the heavier the adult passengers got. DTS T advised the airbag warning light was not on, the status light was OFF with DTS T sitting in the seat. DTS T advised that the C said DTS T was tricking C by sitting in the seat, saying DTS T sat there because DTS T wanted to fool C. DTS T advised that DTS T explained how the system worked and C kept saying "what if" the light was on for an adult and the car was in an accident and similar "what if" questions. DTS T advised C said C understood what DTS T was telling C but C did not care. DTS T advised C states the system is faulty. DTS T advised DTS T spoke to the tech that worked on the vehicle last and was told when explained the system operation, the C said it did not matter C was getting the car bought back. DTS T advised that normal operation is no warning light and a possibility of the status light coming on when a small adult sits in the passenger seat. DTS T advised DTS T did not feel there was any reason for a repair. DTS T advised C will probably request a buy back but the system appears operational.
Make Private	✓	**Created By Karen Walker (9/26/2014 2 42 PM)** RCAS KW placed call to C at [redacted]

RCAS KW reminded C of DTS appointment on 9/29 at 11AM.

C states C wants to know if the repairs will be completed and covered by NNA.

RCAS KW explained that RCAS KW will have to review once DTS inspects.
RCAS KW explained vehicle is beyond basic warranty so need to know more information from DTS.

C states C wants it noted that there will be a lawsuit if not repaired by NNA at NNA cost.

Make Private ✓ **Created By Karen Walker (9/24/2014 1 43 PM)**
RCAS KW notes RCAS KW emailed SM Larry with DLR advising of DTS appointment.

Created By Karen Walker (9/22/2014 6 03 PM)
RCAS KW notes DTS TZ advised of availability on Monday, 9/29, at 11AM at LITHIA NISSAN OF FRESNO.

*

Make Private ✓ RCAS KW placed call to C at [redacted]

C states C will be available for appointment on 9/29 at 11AM.
C states C wants RCAS KW to confirm that all repairs will be covered by NNA.

RCAS KW explained that RCAS KW cannot speak for warranty and DLR would be more knowledgeable on what would be covered and what would not.

Created By Karen Walker (9/17/2014 3 55 PM)
Make Private ✓ RCAS KW placed call to C at [redacted]

RCAS KW advised RCAS KW reviewing with DTS and will follow up with C with availability.

C states C would appreciate someone trying to fix vehicle and is usually available after noon.

Created By Karen Walker (9/17/2014 3 51 PM)
Make Private ✓ RCAS KW notes case was reviewed with TL AA who approved request for DTS.

RCAS KW notes DTS request has been submitted.

Created By Karen Walker (9/15/2014 6 11 PM)
RCAS KW placed call to C at [redacted]

RCAS KW explained repurchase review has been completed and NNA is unable to offer a repurchase at this time.

C states C has a defective vehicle purchased from a Nissan DLR.
C states RCAS KW needs to hurry up with figuring out what needs to be done to fix C vehicle.
Make Private ✓ C states NNA will fix C vehicle at NNA expense or something bad will be happening.
C states either car is getting fixed or C is going to sue.
C states C has gotten nowhere with DLR regarding recall.
C states C will not let this go, will call until vehicle is fixed or traded.

RCAS KW notes RCAS KW was unable to get many words in.

RCAS KW explained RCAS KW will follow up with tech specialist and follow up with C.

Make Public **Created By Joy Acebedo (9/15/2014 6 00 PM)**
C called again saying that c waited for a callback from the RCAS department but still no callback. CRR-JA check the case but when CRR-JA went back to c, the line became blank and waited for c's reply for 3 times. Since there is not sound, CRR-jA have to say the end call and exiting the case.

Make Public **Created By Diana Maniquis (9/15/2014 5 05 PM)**
crr-dm received a call from c's husband [redacted] k.a c) who was asking for an update about this case. crr-dm verified if any of c's info changed, c stated that nothing changed. C stated that c is very upset now about this situation. c stated that the airbag light is on even though someone is sitting on the seat. c wanted to know what is going on with this case. CRR stated that RCAS is scheduled to call c today before end of the business day. C stated that if c will not get a call by then, c will file a lawsuit against nissan. C stated that c will wait until someone calls c today.
crr-dm offered further assistance, c declined.
crr-dm provided crr's full name.
crr-dm leaving case.

Make Public **Created By R.R Martinez (9/15/2014 11 40 AM)**
CRR RM received a call from C following-up on the case. CRR RM verified that there are no changes on contact information.

CRR RM advised C that RCAS is still reviewing the case and C will be contacted within the day as what that follow up date says
C agreed

CRR RM offered further assistance, C declined. CRR RM gave name & extension. CRR RM exiting case.

Make Public **Created By Angie McVey (9/12/2014 10 05 AM)**
ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time.

ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Created By Angie McVey (9/12/2014 9 51 AM)
History provided by RCAS as follows:

6/27/14 at 37,405 miles - 1 day
Concern
1. Reprogram OCS
Action
1. Updated OCS program, reprogram OCS system as per TSB service procedures, campaign recall R1405 completed, no other corrections needed at this time.

Make Public 8/15/14 at 40,177 miles - 1 day
Concern
1. C/S the air bag light is coming on intermittedly. C/S the OCS recall was performed. Check and advise.
Action
1. No defects found, check for faults with SRS system found past codes from reprogramming. Test OCS status. Status is changing correctly with nothing in seat status is off (1) and indicator light is off. With something in the seat of little weight light comes on and status stays off when sitting properly in seat light is out and status changes to on. Could not verify any defects in airbag SRS system.
———
No other CA file, No tech line, No DTS, Purchased Used, No contracts
No more than 2 visits for this owner provided.
t appears the system if functioning per design.

Make Public **Created By Monique Joy Pablo (9/11/2014 11 43 AM)**
crr-mp receive a call from c's husband [redacted] now referred as c. c wants to follow up case
crr-mp asked c if there is any changes in c's contact info
c said no
crr-mp told c that rcas will be calling c within the business day on 9-15 as per the follow up date
c understood
crr-mp offered further assistance. c declined
crr-mp provided name and c hung up
crr-mp exiting case

Make Public **Created By Heathre Vanriper (9/10/2014 11 36 AM)**
DRTs rec'd RHR. RHR has been submitted for review to ARBS Angie McVey.

Make Private ✓ **Created By Karen Walker (9/10/2014 10 35 AM)**
RCAS KW notes RHR has been submitted.

Make Private ✓ **Created By Karen Walker (9/8/2014 2 02 PM)**
RCAS KW notes region has been advised of repurchase request.

Created By Karen Walker (9/8/2014 1 58 PM) Last Modified By Karen Walker (9/8/2014 1 59 PM)
Make Private ✓ RCAS KW placed call to SAN LEANDRO NISSAN at 510-347-4000 and spoke with SA Carla.

RCAS KW notes SAN LEANDRO NISSAN is inactive and is now AUTOCOM NISSAN.
RCAS KW notes SA C was unable to find RO 478944 in the system for prior owner.

Make Private ✓ **Created By Karen Walker (9/3/2014 2 07 PM)**
RCAS KW notes RCAS KW emailed SM Larry at LITHIA NISSAN OF FRESNO at lkirby@lithia com requesting ROs for review.

Created By Karen Walker (9/3/2014 2 03 PM)
RCAS KW placed call to C at [redacted]

C states initially wanted to fix the airbag light.
C states the campaign did not work, though, and vehicle has been back to DLR twice since.
C states C is frustrated and does not want to deal with vehicle anymore because DLR not doing anything.
Make Private ✓ C states no repairs done at all, DLR just reprogrammed computer to erase codes.
C states C does not want unsafe vehicle and does not feel airbags should shut off based on seating position.
C states C just wants a new vehicle and does not want to go back to DLR.

RCAS KW apologized that C is experiencing concern and for C frustration.
RCAS KW explained RCAS KW will follow up with DLR for ROs for repurchase request.
RCAS KW explained 5-10 business days for review to be completed.

Make Public **Created By Celedonio Evalyn (9/2/2014 6 37 PM)**
VEHICLE CONCERN

Created By Celedonio Evalyn (9/2/2014 6 36 PM)
crr ec received a call from c's husband [redacted] who is now c
c stated the veh previously owned by c's father in law and c and c's wife continue paying the veh and the account was named after c's wife
c stated the registration still under the name of c's father in law [redacted]

c stated c's been on the phone the whole morning and had spoke with 3 different representative who did not want to assist c and asking c to send authorization letter from wife or from father in law
c stated the veh is in danger and the life of children in danger for airbag issue
c stated no way to send authorization as c's wife in work
c stated c may send copy of the proof of payment everytime c paying for the car directly thru c's bank account but probably until tonight or first thing in the morning tomorrow
crr ec provided c fax # [redacted]
crr ec empathized and apologized

crr ec solicited adv from TLGP who advised to come with the case
crr ec verified c's wife information able had pulled up c's wife account on the V N
c authenticated the address, contact # and email address
Make Public c able to provide the vin # and the mileage

crr ec verified c's concern
c stated c got proper notice for the campaign
took in to veh and performed the campaign , but airbag light is turning on again
taken veh back after 2 wks for the 2nd time but issue still persist
on the 3rd time dealership not fixing the situation
c stated c's paying veh for unfixed veh

CRR-EC verified what c specifically requesting from Nissan
c would like to return veh back and get replaced as airbag concern is a safety issue and might place c's family on danger while in veh
c stated c may fax copy of diagnostic paper

crr ec informed c that c's case will be reviewed and investigated at Regional Dept and rcas specialist will get back to c on the following business day, c understood and appreciated
crr ec offered further assistance
crr ec stated the closing script, provided name ext num and case num
crr ec forwarding case to rcas

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/1/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	9/29/2014	Tim Zingerman	9/22/2014 4:21 PM
Edit | Del	Review for DTS request		✓	9/15/2014	Arma Andon	9/15/2014 7:12 PM
Edit | Del	Review RHR recommendations.		✓	9/12/2014	Karen Walker	9/15/2014 6:15 PM
Edit | Del	RHR-Review-Urbieta-15500409		✓	9/10/2014	Angie McVey	9/12/2014 10:08 AM
Edit | Del	RHR-Assigned-Urbieta-15500409		✓	9/10/2014	Karen Walker	9/10/2014 11:36 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File | View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR request [redacted] docx	34KB	9/10/2014 10:34 AM	Karen Walker
Edit | View | Del	RO [redacted] pdf	182KB	9/8/2014 1:48 PM	Karen Walker

Case History Case History Help

Date	User	Action
10/16/2014 11:20 AM	Karen Walker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 11:18 AM	Karen Walker	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Kelly Maier [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/2/2014 12:28 PM
CA Multiple Repairs		Date/Time Closed	9/2/2014 12:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C concern: Airbag light stays on when passenger in seat Resolution: C advised to take vehicle to RTLR for diagnostic		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7ARXEM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INFINITI	Beyond Basic Warranty Months	0

Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RAY CATENA INFINITI OF BRIDGEWATER	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN1BV7ARXEM[redacted]		
Created By	Kelly Maier, 9/2/2014 12:28 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	498	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

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Case Categorizations

Case Categorizations Help

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Open Activities

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Activity History Activity History Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jessica Goss [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/2/2014 12:55 PM
CA Multiple Repairs		Date/Time Closed	9/29/2014 1:30 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,796		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN6EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COURTESY NISSAN OF TAMPA	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	9/12/2014	Vehicle Service Contract	
RHR Completed	9/12/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AR2MN6EC[redacted]		
Created By	Princess Torres 9/2/2014 12:55 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 9/2/2015 9:23 PM	Root Cause Code (2)	
Days Closed	471	Action Code	NT2S
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jessica Goss (9/29/2014 1 29 PM)** CASE SUMMARY: C contacted NNA and asked for a repurchased due to some concerns C was having with vehicle that have since been repaired. RHR was declined by ARBS. RCAS-JG offered 2year/20,000 Maint+Plus contract with support from CXM-DM. C accepted. RCAS-JG emailed VSC docs. RCAS-JG closing case as VSC has been offered and went through.
Make Public		**Created By Jessica Goss (9/29/2014 1 27 PM)** RCAS-JG emailed VSC docs to C.
Make Public		**Created By Jessica Goss (9/29/2014 1 26 PM)** RCAS-JG made outbound call to C. RCAS-JG left voicemail stating that VSC docs had been emailed to C and RCAS-JG closing case. RCAS-JG left phone number. RCAS-JG reviewed email with TL-KJ prior to sending.
Make Private	✓	**Created By Russell Rigsby (9/25/2014 3 20 PM)** RCAS-RR made outbound call to c. RCAS-RR informed c that c's VSC has been processed and that RCAS-JG will send the VSC via e-mail by Tuesday. C understood. Call ended mutually.
Make Private	✓	**Created By Russell Rigsby (9/24/2014 2 57 PM)** Per RCAM-RM, SRCAS-RR transferring case to RCAS-JG as c's case was escalated due to lack of follow-up.
Make Public		**Created By Jessica Goss (9/24/2014 10 42 AM)** RCAS-JG notes sent VSC request.
Make Public		**Created By Jessica Goss (9/24/2014 10 37 AM)** RCAS-JG made outbound call to C. C stated was very angry. RCAS-JG apologized. RCAS-JG advised that was looking into options for C. RCAS-JG advised that at this time NNA not in a position to repurchase or replace vehicle. RCAS-JG advised in order to restore faith in vehicle, NNA is offering C 2 year/20,000 mile prepaid maintenance plan. C stated was displeased but would accept the offer. C stated that fuel light came on. C stated scheduled an appointment with the dealer but would not disclose when appointment was. C stated probably going to sell the veh. C stated doesn't believe in RCAS-JG or NNA. RCAS-JG apologized and advised wants to help C the best way possible and is sorry unable to meet expectation. C stated would accept plan and asked RCAS-JG to call when paperwork was sent. RCAS-JG submitting request for VSC.
Make Public		**Created By Jessica Goss (9/24/2014 10 18 AM)** RCAS-JG notes that CXM-DM advised to offer C a 2year/20,000 Maint+Plus contract.
Make Public		**Created By Jeanne Lorraine Coria (9/24/2014 8 41 AM)** crr-jc received a call from c following-up on the case. crr-jc verified that there are no changes on contact information. c wants to talk to a supervisor since the rcas has not yet contacted c and the follow up date was set on 9/10/14

crr-jc informed c that case will be escalated to the supervisor of the rcas and will contact c within 4-8 business hours
c understood
crr-jc offered further assistance, c declined
c hangup

Make Public

Created By April Advincula (9/24/2014 7 32 AM)
RCAS Case Follow-up

Created By April Advincula (9/24/2014 7 31 AM)
crr-aa received a call from [redacted] (wife) who now referred as c
c stated that c has not received any follow up calls from rcas-jg

crr-aa verified c's information, no changes

crr-aa advised c that crr-aa will check if rcas-jg is available
c agreed

Make Public

crr-aa got back to c and empathized to c and advised c that rcas-jg is currently not available and advised c that crr-aa already sent an IM to rcas-jg that c called to follow up on c's case
c understood and requested for a callback within the day at phone [redacted]

crr-aa offered further assistance, c declined.

crr-aa gave name, extension #457248
crr-aa exiting case

Make Public

Created By Jessica Goss (9/22/2014 2 25 PM)
RCAS-JG notes emailed CXM-DM for GW recommendations.

Created By Amanda Johnson (9/16/2014 7 30 AM)
****
ARBS notes 8 days down with
1 visit for ABS light – NPF
1 visit for power seat memory inop – no dupe
1 visit for power mirrors inop – no dupe
1 visit for seats heating without being activated – no dupe
1 visit for inaccurate gas gauge – replaced combination meter

Make Public

1 visit for airbag light – zero point reset
ARBS notes 3 visits total with 2 warrantable repairs and 1 recall completion
****

ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Please consult your management and region for possible goodwill recommendations.

Created By Amanda Johnson (9/16/2014 7 29 AM)
ARBS notes the following repair history:

Open date 4/7/14... Mileage 1,158... RO [redacted].. 1 day down
Concerns:
1. Recall PC250
2. ABS light on
Actions:
1. Performed
2. Unable to duplicate – used consult 3+ to find codes, no codes stored, NPF

Open date 04/14/14... Mileage 1,456... RO [redacted]. 3 days down
Concerns:
1. Power Seat Memory Inoperable
2. Power Mirrors Inoperable
3. Perform Recall PC250
Actions:
1. Unable to duplicate
2. Unable to duplicate
3. Insufficient information to perform recall
*ARBS notes 272607 changed to 272607C – all information, including days down, taken from 272607C

Make Public

Open date 08/26/14... Mileage 6,566... RO [redacted]. 4 days down
Concerns:
1. Seats heating without being activated
2. Screen says low on gas but gauge is full
3. Air bag light coming on
Actions:
1. Could not duplicate
2. Could not duplicate – replaced combination meter per NTB14074
3. Zero point reset

ARBS notes in-service date of 3/14/2014
ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no techline cases
ARBS notes no previous CA cases, no CSTs, no CRs, no DTS

ARBS notes no additional entries in Salesforce

Make Public

Created By Ashley Fiting (9/15/2014 7 31 AM)
DRTS received RHR. The RHR has been assigned to ARBS- Amanda Johnson for review.

Make Public

Created By Jessica Goss (9/9/2014 12 54 PM)
RCAS-JG called SM and asked for all ROs for veh.
SM-Rich advised would fax.

Make Public

Created By Jessica Goss (9/5/2014 8 02 AM)
RCAS-JG received an inbound call from C.

C stated that leather seats are heating up.
C stated that the air conditioning was on and vehicle was normal temperature and the drivers seat started heating up by itself.
C stated dealer was unable to replicate seat concern.

C stated that air bag concern is intermittent.
C stated that the passenger airbag sensor.
C stated that dlr advised that it was how C was sitting in the seat.
C stated that positions seat halfway back from dash.
C stated the light comes on randomly and no pattern to

C stated gas concern is reoccurring and intermittent.
C stated just had repair.
C stated concern is happening again.
C stated when there is gas in the tank the fuel sensor is reading empty

C stated bad service and talked to manager.
C stated will never go back to dealer

C stated SA made comment about sick child.
C stated was very offended
C stated wants to go to a new dealership

C stated want to swap into a new vehicle.
C stated is worried about safety.
C stated isn't trying to get stuff for free, but needs a safe vehicle.

C stated is willing to take vehicle into a new dealership for diagnostic.

RCAS-JG gave C the names of three closest dealerships.

C stated would like Lokey Nissan.

****

- Why do you want to return the vehicle to Nissan North America?:
Because C is very concerned with safety with the issues that have been going on
- Where is the vehicle currently?:
C has the vehicle
- Where was the vehicle purchased?:
Courtesy Nissan
- Was it purchased new or used?:
New
- If used, when was the vehicle purchased?:
NA
- Where is the vehicle serviced?:
Courtesy Nissan
- Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?:
No

Follow-up: 9/10/2014

Make Public — **Created By Princess Torres (9/5/2014 7 32 AM)**
RCAS Case Follow-up

Make Public — **Created By Princess Torres (9/5/2014 7 32 AM)**
crr pt received call from c's wife mrs.francy cruz
c stated somebody was supposed to call c
c stated c called back and c had to call several times but rcas was not calling c back
crr pt apologized for inconvenience
crr pt verified account as c unable to provide case number
crr pt warm transferred c to rcas-jg
crr pt exiting case

Make Private ✓ — **Created By Jessica Goss (9/3/2014 2 05 PM)**
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience to discuss details of case.
RCAS-JG notes stated will call C back on next business day.
Setting follow-up for COB: 9/4/2014

Make Public — **Created By Princess Torres (9/2/2014 12 59 PM)**
Vehicle Concern

Make Public — **Created By Princess Torres (9/2/2014 12 59 PM)**
c's wife mrs. francy cruz called

c stated the first time c took car c had airbag lights on and is supposed to be off and when c took veh to dlr c was advised it was nothing and that sometimes it happens but dlr can't tell c why
c stated front seat is also heating up without c pushing the button which happened to c and c's husband
c stated the gas was going empty when gas is still filled
c stated dlr replaced something in gas tank and c just picked up car but on thursday it happened again and c doesn't want to go back to dlr as the treatment c got was horrible
c stated c doesn't feel really safe with car now
c stated c wants to know what nissan can do for c
c stated c does not know if nissan can give c a new car and cstated c's main concern is safety

crr-pt verified c's name, vin, address, mileage, phone number, email address & dlr
crr pt updated mobile number [redacted]
crr-pt checked for open recalls/campaigns/upgrades found: none

c took veh to COURTESY NISSAN OF TAMPA and c spoke with GM Jose Fernandez

crr pt apologized in behalf of NNA
crr-pt advised c that file will be transferred to rcas for review.
crr-pt advised c to expect a call within the next business day.
c understood.
best number to call c is [redacted]
crr-pt offered further assistance, c declined.
crr-pt provided name, ext and file number.
crr-pt leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/2/2014	YX	BK	233500	OA
Edit | De	[redacted]	FUEL/INTAKE SYSTEM	GEN. FUEL DELIVERY/INTAKE COMPONENT	POOR OR MPROPER OPERATION	07	9/2/2014	YX	AI	153000	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Follow Up Call	Not Started		✓	[redacted]	9/24/2014	RCAS	Jessica Goss
Edit | Cls	[redacted] SC docs [DO NOT DELETE]	Not Started		✓	[redacted]	9/29/2014	High	Jessica Goss

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: VSC Original Documents Request [ref: [redacted] LR ref]	[redacted]	✓	9/29/2014	Jessica Goss	9/29/2014 1 25 PM
Edit | Del	Email: VSC Original Documents Request [ref: [redacted] LR ref]	[redacted]	✓	9/29/2014	Jessica Goss	9/29/2014 1:19 PM

Edit | Del	RHR Review Complete	[redacted]	✓ 9/16/2014	Jessica Goss	5/5/2015 3:07 PM
Edit | Del	RHR Review [redacted]		✓ 9/15/2014	Amanda Johnson	9/16/2014 7 30 AM
Edit | Del	RHR Assigne [redacted]		✓ 9/15/2014	Jessica Goss	9/15/2014 7 32 AM

Emails

Send an Email | Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		VSC Original Documents Request [ref: 00DA09i8L...500F0[redacted] ref] *9/29/2014 Case # [redacted] VIN # 5N1AR2MN6EC[redacted] Dear [redacted] Tha...*	[redacted]	9/29/2014 1 25 PM
Reply | To All | Del	Sent		VSC Original Documents Request [ref: 00DA09i8L...500F0QBXLR:ref] *9/29/2014 Case # [redacted] VIN # 5N1AR2MN6EC[redacted] Dear [redacted] Tha...*		9/29/2014 1:19 PM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill VSC	5N1AR2MN6EC[redacted]	Processed	Service Experience	David Mackay	CEM	Rebecca Martin	9/24/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted] doc	76KB	9/12/2014 3:57 PM	Jessica Goss
Edit | View | Del	RHR Template- Southeast Region Case 15500553 FELIPE [redacted]	102KB	9/12/2014 3:02 PM	Jessica Goss
Edit | View | Del	RO [redacted] pdf	377KB	9/9/2014 2 09 PM	Jessica Goss

Case History

Case History Help

Date	User	Action
9/29/2014 1 30 PM	Jessica Goss	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/25/2014 3 20 PM	Russell Rigsby	Changed **Follow Up Date** from 9/24/2014 to **9/30/2014**.
9/24/2014 2 57 PM	Russell Rigsby	Changed **Case Owner** from Kalia Johannes to **Jessica Goss**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

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Case Comments [23] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Lesley Howard [Change]
Letter Sent Date	10/15/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/15/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	9/2/2014 1:45 PM
CA Multiple Repairs		Date/Time Closed	10/15/2014 11 57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	passenger airbag light issue		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	350		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9EN3[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TANNER NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/3/2014	Vehicle Service Contract	
RHR Completed	10/3/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP9EN[redacted]		
Created By	Sheena Marie Dela Cruz 9/2/2014 1:45 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7 55 PM	Root Cause Code (2)	
Days Closed	455	Action Code	NT4E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Lesley Howard (10/15/2014 11 47 AM) Last Modified By Lesley Howard (10/15/2014 11 54 AM)** TL-Lesley Howard received email notification from MT-Mae Strenciwilk that denial letter has been mailed. TL closing case no further assistance is needed. ********** **********Closing Summary********** RCAS received case regarding c's request for repurchase of veh as c has complaints with passenger side airbag sensor. ARBS declined. Denial letter has been mailed.
Make Private	✓	**Created By Mae Strenciwilk (10/15/2014 11 39 AM) Last Modified By Lesley Howard (10/15/2014 11 54 AM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Lesley Howard (10/15/2014 10 56 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)** TL-Lesley Howard attached and submitted RHR denial letter 10/15/14
		Created By Brandon Chase Hayes (10/6/2014 11 06 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM) RCAS-Chase Hayes contacted C @ [redacted] @ 10 38 AM C answered RCAS delivered RHR decision to C C is frustrated C states that C does not understand C states that the veh should not act that way. C states that C's wife should not have to get in and out of veh to make light go off
Make Private	✓	C ask if C has a wife C states that Its cold where C lives and that C's wife shouldn't have to get out of veh to make light go off. RCAS apologizes and advises C that if C's veh concern continues, to take veh back to DLR for further assistance RCAS also advised C that C can contact BBB/Autoline if C does not agree with NNA decision C asks for BBB/Autoline number RCAS gives C BBB/Autoline number 1-800-955-5100 C agrees and thanks RCAS for the the number and advises RCAS C will contact BBB/ Autoline RCAS acknowledges Call ended mutually
		Created By Chantel Foxhall (10/6/2014 7 33 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM) ARBS reviewed case.
Make Private	✓	After careful evaluation, NNA will not be able to offer repurchase at this time, as there have not been an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
		Created By Chantel Foxhall (10/6/2014 7 33 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM) ARBS notes the following repair summary:
Make Private	✓	1 day down 1 visit for OCS concerns - 1 normal operation
Make Private	✓	**Created By Chantel Foxhall (10/6/2014 7 32 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)** ARBS notes the following repair order: 9/11/14 – 727 miles Concern:

C/S air bag on passenger side needs to be checked
Action:
-Checked operation and operating correctly at this time
1 day down

Make Private ✓ **Created By Sara Dorazio (10/3/2014 3 27 PM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Chantel Foxhall for review.

Make Private ✓ **Created By Quinashay Alexander (10/3/2014 3 25 PM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)**
RCAS-QA completed RHR for RCAS-BH
RCAS-QA attached RO

Make Private ✓ **Created By Brandon Chase Hayes (10/3/2014 12 12 PM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)**
RCAS-Chase Hayes contacted C @ [redacted] @ 12:10 PM

C did not answer

RCAS left VMX stating name, case number, RCAS contact number 615-725-7672. RCAS requesting a call back

Created By Brandon Chase Hayes (10/1/2014 8 36 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)
RCAS-Chase Hayes contacted M LLER L NCOLN-NISSAN @ [redacted] 8:17 AM

RCAS spoke with Service Adviser Dwayne

RCAS asks SA for all RO's pertaining to C's veh

SA advises RCAS that rentals is down and that SA can not print, fax, or E-Mail any work orders at this time

SA states that the district is down and that hopefully by the end of the day that rentals will be up and running again

RCAS advises will contact SA again before end of day and see if systems are up and running

Make Private ✓ SA agrees

Call ended mutually
****
RCAS-Chase Hayes contacted C @ [redacted] @ 8:29 AM

C answered

RCAS advised C that case was still under review and that RCAS would follow up no later than 10/06/14

C agreed

RCAS offered further assistance, C declined

Call ended mutually

Created By Brandon Chase Hayes (9/24/2014 9 09 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)
RCAS-Chase Hayes contacted Tanner Nissan @ 218-829-1465 @ 8:49 AM

RCAS spoke with Service Adviser Mitch

SA states that RO will be faxed to RCAS

SA states RO was for the DLR programing a new key fob for C, SA states that veh was DLR traded in and only had one key

RCAS thanks SA for the help

Call ended mutually
****
RCAS-Chase Hayes contacted M LLER L NCOLN-NISSAN @ 320-251-1363 @ 8:57 AM

RCAS spoke with Service Adviser Bill

SA advises RCAS states that C brought veh in with complaints that the DLR needed to check the passenger airbag sensor for proper operation.

SA states that veh was operating as designed

Make Private ✓ RCAS asks for RO to be faxed to RCAS

SA agrees

RCAS thanks SA for the help

Call ended mutually
****
RCAS-Chase Hayes contacted C @ [redacted] @ 9:02 AM

C answered

RCAS advised C that all RO's have been collecetd and that C's case would now go under review

C understood

C asked when would RCAS follow up

RCAS advised C that RCAS will follow up with C no later 09/30/14

C agreed

RCAS offered assistance, C declined call ended mutually

Make Private ✓ **Created By Brandon Chase Hayes (9/19/2014 9 30 AM) Last Modified By Lesley Howard (10/15/2014 10 59 AM)**
RCAS-CH contacted C @ [redacted] @ 9:02 AM

C answered

RCAS-CH spoke with C about veh concern

RCAS-CH advises C that after review of case with TL-LH that NNA is not in a position to offer any further assistance

C is unhappy, C states that C wants to be compensated for the veh

C states has already had one buyback and that took 7 months

C states that C wants money back for veh

RCAS-CH acknowledges and advises C of RHR process

C agrees

C states that first arbitration agent was Janelle Cantrell, Case number was #15500792

RCAS-CH acknowledges

Why do you want to return the vehicle to Nissan North America? is because you feel it is unsafe, the passenger airbag is not working as intended. C feels that vehicle is not that sophisticated it can determine whether in a particular drive, that the passenger airbag should work or not work. The passenger airbag is a huge inconvenience.

Where is the vehicle currently?With C

Where was the vehicle purchased?Tanner Nissan

Was it purchased new or used? New

If used, when was the vehicle purchased?

Where is the vehicle serviced? Tanner Nissan

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? Lincoln Miller Nissan

RCAS-CH promises Follow up by 09/24/14

C Agrees

RCAS-CH offers further assistance, C declined

Call ended mutually

Created By Brandon Chase Hayes **(9/15/2014 11 45 AM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
RCAS-CH contacted C @ [redacted] @ 11:12 AM

C answered

RCAS-CH spoke with C about veh concern

C states C took veh in to Miller Lincoln Nissan and had diagnosis performed for veh concern

C states that DLR states veh is operating as designed

C is not happy.

C states that veh concern is a huge inconvenience for C and C's wife

C states has found a solution for C's veh concern, C states that if passenger OCS light does not go off as desired then C will have C's wife unbuckle, open door, get out of veh, wait a few moments and then have C's wife get back in veh.

C states that this process seems to make the passenger OCS light turn off and stay off.

Make Private ✓

RCAS-CH apologizes for the inconvenience and the frustration C is having with C's veh concern

RCAS-CH what can NNA do to assist C at this point?

C states C does not know

C states that C either needs to have car bought back and go purchase another veh somewhere else

OR C needs to be compensated for the frustration C is having with C's veh concern

RCAS-CH acknowledges

RCAS-CH advises C that case will be reviewed and will follow up with C by 09/18/14

C understands

RCAS-CH offers further assistance, C declined

Call ended mutually

Created By Brandon Chase Hayes **(9/12/2014 2 00 PM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
RCAS-CH contacted C @ [redacted] @ 1:55 PM

Make Private ✓

C did not answer

RCAS-CH left VMX including name, case number, and RCAS-CH contact info

Created By Lesley Howard **(9/11/2014 4 15 PM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
TL placed outbound call to Miller Lincoln Nissan at 320-251-1363 and spoke with SM-Chris and reviewed case.

SM advised that c did stop at dlrshp this day.
SM advised that there was a scan of the veh and found that the veh is operating properly for the airbag sensor.
SM advised that the c is frustrated with how the system operates.

Make Private ✓

SM advised that there was a old History Code from low voltage that was found.
SM advised no repairs are needed at this time.

TL thanked SM and ended call mutually.

TL transferring case back to RCAS-Chase Hayes for follow up on 9/12/14 with c.

Created By Lesley Howard **(9/11/2014 4 10 PM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
TL-Lesley Howard retyping notation from conversation TL had with C on 9/10/14.

C states that c is frustrated with the passenger side airbag light going off and on.
C states that c has had this concern before on another veh.
C states that dlrshp is advising that there is nothing wrong with the sensor.
C states that c's wife sits in seat and does not want anything to happen to wife.
C states that c is frustrated that the RCAS agent just repeated the same answer.

TL apologized for c's experience with veh and with CA. TL advised that currently RCAS's review with dlrshp has advised that there is no duplication of c's concerns.

Make Private ✓

TL understood that c does not want anything to happen to c's wife.
TL advised a second opinion of concern with another dlrshp.
TL advised that the sensor reacts to weight distribution on the passenger sit and cannot determine if a child or an adult is sitting in the front or a bag of groceries. C understood.
TL reviewed other dlrshp's in c's area.
TL provided Miller Lincoln Nissan in Saint Cloud.
TL provided numbe[redacted]
TL advised that TL would reach out to service dept and advise of c's possible call for second opinion. C understood.

TL advised that RCAS-Chase Hayes will follow up with c on 9/13/14. C understood.

TL provided TL contact information and ended call mutually.

Make Private ✓

Created By Brandon Chase Hayes **(9/9/2014 9 04 AM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
RCAS-CH contacted C @ [redacted] @ 08:13 AM

C answered

RCAS-CH advised C that after discussing case with DLRSHP NNA has found that veh is operating as designed.

RCAS-CH apologizes to C for the frustration of the situation.

C very unhappy, C wants to know why airbag light keeps coming on, when Wife sits in passenger seat.

C asks RCAS-CH if RCAS-CH would drive veh with passenger in passenger seat, with airbag light on.

RCAS-CH apologizes and states that veh is operating as intended.

RCAS-CH that C's veh is still under new veh limited warranty, and that C may take veh back for another diagnosis

C asks what are RCAS-CH recommendations, put weights in seat, C's wife carry a heavy purse, C's wife sit in the back seat? As C was advised this previously.

RCAS-CH advises C that under current diagnosis there is no repair recommendation, as DLR diagnosis states veh is operating as is intended

C very frustrated, C ask if RCAS-CH has veh operating as designed written down because RCAS-CH has told C that 20 times this morning.

RCAS-CH advises C no, and that RCAS-CH is going off what the DLR and engineers have reviewed with RCAS-JK and RCAS-CH

C states C had same concern with 2013 Altima and had veh repurchased
C states that now the same thing is happening with only 300 miles on veh

C states that if C and C's wife are in veh and have an accident that C's wife is injured due to airbag concern that C is going to sue NNA until there is nothing left.

C Asks for RCAS-CH first and last name

RCAS-CH advises C that first name is Chase, but due to protocol RCAS do not give out last names
C frustrated, C wants RCAS-CH last name, C states RCAS-CH has C' s last name

RCAS-CH apologizes to C for the frustration, but RCAS-CH can not give out last name.

C asks if RCAS-CH has a supervisor

RCAS-CH advises C that RCAS-CH does have supervisor

C asks if supervisor can give C a call back

RCAS-CH advises that TL=Leslie Howard will be giving C a call 24-48 hours from now.

C understood and thanked RCAS-CH for the information

Call ended mutually

Created By Brandon Chase Hayes **(9/8/2014 5 08 PM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
RCAS-CH contacted C @[redacted]@ 5:05 PM

Make Private ✓

C did not answer

RCAS-CH left VMX including name, Case number, and RCAS-CH contact info

Created By James Kleppinger **(9/3/2014 5 04 PM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
RCAS-JK called C at [redacted]
RCAS-JK VERIF ED C's name, home & email address, concern, phone#,
RCAS CHECKED for open recalls/campaigns and found:
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: 14300167, 14300164, 12982946

Make Private ✓

C stated dissatisfaction with airbag light coming on 20% of the time when C's wife is riding in the passenger seat.
C stated C purchased the veh because it had the passenger side airbag.
C stated C had a 2013 Altima with this same concern, and NNA replaced it with this 14 Altima.
RCAS-JK apologized for C's experience and listened to C share C's feelings.
C stated C drove four other cars at DLR at length and none exhibited the same concern.
C stated C would understand airbag light coming on if C's wife was 4'9" and 70lbs, but stated C's wife is not that small.
C stated C's wife was 5'1".

RCAS advised C to revisit C's veh owner's manual, section 1-42 through 1-59, specifically 1-51.

C still stating dissatisfaction current operating condition.
C did not disagree that veh is operating to normal standards.
C unwilling to leave perceived concern as it is.

RCAS advised C that RCAS would further review case and previous repurchase and follow up no later than Monday 9/8.

RCAS-JK asked if any further assistance could be provided.
C declined and call ended mutually.

Created By James Kleppinger **(9/3/2014 4 07 PM) Last Modified By** Lesley Howard **(10/15/2014 10 59 AM)**
RCAS-JK assisting with case

RCAS-JK called DLR and spoke to SA Mitchell.

Make Private ✓

SA stated SA was familiar with case.
RCAS asked SA to share any information SA had relating to C concern.
SA stated C had a 13 Altima which had the same concern.
SA stated Nissan replaced the 13 Altima with a 14 Altima for C, which still exhibits the same concern.
SA stated C's wife is of a very petite build and at times when C's wife is in the passenger seat the airbag light will go on and off.
SA stated DLR completed reprogram 1405 but condition still persists.
SA stated DLR technician call Nissan engineering and had an extensive discussion and determined vehicle to be operating to manufacturer specifications.

RCAS thanked SA for the information.

Make Private ✓

Created By Sheena Marie Dela Cruz **(9/2/2014 1 54 PM) Last Modified By** Lesley Howard **(10/15/2014 11 00 AM)**
Vehicle Concern

Created By Sheena Marie Dela Cruz **(9/2/2014 1 54 PM) Last Modified By** Lesley Howard **(10/15/2014 11 00 AM)**
Crr-sd received call from c.

c stated c's experiencing issues on the passenger light that stays on.
c stated c first noticed the issue when c purchased the veh when c's about to go home. c stated c had the veh repaired in 08/27/201, the dlr re programmed the passenger airbag light and the light came on again for 3-4 times. c stated being assisted by SM & PM Mitchell Schlapkohll at phone number[redacted]c stated the dlr already communicated with Techline and was advised that the veh is operating as designed.

Make Private ✓

Crr-sd asked how can nna help c.
C stated c want nna to handle the issue and resolve the issue.

Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agreed. crr-sd offered further assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number.
Crr-sd transferring case to RCAS.

C stated the best number to contact c is 3206326071.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del [redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/2/2014	YX	BK	233500	OA
Edit | Del	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/2/2014	WT	BK	233500	OA
Edit | Del	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	BROKEN/CRACKED	14	9/2/2014	ZB	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent	[redacted]	✓	10/15/2014	Lesley Howard	10/15/2014 11:54 AM
Edit | Del	Correspondence Request		✓	10/15/2014	Lesley Howard	10/15/2014 11:40 AM
Edit | Del	RHR Review- [redacted]		✓	10/3/2014	Chantel Foxhall	10/6/2014 7 34 AM
Edit | Del	RHR Assigned- [redacted]		✓	10/3/2014	Brandon Chase Hayes	10/3/2014 3 28 PM
Edit | Del	Call		✓	9/26/2014	Brandon Chase Hayes	10/1/2014 8 36 AM

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Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR Denial Letter [redacted]	20KB	10/15/2014 10:57 AM	Lesley Howard
Edit | View | Del	[redacted] Denial Letter docx	20KB	10/12/2014 10:00 AM	Brandon Chase Hayes
Edit | View | Del	RHR [redacted] oc	69KB	10/3/2014 3 23 PM	Quinashay Alexander
Edit | View | Del	RO [redacted]	97KB	10/3/2014 3:13 PM	Quinashay Alexander
Edit | View | Del	RHR Template- Midwest Region Case 1 [redacted] doc	59KB	10/3/2014 2 56 PM	Quinashay Alexander

Case History

Case History Help

Date	User	Action
10/15/2014 11:57 AM	Lesley Howard	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
10/15/2014 11:47 AM	Lesley Howard	Changed **Follow Up Date** from 10/20/2014 to **10/15/2014**.
10/15/2014 11:39 AM	Mae Strenciwilk	Changed **Letter Sent Date** to **10/15/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [15] | Case Categorizations [3] | Open Activities [0] | Activity History [3] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Quinta Chaney [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/16/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/2/2014 3:09 PM
CA Multiple Repairs		Date/Time Closed	10/16/2014 11 27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	METRO NISSAN OF MONTCLAIR	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] HONE [redacted] VIN: 5N1AR2MN3EC[redacted]		
Created By	Marie Kyle Pabustan 9/2/2014 3 09 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7 58 PM	Root Cause Code (2)	
Days Closed	454	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Quinta Chaney (10/16/2014 11 26 AM)** ***case summary*** C contacted CA regarding shaking concern while A/C is on RCAS-QC requested a DTS to inspect veh DTS recommended to have the A/C compressor replaced C states veh continued to shake after repairs DTS-JS and SA-Sergio inspected and test drove veh and could not duplicate concern RCAS-QC advised C that veh is ready for pick up and is performing as designed Closing case due to no further assistance required
Make Private	✓	**Created By Quinta Chaney (10/16/2014 11 23 AM)** RCAS-QC contacted C @ [redacted] spoke with Timothy RCAS-QC advised C that veh was inspected and test driven by DTS-JS and SA-Sergio and concerns with shaking/vibration could not be duplicated RCAS-QC advised C that C can go pick up C's veh and there will be no charges to C C understood and appreciated assistance C declined further assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (10/16/2014 11 17 AM)** RCAS-QC contacted dealership: Metro Nissan of Montclair @ 9096255575 spoke with SA-Sergio SA advised that DTS-JS inspected the vehicle and test drove the veh SA advised DTS-JS was unable to duplicate the shaking/vibration concerns with the A/C on SA advised that SA also test drove veh and was unable to duplicate the concern SA advised that veh is ready for pick up RCAS-QC appreciated assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (10/6/2014 10 53 AM)** RCAS-QC contacted C @ [redacted] spoke with Timothy RCAS-QC inquired about the status of C's veh C states C has another DTS appointment on 10-15-14 regarding veh continuing to shake after the A/C compressor was replaced RCAS-QC advised C that RCAS-QC will follow up with C by COB 10-16-14 to check the status of the veh C appreciated assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (10/1/2014 12 07 PM)** RCAS-QC received VMX from C RCAS-QC contacted C @ [redacted] spoke with Timothy C states C had the A/C compressor replaced C states C picked up the veh and the veh is still vibrating when the A/C is on RCAS-QC apologized to C for inconvenience RCAS-QC inquired if C has taken veh back to dealership since the repairs have been done C states C has not taken the veh back RCAS-QC advised C to take veh back to dealership to be diagnosed for concern C understood and appreciated assistance

Call ended mutually

Make Private ✓ **Created By Quinta Chaney (9/29/2014 11 27 AM)**
RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted]
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Make Private ✓ **Created By Quinta Chaney (9/23/2014 10 31 AM)**
RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact [redacted]
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Created By Quinta Chaney (9/8/2014 10 17 AM)
RCAS-QC received email from DTS-JS

"I can inspect this vehicle on 9/24 at 10 am. Advise"

RCAS-QC contacted C @ [redacted] spoke with Timothy

Make Private ✓ RCAS-QC advised C that DTS can inspect veh on 9-24-14 @ 10 AM

C confirmed the appointment

RCAS-QC advised C that RCAS-QC will follow up with C by COB 9-23-14 to give a courtesy call to remind C about appointment

C understood and appreciated assistance

Call ended mutually

Created By Quinta Chaney (9/5/2014 11 15 AM)
RCAS-QC received incoming call from C spoke with Timothy

C states the passenger side air bag light keeps coming on while someone is sitting in the seat
C states the camapign: R1405 for the 2013-2014 - Nissan Occupant Classification System Module Reprogramming was performed
C states C took veh back to dealership twice regarding concern but concern still occurs
C states when the A/C is turned on, the veh shakes hard as well

Make Private ✓ C states dealership advised that there is no resolution for concern at this time

RCAS-QC apologized to C for inconvenience
RCAS-QC advised C that RCAS-QC will request a DTS to inspect the veh
RCAS-QC advised C that RCAS-QC will follow up with C by COB 9-10-14

C understood and appreciated assistance

Call ended mutually

Make Public **Created By Otto Von Lendhl Franco (9/4/2014 5 52 PM)**
C is calling back to confirm that [redacted] s VALID number. C's son was mesasing with RCAS when RCAS called c. Telling c that it was a invalid number.
CRR-OF tried to get in touch with RCAS but went to VM
CRR-OF left c to leave a message
CRR-OF exiting case

Make Public **Created By Shiela Capuz (9/3/2014 5 31 PM)**
CRR-SC received a follow up call from c. C provided case number. C would like to speak with rcas about the case
CRR-SC verified if any of c's contact information changed since the last time c called in, c said none.
C stated that c's son answered the phone.
CRR-SC advised c that RCAS-QC called c at [redacted] and was advised that the number doesn't belong to c.
C stated that c number is correct.
CRR-SC advised c that crr-sc will be transferring c to rcas extension number and if routed to vmx, c can leave message and the best number to reach c. and at the same time crr-sc will be sending internal message to inform rcas that c called in, c agreed.
CRR-SC offered further assistance, c declined.
CRR-SC gave name, extension and case number.
CRR-SC transferred the call to rcas- vmx.
CRR-SC sent internal message to rcas
CRR-SC exiting case.

Make Private ✓ **Created By Quinta Chaney (9/3/2014 5 17 PM)**
RCAS-QC contacted C @ [redacted] and was advised that the number does not belong to C
RCAS-QC sent follow up email

Make Public **Created By Grace Marie Yu (9/3/2014 10 57 AM)**
Email case logged
c sent email from case# 15500114
crr-gmy noting c's email:

firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : rialto
twitter :
state : CA
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5niar2nn3ec[redacted]
dealerstate : CA
dealername : montclair nissan
comments : I have purchased a 2014 pathfinder. I have had several problems with this vehicle. I have taken the pathfinder in for the air bag light on the passenger side 2 times already and they undated the computer, now the light is coming on again and needs to go back in. we have also taken it in several times for a strong vibration when the ac is on, with no resolve. the shop foreman told us their is no fix for this that it is a electrical loop with this car. who would I need to contact to find a claim? i'm very unhappy with the constant problems with this vehicle. the dealership has tried everything to help us and treat us great but I have put a lot of miles on the vehicle go back and forth to the dealer. at this time I am a very unhappy customer of Nissan. this is an inconvenience for me having to take the vehicle in all the time.

****

crr-gmy received email from c.
crr-gmy attached email to case# [redacted]
crr-gmy sent task to RCAS.
crr-gmy exiting case.

Make Public **Created By Marie Kyle Pabustan (9/2/2014 3 14 PM)**
crr-mp THANKED C BEING A LOYAL NISAN CUSTOMER
crr-mp exiting case

Make Public **Created By Marie Kyle Pabustan (9/2/2014 3 13 PM)**
crr-mp received a call from C. C stated that C had the passenger airbag campaign performed on veh as per c had this done twice but c still having the same issue on veh , as per c also having AC issue on veh as per c was informed by the dlr that there is no fix on the vibration issue on veh when using AC c asking assistance from Nissan to have veh fix

SA Name: SA SERGIO GONZALEZ
Date of Diagnosis: 8/30/2014

crr-mp verified and updated C 's contact information.

Crr-mp informed c that c will be contacted within the next business day.

crr-mp informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will be contacting C before the end of the next business day, C acknowledged.
crr-mp asked for the best number to reach C, C provided [redacted]

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/2/2014	YE	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/2/2014	WT	BK	233500	OA
Edit | Del		HEATER/AIR CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR IMPROPER OPERATION	11	9/2/2014	YX	AJ	159000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Follow Up Call	[redacted]	✓	9/3/2014	Quinta Chaney	9/3/2014 6:47 PM
Edit | Del	Email: Your inquiry to Nissan [ref: [redacted]		✓	9/3/2014	Quinta Chaney	9/3/2014 5:18 PM
Edit | Del	Related Case		✓	9/3/2014	Quinta Chaney	9/3/2014 12:40 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: [redacted]] *9/3/2014Case [redacted] Dear [redacted] Thank you for taking the time to c...*	[redacted]	9/3/2014 5:18 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Quinta Chaney 9/5/2014 11:16 AM	9/5/2014

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/16/2014 11:27 AM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/6/2014 10:54 AM	Quinta Chaney	Changed **Follow Up Date** from 10/6/2014 to **10/16/2014**.
10/1/2014 12:07 PM	Quinta Chaney	Changed **Follow Up Date** from 10/2/2014 to **10/6/2014**.

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Surveys

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Case [redacted]

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Case Comments [23] | Case Categorizations [4] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Quinta Chaney [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/26/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/2/2014 3 51 PM
CA Multiple Repairs		Date/Time Closed	9/25/2014 3 57 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	RHR was denied and ARBS recommended to have a DTS inspect the veh. C states C has had several concerns with the radio. the radio assembly has been replaced before. now when customer tries to use the blue tooth function, there is a loud beeping noise. customer also states the passenger side air bag off light illuminates when someone is sitting in the seat.	DTS Request Type	RCAS Request
Inspection Time/Notes			
Description	C wants NNA to buy the veh back or replace c's veh with a new one.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	METRO NISSAN OF MONTCLAIR
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP6DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	METRO NISSAN OF MONTCLA R	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/5/2014	Vehicle Service Contract	
RHR Completed	9/5/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] V N: 3N1AB7AP6DL[redacted]		
Created By	Maria Marsha Atienza 9/2/2014 3 51 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	475	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Quinta Chaney (9/25/2014 3 54 PM) ***case summary*** C contacted CA seeking a repurchase request RCAS-QC submitted RO's ARBS reviewed the case RCAS-QC advised C that NNA is not in a position to offer a repurchase RCAS-QC offered a DTS inspection C declined inspecting advising C would take legal action Closing case due to no further assistance required
Make Private	✓	Created By Quinta Chaney (9/25/2014 3 50 PM) RCAS-QC received VMX from C C states C cannot make DTS appointment C states C will cancel appointment due to C contacting an attorney and C taking legal action
Make Private	✓	Created By Quinta Chaney (9/24/2014 6 08 PM) RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted] RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C
Make Private	✓	Created By Quinta Chaney (9/22/2014 11 53 AM) RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted] RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C
Make Private	✓	Created By Quinta Chaney (9/22/2014 11 51 AM) RCAS-QC received email from DTS-JS "Next available is 9/29 at 10 am. Advise"
Make Private	✓	Created By Quinta Chaney (9/22/2014 11 35 AM) RCAS-QC contacted C @ [redacted] spoke with Alejandra RCAS-QC inquired if C can confirm DTS appointment on 9-24-14 @ 1 PM C states C will not be able to make appointment RCAS-QC advised C that RCAS-QC will email DTS to see if appointment can be rescheduled C understood and appreciated assistance Call ended mutually
Make Private	✓	Created By Quinta Chaney (9/19/2014 11 52 AM) RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted] RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C
Make Private	✓	Created By Quinta Chaney (9/18/2014 2 11 PM) RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted] RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C
Make Private	✓	Created By Quinta Chaney (9/18/2014 2 05 PM) RCAS-QC received email and incoming call from Sr. DTS-Joe Sorzano DTS-JS advised RCAS-QC that DTS-Angel Santiago will inspect the veh on 9-24-14 @ 1 PM
Make Private	✓	Created By Quinta Chaney (9/18/2014 12 02 PM) RCAS-QC emailed Sr. DTS-JS to inquire about an inspection date
Make Private	✓	Created By Quinta Chaney (9/15/2014 12 46 PM) RCAS-QC contacted C @ [redacted] spoke with Alejandra RCAS-QC advised C that the case has been reviewed RCAS-QC advised C that NNA is not in a position to repurchase the veh RCAS-QC offered a 3 yr basic plus maintenance plan C declined the maintenance plan C inquired what else can be done regarding C's veh

RCAS-QC advised C that RCAS-QC will request to have a DTS inspect the veh regarding veh concerns

C appreciated assistance

RCAS-QC advised C once an appointment is scheduled, RCAS-QC will contact C

C understood

Call ended mutually

Make Private ✓ **Created By Quinta Cha[redacted]2 37 PM)**
RCAS-QC contacted C @[redacted]eft VMX including case number, name, and RCAS-QC contact of [redacted]
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Make Private ✓ **Created By Quinta Chaney (9/15/2014 12 36 PM)**
RCAS-QC was advised to offer a 3 yr basic plus maintenance plan as GW

Make Public **Created By Leo Vergel Borial (9/12/2014 1 12 PM)**
crr-lb received a call from c following-up on the case. crr-lb verified that there are no changes on contact information.
crr informed c that case is still under review and c will be given an update on 09/17/14
c acknowledge
crr-lb offered further assistance, c declined. crr-lb gave name & extension. crr-lb exiting case.

Make Private ✓ **Created By Quinta Chaney (9/10/2014 5 04 PM)**
RCAS-QC emailed CXM-FH GW recommendation due to RHR being denied

Make Public **Created By Michael Bardwell (9/10/2014 4 20 PM)**
An automobile is made up of thousands of various components and parts which are made by man, and assembled by man. Our wish is that there is never a mechanical failure; however there is no guarantee given, but our word in the form of the warranty to assure that if a failure does occur, we will cover the repair. While this is not the experience we would desire for our customer, Nissan has never failed to comply with the warranty that was given.

ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time. ARBS would, however, support a DTS inspection of the veh. Should DTS be dispatched to inspect veh, ARBS requests to be copied on request and inspection report.

Created By Michael Bardwell (9/10/2014 4 19 PM)
ARBS in review of case from RHR submission. ARBS notes the following:

Previous CA Cases: None
TECH L NE: 14794533

Repair History:

11/29/13 at 3,285 miles. RO #[redacted] Days Down: 1
CONCERN:
1. When turning the radio up, the volume goes down
ACTION TAKEN:
1. Adjusted sensor

04/23/14 at 10,517 miles. RO #[redacted] - Days Down: 1
CONCERN:
1. Customer states vehicle has vibration at a stop
2. OCS reprogram campaign
ACTION TAKEN:
1. Software ECM idle off, performed ECM programming idle
2. Performed campaign

05/30/14 at 12,555 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Customer states volume goes up and down on its own
ACTION TAKEN:
1. Found internal failure. Replaced radio assembly

Make Public 06/21/14 at 13,779 miles. RO #[redacted] - Days Down: 3
CONCERN:
1. When receiving a text message, Bluetooth beeps very loud
2. Rental vehicle given
ACTION TAKEN:
1. Radio ordered
2. Rental vehicle

07/15/14 at 14,756 miles. RO #[redacted] - Days Down: 1
CONCERN:
1. Customer states vehicle vibrates while driving and coming to a stop it can be felt in the brake pedal
2. Customer states when receiving a text Bluetooth beeps very loud
ACTION TAKEN:
1. TSB performed. Car running normal
2. Radio on backorder

08/16/14 at 16,431 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Customer states car idles rough when at a stop at times with/without A/C on
2. Customer states passenger airbag off light is on when passenger in seat
ACTION TAKEN:
1. Parts special ordered
2. Performed OCS reprogram

08/27/14 at 16,965 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Customer states car rough idles. Excessive vibration from compressor
2. Customer states airbag off light comes on when passenger in seat
ACTION TAKEN:
1. Replaced A/C compressor
2. Unable to duplicate

Make Public **Created By Heathre Vanriper (9/8/2014 9 18 AM)**
DRTS rec'd RHR. RHR has been submitted for review to ARBS Michael Bardwell.

Created By Quinta Chaney (9/3/2014 5 34 PM)
RCAS-QC contacted dealership: Metro Nissan of Montclair @ (909) 625-5575 spoke with cashier-Danielle

Make Private ✓ RCAS-QC requested to have all RO's faxed
RCAS-QC provided fax #

Call ended mutually

Make Private ✓ **Created By Quinta Chaney (9/3/2014 5 32 PM)**
Why do you want to return the vehicle to Nissan North America?
-Numerous concerns with the vehicle

Where is the vehicle currently?
-In C's possession

Where was the vehicle purchased?

-Metro Nissan of Montclair

Was it purchased new or used?
-New

If used, when was the vehicle purchased?
-N/A

Where is the vehicle serviced?
-Metro Nissan of Montclair

Has the vehicle been taken to multiple Nissan dealers? If so, document names of dealers/retailers?
-No

Created By Quinta Chaney **(9/3/2014 5 30 PM)**
RCAS-QC contacted C @ [redacted] spoke with Alejandra

C states C has had several concerns with the vehicle
C states C has taken veh to dealership for radio concerns at least 5 times
C states the veh shakes while idle
C states the blue tooth does not work in the veh and the dealership advised that the entire radio unit needs to be replaced but part is on back order for atleast 6 months
C states the passenger side air bag off light illuminates while someone is sitting in the seat
Make Private ✓ C states C wants NNA to buy veh back from C

RCAS-QC apologized to C for inconvenience
RCAS-QC advised C that case will be reviewed for repurchase request
RCAS-QC advised C that RHR can take up to 10 business days
RCAS-QC advised C that RCAS-QC will follow up with C by COB 9-17-14

C understood and appreciated assistance

Call ended mutually

Make Public **Created By** Maria Marsha Atienza **(9/2/2014 4 00 PM)**
Vehicle Concern

Created By Maria Marsha Atienza **(9/2/2014 4 00 PM)**
CRR-MC received a call from c's niece (Alejandra Nava) stating that c's niece is also a co-signer on the veh and will be referred to now as c stating that veh was already taken to the dlr for the same reason and c said that c do not know what c needs to do. C said that veh is shaking while on stop and the ac compressor was just replaced last week (Wednesday) but c is still having the same issue. C also said that the veh's radio was replaced 2 times and now c was advised that the radio needs another replacement however the part was not able and will be on backorder for 6 months. C also mentioned that the passenger airbag light was illuminated when someone's sitting on the passenger seat and c was informed that dlr cannot do anything about issue. C said that c was afraid as issue was a safety issue. C said that c also recorded videos that c can show Nissan. C said that c wants NNA to buy the veh back or replace c's veh with a new one. CRR-MC apologized.

CRR-MC verified registered owners name and address :

Name : Miguel Betancourt
Address : 1304 Clovis Ct
Make Public Pomona, CA 91766

CRR-MC Changed/Updated customer's home/mobile/work phone number to [redacted] uncle's mobile) and [redacted] niece's mobile).
CRR-MC also verified email address, VIN, veh's pre-owned and current mileage and responsible dlr.

CRR-MC informed c that case will be escalated to RCAS for further review and advised c that c will get an update before the end of the next business day. C agreed.
CRR-MC verified best contact # to reach c at which is [redacted]

CRR-MC did the recap.
CRR-MC offered further assistance. C declined.
CRR-MC provided name,case and extension #.
CRR-MC forwarding case to RCAS.
CRR-MC exiting file.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	HEATER/AIR CONDITION NG	COMPRESSOR (COMPRESSOR/PULLEY/SEAL)	MULTIPLE REPA R ATTEMPTS	11	9/2/2014	YE	AJ	156000	OA
Edit | Del		AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	MULTIPLE REPA R ATTEMPTS	11	9/2/2014	YE	AA	103500	OA
Edit | Del		AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	PARTS AVAILABILITY (BACKORDER)	QA	9/2/2014	YP	AA	103500	OA
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR MPROPER OPERATION	14	9/2/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	RHR Complete	[redacted]	✓	9/10/2014	Quinta Chaney	9/10/2014 5 04 PM
Edit | Del	RHR-Review-15501664		✓	9/8/2014	Michael Bardwell	9/10/2014 4 20 PM
Edit | Del	RHR-Assigned-15501664		✓	9/8/2014	Quinta Chaney	9/8/2014 9:18 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Quinta Chaney 9/15/2014 12 50 PM	9/15/2014

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR_Case[redacted]09-05-14.doc	124KB	9/5/2014 5:33 PM	Quinta Chaney
Edit | View | Del	RHR Template- West Region Case [redacted].doc	113KB	9/5/2014 4:44 PM	Quinta Chaney
Edit | View | Del	RO [redacted]9-03-14.pdf	1.76MB	9/5/2014 12:36 PM	Quinta Chaney

Case History

Case History Help

Date	User	Action
9/25/2014 3:57 PM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/24/2014 6:09 PM	Quinta Chaney	Changed **Follow Up Date** from 9/25/2014 to **9/26/2014**.
9/22/2014 11 38 AM	Quinta Chaney	Changed **Follow Up Date** from 9/22/2014 to **9/25/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [14] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Julio Gutierrez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/2/2014 6 24 PM
CA Multiple Repairs	✓	Date/Time Closed	9/15/2014 1:56 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	VEH concern: Airbag / Seatbelt light DTS involved		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ANTELOPE VALLEY NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP2DN4[redacted]		
Created By	Joan Arrieta, 9/2/2014 6 24 PM	Root Cause Code	SCSV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	485	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA15504486

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Julio Gutierrez (9/15/2014 1 55 PM)** —SUMMARY— C called NNA to assist with air bag light coming on C took VEH to DLR, could not duplicate. C states a technician while driving VEH home saw light come on RCAS-JG requested DTS to visit C at DLR and diagnose VEH DTS states VEH working as intended
Make Public		**Created By Julio Gutierrez (9/15/2014 1 51 PM)** RCAS-JG called C @[redacted] C asked RCAS-JG what is the outcome of NNA regarding C's VEH concern RCAS-JG informed (relayed) information provided by DTS on VEH is working as intended C asked if C should be ignoring air bag light should C ignore check engine light RCAS-JG replied RCAS-JG is not a technician and may not answer that question, if C believes VEH is not working as intended C should bring VEH to DLR for diagnosis C states Nissan sucks and states will take case somewhere else C hung-up
Make Public		**Created By Julio Gutierrez (9/15/2014 1 44 PM) Last Modified By Julio Gutierrez (9/15/2014 1 44 PM)** Sr. DTS and DTS wrote emails replying to RCAS states: The DLR drove VEH for a week under normal driving conditions and found no concern with operation. DTS states there have not been any codes in the past DTS states to clarify concern passenger airbag STATUS LIGHT. What does he mean by it's ON Does he mean it's ON with nobody in the seat? Does he mean it's ON when his wife sits in the car. Does he mean it's ON when his child is in the seat? Sr DTS states if C has further concerns to take VEH to DLR if code shows up request DTS again
Make Public		**Created By Jackie Santos (9/15/2014 1 35 PM)** rcas case follow up
Make Public		**Created By Jackie Santos (9/15/2014 1 34 PM)** crr-js received a call from c c gave case no c said that c's been trying to get hold of rcas but then c said that c keeps getting rcas's vmx c said that c really need to speak to rcas about case crr-js apologized for the inconvenience. crr-js asked c if any of c's info changed since the last time c called, c stated none. crr-js advised of the ff up date. crr-js called rcas but was routed to vmx crr-js advised c that crr-js will send an internal message to rcas- to give c a call back. crr-js offered further assistance, c said no. crr-js provided name,case,extension number to c. crr-js exiting case.
Make Public		**Created By Julio Gutierrez (9/12/2014 2 01 PM)** RCAS-JG contacted C @[redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone [redacted] RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/17/2014 RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Julio Gutierrez (9/12/2014 1 58 PM)** Sr. DTS also replied Sr. DTS states if this vehicle has been inspected recently by DTS-TZ and the OCS system was determined to be operating properly without DTS performing a repair there is nothing else we are going to be able to do. Sr. DTS states If C feels like he can demonstrate a malfunctioning OCS issue then we should proceed with another inspection directed by the DTS. Sr. DTS states NNA is not going to re-design the system operation when it is operating as intended.

Make Public
Created By Julio Gutierrez **(9/9/2014 4 05 PM)**
VEH concern: Airbag / Seatbelt light

Make Public
Created By Julio Gutierrez **(9/9/2014 4 05 PM)**
RCAS-JG called C @[redacted]
RCAS-JG left VMX including case number, name
RCAS-JG provided VXM with contact phone[redacted]
RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/12/2014
RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.

Make Public
Created By Julio Gutierrez **(9/3/2014 3 17 PM)**
DTS Notes:
DTS states has been working with the dealer on this case for a few weeks
DTS states C told SA-Linda the OCS status light would come on when entering the freeway on long sweeping on-ramps. No complaint of occupants in the vehicle and the status light
DTS states had 2 different techs drive the vehicle over a week or so and the only time the status light came on was when one tech's wife was in the seat. Tech's wife is in the small adult category.

DTS states the briefcase activating the sensor makes sense since the computer will think it is a small adult. The computer will determine if it is an adult or not. Since there is no published weight.

DTS states VEH has new OCS control unit, SRS control unit and 2 seat sensors

Make Public
Created By Julio Gutierrez **(9/3/2014 1 20 PM)**
RCAS-JG sent email to DTS, Sr. DTS and Techline requesting for advise and DTS request.

Make Public
Created By Julio Gutierrez **(9/3/2014 1 13 PM)**
recall inquiry

Make Public
Created By Julio Gutierrez **(9/3/2014 1 12 PM)**
RCAS-JG called C @[redacted]
C states VEH is having the same problem all over again
C states C has lost the "warm / fuzzy" feeling Nissans and new vehicles provide due to the airbag light coming on when it is not supposed to.
C states has met with DTS-TZ a couple of times and would not like for DTS to feel frustrated that C is calling again but C is concerned that light keeps coming on
RCAS-JG asked C until Monday to review case and update C on 90/8/2014
C agreed
cal ended mutually

Make Public
Created By Joan Arrieta **(9/2/2014 6 28 PM)**
crr-ja noting related case[redacted]
c said c's still having issue and recently had the veh in the shop again 2 weeks ago because airbag and seatbelt light keeps coming on again even after the campaign was done
c said dlr told c its normal and its just an indicator light
crr-ja asked for c's sa c said sa-linda
c said technicians saw light would come on but enigneers from LA would now say its just a normal occurance c said c disagree
crr-ja forwarding case to RCAS for MULTIPLE REPAIR ATTEMPTS
crr-ja advised c case will be sent to rcas for review and will get the call before the end of the next business day
crr-ja asked for further assistance c declined
crr-ja provided name ext case
crr-ja leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/15/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/15/2014 1 56 PM	Julio Gutierrez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/12/2014 2 01 PM	Julio Gutierrez	Changed **Follow Up Date** from 9/12/2014 to **9/17/2014**.
9/9/2014 4 05 PM	Julio Gutierrez	Changed **Follow Up Date** from 9/8/2014 to **9/12/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [6] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Social Support Team [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Social-USA
Follow Up Date	9/3/2014	Case Origin	Facebook
Supporting Documents		Date/Time Opened	9/2/2014 7 25 PM
CA Multiple Repairs		Date/Time Closed	9/3/2014 12:44 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C states the airbag sensor in his 2014 JUKE is faulty.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AF5MR9ET[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	JUKE	Beyond PT Warranty Miles	0
Model Code	20514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN KEARNY MESA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	SOCIAL: Product CUSTOMER: [redacted] VIN: JN8AF5MR9ET[redacted]		
Created By	Hallie Matthews 9/2/2014 7:25 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 10/1/2014 7:15 PM	Root Cause Code (2)	
Days Closed	497	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Lee Campbell (10/1/2014 11 13 AM)** *** [Added after the case is closed.] *** SSA-LC documenting C's social media interaction: ********** C: "the dealer said nothing wrong, and i did check the manual, but nothing it said how tall or weight a person to seat on it to have the airbag working. so I just check to see other owners have to the same issue or not."
Make Public		**Created By Lee Campbell (10/1/2014 10 02 AM)** *** [Added after the case is closed.] *** SSA-LC documenting C's social media interaction: ********** C: "last time i posted about passenger side airbag will not deploy in case of my mom seat on that side, but i did not put a critical information on the post, which is my mom only weight 83 pounds and 5 feet tall. Btw, Have anyone had same problem like in my situatuon?" SSA: "Chau, if you feel your air bag system is not operating as designed, we recommend reviewing your owner's manual and schedule a diagnostic appointment at a local Nissan dealership. Some other safety precautions you may want to take include: positioning the passenger seat as far back as possible and making sure your mother sits as upright as possible in the center of the seat cushion with the seat back in the upright position. We also recommend she sits back into the seat (not on the front edge) and places her feet flat on the floor. Lastly, always make sure every passenger in the vehicle is using their seat belts properly, as air bags are a supplemental restraint system. Thanks. - James, Nissan Social Support"
Make Public		**Created By Zachary Mallett (9/3/2014 12 43 PM)** CASE SUMMARY C contacted NNA via social media requesting information about OCS function. RCAS-ZM directed C to owner's manual for further information. C did not have owner's manual. RCAS-ZM sent C owner's manual. RCAS-ZM closing case as no further assistance may be offered.
Make Public		**Created By Zachary Mallett (9/3/2014 12 29 PM)** RCAS-ZM called C at[redacted] C stated C was told by DLR C's OCS sensor operates as intended. C stated C's mother is small, but would like to know how much passenger needs to weigh to turn airbag on. RCAS-ZM stated RCAS-zM did not have precise weight. RCAS-ZM stated OCS sensor measures numerous conditions including how a passenger is positioned in the seat. RCAS-ZM stated C should refer to C's owner's manual. C sttaed C did not have owner's manual. RCAS-ZM stated RCAS-zM would have manual sent to C. RCAS-ZM verified C's mailing address and email address RCAS-ZM stated owner's manual will arrive 2-4 weeks. RCAS-ZM stated if C has further concerns to contact NNA CA. C understood. C declined further assistance. Call ended mutually.
Make Private	✓	**Created By Hallie Matthews (9/2/2014 7 32 PM)** SSA-HM documenting customer's public comments and Private Messages via Facebook ******* SSA's PM "Hello again Chau, Thank you for following up with your detailed information. After reviewing these details, we have created a case with our Consumer Affairs department on your behalf. A Specialist will be following up with you by close of business on Thursday, September 4th.

If you wish to speak with someone sooner, please call 1-800-NISSAN-1, Monday through Friday between the hours of 7am to 7pm CST, and reference your case number [redacted] the last six digits of your V N.
Take Care,
Rae, Nissan Social Support"

****

SSA-HM advising C that concerns have been documented and case has been created.

SSA-HM requesting that RCAS contact C no later than COB 09/04/2014.

SSA-HM providing C with 800 number and case number for reference.

****

Created By Hallie Matthews (9/2/2014 7 25 PM)
SSA-HM documenting customer's public comments and Private Messages via Facebook

****

C's PC "I have problem with my juke 2014. the passenger's airbag light turn on when my mom who sits on passenger side. took it to dealer. they said nothing wrong with it. nothing in the manual said how big is the person is to get airbag to activate."

C's PC "the dealer said I need to call Nissan Corp. to find out how big and tall a person are to have to airbag sensors detect a person. is it a defect of my car or just safety issue that Nissan does not want to disclose. does anyone know anything about this?"

C's PC "and I 'm very scary that whenever my mom ride with me and her airbag is de-activated. I don't want to deal anything happen like in GM "

Make Public

SSA's PC "Hello, Chau. We apologize for the frustrations you're experiencing with your Juke and would like to see if we can help. When you have a moment, please Private Message us at https://www.facebook.com/messages/NissanJukeNA with your V N, best contact number, servicing dealer's name and the date of your last diagnostic. Thank you! – Rae, Nissan Social Support"

C's PM "hi, check to see this is private or public"

C's PM "vin# jn8af5mr9et[redacted]

C's PM "last service 8/4/2014"

C's PM "dealer Mossy Nissan Kearny Mesa 8118 clairemont mesa blvd 92111, ph 858565441"

****

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	GENERAL INQU RY	QA	9/3/2014	ZR	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/3/2014 12:46 PM	Hallie Matthews	Changed **Social Status** from Pending to **Resolved**.
		Closed.
9/3/2014 12:44 PM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Case Owner** from Zachary Mallett to **Social Support Team**.
		Changed **Social Status** from Escalated to **Pending**.

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Surveys

Surveys Help

No records to display

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[redacted]

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Case Comments [32] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Kristie Tate-Paul [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/2/2014	Type	CA
Follow Up Date	11/6/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/3/2014 7:44 AM
CA Multiple Repairs		Date/Time Closed	11/5/2014 2:21 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00049455

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Repurchase- NNA is repurchasing the vehicle for 4 repair visits for ABS concerns and 4 repair visits with radio. 5 days down for factory warranty repairs to date with both concerns still ongoing.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,547		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHERRY H LL NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$31,195.11	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: 6092688069 VIN: 1N4AL3AP0EC[redacted]		
Created By	Gloria Holman, 9/3/2014 7:44 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	434	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/5/2014 10 35 AM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1221.00 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (12/4/2014 9 01 AM)** *** [Added after the case is closed] *** DRTS TK: Checks from NNA for Overpayment in the amount of $597 23 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Kristie Tate-Paul (11/5/2014 2 21 PM)** Check for overage received and fed ex'd out with prior noted label. Email sent to c advising same. ARBS reclosing case.
Make Public		**Created By Kristie Tate-Paul (11/3/2014 3 02 PM)** ARBS requested check payable to c in the amount of $565.75 for overage payment on lien. Fed Ex label created with tracking number [redacted]
Make Public		**Created By Kristie Tate-Paul (11/3/2014 2 37 PM) Last Modified By Kristie Tate-Paul (11/3/2014 2 37 PM)** *** [Added after the case is closed] *** ARBS received email from crr that customer wanted to know when she would get her payment refund. ARBS contacted A. Fraley with NMAC to verify payment amt due back to c. See below. ARBS requesting check in amount of $565.75 to c. Sent email to c noting same. ********** Last customer payment received was on 9/28/14 for $565.75 and principle balance was $26043.13. We received the payoff check on 10/1/14 for $26650.62 which left an over payment of $597.23 to be refunded to NNA. _____ Anna Fraley Nissan Motor Acceptance Corporation Quality Assurance Specialist Fulfillment and Correspondence Department fraleya@nmac.com
Make Public		**Created By Michael Atienza (11/3/2014 12 43 PM)** *** [Added after the case is closed] *** c did a buy back for a vhcl sept 25th c said c have a credit. c said c have not yet rcvd the buy back credit and is asking for the stats. crr-ma ask for case number c said no case number on hand crr-ma check with vin number crr-ma was able to get c information with case number [redacted] crr-ma check information. approved check request $30 629.36 but did not provide to c the information crr-ma told c will send an internal email to rep who handle the case. crr-ma check call back number c upset that c have not rcvd the credit back yet c said c have paid 2mnths and nissan will refund c the 2 months c paid for. crr-ma apologized for the delay. crr-ma will send email to rep who handle the case. c said c will wait. crr-ma offer further assistance c said none crr-ma send email crr-ma exiting case.
Make Public		**Created By Jim Land (9/25/2014 1 40 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is "radio concerns"
Make Public		**Created By Kristie Tate-Paul (9/16/2014 3 57 PM)** ARBS attached Morley packet . Closing file.
Make Public		**Created By Kristie Tate-Paul (9/16/2014 3 06 PM)** ARBS received checks and completed Morley Packet:

Morley Case[redacted]
Fed Ex Tracking:[redacted]

Make Public
Created By Kristie Tate-Paul (9/15/2014 12 02 PM)
Consumer Affairs Voluntary Repurchase- NNA is repurchasing the vehicle for 4 repair visits for ABS/air bag concerns and 4 repair visits with radio. 5 days down for factory warranty repairs to date with both concerns still ongoing.

Make Public
Created By Kristie Tate-Paul (9/12/2014 2 24 PM)
ARBS submitted check request payable to C in the amount of $3,978.74.
ARBS submitted check request payable to NMAC in the amount of $26,650.62 (payoff good through 10/10).

Make Public
Created By Kristie Tate-Paul (9/12/2014 1 49 PM)
ARBS received signed repurchase letter from c by fax and email from c confirming. Attached to file. Emailed c back acknowledging receipt and will be requesting checks. ARBS will f/u with c next week when package sent to Morley.

Make Public
Created By Kristie Tate-Paul (9/11/2014 3 45 PM)
ARBS received email from c requesting clarification on repurchase figures and explanation on why GAP not reimbursable. Responded by email as well as contacted c at [redacted]
C had copy of sales agreement. Reviewed all and explained that third party GAP would need to be canceled by her personally after relinquishing vehicle for any prorated refund. Explained use of thirty day payoff and for c to keep her loan current. Any overage would be returned to her by separate check.
C was good with the repurchase offer and advised would discuss with husband & get back to ARBS.

Make Public
Created By Kristie Tate-Paul (9/11/2014 10 52 AM)
ARBS contacted c at [redacted] LM on vm that had received payoff information and had repurchase offer to review. Advised c that would email her with repurchase letter attached for review and to return call to discuss any concerns.

Make Public
Created By Kristie Tate-Paul (9/11/2014 9 35 AM)
ARBS did not deduct the rebate from the usage calculation. ARBS notes the following repurchase calculation correction with 30 day payoff:

Base Price $27,620.00
Sales Tax $2,093.70
Lic/Reg Fees $320.10
Dealer Doc Fee $249.95
GAP $300.00
MVSC(Gold Pref) $1,495.00
Dlr Installed Option $495 00
Interest Paid to Date $953.32
Total Purchase Price $33,527.07

Less Usage(2333/100,000 x ($27,620-2000.00)) $597.71
Less Rebates $2,000 00
Less GAP $300.00
Loan Payoff Good thru 10/10 $26,650.62
Total Deductions $29,548.33

Refund Amount to C $3,978.74
Lien Payoff $26,650.62
Total Repurchase $30,629.36

Make Public
Created By Kristie Tate-Paul (9/11/2014 9 13 AM)
ARBS notes the following repurchase calculation with 30 day payoff:

Base Price $27,620.00
Sales Tax $2,093.70
Lic/Reg Fees $320.10
Dealer Doc Fee $249.95
GAP $300.00
MVSC(Gold Pref) $1,495.00
Dlr Installed Option $495 00
Interest Paid to Date $953.32
Total Purchase Price $33,527.07

Less Usage(2333/100,000 x $27,620 miles) $644.37
Less Rebates $2,000 00
Less GAP $300.00
Loan Payoff Good thru 10/10 $26,650.62
Total Deductions $29,594.99

Refund Amount to C $3,932.08
Lien Payoff $26,650.62
Total Repurchase $30,582.70

Make Public
Created By Kristie Tate-Paul (9/11/2014 8 48 AM)
ARBS received email from NMAC with payoff information:

SR#1-4774585597
Account#:[redacted]
Customer[redacted]
30 day payoff $26650 62 good thru 10/10/14
Per diem 3.48
Payments received 8
Payment amount $565.75
Interest paid $953.32
Recent payment received on 8/28/14 in the amount of $565.75
Copy of contract and payment history are attached.
Eligible for SOC

Thanks,

_____
Liza Lyman
Fulfillment and Correspondence
Senior

Nissan Motor Acceptance Corp.

Make Public
Created By Kristie Tate-Paul (9/9/2014 3 44 PM)
ARBS rec'd response to email from c. She advised her phone never rang and she thought ARBS called wrong #. She also stated that she does not want to use Cherry Hill but instead wants to go to another "manufacturer". ARBS called c back and she picked up this time. Asked if c meant a different dealership. C indicated no. She has changed her mind and wants out of Nissan after reading lots of additional information on the internet about problems with the air bags. ARBS attempted to change her mind but was not successful.
ARBS explained repurchase process and advised would send her over repurchase offer as soon as NMAC payoff info received. C will not be available on Wednesday 09/10 as has funeral to attend. ARBS advised would contact c on Thursday 09/11.

Make Public
Created By Kristie Tate-Paul (9/9/2014 3 06 PM)
ARBS called c #[redacted] Mailbox indicated as full so no message could be left. Sent email to c indicating contacted NMAC for info. Also, need to confirm replacement dealership as Cherry Hill for further dealership directions to be provided.

Make Public
Created By Kristie Tate-Paul (9/9/2014 3 04 PM)
C returned signed lien holder agreement form, registration and receipt for window tinting of vehicle.
Financing with NMAC. ARBS sent email to NMACMorleyPayoffRequest@nissan-usa com for payoff information and approval on SOC.

Make Public
Created By Kristie Tate-Paul (9/4/2014 4 19 PM)
ARBS contacted c at #[redacted] Advised c that NNA is in position to offer repurchase/replacement of vehicle. Explained both scenarios and timing involved. Emailing Lienholder Information Request Form. Advised her to return completed with a copy of vehicle current registration.

Make Public

Created By Kristie Tate-Paul (9/4/2014 3 27 PM)
ARBS notes the following regarding repair history:

5 days down
Air bag/ABS: 4 repair visits. One OCS reprogramming. Passenger seat replacement for sensor on order 08/13.
Radio: 4 repair visits. Audio unit on order (back ordered) for replacement 08/13.

Reviewed case specifics with TL RD. Agree that offer of repurchase/replacement should be extended to c.

Created By Kristie Tate-Paul (9/4/2014 2 52 PM)
ARBS received customer letter. Reviewed RHR, ROs & CPIA, and notes the following repair history:

Open date 02-19-14 Mileage 2,333 RO [redacted] .Days Down 1
1. C/S air bag light stays on too long and then goes out- No problem found, no fault found, no codes present.
2. C/S radio goes on and off - Could not duplicate customer's concern .

Open date 04-21-14 Mileage 5,558 RO [redacted] .Days Down 1
1. C/S passengers air bag light stays on- Reprogrammed occupant classification system. Checked seat. OCS light operation after reprogramming and light was working as desired.
2. C/S radio cuts out sometimes- No TSB pertaining to this system. Could not duplicate issue.

Open date 05-07-14 Mileage 6,200 RO [redacted] .Days Down 1
1. C/S rear passenger tire keeps losing air- Plug P/S rear tire has debris in it. Replaced tire as per warranty.
2. C/S passenger air bag light keeps coming on- Service manager inspected vehicle, unable to duplicate condition.
3. Radio goes on and off intermittently- Service manager inspected radio operation, unable to duplicate condition
4. C/S heater blows cold air unless set at 80 degrees- Checked blower operation/customer advised of findings.

Make Public

Open date 05-16-14 Mileage 6,600 RO [redacted] .Days Down 1
1. C/S rear camera makes single beep only when camera is in use- Normal operation. No problem found.
2. C/S radio will come on or off by itself at times- Traced fault to an internal audio unit issue. Ordered new audio unit.
3. When declining phone call will still ring through speaker- No repairs made. Possibly due to radio-will check after replacing radio.
4. When reaching destination, navigation will still broadcast through speakers that you are here after turning off- Checked navigation operation. Need to press route cancel when destination is reached.

Open date 08-13-14 Mileage 11,545 .RO [redacted] .Days Down 1
1. SOP Dealer ordered replacement audio unit this visit/will call when in-Completed.
2. Air bag light comes on- CND access controller/no codes stored. Road test vehicle and could not duplicate condition.
3. Fan makes noise-Traced noise to the fan motor bearing. Replaced blower motor assembly
4..Bluetooth microphone sound like underwater talking- Dealer unable to duplicate phone issue. Bluetooth works through radio. Dealer will re-inspect after radio is replaced.

ARBS notes: In service date 12/17/13; VSC on vehicle; no DTS; & no tech line cases.

Created By Kristie Tate-Paul (9/4/2014 9 12 AM)
ARBS contacted SM Bob Miller at Cherry Hill Nissan #856-667-8300. SM advised that radio has been ordered for vehicle as of 08/13. It is back ordered and unsure of expected date. New passenger seat has been ordered and will be installed as soon as received. SM will be getting tech line involved on ABS issue if seat/sensor is not the fix.
SM has addressed with c's husband that outside mirrors do not tilt when car in reverse. This complaint was in c's letter and ARBS verified that this was not an available option on the 2014 Altima.
Provided SM with ARBS contact information and case # to reference.

Make Public

Created By Kristie Tate-Paul (9/4/2014 8 53 AM)
ARBS contacted c at [redacted] Apologized for any inconvenience involving this matter. She explained in detail her issues with passenger ABS. Light erratically comes on even when someone is over the minimum weight limit. She has read manual and understands when light may be on or off due to weight or sensor. OCS has been reprogrammed. Also, continuous problems with radio.Radio was due to be ordered months ago but dealership did not handle. Dealership told her seat should be replaced as well. Radio and seat still to be replaced. C also indicated that they are "holding up" repairs now based on NNA being contacted. Advised c would contact dealership SM today to discuss why.
Explained process of repair history review of warrantable repairs for any replacement/repurchase option. C understood and call ended mutually.

Make Public

Created By Gloria Holman (9/4/2014 7 55 AM)
DRTS received sales documents on September 3, 2014 at 5:09 pm. Document has been attached to the case.

Make Public

Created By Gloria Holman (9/3/2014 1 50 PM)
DRTS completed RHR and attached to the case.

Make Public

Created By Gloria Holman (9/3/2014 11 26 AM)
DRTS received repair orders from Dealer# 2372 on September 3, 2014 at 11:33 am and attached to the case.

Make Public

Created By Gloria Holman (9/3/2014 10 24 AM)
DRTS called Dealer# 2372 on September 3, 2014 at 11:19 am and spoke with Mike, Finance Dept., requesting sales documents. Mike requested written consent form before sending documents. Consent form sent.

Make Public

Created By Gloria Holman (9/3/2014 10 13 AM)
DRTS called Dealer# 2372 on September 3, 2014 at 11:12 am and spoke with Kathy, Service Dept., requesting repair orders. Kathy will send documents via fax.

Make Public

Created By Kristie Tate-Paul (9/3/2014 9 58 AM)
ARBS received customer letter/case assignment. Contacted c at # [redacted] o advise ARBS had received letter and in process of obtaining ROs. Provided contact #. ARBS sent f/u email to c @ [redacted] with contact information as well.

Make Public

Created By Gloria Holman (9/3/2014 8 12 AM)
Previous Cases - [redacted] CA
Open Recalls/Campaigns - none
DRTS in receipt of Customer Letter, signed by Heather Nixon-Zebrowski, sent via certified mail, [redacted] dated August 27, 2014, DRTS received September 2, 2014. Letter is attached to the case for your review.

C/S she believes her 2014 Nissan Altima is a "Lemon" under the N'J. Lemon Law (N.J.S.A. 54: 12-29 to 56: 12-49). C/S since she has purchased the vehicle on December 17, 2013, she has had numerous issues where the vehicle was out of service five times and none of the issues were resolved. The defects include passenger airbag light stays on, radio turns on and off by itself, fan motor issues, bluetooth issues, navigation issues and mirrors don't tilt when in reverse. Customer is requesting a refund.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/3/2014	YX	BK	234000	OA
Edit | Del		AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	POOR OR MPROPER OPERATION	11	9/3/2014	YX	AA	103500	OA
Edit | Del		AUDIO/VIDEO/NAVI	BLUETOOTH	POOR OR MPROPER OPERATION	QA	9/3/2014	YX	AA	306500	OA
Edit | Del		AUDIO/VIDEO/NAVI	NAV /GPS SYSTEM	POOR OR MPROPER OPERATION	11	9/3/2014	YX	AA	102500	OA
Edit | Del		BODY	SIDE M RROR(S)	POOR OR MPROPER OPERATION	13	9/3/2014	YX	AB	110000	OA

Show 1 more » | Go to list (6) »

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	11/4/2014	Kristie Tate-Paul	11/5/2014 11:30 AM
Edit | Del	New DTS Request		✓	10/7/2014	Mike Wetherill	9/26/2014 6:12 AM
Edit | Del	Review Approved Check Request		✓	9/15/2014	Kristie Tate-Paul	9/16/2014 3:15 PM
Edit | Del	Review Approved Check Request		✓	9/15/2014	Kristie Tate-Paul	9/16/2014 3:15 PM
Edit | Del	Collect Sales Documents		✓	9/11/2014	Gloria Holman	9/4/2014 7 54 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	C[redacted]	DRT Resolution	1N4AL3AP0EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		11/5/2014	Customer	Approved	$565.75	26BUYBACK	Nissan North East Buyback/Trade	HEATHER	NIXON -ZEBROWSKI
			9/16/2014	Customer	Approved	$3,978.74	26BUYBACK	Nissan North East Buyback/Trade	HEATHER	NIXON -ZEBROWSKI
			9/16/2014	Lienholder	Approved	$26,650.62	26BUYBACK	Nissan North East Buyback/Trade	Nissan Motor	Acceptance Cor

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	782KB	6/19/2015 9:16 AM	Rebecca Martin
Edit | View | Del	[redacted]Check.pdf	74KB	1/30/2015 1:00 PM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	79KB	12/5/2014 10 36 AM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	118KB	12/4/2014 9:02 AM	Tammy Knotts
Edit | View | Del	Morley Packet[redacted]df	889KB	9/16/2014 3:55 PM	Kristie Tate-Paul

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/5/2014 2 21 PM	Kristie Tate-Paul	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2014 11:03 AM	Kristie Tate-Paul	Changed **Follow Up Date** from 9/16/2014 to **11/6/2014**.
11/3/2014 2:46 PM	Kristie Tate-Paul	Changed **Case Owner** from Jim Land to **Kristie Tate-Paul**.

Show more » | Go to list »

Surveys

Surveys Help

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Case [redacted]

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Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Eboni Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/10/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/3/2014 7 56 AM
CA Multiple Repairs		Date/Time Closed	9/11/2014 8:56 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vehicle concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF RIVERGATE	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N4AL3AP1DC[redacted]		
Created By	Sheryll April Joy Perez 9/3/2014 7:56 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	489	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Eboni Smith (9/11/2014 8 56 AM) RCAS-ES is closing case as no further assistance is needed ========Case Summary========== RCAS-ES received case and c is requesting resolution RCAS-ES reached out to customer regarding c concern @[redacted] C stated that was able to duplicate the customer concern with another small statue C stated that was told that there is a weight concern C stated that this is a safty concern regarding air bag light C stated that c wife is of 110 pounds RCAS-ES advised that received an email from SM Glenn stating that "We were able to duplicate the concern with a 130 lb. individual siting in the passenger seat while the vehicle was being driven. I had that employee take a photo and send it to me. I forwarded that photo to Bryan Hayden and Steve Wells. They both concurred that the passenger side air bag system was operating normally F there were no codes stored. There were and have been none RCAS-ES advised that the exact weight limit is not published anywhere RCAS-ES advised that someone of a small statue could have a greater impact if the airbag is deployed RCAS-ES advised that is encourage to visit safecar gov and nhtsa.gov for futher review and components that are taking into consideration with the airbag C stated will like to speak to RCAS-ES Supervisor C asked for supervisor number RCAS-ES provided TL direct number RCAS-ES advised will be called 9/10 by closed of business RCAS-ES offered further assistance C Declined RCAS-ES noted end call with mutual agreement with C
Make Public		
Make Public		**Created By Kalia Johannes (9/10/2014 4 57 PM)** TL-KJ sending case to RCAS-ES for summary and closing.
Make Public		**Created By Kalia Johannes (9/10/2014 4 57 PM)** TL-KJ made outbound call to c on [redacted] and spoke with [redacted] who requested TL call c's husband, Denver, on [redacted] TL agreed and call ended mutually. *** TL-KJ made outbound call to Mr. C on [redacted] Mr. C answered and advised C has realized that TL cannot do anything for c and c is taking alternative action. TL understood, thanked c for c's time, and call ended mutually.
Make Public		**Created By Eboni Smith (9/9/2014 3 57 PM)** RCAS-ES reached out to customer regarding c concern @[redacted] C stated that was able to duplicate the customer concern with another small statue C stated that was told that there is a weight concern C stated that this is a safty concern regarding air bag light C stated that c wife is of 110 pounds RCAS-ES advised that received an email from SM Glenn stating that

"We were able to duplicate the concern with a 130 lb. individual siting in the passenger seat while the vehicle was being driven. I had that employee take a photo and send it to me. I forwarded that photo to Bryan Hayden and Steve Wells. They both concurred that the passenger side air bag system was operating normally F there were no codes stored. There were and have been none

RCAS-ES advised that the exact weight limit is not published anywhere

RCAS-ES advised that someone of a small statue could have a greater impact if the airbag is deployed

RCAS-ES advised that is encourage to visit safecar gov and nhtsa.gov for futher review and components that are taking into consideration with the airbag

C stated will like to speak to RCAS-ES Supervisor
C asked for supervisor number

RCAS-ES provided TL direct number

RCAS-ES advised will be called 9/10 by closed of business

RCAS-ES offered further assistance

C Declined

RCAS-ES noted end call with mutual agreement with C

Make Public

Created By Celedonio Evalyn (9/5/2014 4 15 PM)
Rcas case follow up

Created By Celedonio Evalyn (9/5/2014 4 12 PM)
crr ec reopened the case as c called today and requested for a call back
crr ec noting , husband Denver called and now referred to as c
c provided case #
crr ec verified changes on c's mailing information, c said none
c confirmed best contact # as [redacted]

Make Public

c stated dlrship took car on diagnostic drive today, 1 mechanic in passenger seat to see if airbag light will come on and light came on once
c stated dealership informed c that nissan nissan told dlr that it would only be weight issue
c stated c wife weighted 110 lbs as light coming on while the mechanic
tech more than c's wife weight, and also light came on , c stated airbag not working

crr ec empathized
crr ec offered to transfer c to RCAS ES line [redacted] c agreed
crr ec adv c that when ever routed to vmx , c may leave c's message , name and tel # , c agreed
crr ec thanked c gave name and ext # and ended the call mutually

Created By Eboni Smith (9/4/2014 9 50 AM)
RCAS-ES is closing case as no further assistance is needed

========Case Summary==========

RCAS-ES received case and c is requesting resolution to repair

RCAS-ES reached out to NISSAN OF Rivergate @ 6158930252

RCAS-ES spoke to SM, Glenn

RCAS-ES advised by SM that has had vehicle several times and and have put 60 miles on vehicle and unable to duplicate the concern. SM stated have drove the vehicle with two other people. SM stated have reached out to DTS-BH and have approved replacement and have reprogrammed.

Make Public

RCAS-ES advised without duplication unable to proceed a repair based of of assumptions

RCAS-ES reached out to customer regarding c concern @[redacted]

C stated the light only comes on when c wife is in vehicle and concern is intermittent

RCAS-ES advised that its possible a weight criteria for seating in veh

RCAS-ES advised to point out the concern to SM and take a joy ride

C stated will try to get back into dealer by next week

RCAS-ES advised c that c will need to take the veh back to dlr to have c's veh fully diagnosed

RCAS-ES is closing this case pending diagnosis

Created By Eboni Smith (9/4/2014 9 49 AM)
RCAS-ES reached out to customer regarding c concern @ [redacted]

C stated the light only comes on when c wife is in vehicle and concern is intermittent

RCAS-ES advised that its possible a weight criteria for seating in veh

Make Public

RCAS-ES advised to point out the concern to SM and take a joy ride

C stated will try to get back into dealer by next week

RCAS-ES advised c that c will need to take the veh back to dlr to have c's veh fully diagnosed

RCAS-ES is closing this case pending diagnosis

Created By Eboni Smith (9/4/2014 9 36 AM)
RCAS-ES reached out to NISSAN OF Rivergate @ 6158930252

RCAS-ES spoke to SM, Glenn

Make Public

RCAS-ES advised by SM that has had vehicle several times and and have put 60 miles on vehicle and unable to duplicate the concern. SM stated have drove the vehicle with two other people. SM stated have reached out to DTS-BH and have approved replacement and have reprogrammed.

RCAS-ES advised without duplication unable to proceed a repair based of of assumptions

Make Public

Created By Sheryll April Joy Perez (9/3/2014 7 59 AM)
vehicle concern

Make Public

Created By Sheryll April Joy Perez (9/3/2014 7 58 AM) Last Modified By Sheryll April Joy Perez (9/3/2014 7 58 AM)
crr-sp received a call from Denver in behalf of wife stating that c has a constant problem with passenger airbag light not turning off
crr-sp updated c's information
c said that veh has been in the dlr 4 times for the same reason and dlr doesnt know what to do anymore

dlr:NISSAN OF RIVERGATE
sa: betsy
best phone no to reach c[redacted]

crr-sp informed c that case will be forwarded to RCAS for review and c will receive a call back within the end of the next business day; c understood
crr-sp asked for further assistance; c declined
crr-sp gave name, ext and case no

crr-sp leaving case open
crr-sp setting follow-up date to: 9/4/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/3/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/11/2014 8 56 AM	Eboni Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/10/2014 4 57 PM	Kalia Johannes	Changed **Case Owner** from Kalia Johannes to **Eboni Smith**.
9/9/2014 3 58 PM	Eboni Smith	Changed **Follow Up Date** from 9/8/2014 to **9/10/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [29] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	10/1/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	9/3/2014 10:04 AM
CA Multiple Repairs		Date/Time Closed	6/5/2015 12:56 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050470

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	11/26/2014 9:00 AM EST		
Description	Consumer Affairs Voluntary Repurchase due to OCS being inoperable and 11 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,692		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	3
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BERTERA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$34,746.51	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/16/2014	Vehicle Service Contract	
RHR Completed	9/16/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	102700921

Survey Type	Service	Case Type	Nissan Service
Survey Request Date		Receipt Date	8/24/2014
Survey-Source		Survey NPS Score 1	5
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	IMPROVEMENTS TO SERVICE EXPERIENCE I had to return after they did the recall service on my car. It was the 5th or 6th time that I had to deal with this problem with the passenger seat. Most of this survey doesn't have anything to do with the service I received. The Service Manager was great to deal with and actually for the first time was aware of the problem with my car. I have already sent a survey response for the recall and haven't heard from anyone from Nissan North America. I have owned many Nissan's and this will be my last one. I complaine dabout this problem less than 1 month after I leased this car. Everyone I dealt with was less than helpful from the dealership to Nissan NA. I have a case file with you and asked for someone to contact me again and haven't heard from anyone. If this problem surfaces again then I am going to go on the Internet about it. I should have gone to the AG's office about this being a lemon and I still may. I would like to talk to someone from corporate. My phone is [redacted] thank you, [redacted] SERVICE ADVISOR COMMENTS The person i dealt with was fine.	Hot Alert Type	CA T5
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name [redacted] Address: [redacted] Worcester, M [redacted] DayTime Phone: [redacted] Evening Phone [redacted] - Email Address: [redacted] Preferred Email [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] N: 1N4AL3AP8DC[redacted]		
Created By	Alvergei Glenn Cruz, 9/3/2014 10 04 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:18 AM	Root Cause Code (2)	
Days Closed	222	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (10/24/2014 1 33 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: occupant classification sensor inop
Make Public		**Created By Chantel Foxhall (10/2/2014 2 30 PM)** ARBS created Morley Case number 216142. ARBS sent to Morley via Fedex 771355848069.
Make Public		**Created By Chantel Foxhall (10/1/2014 9 22 AM)** ARBS submitted check request to lien holder in the amount of $21,317 92 good through 10/30/2014. ARBS submitted check request to C in the amount of $13,428.59.
Make Public		**Created By Chantel Foxhall (10/1/2014 9 22 AM)** ARBS notes the following repurchase figures: Lease Repurchase Down Payment $7,584 32 Additional Payments $6,733.00 Total Amounts Paid $14,317.32 Less Usage (12692/100000*7002.32) ($888.73) Total Amount due to Mr. Meyers $13,428 59 Amount NNA will pay to lienholder (Good through 10/30/2014) $21,317 92
Make Public		**Created By Chantel Foxhall (10/1/2014 9 21 AM)** ARBS received the C's signed repurchase letter
Make Public		**Created By Chantel Foxhall (9/30/2014 2 48 PM)** ARBS notes the following payoff information: Fusion Auto Finance Attention Payoffs 210 Airport Freeway Bedford, TX 76022 Account Number [redacted] Payoff: $21,317.92 valid through 10/30/2014

Marco Reyes from Fusion Auto Finance verified the amount of payments made are : $7,002.32

Created By Chantel Foxhall (9/30/2014 2 34 PM)
ARBS notes the following payoff information:

Fusion Auto Finance
Attention Payoffs
210 Airport Freeway
Make Public Bedford, TX 76022

Account Number: [redacted]

Payoff: $21,317.92 valid through 10/10/2014

Marco Reyes from Fusion Auto Finance verified the amount of payments made are : $7,002.32

Created By Chantel Foxhall (9/30/2014 1 53 PM)
ARBS called C and explained repurchase/replacement options.

Make Public

C stated C wanted to do the repurchase option.

ARBS emailed C the repurchase letter

Created By Chantel Foxhall (9/30/2014 1 49 PM)
ARBS notes the following payoff information:

Fusion Auto Finance
Attention Payoffs
210 Airport Freeway
Make Public Bedford, TX 76022

Account Number: [redacted]

Payoff: $21,281.62 valid through 10/3/2014

Marco Reyes from Fusion Auto Finance verified the amount of payments made are : $7,002.32

Created By Chantel Foxhall (9/29/2014 4 01 PM)
ARBS notes usage as follows:

Make Public

=12692/100000*7002.32

= 888.7344544

Make Public **Created By Chantel Foxhall (9/29/2014 3 57 PM)**
Marco Reyes from Fusion Auto Finance verified the amount of payments made are : $7,002.32

Make Public **Created By Chantel Foxhall (9/29/2014 3 23 PM)**
ARBS pending C's payoff information.

Make Public **Created By Chantel Foxhall (9/29/2014 3 23 PM)**
ARBS received C's sales documents.

Make Public **Created By Chantel Foxhall (9/25/2014 7 36 AM)**
ARBS received a v/m from C stating C mailed the sales documents.

Created By Chantel Foxhall (9/24/2014 8 53 AM)
Make Public ARBS received phone call from C and C stated C would attempt to scan and email sales documents .

C will mail documents if scanned email does not work.

Created By Chantel Foxhall (9/24/2014 8 09 AM)
ARBS called C for clearer copy of sales documents.

ARBS suggested C either fax or email a scanned copy to ARBS.

Make Public

C asked if he could mail the documents.

C stated he was busy and would call ARBS backwhen C is free.

ARBS stated

Created By Chantel Foxhall (9/23/2014 11 53 AM)
Make Public ARBS received registration and signed lien release form.

ARBS contacted C for clearer copy of sales documents.

Created By Chantel Foxhall (9/22/2014 9 42 AM)
Make Public ARBS contacted C for the requested documentation.

ARBS is still pending documentation.

Created By Chantel Foxhall (9/17/2014 10 38 AM)
ARBS spoke with C and informed him that NNA is attempting to assist C with veh.

C requested ARBS send email requesting documentation and C will provide documents ASAP.

ARBS emailed C the following:

Re: 2013 Nissan Altima
VIN: 1N4AL3AP8DC[redacted]

Dear [redacted]

Make Public We sincerely appreciate you taking the time to contact Nissan regarding your situation. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

In order to coordinate the repurchase of your vehicle, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me at your convenience, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's current registration
- A copy of the purchase contract for the vehicle
- Any receipts for costs that you want considered for reimbursement
- Completed Lienholder Information Request Form (enclosed)

Please return the requested information to me via fax at 615-967-2271. We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you have any questions you are welcome to call me at [redacted]

Make Public **Created By Chantel Foxhall (9/17/2014 10 19 AM)**
ARBS emailed the CSM, DOM, and FOM the following:

Hello,

NNA has decided to replace/repurchase the aforementioned vehicle for 6 visits for OCS concerns resulting in 2 repair and 1 replacements.

The vehicle was purchased from Bertera Nissan dealership.

Please let me know if you have additional questions or concerns.

Thanks,

Created By Chantel Foxhall (9/17/2014 10 13 AM)
ARBS notes the following repair summary:

11 days down

Make Public

6 visits for OCS concerns - 1 normal oper, 2 repair ,2 normal oper, 1 replacement
1 visit for veh vibrations - 1 normal oper
1 visit for d/s light concerns - 1 replacement
1 visit for acceleration air noise - 1 no duplication
1 visit for heated seat concerns - 1 campaign completed

Created By Chantel Foxhall (9/17/2014 10 06 AM)
ARBS notes the following repair orders:

11/21/12 – 618 miles
Concern:
-C/S there is a vibration from the veh at idle
-C/S airbag light for pass side is not working correctly with pas in seat. The airbag light goes on and off
Action:
-Normal operation
-Advised Customer
1 day down

1/5/2013 – 1,773 miles
Concern:
-C/S there is a driver side light out in the front of veh
Action:
-Found that the marker bulb had failed. Removed and replaced.
1 day down

2/28/2013 – 2,755 miles
Concern:
-C/S passengers side air bag comes on. Happens with passenger in seat.
Action:
-Pass seat needed to be calibrated. Performed zero point calibration per techline.
1 day down

3/13/13 – 3,0808 miles
Concern:
-C/S passengers seat air bag light comes on when driving with passenger sitting on seat.
Action:
-Air bag light on scan tested B00A past code calibration done incorrectly last trip in. cleared past code performed recalibration light out and no codes past or present.
3 days down

Make Public

4/15/2014 – 3,676 miles
Concern:
-C/S air bag light comes on with passenger in right front seat.
-C/S air rush noise when stepping on the accelerator.
Action:
-Check ocs system no codes. Check zero point prev set. Call tech line system sensors read by pressure and system operates by federal standard determines if air bag deployment is warranted for safety standard. No repair needed or made
-Road test for air type noise only can hear normal drive line noise and normal electric/hydraulic power steering noise. No abnormal noise heard. Compared with another 13 altima. Rearranged steering hoses.
2 days down

5/01/2014 – 3,676 miles
Concern:
-C/S passenger side air bag off light comes on intermittently
Action:
-Road tested. Scanned computer for dtcs. None stored or present. 0 point calibrated system. Operation consistent with like models. No defects found or present. No further repairs made at this time.
1 day down

7/02/2013 – 4,849 miles
Concern:
-C/S recall on heated seat function incorrect
Action:
-NTB13-052A inspect wiring on both seats wiring incorrectly routed. Install sub-harness on both seats.
1 day down

8/05/2014 – 12,692 miles
Concern:
-C/S passenger side air bag light comes on
Action:
-Found code B00A0-00 internal failure in OCS sensors. Replaced ocs sensors and did zero point reset. Road test no codes and ocs light out. Operating as designed.
1 day down

Make Public

Created By Albert Jimenez (9/17/2014 8 01 AM)
DRTS rec'd the RHR. The RHR was assigned to ARBS Chantel Foxhall for review.

Make Public

Created By Joseph Shively (9/16/2014 2 12 PM)
RCAS-JS working with RCAS-JE to complete RHR, submitting upon completion.
****

Make Public

Created By Joseph Shively (9/11/2014 11 14 AM)
RCAS-JS received inbound call from C at [redacted]
****
C stated C's concerns reappeared on 9/8/14 and wanted RCAS-JS to include that in C's case documentation.
****

Make Public

Created By Joseph Shively (9/11/2014 10 29 AM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS was still working C's case and would update C with further information regarding status of case documentation by COB Tuesday.
****

Make Public

Created By Joseph Shively (9/11/2014 9 11 AM)
RCAS-JS placed outbound call to DLR at 5088329611
****
RCAS-JS confirmed with SM-SZ RCAS-JS had not yet received RO's, requested RO's be resent.
****

Make Public

Created By Joseph Shively (9/5/2014 10 50 AM)
RCAS-JS placed outbound call to DLR at 5088329611
****
RCAS-JS spoke with SM-Steve Zacek (SM-SZ)

SM-SZ stated:
- SM-SZ will fax RO's
- Last visit was 8/5/14, DLR addressed PABI concerns – replaced OCS sensors
****

RCAS-JS confirmed with ARBS RCAS-JS can submit RHR for C's concerns.
****

Created By Joseph Shively (9/4/2014 3 16 PM)
RCAS-JS placed outbound call to C at [redacted]
PREVIOUS RELATED FILE(S) FOUND: 11791944, 11043468, 11041668
PREVIOUS UNRELATED F LE(S) FOUND: None
RCAS-JS VERIFIED C'S: HOME, EMA L, CONCERN, PHONE #
RCAS-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None
BEST CONTACT NUMBER: [redacted]
****
C stated:
-C has had lengthy history attempting to have airbag concerns addressed.
-C had determined issue existed before NNA confirmed via issuing recall.
-C doesn't expect NNA to assist C in anyway, but C wants VEH repurchased.
RCAS-JS sympathized.
RCAS-JS stated RCAS-JS had inspected C's past cases and seen that buy back request was denied.
C stated C understood, but that C's request had been issued before recall went out.
RCAS-JS stated RCAS-JS understood.
RCAS-JS stated RCAS-JS could not confirm if that would change possibility of RCAS-JS re-submitting C's request for VEH re-purchase, but that RCAS-JS would gather appropriate documentation and consult internal resources.
RCAS-JS stated that way RCAS-JS could make request submission at earliest possible time.
C thanked RCAS-JS.
RCAS-JS asked C the following per SOP:

Make Public

Why do you want to return the vehicle to Nissan North America?
- Customer does not feel safe given continuing passenger side airbag concerns that C has contacted NNA about since December 2013.
Where is the vehicle currently?
- Customer's house.
Where was the vehicle purchased?
- Bertera Nissan.
Was it purchased new or used?
- New.
If used, when was the vehicle purchased?
- N/A
Where is the vehicle serviced?
- Bertera Nissan.
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
- N/A

C stated C would appreciate NNA demonstrating some degree of caring about C's concerns.
RCAS-JS sympathized.
RCAS-JS stated RCAS-JS would collect RO's from DLR and investigate C's concerns further, following up with C by COB Tuesday.
C stated C understood.
Call ended mutually.
****

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/1/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/26/2014	Gary Lee Cross	10/24/2014 2:11 PM
Edit | Del	RHR Review-Meyers-15507539		✓	10/2/2014	Chantel Foxhall	10/2/2014 2:38 PM
Edit | Del	Review Approved Check Request		✓	10/1/2014	Chantel Foxhall	10/2/2014 7:11 AM
Edit | Del	Review Approved Check Request		✓	10/1/2014	Chantel Foxhall	10/2/2014 7:11 AM
Edit | Del	RHR [redacted]		✓	9/17/2014	Joseph Shively	9/17/2014 8:02 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP8DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		0/2/2014	Customer	Approved	$13,428.59	26BUYBACK	Nissan North East Buyback/Trade	DAV D	MEYERS
			0/2/2014	Lienholder	Approved	$21,317.92	26BUYBACK	Nissan North East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By

Edit | View | Del [redacted]Packet.pdf	723KB	10/2/2014 2:37 PM	Chantel Foxhall
Edit | View | Del [redacted] Signed Repurchase Offer.pdf	325KB	10/1/2014 9:30 AM	Chantel Foxhall
Edit | View | Del [redacted]Old Car Invoice.txt	3KB	9/30/2014 3:47 PM	Chantel Foxhall
Edit | View | Del [redacted] Repurchase Letter - 93014 pdf	578KB	9/30/2014 2:50 PM	Chantel Foxhall
Edit | View | Del [redacted] Payoff - 103014 pdf	78KB	9/30/2014 2:35 PM	Chantel Foxhall

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
6/5/2015 12 56 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
10/24/2014 1:32 PM	Jim Land	Changed **Case Owner** from Chantel Foxhall to **Jim Land**.
10/24/2014 1:31 PM	Jim Land	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **T5**.

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Surveys

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Case [redacted]

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Case Comments [8] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Norresa Jones [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/9/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/3/2014 10:33 AM
CA Multiple Repairs		Date/Time Closed	9/9/2014 9:59 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C wants NNA to fix veh		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MCGAVOCK NISSAN/AMAR LLO
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,323		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MCGAVOCK NISSAN/AMARILLO	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP3EN[redacted]		
Created By	Maria Marsha Atienza 9/3/2014 10 33 AM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8 00 PM	Root Cause Code (2)	DR800
Days Closed	491	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Norresa Jones (9/9/2014 9 57 AM)** RCAS reviewed Case with TL-Lesley Howard
		Created By Norresa Jones (9/9/2014 9 56 AM) RCAS-ND contacted C at [redacted] at 9:50a ********** RCAS is closing Case as no further assistance can be offered at this time.
Make Private	✓	***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger airbag light. SM-Kelly has stated the veh is operating properly ***STATEMENT OF DECISION*** RCAS advised C the Case has been thoroughly reviewed and NNA is not in the position to send out a DTS at this time.
Make Private	✓	**Created By Norresa Jones (9/9/2014 9 44 AM)** RCAS-ND contacted SM-Kelly at 8063543550 at 9:36a SM stated C has had veh in dlr SM stated dlr did recall in 5/16, veh was back 6/28 and 8/27 SM stated dlr replaced parts first 2 times SM stated dlr called tech line and tech line told C what RCAS told C: shifting in seat and sensor will re-weigh passenger SM stated veh is performing properly RCAS thanked SM Call ended mutually
Make Public		**Created By Lesley Howard (9/9/2014 7 48 AM)** TL-Lesley Howard reviewed case for DTS request per RCAS-Norresa Dalton. TL denying at this time as more probing questions need to be reviewed with dlrshp regarding OCS.
Make Private	✓	**Created By Norresa Jones (9/4/2014 3 45 PM)** RCAS-ND VERIFIED C's name, home address, concern, phone#, RCAS CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none RCAS verified C's concerns RCAS advised C that the position of the occupant could trigger the passenger airbag light C stated the light comes on when no one is in the seat, and it turns off when an adult is in the seat C stated the dlr advised C to contact NNA and get a technician to come out RCAS advised C RCAS will document c's notes and look into getting a technician out RCAS advised C RCAS will be in contact within 3 business days, no later than Tues Sept 9 RCAS advised C if C has any concerns before then C can contact RCAS at [redacted] with case number [redacted] C understood C thanked RCAS RCAS thanked C Call ended mutually
Make Private	✓	**Created By Norresa Jones (9/4/2014 3 23 PM)** RCAS-ND contacted dlr RCAS asked SA about the passenger airbag on C's veh SA advised that the light will come on depending on the weight limit or position of the passenger in the seat RCAS thanked SA for information Call ended mutually
Make Public		**Created By Maria Marsha Atienza (9/3/2014 10 38 AM)** Vehicle Concern

Make Public

Created By Maria Marsha Atienza **(9/3/2014 10 38 AM)**
CRR-MC received a call from c stating that c was advised by the dlr to call CA for assistance on c's issue with the veh. C said that passenger airbag light keeps coming on and off even if an adult passenger is seated on the passenger seat. C said that c took veh to dlr for diagnosis last 08/27/14 and was assisted by SA-Benjamin. C said that c was advised that there is no error code and dlr cannot do anything. C said that veh is unsafe and c wants NNA to inspect and fix the veh. CRR-MC apologized.

CRR-MC verified name and address :

Name : Debbie Vasquez
Address : 3803 Westlawn St
Amarillo, TX 79102

CRR-MC Changed/Updated customer's home/mobile/work phone number to [redacted](mobile)
CRR-MC also verified email address, V N, veh's current mileage and responsible dlr.

CRR-MC informed c that case will be escalated to RCAS for further review and advised c that c will get an update before the end of the next business day. C agreed.
CRR-MC verified best contact # to reach c at which is [redacted]

CRR-MC did the recap.
CRR-MC offered further assistance. C declined.
CRR-MC provided name,case and extension #.
CRR-MC forwarding case to RCAS.
CRR-MC exiting file.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR IMPROPER OPERATION	14	9/3/2014	YX	BK	263000	OA
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	9/3/2014	WT	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	DTS	[redacted]	✓	9/8/2014	Lesley Howard	9/9/2014 7:49 AM
Edit | Del	MCGAVOCK NISSAN/AMAR LLO		✓	9/5/2014	Norresa Jones	9/9/2014 9:57 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/9/2014 9 59 AM	Norresa Jones	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/4/2014 3:45 PM	Norresa Jones	Changed **Follow Up Date** from 9/4/2014 to **9/9/2014**.
9/3/2014 10:38 AM	Maria Marsha Atienza	Changed **Transferred to RCAS** from false to **true**.

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Surveys

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/3/2014 1:45 PM
CA Multiple Repairs	✓	Date/Time Closed	1/8/2015 8 01 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050726

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Repurchase due to 6 visits for passenger side airbag light on, with 18 days down.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	VENICE NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	7. VSPC 216916 Transmitted 10/28
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	VENICE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$20,157.02	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	9/29/2014	Vehicle Service Contract	
RHR Completed	9/29/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP2DN[redacted]		
Created By	Janelle Ann Molina Lancum 9/3/2014 1:45 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:17 AM	Root Cause Code (2)	
Days Closed	370	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/30/2014 2 38 PM)** DRTS TK: Check(s) from NMAC for OVERPAYMENTS in the amount of $229 90 sent to LOCKBOX #54457; FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT[redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Kristina Rosas (12/9/2014 7 25 AM)** Emailed C to advise refund check for payment made has been requested and approved, and will arrive at C's home this week.
Make Public		**Created By Kristina Rosas (12/8/2014 1 25 PM)** RC created Fed Ex label:[redacted]
Make Public		**Created By Kristina Rosas (12/8/2014 1 22 PM)** RC called NMAC and confirmed that account was paid off, overage was sent back to NNA, and customer's last payment was made on 10/28 in the amount of $286.30 RC requesting check for refund of C's last payment: $286.30
Make Public		**Created By Jim Land (11/21/2014 10 05 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: Passenger side airbag light on.
Make Public		**Created By Annice Hill (11/5/2014 2 24 PM)** Received check made payable to C in the amount of $87 30 and also a check made payable to NMAC in the amount of $19,783.42. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Managed Services (10/31/2014 4 04 PM)** RESENDING CHECK REQUEST FOR 10/27 & 10/28
Make Public		**Created By Kristina Rosas (10/24/2014 1 48 PM)** Received signed offer, requested checks, and created VSPC case[redacted]
Make Public		**Created By Kristina Rosas (10/24/2014 1 45 PM)** LEASE PAYOFF OF 19,783.42 good through 10/25.
Make Public		**Created By Kristina Rosas (10/24/2014 1 44 PM)** *FOR CHECK REQUEST: RC had to shorten name, because full names would not fit, nor would first names with both middle initials.
Make Public		**Created By Kristina Rosas (10/24/2014 7 27 AM)** RC received email from C with some technical questions about closing, payment, surrender, etc. RC responded to C with explanation for each concern, including the process for refunding payment made after offer presented, which will come to C after account closed out and sent back to NNA. C responded to RC's response with the following: Kristina, Thank you for your timely response and clarification. I will make the payment on line at Nissan today and have the money taken directly from our checking account. Also, we will sign the Acceptance and email them to you this afternoon; we do not have the ability to fax the docs to you. Fran & Lin Pennypacker
Make Public		**Created By Kristina Rosas (10/23/2014 8 14 AM)** C emailed again regarding usage/replacement: Hi Kristina, My husband and Lin have reviewed the documents sent to us. There is just one more comment that we need to make to your manager, etc. We signed a lease contract in good faith with Nissan that we would agree to certain lease terms in exchange for a safe vehicle for a period of three years. t is negligence on Nissan's part to not fulfill their part of the contract which is a guarantee that this vehicle would be free from defects and/or to fix that defect. Just because Nissan cannot figure out is wrong with the passenger air bag sensor became our problem and they attempted to put the that problem on me personally because of their perception of me not weighing enough. I weigh 123 and have for the past 2 years.... a full size adult. We are sure that if we had not met our payments on a timely basis (our lease responsibility), Nissan would be more than happy to come after us financially, correct? That being said, we will make our decision and I will either email you or call you directly by Friday 10/24 .

Thank you for your assistance; we do appreciate it.

Lin and Fran Pennypacker

Make Public

Created By Kristina Rosas (10/23/2014 7 41 AM)
C emailed RC:
Good morning Kristina,

The offer from Nissan indicates mileage at 21,040. What happens to mileage over that number?

Thank you,

Fran & Lin Pennypacker

RC responded to C to advise offer stands with mileage stated, and miles at turn in are not accounted for within this transaction; not a typical lease turn-in. RC asked that C advise if further clarification needed.

Make Public

Created By Kristina Rosas (10/22/2014 1 00 PM)
C emailed RC first to confirm 6 pages total and then immediately after to say:

Kristina,

One more comment that I would like you to pass on to your Manager or anyone else who would reduce the 'usage' fee.

Nissan has known there is a problem with the passenger air bag censor for a very long time. t includes not just the 2013 but the 2014 Altima as well. The treatment I received in the beginning was an insult to my intelligence by telling me that I didn't weigh enough. And that comment also came from the first consumer advocate I talked to. I was also told I should sit in the back seat. Picture that one ... travelling down Interstate 75 in Florida and me jumping into the back seat.. because the light did go on... we got off at the next exit and stopped at a safe place to turn off the vehicle, wait and then restart the car.

Thanks for your help and attempt at trying to get the usage fee reduced.

Fran Pennypacker

RC responded to C's email advising that C was correct on the 6 pages, and that RC understands and empahtizes with C's concerns, ultimately, NNA is following FL LL, and that RC will certainly forward email on, per C's request.

RC sent C's email to ARBS-AZ per C's request to forward on.

Make Public

Created By Sara Dorazio (10/22/2014 10 55 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Kristina Rosas (10/22/2014 10 51 AM)
RC called C to advise offer was sent, and that RC did NOT receive approval to waive the usage in a replacement situation.

C notes that all she wanted was to get into another vehicle, it's not her fault that she has a faulty vehicle, it's Nissan's, and ultimately, she's paid payments as use of the vehicel and doesn't feel she should be charged again for that. C reiterated that C is not responsible for the non conformity, but is being left in a financial situation that is worse than when C started. RC acknowledged, and apologized for the inconvenience, empathized with C's concern, and noted that ultimately, the repurchase offer under LL is all RC can provide in that regard, and same with replacement; there is no concession for usage.

C acknowleged, notes that frustration is not with RC, but with NNA and their policies, as C is noting again, that all C wants is to get into another vheicle without incurring additional costs. RC acknowledged again. C notes C will discuss with husband and will advise RC when decision made.

Make Public

Created By Kristina Rosas (10/22/2014 10 25 AM)
RC emailed offer to C at email on file, with the following explanation:

I have attached the Voluntary Repurchase Offer as calculated under the guidelines of the Florida Lemon Law. The offer reflects the amount you have paid into the lease, less manufacturer rebates that were applied to your down payment, and less "reasonable offset for the vehicle's use", calculated in accordance with the formula set forth in the Florida LL. The remainder is owed to you directly. Nissan North America will also terminate the lease on your behalf, for the amount due as noted in the offer itself.

If you have any questions, please let me know. Otherwise, please sign on the last page, and return ALL pages via fax (615-967-2197) or by email to kristina rosas@nissan-usa.com.

Make Public

Created By Anthony Zacharyasz (10/22/2014 10 04 AM)
ARBS in review of the case approves repurchase figures.

Make Public

Created By Anthony Zacharyasz (10/21/2014 7 48 AM)
ARBS emailed RC and advised that NNA is willing to waive 50% of use in a replacement.

Make Public

Created By Kristina Rosas (10/20/2014 3 03 PM)
RC spoke with Kevin @ Venice Nissan (941-485-1531) and requested that Kevin send over new invoice and BOS showing dealer cost, taxes, fees, and rebates. Kevin acknowledged and obtained RCs phone and fax. RC advised Kevin that we are comparing at option content and that vehicle needs to be same trim level and options for SOC; Kevin acknowleged.

Make Public

Created By Kristina Rosas (10/20/2014 2 54 PM)
RC returned C's phonecall; advised repurchase offer is in for review, and asked if C has confirmed replacement with Kevin. C notes that C has, and reiterated that C wants to see repurch offer still. RC acknowledged and reiterated that it's in for review.

C and RC spoke about replacement, and instructions RC was provided. C is questioning usage, as C is paying for "use" of the vehicle with each payment, and doesn't feel she should have to come out of pocket for additional monies, especially considering the fact that C has had this issue with the vehicle since the get-go. C notes that C feels NNA/dealer were "blowing her off", indicating no problem with vehicle, and advising that she "should sit in the back seat; she's just too small", but now acknowledging an issue and so C is a little upset with usage as a whole, but understands in repurchase just not replacement. C also notes that C has researched vehicles and finds that there are recalls for thsi concern on the '14, further compounding the fact that the issue IS real.

RC acknowledged C's concerns, notes that RC will call Kevin for info on '15 replacement, and that RC will also have case reviewed regarding replacement usage. C thanked RC and call ended mutually.

RC emailed ARBS-AZ regarding c's concern with usage on lease SOC.

Make Public

Created By Christine Wilsey (10/20/2014 12 40 PM)
Worksheet notes

USAGE: 21,040 / 120 000 x PP (22900 - 1600 rebate) 21300 = 3734.60

Lease payoff good through 10/25/14: $19,78.42

Make Public

Created By Christine Wilsey (10/20/2014 12 40 PM)
Cutomer letter

13 Payments at 286 30 paid: $3,721 90
Down Payment (including 1st pymt): $1,700 00
Less Rebates: ($1,600.00)
Less usage fee @ 21,040 miles: ($3,734 60)
Refund to Customer: $87.30
Lien Payoff good to (10/25/14) $19,783.42

Make Public

Created By Kristina Rosas (10/20/2014 12 39 PM)
RC showing $1700 down payment, and then $1600 rebate deduction as seperate lines, so as not to confuse customer; "down payment includes 1st payment" only makes sense when we show full down payment, as opposed to just the $100 in cash. Ultimately, the numbers are the same either way, so doing it this way for customer clarity.

Make Public

Created By Kristina Rosas (10/20/2014 12 30 PM)
C left VM advising she wants to see straight repurchase offer.

Make Public

Created By Kristina Rosas (10/20/2014 11 48 AM)
Vehicle Concern

Make Public

Created By Kristina Rosas (10/14/2014 2 06 PM)
RC received docs from C with email:

Kristina,

Attached are the documents you requested when we talked on October 10th. Please let me know if you need any additional information. I look forward to speaking with you so we can finalize this process.

I did contact Venice (FL) Nissan 10/13 and am working with Kevin Kennedy to find a replacement vehicle. I will follow up with him Tuesday afternoon or Wednesday

Best wishes,
Fran Pennypacker

RC then received VM that C wanted to confirm email went through.
RC returned C's call and advised that docs received; RC thanked C and noted that RC will wait to hear from C that C has selected replacement. C notes that it will not be tomorrow, as C wants to give dealer a couple of days notice. RC acknowledged and noted no timeline on this end. Call ended mutually.

Make Public

Created By Kristina Rosas (10/9/2014 2 55 PM)
RC emailed NMAC for payoff info, contract, payment history, and COPY OF TITLE.

Make Public

Created By Kristina Rosas (10/8/2014 4 06 PM)
RC called C at [redacted] C advised RC that LOI recieved, and C is considering replacement. C advised RC that C and ARBS-AZ discussed her doing SOC, which she wants to do. C mentioned concern with usage that RC advised of, which RC advised is cut in half in replacement, and RC advised C that RC will get offer put together when info received so we can address concern at that time. C acknowelded. C F NANCED through NMAC (lease), so RC advised C to disregard those docs. C will be out of town until next week. Call ended mutally.

Make Public

Created By Kristina Rosas (10/7/2014 2 42 PM)
RC sent Letter of Intent to C at home address on file, via fed ex, with tracking: [redacted]

Make Public

Created By Anthony Zacharyasz (10/7/2014 9 51 AM)
ARBS transferring case notes the following:

*REASON: 6 visits for passenger side airbag light and 18 days down.

*LEMON LAW: Yes, FL.

*USAGE: 21,040 miles, full use over 120,000 miles for repurchase and replacement.

*RETENTION GOODW LL: NNA is willing to waive 50% use if C elects replacement over repurchase.

*OPTIONS: If C doesn't want replacement/repurchase, NNA will offer $2,500 00 cash as settlement in lieu of buyback.

Make Public

Created By Anthony Zacharyasz (10/7/2014 9 40 AM)
ARBS called C on [redacted] and ARBS apologized for the inconvenience and offered to repurchase or replace the vehicle. C understood. ARBS advised that a specialist would contact C by 10/09 to discuss repurchase vs replacement and C would decide which options is best. C understood.
ARBS asked C about the vehicle's acquisition. C stated the vehicle is a lease with NMAC. ARBS understood. ARBS advised that NNA would only need a copy of the vehicle's registration from C. C understood. ARBS provided direct line and advised that if C doesn't hear from RC to contact ARBS. C understood. Ended call.

Make Public

Created By Anthony Zacharyasz (10/7/2014 9 19 AM)
ARBS notes the following:

6 visits for PABI light on. // replaced OCS sensors 2x. (Only happens when wife is in the seat, does not occur for husband)
1 visit for slow crank.
18 days down.

_
ARBS transferring ownership of the case.

Created By Anthony Zacharyasz (10/7/2014 9 13 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

8/30/13... 551 miles... 4 days down
-Concern:
1. PABI light on.
2. Campaign: Altima spare tire inflation.
-Action Taken:
1. Reprogrammed OCS.
2. Completed.

9/16/13... 1,483 miles... 2 days down
-Concern:
1. PABI light on intermittently.
-Action Taken:
1. Unable to duplicate

5/14/14... 15,320... 1 day down
-Concern:
1. Campaign: OCS reprogram.
-Action Taken:
1. Completed.

Make Public

7/02/14... 18,738 miles... 2 days down
-Concern:
1. PABI light on intermittently.
-Action Taken:
1. Replaced OCS sensor.

8/13/14... 20,712 miles... During next RO.
-Concern:
1. PABI light on intermittently.
-Action Taken:
1. Pulled code, same as last time, contacted NNA on C's behalf.

8/13/14... 20,748 miles... 8 days down
-Concern:
1. PABI light on intermittently.
2. Sluggish start.
-Action Taken:
1. Replaced OCS sensor.
2. Replaced battery.

8/26/14... 21,040 miles... 1 days down
-Concern:
1. PABI light on with adult sitting in seat.
-Action Taken:
1. Unable to duplicate.

Make Public

Created By Heathre Vanriper (9/30/2014 8 03 AM)
DRTS rec'd RHR. RHR has been submitted for review to ARBS Anthony Zacharyasz

Make Public

Created By Jessica Goss (9/29/2014 4 05 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.

RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 10/02/2014

Make Public

Created By Nicholas Stanton (9/29/2014 3 43 PM)
RCAS-NS called DLR to confirm number of days down:
For RO# 113600 dealer stated the customer went on vacation but the veh was only down for 1 day. Dealer also stated for RO# [redacted] based on when the rental was turned in the veh was only down for 8 days.

Make Public

Created By Jessica Goss (9/17/2014 3 22 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 09/22/2014

Make Public

Created By Michelle Henares (9/17/2014 11 40 AM)
CRR-MH received a call from C's wife, Frances, who is referred to as C in the case. C stated that C is following up on the case. C stated that C was supposed to be called back by RCAS every 3 days but that C has not received a callback since the 9th.
C noted that RCAS VMX stated that RCAS was out of the office.
CRR-MH confirmed no change in C's contact information.The best no. to reach C is [redacted]
CRR-MH sent internal msg to RCAS. RCAS replied and was currently engaged in a call but will be calling C soon.
CRR-MH offered further assistance, C declined
CRR-MH provided CRR's name and EXT#.
CRR-MH exiting case.

Make Public

Created By Catherine Realo (9/15/2014 12 53 PM)
RCAS Case Follow-up

Make Public

Created By Catherine Realo (9/15/2014 12 53 PM)
CRR-CR received a call from c following-up on the case.
CRR-CR verified that there are no changes on contact information.
crr-crr advised c that crr-cr will send an IM to rcas that c called to follow up the case, c understood
CRR-CR offered further assistance, c declined.
CRR-CR gave name & extension.
CRR-CR exiting case.

Make Public

Created By Jessica Goss (9/10/2014 10 58 AM)
RCAS-JG made outbound call to DLR and spoke to SM-Rob who advised would send ROs.

Make Public

Created By Jessica Goss (9/4/2014 5 29 PM)
RCAS-JG notes sent email to SM-Steve to please fax all ROs for VIN

Make Private ✓

Created By Jessica Goss (9/4/2014 5 26 PM)
RCAS-JG notes previous related: 12117814, 12300785, 14167377, 13701977

C stated that has reoccurring airbag concern.
C stated that has been in dlr multiple times since vehicle ownership.
C stated that veh has just been purchased just a year ago.
C stated that dlrship has run out of options as far as fixing veh.
C stated dlrship contacted engineers.
C stated can't diagnose concern for over a year.
C stated still has 3 years on the lease.
C stated concern happens when in passenger seat but not when husband is.
C stated light goes on and off while driving.
C stated likes veh and awesome on gas.
C stated wants a veh swap under the same terms and amount of current agreement.
C stated that if accident occurs and airbag concern results in injury, NNA is going to a problem.

Why do you want to return the vehicle to Nissan North America?: Because the problem with the air bag sensor has had no permanent resolution for over a year and c is concerned with safety.
Where is the vehicle currently?: In c's possession
Where was the vehicle purchased?: Venice Nissan
Was it purchased new or used?: New
If used, when was the vehicle purchased?:
Where is the vehicle serviced?: Venice Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?: No.

RCAS-JG advised C of RHR process.
RCAS-JG advised would followup with C every 3 business days.
RCAS-JG advised next followup will be 9/9/2014

Make Public

Created By Maria Lourdes Yacap (9/4/2014 3 55 PM)
c called in waiting for the call from rcas.
c gave the case number
crr-my asked if there are changes on the contact info.
c said no
crr-my informed c that the follow-up date is today.
c asked on what time will rcas be contacting c.
crr-my informed c that rcas usually reiews the case that's why there is a one business day allowance and usually rcas calls c in the afternoon.
c understood
crr-my also informed c that it is still business hour so c must wait for the call from rcas.
c understood.
crr-my offered further assistance.
c declined.
crr-my provided name, extension number, case number and ended the call.

Make Public

Created By Janelle Ann Molina Lancum (9/3/2014 1 49 PM)
crr-jl received a call from c asking if there is anyway that nissan can assist c with the problem in c veh with the air bag sensor,
c stated that the dealer still working with the veh,
c said that the air bag sensor is coming on and off various times and c is concern with c safety,
c wanted to exchange the veh with a brandnew altima 2014 with the same dollar value and same payment
crr-jl authenticate and verify the account,updated account information
crr-jl informed c that the case will escalated to rcas and c will expect a call back with before the end of the next business day
crr-jl create a case
crr-jl set the follow up date to the next business day
crr-jl offer further assistance
c decline
crr-jl provided recap
crr-jl provided name and ext. number
crr-jl provided the case number to c
crr-jl brand the call
crr-jl let the case open
crr-jl escalate the case to rcas

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/3/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted] Buyers Orde[redacted]	[redacted]	✓	9/28/2015	Erika Johnson	9/24/2015 1 57 PM
Edit | Del	Review Approved Check Request		✓	12/8/2014	Kristina Rosas	12/9/2014 7 21 AM
Edit | Del	Morley CBB 216916_13 Alt @ Venice		✓	11/23/2014	Tom Osborn	11/21/2014 12:28 PM
Edit | Del	Review Approved Check Request		✓	10/27/2014	Kristina Rosas	10/28/2014 12:18 PM
Edit | Del	Review Approved Check Request		✓	10/27/2014	Kristina Rosas	10/28/2014 11:36 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP2DN[redacted]						
Edit	[redacted]	Goodwill VPP		Processed	DRT	Kristina Rosas	DRT	Rebecca Martin	10/21/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		12/9/2014	Customer	Approved	$286 30	34BUYBACK	Nissan South East Buyback/Trade	LINDLEY W	[redacted]
			11/5/2014	Customer	Approved	$87 30	34BUYBACK	Nissan South East Buyback/Trade	LINDLEY W &	
			11/5/2014	Lienholder	Approved	$19,783.42	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	3.09MB	9/1/2015 3:12 PM	Rebecca Martin
Edit | View | Del	[redacted] Check pdf	74KB	2/3/2015 9:20 AM	Tammy Knotts
Edit | View | Del	[redacted] Check pdf	73KB	1/30/2015 1:16 PM	Tammy Knotts
Edit | View | Del	[redacted] Check pdf	60KB	1/21/2015 3:37 PM	Tammy Knotts
Edit | View | Del	[redacted] Check pdf	121KB	12/30/2014 2 39 PM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/8/2015 8 01 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/21/2014 10:03 AM	Jim Land	Changed **Case Owner** from Kristina Rosas to **Jim Land**.
11/21/2014 10:03 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Janice Arellano [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/3/2014 3:43 PM
CA Multiple Repairs		Date/Time Closed	9/3/2014 3 50 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	campaign inquiry		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,900		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP4DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 3N1AB7AP4DL[redacted]		
Created By	Janice Arellano 9/3/2014 3:43 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	497	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Janice Arellano (9/3/2014 3 49 PM) c stated that c is having issue with the passenger light for airbag
Make Public		Created By Janice Arellano (9/3/2014 3 49 PM) Crr-ja updated the email to [redacted] c stated c noticed online the campaign for airbag crr-ja advised that campaign for OCS and has been corrected c do not remember unless c took it for oil change crr-ja advised campaign corrected by Carolina Nissan c understood crr-ja advised to take the veh to nissan dealer to check the issue on the veh c agreed to be transferred to Carolina Nissan crr-ja asked for further assistance. c declined. crr-ja provided to c, name , extension, case #. crr-ja did the recap, voc closing the case-transferred to the dealer

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/3/2014	YX	BK	233500	OA
Edit | Del	[redacted]	NISSAN PRODUCT INQUIR ES	SENTRA	PROVIDED RECALL NFORMATION	QF	9/3/2014	VG	AZ	208500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/3/2014 3 50 PM	Janice Arellano	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/3/2014 3:43 PM	Janice Arellano	Changed **Subject** to **CUSTOMER [redacted] PHONE [redacted] VIN 3N1AB7AP4DL[redacted]**
		Changed **Home Phone** to [redacted]

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Surveys Surveys Help

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [19] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Ricardo Garcia [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/1/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/4/2014 10:49 AM
CA Multiple Repairs		Date/Time Closed	10/2/2014 10:53 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	Pending
		DRT Resolution	CST00050482

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	NNA is settling to 4 repairs and 14 days out of service for a passenger airbag light concern.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,298		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	G LES NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$1,500.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N4AL3AP8DN[redacted]		
Created By	Heathre Vanriper, 9/4/2014 10:49 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	468	Action Code	NT9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Ricardo Garcia (10/1/2014 11 18 AM) ARBS-RG received signed release letter from customer via fax on 10/1/14. ARBS-RG submitted check request for approval on 10/1/14.
Make Public		settlement check to customer : $1,500.00 FEDEX # 771343466898 Ship Date : 10/2/14
Make Public		**Created By Ricardo Garcia (9/29/2014 8 12 AM)** ARBS-RG received email from customer on 9/27/14 accepting settlement offer in lieu of repurchase / replacement offer provided by NNA. ARBS-RG sent settlement agreement letter to customer via email on 9/29/14
Make Public		**Created By Ricardo Garcia (9/26/2014 10 57 AM)** ARBS-RG notes the following Call Made : 9/26/14 Dealership : G LES NISSAN Phone # : (337) 988-1920 Spoke with Sales Manager: Justin Dugas Reason : To discuss replacement option. ARBS-RG verified SM-Justin email address and sent vehicle information and customer's information via email on 9/26/14
Make Public		**Created By Ricardo Garcia (9/26/2014 10 54 AM)** ARBS-RG notes the following Call Made : 9/26/14 Phone # : (337) 654-4599 Spoke with Customer Reason : To discuss repurchase agreement letter. ARBS-RG extended offer of VPP pricing to customer if repurchase was agreed upon. ARBS-RG advised customer that replacement offer and settlement offer are still available. Customer understood. Customer inquired about replacement vehicle and ARBS-RG stated to customer that a similarly equipped 2014 or 2015 Nissan Altima SV would be looked into. Customer understood and stated that G LES NISSAN would be best to coordinate replacement. ARBS-RG understood.
Make Public		**Created By Ricardo Garcia (9/25/2014 4 49 PM)** ARBS-RG sent repurchase agreement letter to customer via email on 9/25/14
Make Public		**Created By Ricardo Garcia (9/24/2014 3 18 PM)** ARBS-RG notes the following figures (+) Base Price $24,145.29 (+) Sales Tax $193.07 (+) License / Title Fee $101 50 (+) Doc Fee 122 00 (+) Inspection Fee $33.00 (+) Registration Fee $98 00 (+) Interest Paid to Date $1,313.25 (-) Less a Reasonable Allowance for Use (27,298 miles)/(100,000) x $24,145.29 purchase price $6,591.18 (-) Loan Payoff to Nissan Motor Acceptance Corp good till 10/23/14$16,443.96 (=) *Total refund to customer from NNA at surrender $2,970.97
Make Public		**Created By Ricardo Garcia (9/24/2014 3 13 PM) Last Modified By Ricardo Garcia (9/24/2014 3 13 PM)** ARBS-RG received purchase contract and current registration from customer via fax on 9/24/14
Make Public		**Created By Ricardo Garcia (9/24/2014 3 12 PM)** ARBS-RG received payoff information from NMAC Morley Payoff Request on 9/23/14 Hi Ricardo,

Below is the payment/payoff information that you requested.
SR# 1-4833183213

Account# [redacted]
Customer CHERYL BERTHELOT
30 day payoff $16443 96 good thru 10/23/2014
Per diem 1 39
# of scheduled payments received 25
Scheduled Payment amount 350.00
Total Principal paid 7,436.75
Total Interest paid 1,313.25
Late fees paid 0.00
Recent payment received on 9/22/2014 in the amount of $ 350.00

Thanks,

Make Public

Created By Ricardo Garcia (9/22/2014 9 07 AM)
ARBS-RG sent email to NMAC Morley Payoff Request to obtain payoff information on 9/22/14

Created By Ricardo Garcia (9/22/2014 9 05 AM)
ARBS-RG notes the following

Make Public

Call Made : 9/22/14
Phone # : [redacted]
Spoke with Customer
Reason : To discuss offers. ARBS-RG verified customer's email address. ARBS-RG notes customer's lienholder is NMAC. ARBS-RG requested from current registration. ARBS-RG provided name, phone #, and fax #. ARBS-RG sent offer letter to customer via email on 9/22/14

Created By Ricardo Garcia (9/22/2014 9 02 AM)
ARBS-RG notes the following

Make Public

14 days down
4 visits - 2 repairs - 1 recall related to passenger airbag light concern
2 visits - 1 repair related to middle console concern
1 visit - 1 repair related to humming noise concern

NO ADDITIONAL CASES FOUND
- Case # [redacted] CLOSED - IIR Performed
NO TECH L NE CASE FOUND
NO DTS FOUND
NO ADDITIONAL WARRANTIES FOUND

Make Public

Created By Ricardo Garcia (9/22/2014 8 57 AM)
ARBS-RG notes the following repairs

11-29-12 @ 4, 145 miles — RO # [redacted] — 1 day down
Issue:
1. C/S air bag light is staying on
2. Perform MPI
3. Perform Tire inspection
Action:
1. Past code in system, cleared codes, no present faults at this time
2. Completed
3. Completed

11-29-12 @ 4, 146 miles — RO # [redacted] — 1 day down
Issue:
1. C/S her middle console gets stuck when trying to open the first compartment.
Action:
1. SOP parts required for repair, not in stock. You'll be notified.

12-20-12 @ 5, 070 miles — RO # [redacted] — 1 day down
Issue:
1. C/S middle console gets stuck when trying to open first compartment
2. Perform MPI
3. C/S headlights with auto setting doesn't work 90 percent of the time
4. C/S her interior lights don't work with headlights on
5. Perform PC1860
6. Perform Tire inspection
Action:
1. Cause: internal failure, RPL console lid
2. Completed
3. Unable to duplicate Customer's
concern at this time, will need to test drive with Customer to verify concern
4. Unable to duplicate Customer's
Concern at this time, will need to test drive with customer to verify concern.
5. Completed
6. Completed

04-01-13 @ 8, 999 miles — RO # [redacted] — 5 days down
Issue:
1. C/S pass air bag off light stays on at all times
2. Perform MPI
Action:
1. Complete perform recalibration for pass front occupant sensor
2. Completed

04-15-13 @ 9, 927 miles — RO # [redacted] — 1 day down
Issue:
1. Perform MPI
2. Perform LOF
3. Perform Tire inspection Rotate tires
Action:
1. Completed
2. Completed
3. Completed
4. Completed

04-15-13 @ 9, 927 miles — RO # [redacted] — 1 day down
Issue:
1. Rotate tires
Action:
1. Completed

05-16-13 @ 11, 005 miles — RO # [redacted] — 6 days down
Issue:
1. A recall PC228 ALT SP Tire Cause: Campaign, check tire pressure
2. Customer states air bag light on again
3. Perform MPI
4. Perform Tire inspection
Action:
1. Completed
2. Cause: Internal failure, One side air bag side sensor, combination: air bag consult trouble diagnosis

3. Completed
4. Completed

09-10-13 @ 16, 197 miles — RO # [redacted] — 1 day down
Issue:
1. C/S that he hit a curb and damaged tire. He put tire in truck. Requested to repair or replace as needed. Tire lights on dash.
2. Perform MPI
3. Perform Tire inspection
Action:
1. Completed
2. Completed
3. Completed

10-01-13 @ 16, 935 miles — RO # [redacted] — 1 day down
Issue:
1. Perform MPI
2. Perform LOF
3. Customer declined required maintenance at this time.
4. Perform Tire inspection
Action:
1. Completed
2. Completed
3. (Note) Giles lifetime warranty will be voided unless this maintenance is performed within the next 30 days or 500 miles.
4. Completed

06-26-14 @ 27, 298 miles — RO # [redacted] — 1 day down
Issue:
1. Perform LOF
2. Perform R1405 : OCS Reprogramming
3. C/S there is a loud humming noise coming from rear area. Heard while driving highway speeds. Heard best if you sit in rear seat. Check and advise
4. Perform MPI
Action:
1. Completed
2. Completed
3. Cause: Internal failure, RPL
rear wheel hub / bearing one side, hub ASMY rear
4. Completed

Make Public — **Created By Gloria Holman (9/15/2014 2 19 PM)**
DRTS completed the RHR and attached to the case.

Make Public — **Created By Ricardo Garcia (9/15/2014 11 33 AM)**
ARBS-RG attached ROs from GILES NISSAN to case file on 9/15/14

Make Public — **Created By Ricardo Garcia (9/15/2014 11 26 AM)**
ARBS-RG sent task to DRTS-GM to create RHR on 9/15/14.

Make Public — **Created By Ricardo Garcia (9/9/2014 3 07 PM)**
ARBS-RG sent email to SM-Brandon to obtain ROs for customer on 9/9/14

Make Public — **Created By Ricardo Garcia (9/9/2014 3 03 PM)**
ARBS-RG notes the following

Call Made : 9/9/14
Dealership : G LES NISSAN
Phone # : (337) 988-1920
Left Message with Service Manager: Brandon Reeves
Reason : To obtain ROs regarding customer's vehicle

Make Public — **Created By Ricardo Garcia (9/9/2014 2 58 PM)**
ARBS-RG made outbound call to customer at [redacted] to inform customer that customer's information was received from the BBB. ARBS-RG left voicemail and waiting on call back.

Make Public — **Created By Heathre Vanriper (9/4/2014 10 52 AM)**
NIS1426920. DRTS rec'd CCF from BBB 09/04/14 dated same. C seeks: repair. CCF states: air Bag light says "not working when someone is sitting in passenger seat*3, driver seat belt nor air bag work*3, See attached for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/4/2014	YX	BK	234000	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	FRONT SEAT BELT	POOR OR MPROPER OPERATION	15	9/4/2014	YX	BK	236500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	10/1/2014	Ricardo Garcia	10/2/2014 10:53 AM
Edit | Del	Create RHR		✓	9/19/2014	Gloria Holman	9/15/2014 2:19 PM
Edit | Del	Review CCF NIS1426920		✓	9/4/2014	Ricardo Garcia	9/9/2014 3:10 PM
Edit | Del	Berthlot_CCF_NIS1426920		✓	9/4/2014	Ricardo Garcia	9/4/2014 10:54 AM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP8DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name

[redacted]/2014	Customer	Approved	$1,500.00	DRTSETTLN	Nissan DRT Goodwill Settlement	CHERYL M.	BERTHELOT

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] Check.pdf	73KB	12/16/2014 3:56 PM	Tammy Knotts
Edit | View | Del	[redacted] Signed Release Letter.pdf	58KB	10/1/2014 11:15 AM	Ricardo Garcia
Edit | View | Del	[redacted] Invoice.pdf	11KB	9/26/2014 10:39 AM	Ricardo Garcia
Edit | View | Del	[redacted] Payoff Information from NMAC.pdf	112KB	9/24/2014 3:14 PM	Ricardo Garcia
Edit | View | Del	[redacted] Purchase Contract.pdf	96KB	9/24/2014 3:13 PM	Ricardo Garcia

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/2/2014 10:53 AM	Ricardo Garcia	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/1/2014 11:19 AM	Ricardo Garcia	Changed **Description**.
9/29/2014 8:14 AM	Ricardo Garcia	Changed **Follow Up Date** from 9/30/2014 to **10/1/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [42] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	Edward Guevarra	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/4/2014 5:43 PM
CA Multiple Repairs	✓	Date/Time Closed	10/20/2014 10:47 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00049316

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary replacement due to 5 repair visits for the passenger side airbag light, with 33 days down.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	VSPC 215948 transmitted 10/1.
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	27,166		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KEARNY MESA INFINITI	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$55,305.62	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/6/2014	Vehicle Service Contract	
RHR Completed	9/6/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 5N1AL0MN3D[redacted]		
Created By	LaPourche White 9/4/2014 5:43 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:20 AM	Root Cause Code (2)	
Days Closed	450	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (10/16/2014 11 34 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is "passenger side airbag light"
Make Public		**Created By Annice Hill (10/1/2014 2 54 PM)** Received check made payable to Kearney Mesa Infiniti in the amount of $33,928.47 and also a check made payable to NMAC in the amount of $21,377.15. Forwarding to Morley via FedEx. Tracking [redacted]
Make Public		**Created By Kristina Rosas (10/1/2014 7 13 AM)** RC transmitted VSPC case 215948 upon check approval.
Make Public		**Created By Kristina Rosas (9/29/2014 3 22 PM)** Dealer Andrew Kang acknowledged, via email, that dealer portion of replacement offer was received.
Make Public		**Created By Kristina Rosas (9/29/2014 8 11 AM)** C accepted replacement offer. RC sent dealer portion to daeler and advised of rest of process. RC asked that Dealer Andrew Kang call with any questions. RC created VSPC case 215948.
Make Public		**Created By Kristina Rosas (9/25/2014 12 37 PM)** C had many questions, via email, all of which RC addressed via mail. C thanked RC and C noted that C feels repalcement IS the best offer. C will discuss with wife and get back with RC. RC thanked C again, and asked that he please advise RC if any further questions.
Make Public		**Created By Kristina Rosas (9/25/2014 9 51 AM)** C emailed RC to advise vehicle is in shop again. RC advised she will make note. RC then received approved figures, and emailed out REPURCH and REPLACEMENT offer to C, per their request, to email on file. RC asked that C contact RC with any questions.
Make Public		**Created By Angie McVey (9/25/2014 9 04 AM)** Approved Repurchase Figures
Make Public		**Created By Christine Wilsey (9/23/2014 9 05 AM)** Worksheet notes Aftermarkets: $528 Resist All (NOT included in refund); $2695 Infiniti Elite (INCLUDED in refund) Payoff through: 10/15/14; per diem $1 39 Interest Paid: $1,034.57 Interest Accrued: (Last payment on 8/15 through payoff of 10/15 = 61 days x 1 39 per diem = $84.79 Usage: 6186 miles / 120 000 x PP of [47650 - 1000 rebate] 46650 = 2404 80 Replacement Usage: Usage of 2404 80 / 2 = 1202.40
Make Public		**Created By Christine Wilsey (9/23/2014 9 05 AM)** Dealer letter (+) New Vehicle Invoice: $50,643.00 (+) Collaterals: $8,695.02 (=) Total due Dealer: $59,338.02 (-) Customer responsibility to Dealer: ($25,409.55) (=) Total NNA Pays to Dealer: $33,928.47
Make Public		**Created By Christine Wilsey (9/23/2014 9 04 AM)** Customer letter MSRP of new vehicle: $54,190.00 MSRP of old vehicle: $51,360.00 Total Upgrade Cost: $2,830.00 +Usage: $1,202.40

+Current Payoff(good through 10/15/14): $21,377.15
Total Customer Participation: $25,409 55

Make Public
Created By Kristina Rosas (9/23/2014 8 56 AM)
RC ADVISED DLR that C had Infinti contract on old vehicle, we need same contract listed on BIll of Sale for new. Dealer sent over, indicating same contract, but it does appear that it's a few dollars less.

Make Public
Created By Kristina Rosas (9/22/2014 11 13 AM)
Consumer Affairs Voluntary repurchase due to 5 repair visits for the passenger side airbag light, with 33 days down.

Make Public
Created By Angie McVey (9/19/2014 10 04 AM)
Approved Repurchase Figures

Make Public
Created By Kristina Rosas (9/19/2014 9 54 AM)
RC emailed Andrew Kang to ask that he include hitch on new buyers order, and email to me at the address I was sending from.

Make Public
Created By Tracy Ehrlinger (9/18/2014 3 30 PM)
Aftermarkets: $528 Resist All (NOT included in refund); $2695 Infiniti Elite (INCLUDED in refund)

Payoff through: 10/15/14; per diem $1 39

Interest Paid: $1,034.57
Interest Accrued: (Last payment on 8/15 through payoff of 10/15 = 61 days x 1 39 per diem = $84.79

Usage: 6186 miles / 120 000 x PP of [47650 - 1000 rebate] 46650 = 2404 80
Replacement Usage: Usage of 1940 86 / 2 = 1202.40

Make Public
Created By Tracy Ehrlinger (9/18/2014 3 30 PM)
Base Price: $47,650.00
Sales Tax: $3,740 00
Lic/Reg/Fees: $419.75
Dealer Doc Fee: $80.00
Service Plan: $2,695.00
Finance Charges: $1,119.36
CVR Fee: $16.00
Registration Renewal: $377.00
Less usage fee at 6186 miles: ($2,404 80)
Less Rebates: ($1,000.00)
Less Lien Payoff good to (10/15/14): ($21,377.15)

Total Amount to Customer $31,315.16

Make Public
Created By Kristina Rosas (9/18/2014 2 57 PM)
RC spoke with Andrew at dealership (appropriate contact), who will get contract and invoice sent over in the next hour, via email to RC. RC thanked dealer.

Reminder to RC: C wants figures for repurchase and replacement.

Make Public
Created By Kristina Rosas (9/18/2014 2 09 PM)
PAYOFF INFORMATION:

SR#1-4792288069
Account# [redacted]
Customer [redacted]
30 day payoff $21377.15 good thru 10/15/2014
Per diem 1 39
Payments received 20
Payment amount $431.50
Interest paid $1,034.57
Late fee paid 0.00
Recent payment received on 8/15/2014 in the amount of $431 50

Make Public
Created By Kristina Rosas (9/18/2014 1 58 PM)
RC called Dealership for David Woods, he was with another customer, so receptionist took down RCs information and will advise David that RC called regarding Guevarra and the sales contract.

Make Public
Created By Kristina Rosas (9/17/2014 10 48 AM)
Consumer Affairs Voluntary repurchase/replacement/settlement due to 5 repair visits for the passenger side airbag light, with 33 days down.

Make Public
Created By Kristina Rosas (9/17/2014 10 47 AM)
RC emailed David regarding replacement invoice and contract that RC needs to put together replacement offer.

RC putting repurchase offer together for C to see both, per C's previous indication that C would like to see both even though C definitely does want to get into new vehicle.

Make Public
Created By Kristina Rosas (9/16/2014 7 28 AM)
C emailed aftermarket receipt to RC asking if the items would be covered, as they are infiniti products installed at an infiniti dealer. RC responded to C reiterating previous conversation that aftermarket items are not included, and though they are Infiniti products, they were put on after production at an additional cost, as an option, thus making them aftermarkets; RC reiterated that aftermarkets are not included in LL refund, but RC would double check that we aren't able to include them.

Make Public
Created By Kristina Rosas (9/15/2014 2 06 PM)
Dealer David Woods called RC and advised that the service department gave C a deeper discount on aftermarkets than he would get. RC asked that dealer send info over anyway, as RC is not even sure that NNA will cover. Dealer asked about salesman's commission, because his salesman isn't going to want to do all this work for free. RC advised Dealer that NNA pays the invoice total (not MSRP) on replacement. Dealer acknowledged, and is sending over information (invoice and mock contract).

Dealer also advised that the price of C's Nissan protection plan was less then than it is now; RC asked that he send the info, as we understand inflation and as long as the contract is the same, we should be ok. Dealer will continue working.

Make Public
Created By Kristina Rosas (9/15/2014 1 52 PM)
C emailed RC asking about after markets and timeline/3rd party. RC communicated to C that under CA LL, after markets are not included in a manufacturer refund or replacement, however, RC has still requested all information from Dealer since C is requesting these on new. RC reiterated to C that RC can make no guarantees in this regard, as CA LL does not dictate that they are included. RC also advised C that C is correct with information given from Dealer; 3rd party handles closing, and timeline is about 2-4 weeks for process. RC asked C to please advise with further questions.

Make Public
Created By Kristina Rosas (9/15/2014 12 13 PM)
RC spoke with Dealer David Woods. David advised RC that he isn't sure they are able to sell vehicle at invoice cost, as it's a hot seller. RC explained that if we do straight with VPP like Dealer suggested, C will incur more cost, as the usage is being cut in half for replacement. David will talk to his GM and see what can be done; he will also work on drawing up contract. RC confirmed that NNA will cover Nissan service contract, but not additional aftermarkets, per CA LL. RC did advised of documentation needed to confirm that NNA is not covering aftermarkets. David acknowledged and will be back in touch with RC.

RC received payoff info from NMAC.

Make Public
Created By Kristina Rosas (9/15/2014 8 29 AM)
RC received email from C with Reg and information on replacement. C notes Andrew Kang is Dealer Contact, also noted Alex Sovrand and David Woods.

RC emailed NMAC for payoff info and sales contract.

RC emailed C in response to advise that RC will put together offer based on information sent over, and that RC will reach out to C with any questions or concerns on chosen vehicles.

Make Public
Created By Kristina Rosas (9/12/2014 3 24 PM)
C returned RC's call. RC went over letter of intent, and confirmed email address to email to C as well.

C had a few questions, and advised that C is looking to get into replacement vehicle (same). Finance through NMAC, so RC indicated we can do SOC if C chooses like vehicle, same trim level, same options, etc. RC requested C have Dealer call RC when C selects replacement so RC can make direct request to D for documents needed. C agreed.

C and RC thanked one another for their time, and call ended mutually. RC emailed C letter of intent, and reiterated conversation about replacement as RC advised she would.

Make Public
Created By Kristina Rosas (9/12/2014 3 08 PM)
RC called C at 858-518-1384 (which is noted as best number but was not on case; added to case). RC left VM asking that C call RC, provided number, and advisde of Letter of Intent that he should receive today.

Make Public

Created By Sara Dorazio (9/11/2014 8 49 AM)
DRTS obtained factory invoice and attached to case.

Make Public

Created By Kristina Rosas (9/11/2014 8 41 AM)
Repurchase request

Make Public

Created By Kristina Rosas (9/11/2014 8 32 AM)
RC sent CA Letter of Intent to C at home address on file, via fed ex, with tracking: 5988 5183 4462.

Make Public

Created By Angie McVey (9/10/2014 2 38 PM)
ARBS notes DRT will assume responsibility of the file and offer repurchase/replacement due to

ARBS notes:

*REASON: 5 repair visits for the passenger side airbag light

*LEMON LAW: Yes, California

*USAGE: 6,186 miles, the initial repair visit for a complaint an airbag light complaint

*RETENTION GOODWILL: if the customer opts for a replacement, waive up to 50% of the usage as incentive to retain the customer

*OPTIONS: if C does not want a repurchase or replacement, NNA will offer $4,000 as a cash settlement in lieu of the buyback.

Created By Angie McVey (9/10/2014 2 36 PM)
History found as follows:

2/17/13 at 4,599 miles - 1 day down
Concern
2.) "BSW malfunc" illuminates when vehicle is shut off
Action
2.) Cleared codes – all clear

4/4/13 at 6,186 miles - 1 day down
Concern
1.) Airbag light illuminates with psgr in seat
Action
1.) Zero point reset

6/12/13 at 9,725 miles - 10 days down
Concern
1.) DTS inspection of vehicle OCS system
2.) B/T improper operation
Action
1.) Swapped out seat rails, OCS sensors and OCS control unit
2.) No duplication

6/22/13 at 9,754 miles - 18 days down
Concern
1.) Airbag light illuminates with psgr in seat
2.) R/S DVD monitor does not come on
Action
1.) Replaced frt seat rail and OCS sensor
2.) Replaced DVD monitor ass'y

11/13/13 at 15,435 miles - 1 day down
Concern
1.) ABS reprogramming
3.) 3rd row latch cover pops off
Action
1.) Campaign complete
3.) SOP

Make Public

1/14/14 at 18,305 miles - 2 days down
Concern
1.) Bumper protector gasket is coming apart
2.) 3rd row latch cover pops off
3.) Install tow hitch
Action
1.) Replaced
2.) Replaced –part in
3.) Installed hitch

2/4/14 at 19,197 miles- 1 day down
Concern
1.) A/C is running warm
Action
1.) No duplication

5/20/14 at 23,049 miles - 1 day down
Concern
2.) OCS campaign
Action
2.) Campaign complete

8/29/14 at 26,988 miles - 1 day down
Concern
2.) Cover, for power outlet, came off
3.) Rear hatch operating switch on dashboard
4.) Intermittent RPM's get stuck
Action
2.) Replaced
3.) Replaced hatch switch
4.) Trans operating normally

9/2/14 at 27,161 miles - 3 days down
Concern
1.) Airbag light illuminates with psgr in seat
2.) Battery weak
Action
1.) No duplication
2.) Replaced

---

5 visits involving the OCS with 3 repairs, 1 campaign and final was no dupe.

Make Public

Created By Eric Turner (9/10/2014 12 04 PM)
RCAS-ET placed outbound call to C.
RCAS-ET advised C that case is currently under review by ARBS.
C inquired if there is a replacement program.
RCAS-ET advised C that as RCAS understands it, the ARBS agent can extend a replacement or a repurchase.
C stated that C would like to specify a replacement as C loves the car.
RCAS-ET understood.
Call ended mutually.

Make Public	**Created By Heathre Vanriper (9/8/2014 9 28 AM)** DTRS rec'd RHR. RHR has been submitted for review to ARBS Angie McVey.
Make Public	**Created By Jacklyn Capers (9/6/2014 11 34 AM)** RCAS rec'd RO's and attached to case RCAS completed RHR and attached to case RCAS submitting RHR for review
Make Public	**Created By Jacklyn Capers (9/5/2014 1 06 PM)** RCAS sending email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at [redacted]. RCAS also requesting that RO's, open for more than 7 days, be accompanied by time stamps to verify days down.
Make Public	**Created By Eric Turner (9/5/2014 12 27 PM)** RCAS-ET placed outbound call to C. RCAS-ET inquired what precisely C would like from Inf CA. C stated that C wants veh that C feels safe in. C stated that C owns Q50 Hybrid, would like to stay loyal to brand, but wants new vehicle. RCAS-ET stated 10 day review period for consideration of repurchase or replacement. RCAS-ET notes the following inquiries: Why do you want to return the vehicle to Nissan North America? Because numerous repairs and safety concerns Where is the vehicle currently? With the client Where was the vehicle purchased? Kearny Mesa Inf Was it purchased new or used? New Where is the vehicle serviced? Kearny Mesa Inf Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? No RCAS-ET advised C that RCAS will follow up every few days to let C know what is going on here, and to obtain new information from C if necessary. C understood. Call ended mutually.
Make Public	**Created By Eric Turner (9/5/2014 12 05 PM)** RCAS-ET notes consulting with Supervisor TJ. After consult, RCAS-ET notes that RCAS needs to ascertain client wishes and proceed, regardless of previous goodwill or repairs.
Make Public	**Created By Eric Turner (9/5/2014 10 23 AM)** RCAS-ET notes that DTS has inspected vehicle prior to this concern, fix applied: new seat frame (OCS sensors & OCS CU) were put into vehicle. RCAS-ET notes that customer was also reimbursed for navtech upgrades through goodwill, per earlier case.
Make Public	**Created By LaPourche White (9/4/2014 5 47 PM)** RCAS-LO receives inbound call from C Previous unrelated cased found: none Previous related cases found: 10812456 Checks for open recall/campaigns/upgrades found: none RCAS-LO verifies C's name, home address, phn #, email, dlr, VIN, & mileage _____ C states has numerous concerns with Airbag sensor C states 4th time Rtlr has had to repair or replace sensors C doesn't feel comfortable with vehicle C mentioned after 3 times can be considered Lemon in CA C request repurchase or trade RCAS-LO advised unable to negotiate trade/swap of vehicles RCAS-LO explained process of repurchase; C understood RCAS-LO asks how long has it been since repair that C's veh C states last repair 6 months ago C states light stayed on for 20 mins; took veh in on Tues 9/2 Rtlr stating based on how passenger sits in seat RCAS-LO offers further assistance, C declined further assistance at this time. RCAS-LO states that RCAS will follow up with C by COB RCAS-LO provides C with case number RCAS-LO thanks C for contacting NNA CA; call ends mutually. RCAS-LO verifies best contact number for C as 858-518-1384 - Cell phone

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/5/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/18/2014	Craig Belle	10/16/2014 7 02 PM
Edit | Del	Review Approved Check Request		✓	9/30/2014	Kristina Rosas	10/1/2014 7:14 AM
Edit | Del	Review Approved Check Request		✓	9/30/2014	Kristina Rosas	10/1/2014 7:14 AM
Edit | Del	Approved-Repurchase Figures		✓	9/25/2014	Kristina Rosas	9/25/2014 9 52 AM
Edit | Del	Review replacement figures		✓	9/23/2014	Angie McVey	9/25/2014 9 05 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AL0MN3DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		10/1/2014	Dealer	Approved	$33,928.47	92BUYBACK	Infiniti West Buyback/Trade		

[redacted]	10/1/2014	Lienholder	Approved	$21,377.15	92BUYBACK	Infiniti West Buyback/Trade

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	3.06MB	4/30/2015 12:25 PM	Rebecca Martin
Edit | View | Del	[redacted]Check 2 pdf	71KB	12/16/2014 3:24 PM	Tammy Knotts
Edit | View | Del	[redacted]Check pdf	73KB	12/16/2014 3:23 PM	Tammy Knotts
Edit | View | Del	[redacted]REPLACEMENT offer- SIGNED pdf	1.16MB	9/29/2014 1:44 PM	Kristina Rosas
Edit | View | Del	[redacted]DEALER New Finance.pdf	148KB	9/29/2014 1:44 PM	Kristina Rosas

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/20/2014 10:47 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 11:33 AM	Jim Land	Changed **Case Owner** from Kristina Rosas to **Jim Land**.
10/16/2014 11:32 AM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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[redacted]

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Case Comments [11] | Case Categorizations [5] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Lanesha Becton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/9/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/5/2014 8 06 AM
CA Multiple Repairs		Date/Time Closed	10/9/2014 4:43 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	dealer concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,121		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TED RUSSELL NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AR2MM0EC6[redacted]		
Created By	Patricia Angela Santos 9/5/2014 8:06 AM	Root Cause Code	LDDV
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code (2)	DR800
Days Closed	461	Action Code	NT3C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lanesha Becton (10/9/2014 4 42 PM) RCAS-LB reviewd case with TL-KT TL-KT advised that this is a dealership/customer concerned & needs to be handled on the dealership level RCAS-LB called c to advised that NNA is not in a position to assist with replacement of wheels RCAS-LB did offer 250 00 service credit toward future repairs
Make Public		C declined and advised will contacting c's lawyer call ended mutually RCAS-LB closing case ** Case closed**
Make Public		**Created By Kalia Johannes (10/9/2014 8 50 AM)** TL-KJ setting follow up for 10/9 to implement 1/3 plan.
		Created By Lanesha Becton (10/1/2014 1 07 PM) RCAS-LB called Salels Manager
Make Public		Sales manager stated that c can contact salesperson Sales manager stated that the correct floor mats are in the vehicle
		Created By Lanesha Becton (10/1/2014 9 45 AM) RCAS-LB spoke to dlr & spoke to SM-Rufus
Make Public		SM-Rufus advised that airbag light was coining on & found it operating normal & as designed SM-Rufus was advised by c that transmission was shuddering, but found no codes & couldn't duplicate concern SM-Rufus vehicle was test driven with c & no concern SM-Rufus lug nuts did show to have scratches on it & looks like a lug wrench was used SM-Rufus advised that SA-Charles did see car mats showing as a different color, but never advised that they weren't correct
		Created By Lanesha Becton (9/17/2014 4 33 PM) RCAS-LB called c regarding follow up
Make Public		C stated that C went to East TN & was assisted by SA-Charles C stated that bumper was repainted C stated that dlr advised that c didn't receive the correct mats in vehicle & was advised that C stated that c also advised that transmission was shuddering
		Created By Lanesha Becton (9/17/2014 10 53 AM) RCAS-LB called dlr & spoke to SM-Greg on 9/15
Make Public		SM-Greg advised that there is no way that the dealer scratched up vehicle SM-Greg wheel & plastic 5000 spare tire weld down SM-Greg advised shows of rock chips on vehicle SM-Greg advised that the dealership didn't damage c's vehicle
Make Public		**Created By Kalia Johannes (9/17/2014 8 55 AM) Last Modified By Kalia Johannes (9/17/2014 8 56 AM)** TL-KJ sending case to RCAS-LB per RCAM-RM as case was escalated due to missed follow up.
Make Public		**Created By Roselle Beconia (9/17/2014 8 27 AM)** crr-rb received a call from c c provided case# c complains that c had been waiting for a follow call from rcas c states c waited for a week but rcas have not called c back c upset asking for case to be escalated crr-rb apologized to c for inconvenience crr informed c that crr will escalate c's case and c will be schedule for a supervisor call back in 4-8 business hours c acknowledge

crr-rb offered further assistance
c declined
crr-rb provided c with crr name and extension #
crr-rb exits case

Make Public

Created By Princess Salvador (9/12/2014 9 46 AM)
crr-ps received a call from c regarding case # [redacted]
crr-ps asked for the name
crr-ps verified that there are no contact information changed since the last time that c called in
c said that RCAS told c that RCAS will be calling c back on 9/9
c said that c haven't received any phone calls yet
crr-ps told c that crr-ps will transfer c to RCAS ext # but if will be routed to the vmx , crr--ps will still transfer c to leave a message
c agreed
crr-ps offered further assistance , c declined
crr-ps provided name and ext #
crr-ps exiting case

Make Public

Created By Lanesha Becton (9/8/2014 11 22 AM)
RCAS-LB called C regarding vehicle concern

C stated that C is not happy with Ted Russell Nissan.
C stated that when C purchased the veh, it didn't have mats.
C stated that sales representative took mats from another vehicle & put them in C's car C thinks that the mats were stolen and the dlr put it on another veh.
C said that the mats doesn't match the veh's interior.
C also stated that the lady who's discussing the veh to C's wife scratched the navigation screen with the FOB key
C stated that the dlr was able to replace the navigation screen.
C stated that when C was washing the veh, C noticed scratches on one of the tires around the lug nuts
C said that C called the dlr and was assisted by SM-Greg.
C stated that when C brought the vehicle that SM stated that C was the blame of scratches & there were scratches on all lug nuts there was a nail in the tire
C stated that SM started yelling at C and called C a liar.
C said that C took a photo that when C's wife is sitting on the passenger's seat and that airbag light will turn on.
C stated that the veh is not safe to drive because the airbag light is off
C stated that C doesn't like C's experience at Ted Russell
C stated that C has an appointment today with another dealer
C stated that C will know more after that apt

RCAS-LB empathized with C regarding concern
RCAS-LB advised will advised concern to regional mgmt
RCAS-LB will follow up tomorrow regarding experience

C understood and appreciated the assistance
Call ended mutually

Make Public

Created By Patricia Angela Santos (9/5/2014 8 18 AM)
Crr-ps received a call from C.
C stated that C is having issues with the veh and the dlr where C purchased the veh.
C stated that C purchased the veh at TED RUSSELL NISSAN and when C purchased it, it didnt have mats. C stated that C thinks that the mats were stolen and the dlr put it on another veh. C stated that the sales person stole another set of mats from another veh and installed it to C's veh.
C said that the mats doesn't match the veh's interior.
C also stated that the lady who's discussing the veh to C;s wife scratched the navigation screen with the fab key that the lady is holding. C stated that the dlr was able to replace the navigation screen.
C stated that when C was washing the veh, C noticed scratches on every side of the wheel. C said that C called the dlr right away and was assisted by SM-Greg. C stated that there were nails on each of the tires and SM- accused C that C took the tires out of the veh. C stated that SM started yelling at C and called C a liar. C stated that C didn't do it.
C said that C is unhappy with this dlr. C said that C took a photo that when C's wife is sitting on the passenger's seat and that airbag light will turn on. C stated that the veh is not safe to drive because the airbags might not deploy when needed.
C stated that the paint that came off the bumper. C said that the clear coat and the people in the dlr scratch off more paint on it.
C stated that there;s something wrong with the transmission as well. C stated that the veh will stall occasionally.
C stated that C don't want to deal with the same dlr anymore.

Crr-ps verified account information.
C stated that [redacted] is C's best contact number.
Crr-ps advised C that the case will be forwarded to RCAS for review.
Crr-ps advised C that RCAS will call C back before the end of the next business day which is on Monday 9/8/14. C understood.

Crr-ps informed C that EAST TENNESSEE NISSAN is the nearest dlr on C's area.
C requested to be transferred to the dlr to set an appointment regarding the transmission issues.
Crr-ps warm transferred call to EAST TENNESSEE NISSAN and provided dlr's phone number..

Crr-ps offered further assistance. C declined.
Crr-ps did a quick recap.
Crr-ps provided name, case and extension number.
Crr-ps forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NSN DEALER SALES DEPT.	NEW VEHICLE PURCHASE (NISSAN)	ACCESSORIES DISCREPANCY	QC	9/5/2014	ZA	BE	219500	OC
Edit | Del		NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	9/5/2014	YZ	BF	222500	OC
Edit | Del		POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR MPROPER OPERATION	10	9/5/2014	YX	BG	227000	OA
Edit | Del		BODY	PAINT	POOR APPEARANCE	QA	9/5/2014	YU	AB	108000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/5/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/9/2014 4:43 PM	Lanesha Becton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/9/2014 8 50 AM	Kalia Johannes	Changed **Follow Up Date** from 9/23/2014 to **10/9/2014**.
9/17/2014 3 53 PM	Lanesha Becton	Changed **Follow Up Date** from 9/15/2014 to **9/23/2014**.

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/5/2014 10:08 AM
CA Multiple Repairs		Date/Time Closed	5/8/2015 3:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050221

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	1/5/2015 9 00 AM EST		
Description	Consumer Affairs Voluntary Replacement due to 3 visits for passenger air bag light on, with 10 days down.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MILFORD NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	7. VSPC 216986 Transmitted 10/28
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AF5MV6DT[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	JUKE	Beyond PT Warranty Miles	0
Model Code	20213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BERTERA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$25,048.56	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/12/2014	Vehicle Service Contract	
RHR Completed	9/12/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AF5MV6DT[redacted]		
Created By	April Advincula, 9/5/2014 10:08 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:19 AM	Root Cause Code (2)	
Days Closed	250	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/18/2014 3 29 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Passenger side airbag light on.
Make Public		**Created By Annice Hill (11/5/2014 2 26 PM)** Received check made payable to Bertera Nissan in the amount of $25,048.56. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Kristina Rosas (11/3/2014 9 25 AM)** C called RC regarding closing. RC apologized for the delay on Nissan's end, and noted that RC should HOPEFULLY be able to provide information on Wed, for C to call in to Morley VSPC to schedule appointment thereafter. C asked taht RC call at home prior to noon [redacted] or work [redacted] after 1:30. Call ended mutually.
Make Public		**Created By Managed Services (10/31/2014 4 04 PM)** RESEND NG CHECK REQUEST FOR 10/27 & 10/28
Make Public		**Created By Kristina Rosas (10/28/2014 7 27 AM)** Upon check approval, RC transmitted VSPC case [redacted]
Make Public		**Created By Kristina Rosas (10/27/2014 11 40 AM)** RC received signed offer (attached to case with dealer conf letter), requested checks, and created VSPC case [redacted]
Make Public		**Created By Kristina Rosas (10/24/2014 1 38 PM)** RC emailed Anna Fraley @ NMAC for SOC approval/docs.
Make Public		**Created By Kristina Rosas (10/22/2014 12 52 PM)** RC sent C offer letter to C at home address, with fed-ex tracking [redacted]
Make Public		**Created By Kristina Rosas (10/22/2014 12 44 PM)** RC called Dealership for Jim's email addrses (Jim off on Wed); RC was advised: jim@berteranissan com. RC also confirmed spelling of his name: Jim Lariviere. RC emailed Dealer confirmation letter to Jim and asked that he advise of any questions.
Make Public		**Created By Kristina Rosas (10/22/2014 12 38 PM)** RC called C at [redacted] to confirm how C would like offer letter sent to her. C advised RC that C would like letter sent via fed ex. RC agreed to send and advised that C will receive tomorrow. RC did go over the fact that we are looking at SOC with $0 out of pocket for C, which C acknowledged. RC asked that C call RC with any questions when letter received, otherwise, sign and send back and RC will continue on with getting SOC docs; RC also advised of timeline for remainder of process. C acknowledged. Call ended mutually.
Make Public		**Created By Kristina Rosas (10/22/2014 11 13 AM)** RC updated dealer letter to reflect correct base price; numbers previously transposed.
Make Public		**Created By Anthony Zacharyasz (10/22/2014 10 11 AM)** ARBS in review of the SOC figures makes the following adjustment: New Vehicle Invoice: $22,992.00 Sales Tax: $1,467 56 Title Fee: $5 00 License/Registration Transfer Fee: $100 00 Doc Fee: $484 00 Total due to Dealer $25,048.56 ARBS approves adjusted figures.
Make Public		**Created By Christine Wilsey (10/21/2014 3 35 PM)** Worksheet notes Usage waived in replacement Option Content Upgrade: $1390
Make Public		

Created By Christine Wilsey (10/21/2014 3 34 PM)
Dealer letter

(+) New Vehicle Invoice: $22,922.00
(+) Sales Tax: $1,467.56
(+) License/Registration: $5.00
(+) Transfer Fee: $100.00
(+) Doc Fee: $484 00
(=) Total due to Dealer $25,048 56
(-) Customer portion to Dealer: ($0 00)
(=) Total NNA Pays to Dealer: $25,048 56

Created By Christine Wilsey (10/21/2014 3 34 PM)
Customer letter

Make Public

New Vehicle MSRP (2014 Juke): $23,580.00
Old Vehicle MSRP (2013 Juke): $22,910 00
Total Upgrade: $0.00
(=) Total Customer Payment to Dealer $0 00

Make Public Created By Kristina Rosas (10/21/2014 2 16 PM)
RC received VM from C that C sent reg. RC returned C's call to [redacted] and left VM advising reg received.

Make Public Created By Kristina Rosas (10/21/2014 2 13 PM)
RC left VM for "Todd" at Milford Nissan for title app. RC provided callback, V N, and Fax #.

Make Public Created By Kristina Rosas (10/21/2014 2 10 PM)
RC received reg from C and attached to file. RC emailed NMAC for copy of title.

Make Public Created By Kristina Rosas (10/21/2014 1 07 PM)
RC left VM for C at home regarding REG, and noted that RC needs to proceed with quality review. RC apologized for not noticing that previous document sent was inspection, not registration.

Make Public Created By Kristina Rosas (10/21/2014 9 23 AM)
Consumer Affairs Voluntary Repurchase due to 3 visits for passenger air bag light on, with 10 days down.

Make Public Created By Anthony Zacharyasz (10/21/2014 9 14 AM)
ARBS rec'd email from RC asking to waive upgrade of $1,390.00.

ARBS reviewed invoices and notes MSRP difference is $670 00.
($23,580.00 replacement vehicle - $22,910 00 current vehicle)

ARBS emailed RC advising that NNA is willing to waive the upgrade for customer satisfaction.

Make Public Created By Kristina Rosas (10/21/2014 9 00 AM)
RC emailed ARBS-AZ regarding C's concern with additional options.
RC put repurchase offer together in the interim.

Make Public Created By Amanda Simcox (10/17/2014 10 13 AM)
RC received updated payoff of $18,736.47 good through 11/05/2014. C's last payment of $237.41 was made on 10/06/2014.

Make Public Created By Kristina Rosas (10/17/2014 9 52 AM)
Vehicle Concerns - steering and airbag

Created By Kristina Rosas (10/15/2014 4 07 PM)
RC received VM from C to call.

Make Public

RC called C at work number she provided (TJ MAXX 508-832-5361), and C was asking about addditional options on new vehicle. RC advised that there are two additional options, and RC will see what she can do to address. Ultuimately, C will have option to pay or choose new vheicle, but RC will check to see if options can be waived since this is the closest vehicle dealer had. C also mentioned some aftermarkets on current, which RC noted RC would address/review.

call ended mutually.

Make Public Created By Sara Dorazio (10/15/2014 2 09 PM)
DRTS obtained and attached the factory invoice.

Make Public Created By Kristina Rosas (10/13/2014 12 19 PM)
RC called Jim @ Bertera Nissan at 508-832-9611.
RC advised Dealer Jim of new invoice and new bill of sale (dealer invoice cost, taxes/fees, and rebates) needed on the new vehicle.
D will send over to RC, and will call RC back momentarily to confirm whether or not they can hold vehicle.
RC acknowledged.

Created By Kristina Rosas (10/10/2014 9 53 AM)
C called RC and provided the following info:

Make Public

Bertera Nissan
508-832-9611
Contact: Jim Lariviere

C notes that C planned to buy Juke at end of lease, and also asked that RC confirm daeler will hold selected vehicle for this process, as C seemed unsure. RC agreed to reach out to dealer. Call ended mutually.

Make Public Created By Kristina Rosas (10/8/2014 1 33 PM)
RC received call and fax from C. RC confirmed fax received, and C advised RC that C will call with dealer contact info so RC can reach out and have daeler select replacement for RC to put numbers together on. C wants to see both a repurchase and replacement offer, since repurchase is the only option if she does not do SOC. RC asked that C leave info in VM if C doesn't reach RC directly. C agreed. Call ended mutually.

Created By Kristina Rosas (10/8/2014 10 28 AM)
RC spoke to C regarding replacement. C does think that C wants to purchase new vehicle instead of leasing, and RC explained that we would need to do as repurchase with VPP in that event.

Make Public

C is going to send DL and REG. C will call back with daelership contact info so RC can discuss replacement vehicle with D to see if there is a comperable vehicle available.

Call ended mutually.

Make Public Created By Kristina Rosas (10/1/2014 12 36 PM)
RC emailed NMAC for lease payoff, payment history, contract and copy of title.

Created By Kristina Rosas (9/30/2014 3 04 PM)
C returned RC's call. C confirmed letter of intent received, but C did not have a chance to open. RC went over NNA's intentions to get C out of problem vehicle, and of options available in doing so. C is looking to get into another Nissan, but may want to purchase new vehicle instead of lease. RC explained SOC for lease, and straight repurchase if C does choose to purchase/get into another vehicle that is not "like" current.

Make Public

C is going to dealership today to look at potential replacement Juke, and will send requested documentation to RC. RC requested that C advise daeler of RC info, or send RC dealer information so RC can correspond directly.

C thanked RC for calling initially, and RC thanked C for retunring call. Call ended mutually.

Make Public Created By Kristina Rosas (9/29/2014 2 43 PM)
RC called C at [redacted] and left VM regarding Letter of Intent that was sent. RC asked that C call when available, and RC advised of office hours (M-F 8a-5p)

Make Public Created By Kristina Rosas (9/26/2014 3 37 PM)
RC sent Letter of Intent to C at address on file, via fed ex, with tracking [redacted]

Make Public Created By Anthony Zacharyasz (9/25/2014 8 30 AM)
ARBS transferring ownership of the case and notes the following:

*REASON: 3 visits for passenger air bag light on and 10 days down.

*LEMON LAW: Yes, Massachusetts.

*USAGE: 7,062 miles, full use over 100,000 miles.

*RETENTION GOODWILL: Usage doesn't apply in a replacement.

*OPTIONS: If C doesn't want replacement/repurchase, NNA will offer $2,750 00 cash as settlement in lieu of buyback.

Make Public

Created By Anthony Zacharyasz (9/25/2014 8 21 AM)
ARBS called C on [redacted] and left a vmx requesting a call back.

–
ARBS emailed RCAS, FOM-Alan Antinarelli and CXM-Sam Sapienza to advise that DRT will take ownership of the case to discuss repurchase, replacement, or settlement with C.

Make Public

Created By Anthony Zacharyasz (9/25/2014 8 03 AM)
ARBS notes the following:

3 visits for PABI light on. // Replaced OCS control unit.
1 visit for fuel gauge erratic.
1 visit for brake pedal hard.
10 days down

Make Public

Created By Joseph Shively (9/23/2014 2 47 PM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS stated RCAS-JS was still awaiting response from ARBS regarding C's VEH buy-back request.
RCAS-JS stated RCAS-JS would update C, however RCAS-JS would appreciate opportunity to assist C with addressing VEH concerns if C could take VEH to DLR.
C stated C has not been able to drive VEH since timing chain repair, has had medical concerns preventing C from driving.
RCAS-JS sympathized.
C stated C would contact DLR to arrange appointment, though.
RCAS-JS confirmed contact information and requested C contact RCAS-JS to let RCAS-JS know about when VEH would be in to DLR.
RCAS-JS set follow-up for Friday.
Call ended mutually.
****

Make Public

Created By Joseph Shively (9/22/2014 8 38 AM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Tuesday.
****

Make Public

Created By Anthony Zacharyasz (9/17/2014 8 35 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

2/11/14... 2,748 miles... 4 days down
-Concern:
1. C/s there is water in trunk area
2. C/s the steering wheel pulls.
3. C/s the fuel gauge is erratic not reading correctly
4. C/s airbag light comes on saying the airbags are not working
-Action Taken:
1. Replaced rear tail light grommet.
2. Performed alignment.
3. SOP combination meter.
4. Unable to duplicate.

3/06/14... 3,540 miles... 4 days down
-Concern:
1. C/s fuel gauge erratic
2. C/s when you start the car up it says two airbags are not active
3. C/s A/C light is always lit up
-Action Taken:
1. Replaced combination meter.
2. Found to be normal bulb check during start up.
3. Found normal operation for C's settings.

7/08/14... 7,062 miles... 1 day down
-Concern:
1. Recall: Timing chains and guides.
2. C/s brake pedal feels hard to and veh rolls back.
-Action Taken:
1. Completed.
2. Unable to duplicate.

7/10/14... 7,062 miles... 1 day down
-Concern:
1. C states passenger side airbag flashing.
-Action Taken:
1. Replaced OCS control unit per bulletin NTB13-055.

Make Public

Created By Joseph Shively (9/17/2014 7 53 AM)
CAS-JS placed outbound call to C at [redacted]
****
C thanked RCAS-JS for calling, apologized for not having been able to get back to RCAS-JS.
C stated C has had a lot going on lately and will not be in position to take VEH to DLR to address current concerns.
RCAS-JS sympathized and stated that RCAS-JS would like to assist C in addressing VEH concerns, however RCAS-JS understands if C is unable to take VEH to DLR at this time.
RCAS-JS stated RCAS-JS would be back in contact with final decision on VEH buy-back request.
C thanked RCAS-JS.
Call ended mutually.
****

RCAS-JS setting follow-up for Mon 9/22.

Make Public

Created By Joseph Shively (9/12/2014 3 06 PM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Wednesday.
****

Make Public

Created By Gloria Holman (9/12/2014 1 50 PM)
DRTS received the RHR. The RHR was assigned to ARBS Anthony Zacharyasz.

Make Public

Created By Joseph Shively (9/11/2014 3 10 PM)
RCAS-JS placed outbound call to C at [redacted]
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Friday.
****

Make Public

Created By Joseph Shively (9/8/2014 9 31 AM)
RCAS-JS placed outbound call to C at [redacted]
PREVIOUS RELATED FILE(S) FOUND: None

PREVIOUS UNRELATED F LE(S) FOUND: None
RCAS-JS VERIFIED C'S: HOME, EMA L, CONCERN, PHONE #
RCAS-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None
BEST CONTACT NUMBER: (508) 340-5537
****
C stated C does not feel safe with VEH given numerous concerns, primarily the airbags.
C stated other concerns include a window that rolls down over night, alignment issues that DLR states have been addressed (VEH has original tires).
C stated C loves car, wants new one without these concerns.
RCAS-JS asked C to confirm VEH has not been to DLR since July.
C confirmed.
RCAS-JS asked C the following per RHR buy-back SOP:

Why do you want to return the vehicle to Nissan North America?
- C does not feel safe or satisfied with VEH and experiences of having to constantly take VEH to DLR constitute large concern.
Where is the vehicle currently?
- Customer's house.
Where was the vehicle purchased?
- Milford Nissan
Was it purchased new or used?
- New
If used, when was the vehicle purchased?
- N/A
Where is the vehicle serviced?
- Milford Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
- N/A

RCAS-JS asked if C had intentions of taking VEH back to DLR regarding concerns.
C stated yes.
RCAS-JS asked if C would like RCAS-JS to hold off on processing paperwork until latest RO could be included.
C stated yes.
RCAS-JS provided contact details, requested C have DLR fax RCAS-JS and that RCAS-JS would call C back Thursday.
Call ended mutually.
****

Created By Joseph Shively (9/8/2014 8 59 AM)
RCAS-JS placed outbound call to DLR at 5084228000
****
RCAS-JS spoke with SM-Murdoch M.
SM-MM stated:
- VEH has been in for number of concerns, water in trunk, odometer replaced, A/C light was always on, PABI concern (no codes), 7/9 airbag ordered, 7/10 airbag installed and timing chain campaign addressed
- SM-MM will fax RCAS-JS RO's
****

Make Public

Created By April Advincula (9/5/2014 10 15 AM)
Vehicle Concern

Make Public

Created By April Advincula (9/5/2014 10 13 AM)
crr-aa received a call from c.
c stated that c has issues with the steering and airbag of c's veh

crr-aa verified c's information
home - [redacted]
mobile - [redacted]
work - [redacted]

c provided vin : JN8AF5MV6DT[redacted]
c provided current mileage :

Make Public

c stated that c has issues with the veh since c leased c's veh
c stated that c brought c's veh couple of times with the nissan dlr for repair however the issue was not fix
c stated that the last time that c took the veh to nissan dlr for repair was 6/9/2014
c stated that the nissan dlr fix the issue with c's veh with the airbag and steering however same issue reoccurred
c stated that there are a lot of issues in c's veh
c stated that c requests nna to replace c's veh
crr-aa empathized to c

Crr-aa forwarding case to rcas for veh complaint

Crr-aa informed c that c will be contacted by rcas specialist before the end of the next business day
C understood

Crr-aa asked for further assistance. C declined.

crr-aa took c's best contact number:
[redacted]

Crr-aa provided to c name, ext # and file number
Leave file open-transferred file to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/5/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/20/2014	Gary Lee Cross	11/19/2014 2:49 PM
Edit | Del	Review Approved Check Request		✓	10/27/2014	Kristina Rosas	10/28/2014 7 28 AM
Edit | Del	Adjusted SOC figures		✓	10/22/2014	Kristina Rosas	10/22/2014 11:51 AM
Edit | Del	Review SOC figures		✓	10/21/2014	Anthony Zacharyasz	10/22/2014 10:11 AM
Edit | Del	Invoice Please- VIN: JN8AF5MV6DT[redacted]		✓	10/15/2014	Sara Dorazio	10/15/2014 2 09 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	JN8AF5MV6DT[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		11/5/2014	Dealer	Approved	$25,048.56	26BUYBACK	Nissan North East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check.pdf	70KB	1/28/2015 12:54 PM	Tammy Knotts
Edit | View | Del	[redacted]Replacement Offer- SIGNED.pdf	123KB	10/27/2014 11:37 AM	Kristina Rosas
Edit | View | Del	[redacted]DEALER SOC LETTER.pdf	149KB	10/27/2014 11:37 AM	Kristina Rosas
Edit | View | Del	VOID	148KB	10/27/2014 11:37 AM	Kristina Rosas
Edit | View | Del	[redacted]Copy of Title.pdf	278KB	10/23/2014 11:21 AM	Kristina Rosas

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
5/8/2015 3:13 PM	Jim Land	Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] VIN: JN8AF5MV6DT[redacted] to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN** **JN8AF5MV6DT**[redacted]
		Changed **Status** from Open to **Closed**.
		Closed.
11/18/2014 3:24 PM	Jim Land	Changed **Case Owner** from Kristina Rosas to **Jim Land**.
11/18/2014 3:24 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [14] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Emails [5+] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Tracy Bauer [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Infiniti
Follow Up Date	9/26/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/5/2014 11:46 AM
CA Multiple Repairs		Date/Time Closed	9/26/2014 5:51 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C concern: Reoccurring airbag issues Resolution: sent c email stating rtlr shows veh is operating as designed		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	16,958		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF BELLEVUE	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Infiniti Vehicle		
Created By	Managed Services, 9/5/2014 11:46 AM	Web Email	infiniticonsumeraffairs@my-infiniti.com
Last Modified By	NNAETL, 10/14/2015 12:20 AM	Root Cause Code	SCIN
Days Closed	474	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tracy Bauer (9/26/2014 5 51 PM)** RCAS-TB closing this case as no further assistance can be offered at this time ***CASE SUMMARY*** RCAS-TB spoke to c RCAS-TB stated at last service visit rtlr found airbag system to be operating as designed C stated since June the light has come on/off 4 times RCAS-TB suggested for c to keep a log of when this happens, who is sitting in the seat, what approximately is their body weight RCAS-TB stated Infiniti is currently looking into this concern, unfortunately at this time there are no further recommended repairs. At next service visit have RTLR check again for any further updates on this particular concern. C stated was very glad to hear that as rtlr had told c it was only c's veh, which made c very concerned C stated will ask rtlr if there are any further updates at future service visits and will wait for any other updates to be released from INF RCAS-TB stated that if c needed anything further to please give RCAS-TB a call C thanked RCAS-TB for assistance and time RCAS-TB asked if c needed any other assistance C declined & thanked RCAS-TB for assistance Call ends mutually
Make Public		**Created By Tracy Bauer (9/26/2014 12 58 PM)** RCAS-TB received vxm from c to call back at [redacted] **********
Make Public		**Created By Tracy Bauer (9/25/2014 5 23 PM)** RCAS-TB contacted c @[redacted] & left vmx including case number, and RCAS-TB contact number [redacted] ————
Make Public		**Created By Tracy Bauer (9/24/2014 12 01 PM)** RCAS-TB received email from c C has been trying to call back at a non-working number RCAS-TB responded to c's email with correct phone number o[redacted] ————
Make Public		**Created By Tracy Bauer (9/24/2014 11 01 AM)** RCAS-TB closing this case due to no customer response to 3 vxm's ***CASE SUMMARY*** RCAS-TB contacted c @[redacted] & left vmx including case number, and RCAS-TB contact number 6[redacted] & c sent 3 contact attempts to c also ————
Make Public		**Created By Tracy Bauer (9/23/2014 11 37 AM)** RCAS-TB contacted c @[redacted] & left vmx including case number, and RCAS-TB contact number [redacted] ————
Make Public		**Created By Tracy Bauer (9/19/2014 5 23 PM)** RCAS-TB contacted c @[redacted] & left vmx including case number, and RCAS-TB contact number 6[redacted] ————
Make Public		**Created By Tracy Bauer (9/19/2014 2 41 PM)** RCAS-TB notes VROI shows: 5/23/14- rtlr reprogrammed OCS system per ITB 6/27/14- c stated airbag light will come on when someone is sitting in the passenger seat. 120-160 lbs RTLR states air bag system found to operate as designed, no repairs needed at this time
Make Public		**Created By Tracy Bauer (9/8/2014 10 54 AM)** C concern: Reoccurring airbag issues
Make Public		**Created By Tracy Bauer (9/8/2014 10 41 AM)** RCAS-TB closing this case as no further assistance can be offered at this time ***CASE SUMMARY***

RCAS-TB sent email to c stating airbag system is operating as designed per notes in VROI from 6/27/14 service visit at rtlr

Created By Kelly Maier (9/6/2014 3 00 PM)
PREVIOUS RELATED FILE(S) FOUND: None
PREVIOUS UNRELATED F LE(S) FOUND: None
RCAS-KI VER FIED C'S name, home & email address, concern, phone#, VIN #

Make Public

****
RCAS-KI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None
RCAS-KI RESOLUTION sending the SENT TO RCAS template
RCAS-KI EXIT NG AND TRANSFERR NG CASE

Created By Kelly Maier (9/6/2014 2 59 PM)
greeting :
firstname : [redacted]
lastname :
methodofcontact : true
email : [redacted]
homephone :
workphone [redacted]
twitter :
address1 : [redacted]
address2 :
unit :
city : Redmond
state :
zip : [redacted]
source : InfinitiContactUs
comments : To Whom It May Concern,

Make Public

I am filing a complaint about my 2013 JX 35 (JN1DV6AR5CM[redacted] You recalled the vehicle to fix inactive airbag problem on the passenger□s seat. I took my vehicle for the recall, but your service department at Kirkland did not fix the problem. I still have the □airbag off□ warning light on from time to time when a passenger sits on the seat. I took the vehicle back for a second inspection. The Kirkland service department couldn□t solve the problem. Now the airbag is still inactive from time to time when a passenger sits on the side. I am hereby notifying you that you will be liable for all damages, legal liabilities, and possible lawsuits should an accident occur.

Regards,
Wei-Chen Chen

year : 2013
make : Infiniti
model : JX
vin : JN1DV6AR5CM[redacted]
retailername :
retailerstate :
retailerzip :
retailerlocation : ,
mileage :

Created By Kelly Maier (9/6/2014 2 59 PM)
greeting :
firstname [redacted]
lastname
methodofcontact : true
email : [redacted]
homephone :
workphone [redacted]
twitter :
address1 : [redacted]
address2 :
unit :
city : Redmond
state :
zip [redacted]
source : InfinitiContactUs
comments : To Whom It May Concern,

Make Public

I am filing a complaint about my 2013 JX 35 (JN1DV6AR5CM8[redacted] You recalled the vehicle to fix inactive airbag problem on the passenger□s seat. I took my vehicle for the recall, but your service department at Kirkland did not fix the problem. I still have the □airbag off□ warning light on from time to time when a passenger sits on the seat. I took the vehicle back for a second inspection. The Kirkland service department couldn□t solve the problem. Now the airbag is still inactive from time to time when a passenger sits on the side. I am hereby notifying you that you will be liable for all damages, legal liabilities, and possible lawsuits should an accident occur.

Regards,
Wei-Chen Chen

year : 2013
make : Infiniti
model : JX
vin : JN1DV6AR5CM[redacted]
retailername :
retailerstate :
retailerzip :
retailerlocation : ,
mileage :

Make Public

Created By Managed Services (9/5/2014 11 46 AM)
greeting :
firstname : [redacted]
lastname :
methodofcontact : true
email : [redacted]
homephone :
workphone [redacted]
twitter :
address1 : [redacted]
address2 :
unit :
city : Redmond
state :
zip [redacted]
source : InfinitiContactUs
comments : To Whom It May Concern,

I am filing a complaint about my 2013 JX 35 (JN1DV6AR5CM[redacted]. You recalled the vehicle to fix inactive airbag problem on the passenger□s seat. I took my vehicle for the recall, but your service department at Kirkland did not fix the problem. I still have the □airbag off□ warning light on from time to time when a passenger sits on the seat. I took the vehicle back for a second inspection. The Kirkland service department couldn□t solve the problem. Now the airbag is still inactive from time to time when a passenger sits on the side. I am hereby notifying you that you will be liable for all damages, legal liabilities, and possible lawsuits should an accident occur.

[redacted]

year : 2013
make : Infiniti

model : JX
vin : JN1DV6AR5CM[redacted]
retailername :
retailerstate :
retailerzip :
retailerlocation : ,
mileage :

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/6/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: RE: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QDctp:ref]	[redacted]	✓	9/24/2014	Tracy Bauer	9/24/2014 12:00 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QDctp ref]		✓	9/24/2014	Tracy Bauer	9/24/2014 11:04 AM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QDctp ref]		✓	9/8/2014	Tracy Bauer	9/8/2014 10 39 AM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QDctp ref]		✓	9/6/2014	Kelly Maier	9/6/2014 3 02 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	Re. Your inquiry to Infiniti [ref. 00DA09j8L. 500F0QDctp ref] *Hi [redacted] We just kept missing each other's calls. I think in order to resol...*	[redacted]	9/26/2014 2:19 PM
Reply | To All | Del	Sent	RE: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0[redacted] *Hi [redacted] The number that I have left on your voicemail is [redacted]...*		9/24/2014 12 00 PM
Reply | To All | Del	Replied	RE: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QDctp:ref] *Tracy, I called your number twice on different days but the line was busy bo...*		9/24/2014 11 58 AM
Reply | To All | Del	Sent	Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QDctp ref] *9/24/2014 Case #[redacted] VIN # 5N1AL0MM2DC[redacted] Dear [redacted] than...*		9/24/2014 11 04 AM
Reply | To All | Del	Read	Re: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QDctp:ref] *[redacted] I just want this to be on the record in case a future lawsuit occurs....*		9/19/2014 11:17 AM

Show more » | Go to list »

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/26/2014 5 51 PM	Tracy Bauer	Changed **Case Record Type** from CA Email Infiniti to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/25/2014 5 24 PM	Tracy Bauer	Changed **Follow Up Date** from 9/25/2014 to **9/26/2014**.
9/24/2014 12:01 PM	Tracy Bauer	Changed **Follow Up Date** from 9/24/2014 to **9/25/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [101] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [5+] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Charity Trull [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/5/2014 2:14 PM
CA Multiple Repairs		Date/Time Closed	12/29/2014 10:42 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description: ***No Summary***

EXEC-CT assuming case due to Executive Referral

I Phone 5C dials random numbers when using Voice recognition

Vehicle Concern

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,814		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MV1EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WEST COUNTY NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	9/8/2014
Responsible District	08	Dealer Instructions	Customer Contact

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 5N1AT2MV1EC[redacted]		
Created By	Rachel Mercado, 9/5/2014 2:14 PM	Root Cause Code	SCIR
Last Modified By	NNAETL, 10/14/2015 12:19 AM	Root Cause Code (2)	DR800
Days Closed	382	Action Code	NT2S
Case Record Type	CA Closed Case [Change]	Document ID	CA15699387

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Charity Trull (12/29/2014 10 42 AM)** EXEC-CT assumed case due to Executive Referral , C states iPhone 5C randomly dials numbers when using the voice recognition.
Make Private	✓	**Created By Charity Trull (12/29/2014 10 35 AM)** =========STATEMENT OF DECISION========== EXEC-CT assumed case due to escalation, C states iPhone 5C randomly dials numbers when using the voice recognition. SM Kevin Groomer attempted multiple times to address concern EXEC-CT advised C to update phone to IOS 8.0 C confirmed update repaired voice recognition C stated waiting on parts for addition concerns OCS light - DLR replaced sensors - Confirmed repaired Minimized the back alert - C adjusted per OM C stated C performed and additional update and voice recognition is no longer operating correctly. EXEC-CT advised C the concern is with the software on C phone not the veh and recommend C discuss further concerns with phone manufacturer C understood and agreed to address concern with phone manufacturer. C initially requested reimbursement for expenses and later advised C is only seeking a Nissan Security + Plus Gold Preferred Extended protection plan that extends 5 years beyond the 36 months factory warranty for a total of 8 years. EXEC-CT was able to offer C 7yr/100k mile VSC as a goodwill gesture in the interest of customer satisfaction. C accepted offer and is satisfied with resolution Veh purchased New Estimated current Veh Mileage: 3,200 C is OOW by: Beyond Basic Warranty Miles: 0 Beyond Basic Warranty Months: 0 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 Number of confirmed vehs: 1 Amount paid to retailer-$0 VSC purchased. NONE Cause of concern: Iphone 5C not compatible ====Closing case no further assistance needed====
Make Private	✓	**Created By Charity Trull (12/29/2014 9 59 AM)** EXEC-CT contact C @ [redacted] advised C EXEC-CT emailed C a copy of VSC for C records and should receive a copy in the mail within in the next 2-4. C understood and thanked EXEC-CT for the assistance EXEC-CT offered further assistance C declined EXEC-CT thanked C call ended mutually **********
Make Private	✓	**Created By Charity Trull (12/29/2014 9 53 AM)** EXEC-CT attached VSC to case EXEC-CT emailed C VSC policy for C records
Make Private	✓	**Created By Charity Trull (12/26/2014 1 28 PM)** CA Specialist R Martin processed VSC EXEC-CT is waiting on policy to become available on the NESA website
Make Private	✓	

Created By Charity Trull (12/26/2014 1 24 PM)
EXEC-CT attempted to contact C @[redacted]VMX name, #, hrs
advised C policy is not available and will advise C when ready

Make Private

Created By Charity Trull (12/23/2014 11 21 AM)
EXEC-CT received M from CA Specialist R Martin advising sent NESNA an email requesting policy information ASAP

Make Private

Created By Charity Trull (12/22/2014 9 18 AM)
EC-CT attempted to contact C @ [redacted]VMX name, #, hrs advised C policy is not available and will advise C when ready.

Make Private

Created By Charity Trull (12/22/2014 9 17 AM)
EXEC-CT reviewed NESNA, policy not available - still processing

EXEC-CT reviewed with CA Specialist R Martin advising NESNA has until COB 12/22/2014

Make Private

Created By Charity Trull (12/19/2014 2 13 PM)
EXEC-CT reviewed NESNA, policy not available

Make Private

Created By Charity Trull (12/15/2014 9 25 AM)
EC-CT attempted to contact C @ [redacted]VMX name, #, hrs
advised C policy is not available and will advise C when ready

Make Private

Created By Charity Trull (12/8/2014 10 37 AM)
EXEC-CT submitted 7/100k mile VSC as a goodwill gesture in the interest of customer satisfaction.

Make Private

Created By Charity Trull (12/8/2014 10 36 AM)
C inquired if policy was transferable

EXEC-CT advised C no
C understood

Make Private

Created By Charity Trull (12/8/2014 10 36 AM)
EXEC-CT attempted to contact C @ [redacted]/MX name, #, Hrs

EXEC-CT contact C @[redacted]advised C EXEC-CT can offer 7/100k mile VSC
C agreed and confirmed address

13282 Greenbough Dr
Saint Louis, MO 63146-3652

C apologized to EXEC-CT for being so frustrated the last C and EXEC-CT spoke
C thanked EXEC-CT for all the help and patience
EXEC-CT advised C no apology necessary and advised it usually takes about a week to get VSC completed
C agreed

EXEC-CT thanked C call ended mutually

Make Private

Created By Charity Trull (12/5/2014 11 23 AM)
EXEC-CT attempted to contact C @[redacted]/MX name, #, Hrs

EXEC-CT attempted to contact C @[redacted]MX name, #, Hrs

EXEC-CT emailed C requesting C to contact EXEC-CT

Make Public

Created By Marsha McDougal (12/5/2014 9 08 AM)
Supervisor-MM reviewed case and recommends offering a 7/100k mile VSC as a goodwill gesture in the interest of customer satisfaction.

Make Public

Created By Bryanna Petry (12/4/2014 3 44 PM)
EXEC-TL does not feel c's request is warranted given c's concern is with Apple/ voice commands, sent to Mgr- MM for further review

Make Private

Created By Charity Trull (12/4/2014 1 15 PM)
EXEC-CT emailed C and advised C request will be reviewed and advise accordingly

Make Private

Created By Charity Trull (12/4/2014 1 13 PM)
EXEC-CT received email from C advising

Hello Charity,

I have given all that has happened with my 2014 Nissan Rogue a lot of thought.
I am hopeful that I will not incur any further problems with my vehicle and would like to put this matter to rest.
The compensation that I would like to receive is a complimentary bumper to bumper extended warranty.
In looking at the Nissan website, I am requesting a Nissan Security + Plus Gold Preferred Extended protection plan that extends 5 years beyond the 36 months factory warranty for a total of 8 years.

I would appreciate your putting this in place and forwarding the policy to me. This is all that I am asking for.

Thank you,
Judy Rosen

Make Private

Created By Charity Trull (12/2/2014 9 12 AM)
EXEC-CT emailed C requesting the receipts or proof of payment for the travels expenses C requested to be reviewed and which dealership would C prefer to establish a relationship with, Lou Fusz Nissan or Suntrup Nissan

Make Private

Created By Charity Trull (12/2/2014 9 02 AM)
EXEC-CT attempted to contact C @ [redacted]/MX name, #, Hrs

EXEC-CT attempted to contact C @ [redacted]/MX name, #, Hrs

Make Private

Created By Charity Trull (11/28/2014 9 23 AM)
EXEC-CT attempted to contact C @ [redacted]VMX name, #, Hrs

EXEC-CT attempted to contact C @[redacted] VMX name, #, Hrs

Make Private

Created By Charity Trull (11/28/2014 7 49 AM)
EXEC-CT received email from C advising C found information in OM regarding setting personal setting (warning chimes)

Make Private

Created By Charity Trull (11/26/2014 4 37 PM)
EXEC-CT received email from SM advising mailed C's repair order Monday 11/24/2014

EXEC-CT attached RO's case

Make Private

Created By Charity Trull (11/25/2014 4 25 PM)
EXEC-CT received inbound call from C
C inquiring if EXEC-CT received emails
EXEC-CT advised C email was received 11/20/2014
EXEC-CT confirmed the way C was emailing
EXEC-CT advised C to reply back to email
EXEC-CT sent C another email
C stated DLR was suppose to have paperwork ready and it wasn't when C went to DLR
C stated C still doesn't have veh
C stated the DLR was suppose to address the passenger side airbag.
C stated C doesn't know why this has taken 5 mths
C stated veh was there Tuesday through Friday
C stated C asked the DLR to take of the 3 bad sounds that tech put on last
C stated SM assured C the sounds were addressed
C stated tech minimized the back alert and it almost caused C to have an accident
C stated C is not going back to DLR and this is unbelievable
C stated C looked in OM but this is to complicated for C to do.

C stated the last loner veh had a smoke smell.
C stated it took DLR 5 mths, 3 trips to DLR, 3-4 days
C stated this is unbelievable
EXEC-CT apologized to C and advised C Nissan put warranties on veh's to be able to address concern
C stated DLR didn't even ck.
EXEC-CT advised C NNA does not provide a loaner veh's however this maybe something C worked out with DLR
EXEC-CT advised C SM is trying to assist C with setting C's personal setting
C stated DLR told C this was suppose to be repaired.
EXEC-CT advised SM was trying to assist with C personal settings
C stated C is not going back to DLR
EXEC-CT advised C that is C's decision;
C stated DLR didn't take care of the sensors when C brought veh
C stated C had to spend a lot of money for on airline tickets and extra money
EXEC-CT inquired what C is seeking from NNA
C stated C questions every repair the DLR has ever done
C wants satisfaction
C requested EXEC-CT to establish a relationship with another DLR and instruction on how to change the chimes
C wants an ext warranty
EXEC-CT what is C seeking a ext warranty on
C wants a refund of $4,000.00 for trip expense
EXEC-CT requested C to fax receipts and proof of payment
C stated C doesn't know if C has them all
EXEC-CT advised C EXEC-CT cannot promise or guarantee expense will be refunded; however the request will be reviewed
C stated C is worried about repairs completed
C stated first C went for airbag concern all DLR did was ck for a bulletin
C inquired who EXEC-CT boss is
EXEC-CT advised C EXEC-CT is C's POC
C stated C is frustrated
EXEC-CT apologized to C
EXEC-CT advised C EXEC-CT will request RO's from DLR and C and EXEC-CT will review the concerns C is are talking about
C agreed

EXEC-CT thanked C call ended mutually

Make Private ✓

Created By Charity Trull (11/25/2014 11 50 AM)
EXEC-CT attempted to contact C @ [redacted] MX name, #, Hrs

EXEC-CT attempted to contact C @ [redacted] MX name, #, Hrs

Created By Karina Eraldo (11/25/2014 10 55 AM)
Email case logged
related case: [redacted]
E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Method of contact: E-mail
crr-ke advised c that case has been forwarded to related case

Make Public

crr-ke noting c's email :

Kevin,

This just arrived in my inbox. I expect that you will now be able to complete the repair on my car today. Please advise me as soon as possible as to the completion of this service so that I can pick my car up today if at all possible.

Thank you,
Judy Rosen

Make Private ✓

Created By Charity Trull (11/24/2014 3 34 PM)
EXEC-CT received VMX from C requesting call back at (314) 703-1280

Make Private ✓

Created By Charity Trull (11/24/2014 1 52 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

Make Private ✓

Created By Charity Trull (11/24/2014 11 39 AM)
EXEC-CT received email from SM Kevin Groomer advising

Veh is repaired and C picked it up last week Friday

Make Private ✓

Created By Charity Trull (11/24/2014 11 14 AM)
EXEC-CT emailed SM Kevin Groomer requesting updated veh status

---

Created By Vidah May Lucas (11/21/2014 1 15 PM)
*******Customer e-mail details********
Kevin,

This just arrived in my inbox. Since the seat sensors are now there, I expect that you will complete the repair on my vehicle today. Please advise me as to when I can pick my car up as soon as possible.

Thank you,
Judy Rosen

Begin forwarded message:

> From: "ROBM" <service@westcountynissan.com>
> Date: November 20, 2014 4:35:32 PM CST
> To [redacted]
> Subject: {{ROBM}} SPECIAL ORDER PART ARRIVED
>
>
> {{ROBM}}
> Customer No. 118596
> Dear Valued Customer, your special ordered parts have arrived. If they
> require installation please call our service department 636-394-0330.
> If your vehicle is already in our service department please disregard this
> notice. Our hours for our Parts Department are Mon - Sat 7 30 am to 5 00 pm
> If you have any questions please call 636-394-0330.
>
> ALL SPECIAL ORDER PARTS ON INV# RO301342 HAVE ARRIVED AND ARE AVAILABLE FOR PICKUP
>

Make Public

Your work is to discover your work and then with all your heart to give yourself to it.
~ Buddha ~

**********response details**********
email addressed to [redacted]

Method of contact: e-mail
crr-vl 's resolution: crr-vl sent an e-mail to c that e-mail was received and referred c back to specialist handling case. related case: 16569994
crr-vl sent task to EXEC handling case
crr-vl exiting case

Make Private ✓

Created By Charity Trull (11/20/2014 10 01 AM)
EXEC-CT attempted to contact C @ [redacted] MX name, #, hrs advised C part should arrive Friday.

Make Private
Created By Charity Trull (11/20/2014 9 36 AM)
EXEC-CT received email from SM advising

Judy Rosens car is here and we put the part on for her seat and you would never expect it but the part we put on had a bad sensor. So we had to order another part for Friday and it is not on back order so we should be able to install it and get her done. The car is still here and she is in my rental.

Make Private
Created By Charity Trull (11/19/2014 3 34 PM)
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #. Hrs

Make Private
Created By Charity Trull (11/19/2014 3 27 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

EXEC-CT contact C @ [redacted] inquiring on veh
C stated C spoke to SM and SM advised new sensor is bad and has to order new sensor
EXEC-CT advised C EXEC-CT will check with SM and see how longer it will take parts to arrive
C agreed
EXEC-CT thanked C call ended mutually

Make Private
Created By Charity Trull (11/19/2014 1 56 PM)
EXEC-CT emailed SM requesting veh status update

Make Private
Created By Charity Trull (11/18/2014 8 42 AM)
EXEC-CT received email from SM advising appointment changed to 11/18/2014 @ 11:30 am

Make Private
Created By Charity Trull (11/17/2014 2 57 PM)
EXEC-CT attempted to contact C @ [redacted] MX confirming appointment for Monday 11/24/2014 @ 10:30 am and if C schedule changes, contact EXEC-CT

Make Private
Created By Charity Trull (11/17/2014 2 01 PM)
EXEC-CT received email from SM Kevin Groomer WEST COUNTY NISSAN advising C appointment is scheduled for Monday 11/24/2014 @ 10:30 am

SM advised C no further action will be taken on C phone concern due to C concern being with the phone software and not NNA.

Make Private
Created By Charity Trull (11/17/2014 11 38 AM)
EXEC-CT emailed SM advising C is ready for repairs to be completed and Iphone concern is back after Apple updated software 8 0 to correct concerns.

Make Private
Created By Charity Trull (11/14/2014 1 56 PM)
EXEC-CT contact C @ [redacted]
C stated C contacted SM and SM is out of office until Monday
C stated C is ready for repairs and is waiting on SM to contact C back
C stated Apple requested C to update phone again with some fixes and now C phone doesn't work again
EXEC-CT advised C then C concern is with the Apple software and not NNA
C requested EXEC-CT to see if there is any more information on Iphone and veh.
EXEC-CT agreed but couldn't guarantee anything new
C stated C will go to apple to see if there is any new information there
EXEC-CT agreed

EXEC-CT thanked C call ended mutually

Make Private
Created By Charity Trull (11/12/2014 1 48 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

Make Private
Created By Charity Trull (11/10/2014 2 01 PM)
EXEC-CT attempted to contact C @ ([redacted] VMX name, #, Hrs

EXEC-CT attempted to contact C @ ([redacted] VMX name, #, Hrs

Make Private
Created By Charity Trull (11/3/2014 3 30 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

EXEC-CT contacted C @ [redacted]
EXEC-CT apologized to C for the communication error between EXEC-CT and the DLR on being able to pick up C veh.
C understood and advised C will not be able to get veh to DLR for about a week
EXEC-CT understood and advised C to contact EXEC-CT once C is ready and EXEC-CT will confirm with DLR on loaner veh.
C agreed

EXEC-CT thanked C call ended mutually

Make Private
Created By Charity Trull (11/3/2014 8 11 AM)
EXEC-CT received VMX from C, C stated C is recovering from surgery and hopes to speak with EXEC-CT through email. C stated C will be in touch with DLR once C is able to drive.

Make Private
Created By Charity Trull (10/30/2014 1 42 PM)
EXEC-CT received email from SM advising

She e-mailed me and said when she is ready in next couple weeks she will call or e-mail me to set appointment up.

Make Private
Created By Charity Trull (10/30/2014 11 47 AM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

Make Private
Created By Charity Trull (10/30/2014 11 45 AM)
EXEC-CT emailed SM Kevin Groomer inquiring if SM has spoken to C

Make Private
Created By Charity Trull (10/28/2014 3 37 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

Make Private
Created By Charity Trull (10/27/2014 2 19 PM) Last Modified By Charity Trull (10/27/2014 2 19 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

Make Private
Created By Charity Trull (10/24/2014 11 04 AM)
SM advised DLR has extended hours until 6 00 pm Monday - Saturday

Make Private
Created By Charity Trull (10/24/2014 11 01 AM)
EXEC-CT received email from SM advising DLR does not pickup or deliver veh for customers

Make Private
Created By Charity Trull (10/23/2014 3 24 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs

Make Private
Created By Charity Trull (10/23/2014 3 23 PM)
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 left message

Make Private
Created By Charity Trull (10/23/2014 3 07 PM)
EXEC-CT received email from SM advising

Yes I spoke with her and it did not go well.

I told her I am unable to come to her house and pick up her car and give her a loaner then bring it back to her.

I said I'm more than happy to get the car fixed and offered her an Armada with a auto Liftgate that we have in our loaner fleet.

And another call came through and she said she would get back to me.

Make Private
Created By Charity Trull (10/23/2014 3 05 PM)
EXEC-CT received VMX from C requesting call back

Make Private
Created By Charity Trull (10/21/2014 1 51 PM)
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs advised waiting on parts
C stated C has tried to contact SM

EXEC-CT advised C EXEC-CT talked to SM
C requested to schedule after her surgery 11/03/14 but will need back by 11/04/14.
EXEC-CT sent email to SM advising
C stated C will review SM and advised EXEC-CT
EXEC-CT agreed

EXEC-CT thanked C call ended mutually

Make Private **Created By Charity Trull (10/21/2014 12 52 PM)**
EXEC-CT received email from SM advising parts are in and SM has attempted to contact C and advise

Make Private **Created By Charity Trull (10/21/2014 8 51 AM)**
EXEC-CT emailed SM requesting update

Make Private **Created By Charity Trull (10/17/2014 2 00 PM)**
EXEC-CT attempted to contact C @ [redacted] VMX name, #, Hrs advised waiting on parts

Make Private **Created By Charity Trull (10/17/2014 1 52 PM)**
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #, hrs

Make Private **Created By Charity Trull (10/15/2014 10 03 AM)**
EXEC-CT attempted to contact C @ [redacted] MX name, #, Hrs advised parts have not arrived yet and will contact C once parts are at DLR.

Make Private **Created By Charity Trull (10/14/2014 12 31 PM)**
EXEC-CT received VMX from SM advising part has not arrived and SM will be in meetings 10/14/14 and 10/15/14

Make Private **Created By Charity Trull (10/13/2014 1 18 PM)**
EXEC-CT attempted to contact WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #, case #, hrs

Make Private **Created By Charity Trull (10/13/2014 1 17 PM)**
EXEC-CT contacted C @ [redacted] advised C EXEC-CT attempted to contact SM and SM is OOO.
EXEC-CT advised as soon as EXEC-CT can get new information EXEC-CT will contact C back
C agreed

EXEC-CT thanked C call ended mutually

Make Private **Created By Charity Trull (10/13/2014 9 46 AM)**
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330

Make Private **Created By Charity Trull (10/9/2014 4 15 PM)**
EXEC-CT attempted to contact C @ [redacted] VMX name, #, case #, hrs

Make Private **Created By Charity Trull (10/9/2014 11 18 AM)**
EXEC-CT received VMX from SM

EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330

Make Private **Created By Charity Trull (10/9/2014 8 49 AM)**
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #, case #, hrs

Make Private **Created By Charity Trull (10/8/2014 3 23 PM)**
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #, case #, hrs

Make Private **Created By Charity Trull (10/8/2014 3 23 PM)**
EXEC-CT contact C @ [redacted] inquiring on IOS 8.0 and voice recognition
C stated so far voice recognition is ok
C stated there are some other concerns and is frustrated
C stated the passenger side seat airbag
C stated sensors are in and C is tired of going to DLR
C stated veh was at DLR 3 days last week
EXEC-CT apologized to C
C stated the last loaner veh smelled like smoke.
EXEC-CT advised C EXEC-CT will get with SM
C stated C wants compensation
EXEC-CT advised C once veh is repaired GW and be reviewed.
C stated C paid cash for veh and doesn't have a payment
C agreed
C stated C wants a loaner veh delivered to C
C stated C needs a 2014 Rogue that you can push a button and the hatch opens
C stated C is a musician and hauls large equipment
EXEC-CT advised will reach out to SM and review
C agreed

EXEC-CT thanked C call ended mutually

Make Private **Created By Charity Trull (10/7/2014 8 36 AM)**
EXEC-CT received VMX from C returning call

Make Private **Created By Charity Trull (10/6/2014 10 10 AM)**
EXEC-CT attempted to contact C @ [redacted] MX name, #, case #, hrs

Make Private **Created By Charity Trull (10/3/2014 9 34 AM)**
EXEC-CT received inbound call from SM
SM advised tech contacted Teach line
SM advised C updated to the new IOS 8.0 and voice recognition has been working.
SM advised replacing seat sensors for airbag concern - parts are on restriction
SM advised replaced rear wiper motor
EXEC-CT advised SM that EXEC-CT could not find anything in the OM instructing C to pick a number under a name if person has multiple #'s
SM understood and advised SM never researched OM
EXEC-CT inquired if SM upgraded part status
SM will look into
SM advised will contact EXEC-CT once new information is available on parts

EXEC-CT thanked SM call ended mutually

Make Private **Created By Charity Trull (10/2/2014 4 18 PM)**
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #, C infor inquiring on veh

Make Private **Created By Charity Trull (10/2/2014 4 12 PM)**
EXEC-CT attempted to contact C @ [redacted] VMX name, #, case #, hrs

Make Private **Created By Charity Trull (9/30/2014 4 35 PM)**
EXEC-CT attempted to contact C @ [redacted] VMX name, #, case #, hrs

Make Private **Created By Charity Trull (9/24/2014 8 37 AM)**
EXEC-CT received inbound call from C
EXEC-CT inquired if C had downloaded the new IOS 8.0
C stated no C heard there was concerns with the new IOS
EXEC-CT advised C not to do anything if it will cause more concern
C understood
EXEC-CT advised C when C brings veh in on Tuesday 09/30/14 SM will work with internal support to diagnosed
C agreed
EXEC-CT suggested C to take note when concern happens
C agreed

C inquired on OCS concern
EXEC-CT referred C to OM as advised in NTB14-084
C stated C would look into
C stated C was wondering if all of these concerns were connected some how

C stated C had to get to work and would speak with EXEC-CT 09/30/14
EXEC-CT agreed

EXEC-CT thanked C call ended mutually

Make Private ✓ **Created By Charity Trull (9/23/2014 4 03 PM)**
EXEC-CT attempted to contact C @ [redacted] VMX name, #, case #, hrs

Make Private ✓ **Created By Charity Trull (9/23/2014 4 00 PM)**
EXEC-CT received inbound call from SM
EXEC-CT inquired if SM had tested veh will known like veh
SM advised yes and phone works properly
SM advised the phone will have to be in the veh for a few weeks before it will act up.
SM advised the veh will learn the phone and start messing up.
EXEC-CT inquired on purchasing a new phone?
SM advised SM thinks it will correct C concern
EXEC-CT inquired on recommending updating C phone to the IOUS 8.0 to see if it corrects C concerns.
SM agreed
SM advised C contacted DLR to schedule appointment to have other concerns addressed
OCS light - daughter is 140lbs
Rear wiper stopping in the middle of window
SM advised appointment is set for 09/30/14
SM advised SM will contact C and advise to update phone and test before appointment.

EXEC-CT thanked SM call ended mutually

Make Private ✓ **Created By Charity Trull (9/23/2014 3 19 PM)**
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #, case #, hrs

Make Private ✓ **Created By Charity Trull (9/19/2014 3 35 PM)**
EXEC-CT contact C @ [redacted] advised C EXEC-CT has spoke to DLR and is still looking into concern
C understood
C stated the DLR has been researching concern as well
EXEC-CT advised C EXEC-CT is working with DLR to see what can be found on this concern and EXEC-CT will contact C back once new information is available.
C agreed
EXEC-CT thanked C call ended mutually

Make Private ✓ **Created By Charity Trull (9/18/2014 4 42 PM)**
EXEC-CT noting the following information:

Veh purchased New
Estimated current Veh Mileage: 3,200

C is OOW by:
Beyond Basic Warranty Miles: 0
Beyond Basic Warranty Months: 0
Beyond PT Warranty Miles: 0
Beyond PT Warranty Months: 0
Number of confirmed vehs: 1
Amount paid to retailer-$0
VSC purchased. NONE
Cause of concern: Iphone 5C not compatible

Make Private ✓ **Created By Charity Trull (9/18/2014 4 42 PM)**
EXEC-CT received inbound call from SM Kevin Groomer
SM advised SM reviewed with tech line and was advised iPhone 5C is not compatible.
SM advised data refresh was completed on veh and will only work at 2 weeks before it stops working.
SM advised C will have to purchased Iphone 5 IOS 6 0 for veh to work correctly
EXEC-CT advised EXEC-CT will review and get back with SM
SM agreed

EXEC-CT thanked SM call ended mutually

Make Private ✓ **Created By Charity Trull (9/18/2014 4 26 PM)**
EXEC-CT attempted to contact C @ [redacted] VMX name, #, case #, hrs

Make Private ✓ **Created By Charity Trull (9/18/2014 4 24 PM)**
EXEC-CT attempted to contact SM Kevin Groomer WEST COUNTY NISSAN @ (636) 394-0330 VMX name, #, hrs, case #

Created By Charity Trull (9/16/2014 10 58 AM)
No Summary

Make Public EXEC-CT assuming case due to Executive Referral

Vehicle Concern

Make Private ✓ **Created By Charity Trull (9/16/2014 10 56 AM)**
EXEC-CT contacted C @ [redacted] inquiring how EXEC-CT can assist.
C stated C registered a formal complaint with consumer affairs and has not received a call back.
C stated C attempted to contact RCAS multiple time
EXEC-CT provided C with contact information
C stated C purchased veh due to bluetooth
C stated when C uses voice calling and veh will call random numbers.
C stated veh was at DLR for a week
C stated DLR put veh back to factory specs
C stated bluetooth works fine for a little while then starts calling random numbers again.
C stated C can not safely make a call
C stated C was advised C phone is not compatible with C veh.
C stated C would not have purchased veh if this was going to be a concern.

With Navigation
Apple
Iphone 5C
IOS 7.1.1
Verizon

C stated bluetooth work fine when C picks phone up and dials
C stated its when C uses voice activation.
C stated C pushed voice button on steering wheel
C will state call (Name)
C stated a person may have a home or cell
C stated display will come up and C will say call 2
C stated veh will start calling someone totally different.
C stated this happens with someone that only has 1 phone number
C stated it randomly done this and now it happens all of the time.
C stated every now and then it will call the correct person.

EXEC-CT understood and advised EXEC-CT will have to research and get back with C once new information is available.
C agreed
C stated C has been working with Kevin Groomer at DLR
C stated C was on hold with NNA for 1.5 hrs before
EXEC-CT apologized to C

EXEC-CT thanked C call ended mutually

Make Private	✓	**Created By** Charity Trull **(9/16/2014 9 50 AM)** VMX stated C is seeking resolution with a concern C is experiencing
		Created By Charity Trull **(9/16/2014 9 47 AM)** ***No Summary***
Make Private	✓	EXEC-CT assuming case due to Executive Referral Vehicle Concern
Make Public		**Created By** Charity Trull **(9/16/2014 9 46 AM)** Vehicle Concern
Make Public		**Created By** Chris Felts **(9/10/2014 1 36 PM)** RCAS called C at home # [redacted] at 135pm RCAS left VM and closing case due to 3 attempts to reach
Make Public		**Created By** Chris Felts **(9/9/2014 3 32 PM)** RCAS called C at home # [redacted] at 3pm RCAS left VM and will follow up 9-10
Make Public		**Created By** Chris Felts **(9/8/2014 4 31 PM)** **Last Modified By** Chris Felts **(9/8/2014 4 31 PM)** RCAS called C on # [redacted] RCAS left VM and will follow up on 9-9
Make Public		**Created By** Chris Felts **(9/8/2014 4 27 PM)** RCAS called SM Kevin SM stated that C had bought 2014 Rouge new body style SM states that C has Iphone 5C SM states that bluetooth worked good at first then started messing up 2 weeks after purchase SM states that Cs software on phone is 7.1.1 SM reset program on veh worked fine for 2-3 weeks then started messing up again SM stated that only iphone 5 with 6 0 is compatible SM states that C was excited about tech and then disappointed that it was not working SM states that SM contacted tech line and tried numerous procedures to fix SM sent RCAS emails regarding conversations and notes SM took trying to figure out problem
Make Public		**Created By** Chris Felts **(9/8/2014 11 26 AM)** RCAS left VM with SM Kevin Gromer RCAS will follow up later in day
Make Public		**Created By** Rachel Mercado **(9/5/2014 2 24 PM)** CRR-RM updated customer's following information : Phone No.: mobile : [redacted]
Make Public		**Created By** Rachel Mercado **(9/5/2014 2 23 PM)** Vehicle Concern
Make Public		**Created By** Rachel Mercado **(9/5/2014 2 23 PM)** crr-rm related case [redacted]
Make Public		**Created By** Rachel Mercado **(9/5/2014 2 22 PM)** CRR-RM received a call from c c stated that c has complaint with regards to c's veh. c stated that c wanted make sure the c's veh Bluetooth connection and c's mobile phone is not compatible with and c's veh is been in the dlrshp. c stated that c's veh is calling random number. c stated that now c's veh Bluetooth connection is still not working. c stated that c's veh has issue with navigation system. CRR-RM asked c the name of the dealership where c took the veh for diagnosis C stated:WEST COUNTY NISSAN CRR-RM asked c to whom c spoke with at Nissan dealership. C stated that c was assisted by service adviser - Kevin Gromer (636 394.0330) and c was advised that c's veh is not yet updated with IOS phone. crr-rm Escalating the case to RCAS for multiple repairs and unresolved vehicle concerns CRR-RM advised c that CRR-RM will escalate the concern to RCAS and c will receive a call back from RCAS by the end of the next business day. c understood. CRR-RM did RECAP CRR-RM asked if there are any other concerns c said no CRR-RM gave name case number and extension number CRR-RM will leave the case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	AUDIO/VIDEO/NAVI	BLUETOOTH	POOR OR MPROPER OPERATION	QA	9/5/2014	YX	AA	306500	OA
Edit | Del		AUDIO/VIDEO/NAVI	NAV /GPS SYSTEM	POOR OR MPROPER OPERATION	11	9/5/2014	YX	AA	102500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/5/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]/SC docs [DO NOT DELETE]	[redacted]	✓	12/29/2014	Charity Trull	12/29/2014 10:36 AM
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09i8L. 500F0QDj25:ref]		✓	12/29/2014	Charity Trull	12/29/2014 9 52 AM
Edit | Del	Email: Re: Your inquiry to Nissan [ref: 00DA09i8L. 500F0QDj25 ref]		✓	12/5/2014	Charity Trull	12/5/2014 11 22 AM
Edit | Del	Email: Re: Your inquiry to Nissan [ref: 00DA09i8L. 500F0QDj25 ref]		✓	12/4/2014	Charity Trull	12/4/2014 1:15 PM
Edit | Del	Email: Re: Your inquiry to Nissan [ref: 00DA09i8L. 500F0QDj25 ref]		✓	12/2/2014	Charity Trull	12/2/2014 9:07 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date

Reply | To All | Del	Sent	VSC Original Documents Request [ref: 00DA09j8L...500F0QDj25:ref] *12/29/2014 Case # [redacted] VIN # 5N1AT2MV1EC[redacted] Dear [redacted]*	12/29/2014 9:52 AM
Reply | To All | Del	Sent	Re: Your inquiry to Nissan [ref: 00DA09j8L...500F0QDj25:ref] *[redacted] Can you please call me at your earliest convenience? [redacted]*	12/5/2014 11:22 AM
Reply | To All | Del	Sent	Re: Your inquiry to Nissan [ref: 00DA09j8L...500F0QDj25:ref] *[redacted] will review your request and let you know my decision. Thank you...*	12/4/2014 1:15 PM
Reply | To All | Del	Replied	Re: Your inquiry to Nissan [ref: 00DA09j8L...500F0QDj25:ref] *Hello [redacted] I have given all that has happened with my 2014 Nissan Rogue ...*	12/4/2014 12:18 PM
Reply | To All | Del	Sent	Re: Your inquiry to Nissan [ref: 00DA09j8L...500F0QDj25:ref] *[redacted] have not received the receipts or proof of payment for the travels ...*	12/2/2014 9 07 AM

Show more » | Go to list »

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill VSC	5N1AT2MV1EC[redacted]	Processed	Service Experience	Charity Trull	Exec	Rebecca Martin	12/26/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	VSC [redacted]	454KB	12/29/2014 9:53 AM	Charity Trull
Edit | View | Del	RO 2 [redacted]	44KB	11/26/2014 4:38 PM	Charity Trull
Edit | View | Del	RO 3 [redacted]	45KB	11/26/2014 4:37 PM	Charity Trull
Edit | View | Del	Bluetooth-	209KB	9/8/2014 4 32 PM	Chris Felts
Edit | View | Del	Bluetooth- [redacted]	1.45MB	9/8/2014 4 32 PM	Chris Felts

Case History

Case History Help

Date	User	Action
12/29/2014 10:42 AM	Charity Trull	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/26/2014 1:25 PM	Charity Trull	Changed **Follow Up Date** from 12/26/2014 to **12/29/2014**.
12/22/2014 9:19 AM	Charity Trull	Changed **Follow Up Date** from 12/22/2014 to **12/26/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Joseph Shively [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/5/2014 2:38 PM
CA Multiple Repairs		Date/Time Closed	9/17/2014 7:05 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	JOHNSON NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	55,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP7CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	19,000
Make	NISSAN	Beyond Basic Warranty Months	14
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JOHNSON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 3N1CN7AP7CL[redacted]		
Created By	Jackie Santos, 9/5/2014 2:38 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:50 PM	Root Cause Code (2)	
Days Closed	483	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Joseph Shively (9/16/2014 3 56 PM) CASE SUMMARY ********** C contacted NNA CA requesting financial assistance with VEH. RCAS-JS consulted DLR and FOM. RCAS-JS stated to C NNA was not in position to provide assistance.
Make Public		Created By Joseph Shively (9/16/2014 3 55 PM) RCAS-JS received inbound call from C at 5184969802 ********** RCAS-JS requested C be placed on a brief hold while RCAS-JS pulled up C's documentation. C obliged. RCAS-JS thanked C for hold. RCAS-JS stated after revision of C's case, NNA was not in position to assist. C asked if RCAS-JS had spoken with SA-Bryan regarding concern. RCAS-JS stated RCAS-JS had done so, and had documented SA-Bryan's concerns, however NNA was not in position to assist. C stated C understood and would have to sell VEH. RCAS-JS sympathized. Call ended mutually. **********
Make Public		Created By Joseph Shively (9/16/2014 10 25 AM) RCAS-JS received VMX from C at [redacted] ********** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number. RCAS-JS requested C return call, otherwise RCAS-JS would call C Wednesday. **********
Make Public		Created By Joseph Shively (9/15/2014 9 49 AM) RCAS-JS placed outbound call to C at 5184969802 ********** RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number. RCAS-JS requested C return call, otherwise RCAS-JS would call C Tuesday. **********
Make Public		Created By Joseph Shively (9/12/2014 3 50 PM) RCAS-JS contacted FOM-AA regarding C's case. ********** FOM-AA stated NNA was not in position to assist C. **********
Make Public		Created By Joseph Shively (9/12/2014 9 28 AM) NOTE TO RCAS-JS: ASK C ABOUT 2012 - Versa Sedan Transmission Shift Selector CAMPAIGN
Make Public		Created By Joseph Shively (9/9/2014 3 40 PM) RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS stated RCAS-JS had received C's case and would be investigating further. C thanked RCAS-JS. RCAS-JS stated RCAS-JS had spoken with Bryan at DLR and that Bryan was sending RCAS-JS RO's from visit to DLR. Follow-up set for Friday. Call ended mutually. **********
Make Public		Created By Joseph Shively (9/9/2014 3 29 PM) RCAS-JS placed outbound call to DLR at 6102588600 ********** RCAS-JS spoke with SA-Bryan SA-B stated: -C brings VEH to DLR for most major services , will fax RCAS-JS RO's since Salesforce record doesn't include C's VEH history.

-VEH had flashing airbag code – series of tests exists for this code, after getting all passed replace airbag module (was out of 3/36, cost C $500), light didn't go off, called TECHLine second part was to replace diagnostic unit (covered under powertrain), light didn't go off, called TECHLine, called to replace left front body harness ($800 warranty cost for parts, very little labor).
-SA-B stated diagnosis procedure could use improved tools, no tests exist to accurately determine which component is needed in this scenario
****

Created By Roselle Beconia (9/9/2014 1 57 PM)
crr-rb received a call from c
c wanted to follow up with the case
c states c have not receive a call from rcas
crr-rb informed c that rcas will be calling c back again today
c acknowledge
Make Public
c states c would like rcas to contact dlr SA Brian Secord at 4134436431 extension #3
crr informed c that crr will have c's request noted on the case

crr-rb offered further assistance
c declined
crr-rb provided c with crr name and extension number
crr-rb exits case

Created By Joseph Shively (9/8/2014 3 37 PM)
RCAS-JS placed outbound call to C at 5184969802
PREVIOUS RELATED FILE(S) FOUND: None
PREVIOUS UNRELATED F LE(S) FOUND: None
Make Public
****
RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Tuesday.
****

Make Public
Created By Jackie Santos (9/5/2014 3 10 PM)
veh concern

Created By Jackie Santos (9/5/2014 2 44 PM)
crr-js received a call from c's wife [redacted] now referring as c
c said that c took veh to the dlr because c's air bag light or sensor is flashing and so c said that dlr replaced the the module and c said that c paid for it for $456
c said that after that it was replaced the light is still flashing and so dlr again replaced the sensor which was under warranty but then even though there are already parts replaced veh air bag light still keeps on flashing and now dlr is telling c that dlr might try the harness and that will cost $740 plus the labor which c said that c doenst have
c said that c thinks that c should pay for this because c said that this is not c's fault so c said that c wants Nissan to cover the repair
crr-js apologized for the inconvenience.
crr-js verified c's updated information
[redacted]
Pittsfield, MA [redacted]
Make Public
[redacted]CEL
NO ALTERNATE
[redacted]
crr-js advised c that veh has an open campaign and informed c on the campaign details PM253 VERSA AT SHIFTER NTB12-008 .
crr-js advised c to take the veh to any nissan dlrshp to have the campaign performed.
c understood
crr-js informed c that c's case will be forwarded to rcas for a review and c will be contacted to give c update with the case by the end of the next business day.c understood.
crr-js offered further assistance to c. c declined.
crr-js gave name, extension number and case number to c.
crr-js transferring case to RCAS, leaving case open.

crr-js forwarding case to rcas for review because c has concern with c's veh

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	9/17/2014	YI	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	252KB	9/9/2014 3:41 PM	Joseph Shively

Case History

Case History Help

Date	User	Action
9/17/2014 7 05 AM	Joseph Shively	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.

		Closed.
9/16/2014 1:11 PM	[redacted]	Changed **Follow Up Date** from 9/16/2014 to **9/17/2014**.
9/15/2014 9 50 AM		Changed **Follow Up Date** from 9/12/2014 to **9/16/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [32] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Nena Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	11/10/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	9/5/2014 6 21 PM
CA Multiple Repairs		Date/Time Closed	11/10/2014 3:03 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	OCS		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,100		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CARBONE NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/4/2014
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	357854381538

Survey Type	Quality Connection	Case Type	QFS12M
Survey Request Date		Receipt Date	9/4/2014
Survey-Source		Survey NPS Score 1	3
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	F1266A Passenger side air bag shows no passenger thus turns off airbag. We received the recall notice and took the vehicle back for the software upgrade. t still is occurring. We took it back again and they told us '...there is nothing they can do and hopefully someone is working on the 'fix.' THIS IS UNACCEPTABLE!! I promise you that if we were ever in an accident and the air bag fails to deploy, I will OWN Nissan!! Take that to the bank!! If you are reading this, I would love to get a call back on this [redacted]	Hot Alert Type	Bothersome
Survey Verbatim	C1020C, Air Conditioner - Difficult to use/understand, DS Same C1020E, Air Conditioner - Shouldn't activate automatically, DS same issue C1030A, AC/Heater Control - Difficult to use/understand, DS As noted, A/C should not automatically come on if not needed. This needs to be addressed.	Post Follow-Up NPS Score	3
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name [redacted] - Address: [redacted] New Hartford, N[redacted] DayTime Phone [redacted] - Evening Phone: - Email Address: [redacted] Preferred Email: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz, 9/5/2014 6:21 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:19 AM	Root Cause Code (2)	
Days Closed	429	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Nena Smith (11/10/2014 3 05 PM)** *** [Added after the case is closed.] *** **********CASE SUMMARY********** C has OCS concern Veh had R1405 performed C still has OCS concern Veh has been reviewed no codes found Veh operating as intended **********
Make Private	✓	**Created By Nena Smith (11/7/2014 3 56 PM)** TCS-NS contacted C advised no codes found veh operating as intended. C does not agree C states dlrshp advised C is not only one having this concern C hopes there is not an accident as C very unhappy airbag not working TCS-NS advised secondary restraint system but if C has change in concern C can contact TCS-NS in future NNA for now with no codes veh is not showing any inoperable part NNA does not want to throw parts at C's veh or take things out unnecessarily C understood but C states C worried for C's family if there is an accident TCS-NS understood C states C pays over $600.00 and does not feel should have this concern TCS-NS apologized for C's frustration C states dlrshp advised for C to bring husband veh back in for review so both vehs can be documented codes were scanned for TCS-NS agreeded and advised C can contact TCS-NS should C want to have added documentation of concern C states C will keep TCS-NS number TCS-NS thanked C asked NPS score call ended mutually
Make Private	✓	**Created By Nena Smith (11/6/2014 4 43 PM)** TCS-NS lvm for C following up as promised.
Make Private	✓	**Created By Nena Smith (11/6/2014 3 25 PM)** TCS-NS contacted dlrshp asked for SM-HE SM-HE with C SA-David advised no codes found on OCS operating as intended
Make Private	✓	**Created By Nena Smith (11/5/2014 3 40 PM)** TCS-NS contacted dlrshp advised SM-Howard Edel C going to try to come in today.
Make Private	✓	**Created By Nena Smith (11/4/2014 4 30 PM)** TCS-NS contacted C advised SM-Howard Edel would like to have C come to dlrshp to drive veh with SM or Tech to try to recreate C states concern is intermitent and C cannot always reproduce TCS-NS understood tCS-NS advised need to recreate to understand what is causing concern. TCS-NS advised always best for C to drive veh as C knows veh better but until can recreate had to address. C understood C advised C can be at dlrshp tomorrow approx 3:30 TCS-NS advised TCS-NS will call SM in morning and advise C will be coming in C thanked TCS-NS call ended mutually
Make Private	✓	**Created By Nena Smith (11/4/2014 10 52 AM)** TCS-NS sent email to SM-HE also just to follow up on conversation and C's concerns.
Make Private	✓	**Created By Nena Smith (11/4/2014 10 47 AM)** TCS-NS was able to dlr share case
Make Private	✓	**Created By Nena Smith (11/4/2014 10 40 AM)** TCS-NS reviewed Assist found 4 possible NTB that could assist with C's veh NTB-13086 for Shutter NTB-13035/14027 and 14084 for OCS concern

Make Private
Created By Nena Smith (11/4/2014 10 39 AM)
TCS-NS contacted dlrshp spoke with Service Manager Howard Edel at 315-624-0402 requested loaner SM-HE advised SM-HE does not have a loaner but would first like to drive with C to reproduce concern then should veh need to be kept by dlrshp SM-HE would but C in rental SM-HE advised if warrantable concern then rental should be covered. TCS-NS understood TCS-NS advised concern for C is C works in schools and unavailalbe until after 3:30 p.m. SM-HE advised not a problem SM-HE would be happy to ride with C after 3:30 to understand what concern is as SM-HE sees several OCS concerns that due to weight veh operating as intended. TCS-NS understood and advised TCS-NS has reviewed with C need to check weight of passenger how passenger is seated if anything under infront of or behind seat anything hanging on back of seat etc. TCS-NS advised SM-HE C has stated no full sized male adult seated properly TCS_NS has also reviewed with C need to duplicate but TCS_NS will review with C again and see if C can get in tomorrow or Thrusday SM-HE advised C can asked for SM-HE and tomorrow or Thursday would work well. TCS-NS thanked SM-HE call ended mutually

Make Private
Created By Paula Neal (11/3/2014 7 26 AM)
TL-PN chg follow up due to TCS-NS out sick on 11/03

Make Private
Created By Nena Smith (10/30/2014 3 51 PM)
*** [Added after the case is closed.] ***
TCS-NS contacted C to see when C wants to go to dlrshp C states anytime before 11/8 TCS-NS advised TCS-NS out of office 10/31 but TCS-NS will contact C on 11/3 to advise if loaner available. C advised C can drop veh around 4-4:30 and leave C's veh for next day for review. TCS-NS understood C thanked TCS-NS call ended mutually

Make Private
Created By Nena Smith (10/30/2014 3 34 PM)
*** [Added after the case is closed.] ***
TCS-NS received vmx on 10/29 from C returning TCS-NS call
TCS-NS attempted contact with C got busy signal.

Make Private
Created By Nena Smith (10/14/2014 9 53 AM)
*** [Added after the case is closed.] ***
TCS-NS lvm for C at [redacted] advising TCS-NS following up with C as promised.

Make Private
Created By Nena Smith (9/30/2014 1 56 PM)
TCS-NS received incoming call from C C apologized for not following up with TCS-NS TCS-NS advised C does not need to apologize TCS-NS understood and offered condolences. TCS-NS advised loaner is available C wants to know if TCS-NS knows how long C's veh would need to be at dlrshp TCS-NS advised could check but hard to tell until dlrshp is able to review C understood C states C is traveling on and off for 2 weeks C advised could it be possible to have veh reviewed upon C's return TCS-NS advised yes no problem TCS-NS set reminder on calendar to reach out to C on 10/14 to set up time to have veh reviewed. C thanked TCS-NS for all TCS-NS assistance TCS-NS advised TCS-NS will call C on 14th to discuss date to have OCS concern reviewed.

Make Private
Created By Nena Smith (9/30/2014 10 03 AM)
*** [Added after the case is closed.] ***
TCS-NS received vmx from C advising C had death in family and unable to contact TCS-NS C states C works until 3:00 pm. TCS-NS to attempt contact after 3 00 p m. EST

Make Private
Created By Nena Smith (9/18/2014 3 39 PM)
**********CASE SUMMARY **********
C has OCS concern C asked for loaner
Loaner was secured
C needed to provide time to take veh in
C contacted requesting information 2x C did not return call
****

Make Private
Created By Nena Smith (9/18/2014 3 37 PM)
TCS-NS closing case due to lack of customer response

Make Private
Created By Nena Smith (9/17/2014 3 30 PM)
TCS-NS lvm for C advising loaner available requesting C give TCS-NS best date to take veh as TCS-NS would like to arrange so technical support can be provided if needed. TCS-NS provided TCS-NS contact info and hours

Make Private
Created By Nena Smith (9/16/2014 4 02 PM)
TCS-NS lvm for C advising loaner available requesting C give TCS-NS best date to take veh as TCS-NS would like to arrange so technical support can be provided if needed. TCS-NS provided TCS-NS contact info and hours

Make Private
Created By Nena Smith (9/15/2014 1 41 PM)
TCS-NS contacted dlrshp spoke with Service Manager Howard Edel at 315-624-0402 TCS-NS explained C's concern on OCS and advised of new bulletin SM-HE understood TCS-NS explained Transmission concern C having SM-HE advised yes need to review veh SM-HE advised C in in December with transmission concern could not duplicate TCS-NS advised SM-HE that C states C discussed concern with dlrshp on visit in late may but veh not reviewed. TCS-NS explained need for loaner as C works for edu system and wanted to review in summer now C back to work and cannot be w/o veh SM-HE understood advised no problem with loaner TCS-NS thanked SM-HE advised TCS-NS would advise C and follow up with SM-HE once date could be arranged.

Make Private
Created By Nena Smith (9/12/2014 2 11 PM)
TCS-NS received vmx from C TCS-NS returned call.
C states C has several concerns C states OCS campaign was done but light comes on now even when C is in passenger seat. TCS-NS advised many reasons why light could come on C states C has not obstructions full size adults from C's mother to C's grown children in seat and concern will present. TCS-NS understood C states C worried TCS-NS apologized for C's inconvenience and advised need to have veh reviewed C states C returned to dlrshp when C saw concern after campaign and dlrshp per c basically acted as if they did not know what else to do. TCS-NS again apologized to C and advised TCS-NS would like to have veh reviewed and all seat/sensors reviewed. C understood TCS-NS asked C what other concerns C has C states C has a transmission concern C not sure how to explain C states C feels like veh has a bit of a shutter feel when accelerating from a stop or slowing down to stop C states C mentioned to dlrshp first time and dlrshp advised could not duplicate but was noted in C's file. C states second time C advised dlrshp was not noted and nothing was done to veh. TCS-NS asked if veh was reviewed C states no. TCS-NS apologized and advised need to duplicate and have veh reviewed C states C very concerned as C knows other owners who have had veh repaired with no problem with transmission concerns and knows one owner where veh was repurchased. TCS-NS understood. C states C not sure if normal but when C has defroster on a/c comes on TCS-NS advised a/c does come on to insure veh does not fog up from inside C states C has never seen this before on new vehs TCS-NS advised is normal TCS-NS requested C's permission to speak with dlrshp and NNA technical advisors and follow up with C on 9/16 to review next steps C states C works in education field and that is why C wanted to fix this in summer as C cannot be without a veh during day when school is in TCS-NS understood C requests loaner TCS-NS advised TCS-NS would investigate and advise TCS-NS asked C best time to contact C and for C to go to dlrshp C advises after 3:30 EST TCS-NS understood and advised would note in case. C thanked TCS-NS and wished TCS-NS nice weekend TCS-NS wished C same call ended mutually

Make Private
Created By Nena Smith (9/12/2014 9 50 AM)
TCS-NS lvm for C at [redacted] advising TCS-NS calling C (wife) regarding survey provided TCS-NS contact info

Make Private
Created By Nena Smith (9/11/2014 10 21 AM)
Correction Wifes cell phone is [redacted]

Make Private
Created By Nena Smith (9/11/2014 10 20 AM)
TCS-NS received email from C as follows: Verification done by email. C also recognizes Annettee Chafee - wife who is co-owner of veh Cell number [redacted] as authorized representative for C TCS-NS will refer in all future documentation to wife as C.

Make Private
Created By Nena Smith (9/11/2014 10 07 AM)
TCS-NS received call from C's wife. C's wife states C and wife own 2 new Nissans and received letters for OCS campaign on both Wife states both vehs taken in promptly campaign performed and Wife states still having a concern with this veh. Wife states took veh back to dlrshp and per Wife dlrshp advised dlrshp does not know what to do. Wife states Wife sitting in passenger seat and veh does not recognize anyone in seat. TCS-NS apologized and advised that Wifes husband is only listed on account. For C's and Wifes security and confidentiality TCS-NS will need information and permission from C to speak with wife TCS-NS apologized for the inconvenience but advised is for C's and Wifes benefit. Wife asked if email could be sent TCS-NS (per TL-PN) advised yes. Wife requested TCS-NS send email directly to C's work Wife provided work email and verified C's home email. TCS-NS sent email to C requesting verification information and name/relationship of any authorized persons C will allow to speak to NNA.

Make Private
Created By Nena Smith (9/11/2014 9 47 AM)
TCS-NS lvm for C at [redacted] with TCS-NS's contact number and case number for c to return call if c would like to discuss survey comments

Make Private
Created By Nena Smith (9/10/2014 11 18 AM)
TCS-NS received vmx from C's wife [redacted] advising wife will contact TCS-NS after work. C thanked TCS-NS for contacting C

Make Private
Created By Nena Smith (9/10/2014 8 56 AM)
TCS-NS left vmx for C [redacted] with TCS-NS's contact number and case number for c to return call if c would like to discuss survey comments.

Make Private
Created By Nena Smith (9/9/2014 8 30 AM)
TCS-NS noting TCS-NS in off site training on 9/8 this is reason case was not opened at that time.

Make Public
Created By Nena Smith (9/9/2014 8 29 AM)
QC Hot Alert

Make Private
Created By Nena Smith (9/9/2014 8 28 AM)
TCS-NS checked for related previous CA cases and found: None
TCS-NS checked for unrelated CA cases and found: None
TCS-NS checked for open recalls/campaigns and found: None
TCS-NS received case for handling as a result of QC survey response received from c.
TCS-NS copied survey notes below:
Passenger side air bag shows no passenger thus turns off airbag. We received the recall notice and took the vehicle back for the software upgrade. It still is occurring. We took it back

again and they told us '.. there is nothing they can do and hopefully someone is working on the 'fix.' THIS IS UNACCEPTABLE!! I promise you that if we were ever in an accident and the air bag fails to deploy, I will OWN Nissan!! Take that to the bank!! If you are reading this, I would love to get a call back on this [redacted]
AC/Heater Control - Difficult to use/understand, As noted, A/C should not automatically come on if not needed. This needs to be addressed.

Survey Specific Contact Information Name [redacted] Address [redacted] New Hartford, NY [redacted] - DayTime Phone: [redacted] - Evening Phone: - Email Address: [redacted] - Preferred Email: [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/18/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0QDrYz:ref]	CHARLES CHAFEE	✓	9/11/2014	Nena Smith	9/11/2014 10 01 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		RE Your inquiry to Nissan [ref 00DA09j8L. 500F0QDrYz ref] *Answers are in PURPLE next to your requests.... Chuck From: NissanConsumerA...*	[redacted]	9/11/2014 10:11 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0QDrYz ref] *9/11/2014 Case # [redacted] VIN # 5N1AR2MM6DC[redacted] Dear [redacted] Th...*		9/11/2014 10 01 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	New case email notification. Case number [redacted] msg	37KB	9/11/2014 10:20 AM	Nena Smith

Case History

Case History Help

Date	User	Action
11/10/2014 3:03 PM	Nena Smith	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
11/7/2014 3 57 PM	Nena Smith	Changed **Follow Up Date** from 11/7/2014 to **11/10/2014**.
11/6/2014 4:43 PM	Nena Smith	Changed **Follow Up Date** from 11/6/2014 to **11/7/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [6] | Case Categorizations [3] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Ma. Cristina Dahlea Rimando [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/6/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/6/2014 11:14 AM
CA Multiple Repairs		Date/Time Closed	9/7/2014 1 08 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

This message is for Wendy for was assigned to my case...

Hi Wendy,

I've tried calling a dozen times on Friday but your phone number is just resulting in a busy signal. I tried calling the main customer care line as well and couldn't get connected. Not sure what is happening here.

Anyway, I am inquiring on case # [redacted] After 2 days of my vehicle at Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend solutions to most of the issues. Some issues affect the value of the vehicle but 2 main ones are affecting the performance and safety.

One issue is the continued malfunction of the passenger airbag sensor, ultimately disabling the airbag randomly. They have diagnosed and ordered parts to try to repair the faulty system. However, these parts are on back order and they cannot determine when they will arrive, and are not guaranteed to fix the problems. With this in mind, I no longer feel safe driving my vehicle with passengers, as I frequently do.

You mentioned on the call about possible replacement vehicle due to non-conformity, severity of issues and length of time taking without resolve. Have you discussed this with your management, as you indicated? I think we should move in that direction to have my vehicle either replaced with a comparable one or just terminate my lease, which has about 20 payments remaining. Either resolution would be acceptable for me, however I would prefer the lease termination. I have been told to have legal council help with this process, but based on our call I am confident you can assist without causing this unnecessary headache.

Please let me know how we can resolve, and I look forward to finding another vehicle to lease. Hopefully within the Infiniti family. :)

Thank you for your help,

[redacted]

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			

IIR Indicator 0

Vehicle Information

Vehicle	1N4BL3AP9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL RAY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Case #[redacted] ATTN Wendy		
Created By	Managed Services, 9/6/2014 11:14 AM	Web Email	[redacted]
Last Modified By	Veronica Moody 4/12/2015 4 58 PM	Root Cause Code	SCIN
Days Closed	493	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NP4E
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jastine Mesina (9/7/2014 1 07 PM)** crr-jm assisting tl-jv in closing related cases crr-jm verified docs & email was attached to related case #[redacted] crr-jm verified task was assigned to related case owner to notify of email receipt. crr-jm closing case.
Make Public		**Created By Ma. Cristina Dahlea Rimando (9/6/2014 12 08 PM)** case pending
Make Public		**Created By Ma. Cristina Dahlea Rimando (9/6/2014 12 08 PM)** **********E-MA L Case Logged********* E-MA L addressed to : NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact : E-MAIL Previous related case found:15455121 campaign details:None **********Response Details********* crr-mcr responded to c's e-mail address[redacted] crr-mcr acknowledged receipt of most recent e-mail cr-mcr advised that e-mail has been forwarded to assigned rcas crr-mcr sent task to assigned rcas crr-mcr sent task to tl-jv to close existing case

Make Public

Created By Ma. Cristina Dahlea Rimando (9/6/2014 12 04 PM)
This message is for Wendy for was assigned to my case...

Hi Wendy,

I've tried calling a dozen times on Friday but your phone number is just resulting in a busy signal. I tried calling the main customer care line as well and couldn't get connected. Not sure what is happening here.

Anyway, I am inquiring on case #[redacted]. After 2 days of my vehicle at Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend solutions to most of the issues. Some issues affect the value of the vehicle but 2 main ones are affecting the performance and safety.

One issue is the continued malfunction of the passenger airbag sensor, ultimately disabling the airbag randomly. They have diagnosed and ordered parts to try to repair the faulty system. However, these parts are on back order and they cannot determine when they will arrive, and are not guaranteed to fix the problems. With this in mind, I no longer feel safe driving my vehicle with passengers, as I frequently do.

You mentioned on the call about possible replacement vehicle due to non-conformity, severity of issues and length of time taking without resolve. Have you discussed this with your management, as you indicated? I think we should move in that direction to have my vehicle either replaced with a comparable one or just terminate my lease, which has about 20 payments remaining. Either resolution would be acceptable for me, however I would prefer the lease termination. I have been told to have legal council help with this process, but based on our call I am confident you can assist without causing this unnecessary headache.

Please let me know how we can resolve, and I look forward to finding another vehicle to lease. Hopefully within the Infiniti family. :)

Thank you for your help,

[redacted]

Make Public

Created By Ma. Cristina Dahlea Rimando (9/6/2014 12 04 PM)
This message is for Wendy for was assigned to my case...

Hi Wendy,

I've tried calling a dozen times on Friday but your phone number is just resulting in a busy signal. I tried calling the main customer care line as well and couldn't get connected. Not sure what is happening here.

Anyway, I am inquiring on case [redacted] After 2 days of my vehicle at Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend solutions to most of the issues. Some issues affect the value of the vehicle but 2 main ones are affecting the performance and safety.

One issue is the continued malfunction of the passenger airbag sensor, ultimately disabling the airbag randomly. They have diagnosed and ordered parts to try to repair the faulty system. However, these parts are on back order and they cannot determine when they will arrive, and are not guaranteed to fix the problems. With this in mind, I no longer feel safe driving my vehicle with passengers, as I frequently do.

You mentioned on the call about possible replacement vehicle due to non-conformity, severity of issues and length of time taking without resolve. Have you discussed this with your management, as you indicated? I think we should move in that direction to have my vehicle either replaced with a comparable one or just terminate my lease, which has about 20 payments remaining. Either resolution would be acceptable for me, however I would prefer the lease termination. I have been told to have legal council help with this process, but based on our call I am confident you can assist without causing this unnecessary headache.

Please let me know how we can resolve, and I look forward to finding another vehicle to lease. Hopefully within the Infiniti family. :)

Thank you for your help,

[redacted]

Make Public

Created By Managed Services (9/6/2014 11 14 AM)
This message is for Wendy for was assigned to my case...

Hi Wendy,

I've tried calling a dozen times on Friday but your phone number is just resulting in a busy signal. I tried calling the main customer care line as well and couldn't get connected. Not sure what is happening here.

Anyway, I am inquiring on case [redacted] After 2 days of my vehicle at Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend solutions to most of the issues. Some issues affect the value of the vehicle but 2 main ones are affecting the performance and safety.

One issue is the continued malfunction of the passenger airbag sensor, ultimately disabling the airbag randomly. They have diagnosed and ordered parts to try to repair the faulty system. However, these parts are on back order and they cannot determine when they will arrive, and are not guaranteed to fix the problems. With this in mind, I no longer feel safe driving my vehicle with passengers, as I frequently do.

You mentioned on the call about possible replacement vehicle due to non-conformity, severity of issues and length of time taking without resolve. Have you discussed this with your management, as you indicated? I think we should move in that direction to have my vehicle either replaced with a comparable one or just terminate my lease, which has about 20 payments remaining. Either resolution would be acceptable for me, however I would prefer the lease termination. I have been told to have legal council help with this process, but based on our call I am confident you can assist without causing this unnecessary headache.

Please let me know how we can resolve, and I look forward to finding another vehicle to lease. Hopefully within the Infiniti family. :)

Thank you for your help,

[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	9/6/2014	YX	BG	302500	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	MULT PLE REPA R ATTEMPTS	10	9/6/2014	YE	BG	302500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/6/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	close case	[redacted]	✓	9/6/2014	Jastine Mesina	9/7/2014 1:07 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0QE0Hq:ref]		✓	9/6/2014	Ma. Cristina Dahlea Rimando	9/6/2014 12:11 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your Inquiry to Nissan [ref: 00DA09j8L. 500F0QE0Hq ref] *9/6/2014 Case # [redacted] VIN # 1N4BL3AP9D[redacted] Dea[redacted] T...*	[redacted]	9/6/2014 12:11 PM
Reply | To All | Del	Replied		Case [redacted] ATTN Wendy *This message is for Wendy for was assigned to my case... Hi Wendy, I've tri...*		9/6/2014 11:13 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/7/2014 1 08 PM	Jastine Mesina	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
9/6/2014 12:10 PM	Ma. Cristina Dahlea Rimando	Changed **Status** from Open to **Pending**.
9/6/2014 12 04 PM	Ma. Cristina Dahlea Rimando	Changed **Case Servicing Dealer** to **BILL RAY NISSAN**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [14] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Lauren Strode [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/8/2014 9:34 AM
CA Multiple Repairs		Date/Time Closed	10/1/2014 2:39 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c stated that Airbag is not working properly		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PAT PECK NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MNXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PAT PECK NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 5N1AR2MNXEC[redacted]		
Created By	Rachel Anne Ocampo 9/8/2014 9:34 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/3/2015 7:36 PM	Root Cause Code (2)	
Days Closed	469	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Lauren Strode (10/1/2014 2 38 PM) Last Modified By Lauren Strode (10/1/2014 2 38 PM)** **********Closing Case Summary RCAS is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with airbag concern.
Make Private	✓	**Created By Lauren Strode (10/1/2014 2 36 PM) Last Modified By Lauren Strode (10/1/2014 2 37 PM)** RCAS-LS placed outbound call to c at [redacted] RCAS-LS stated that SM was contacted and they would like c to come into the dlr for the open campaign on c's veh C states that c has already taken care of the campaign a couple of days ago. C states that c is still having concerns with c's airbag light coming on whether somebody is occupying the front seat or not. RCAS-LS stated that RCAS-LS understood. RCAS-LS stated that RCAS-LS goes through the same thing with the airbag light in RCAS-LS 2014 Maxima. RCAS-LS stated that the thing with the airbag is the position of the seat, height weight of the passenger, so many factors affect the airbag sensor which works in sensing whether or not it is a safe situation for the airbag to deploy or whether the airbags can cause more harm than good. RCAS-LS states that this reason is why the seatbelts are the primary methods of safety because those airbags are 200 mph of pressure coming at the passenger and in certain cases can cause more harm than safety. C understood and stated that c will continue to monitor. RCAS-LS stated that if c feels like there is some kind of malfunction c can take veh to the dlr and go on a test drive with them and try to duplicate c's concern to see (for example putting pocket book in passenger seat, sitting in passenger seat, positioning seat different ways). C states that c will play with it and record data. RCAS-LS states that if c needs anything else feel free to give NNA CA a call. C understood and call ended mutually.
Make Private	✓	**Created By LaShondra Mason (9/29/2014 3 48 PM) Last Modified By Lauren Strode (10/1/2014 2 02 PM)** CRT placed outbound call to SM-Chris SM adv that veh hasn't had a recall done on it and would like for c to bring veh in for a diagnosis to make sure veh is working at 100% SM stated that with 2014 Pathfinder's if c is quick to get into veh and puts car in drive that air bag sensor doesn't have time to properly read settings of weight SM adv this will shut the system down and won't calibrate correctly until car is shut off and started again
Make Private	✓	**Created By LaShondra Mason (9/25/2014 4 35 PM) Last Modified By Lauren Strode (9/26/2014 7 59 AM)** CRT-LM made outbound call to C C stated that the dlr ran a recall scan on veh but didn't replace the sensor C stated that light goes on and off whenever it wantrs C wants to know when the light is supposed to come on, when the seat is or isn't occupied C the next closest dlr is 1 hr away C didn't understand the handout dlr gave CRT adv that will contact dlr and followup with c in 3 business days C adv that c is being induced tomorrow for pregnancy and for CRT to call husband Chad at same number with outcome. CRT apologized and adv that will do more research to find out about how airbag light should properly work. C thanked CRT and call ended mutually
Make Private	✓	**Created By Lauren Strode (9/19/2014 5 13 PM) Last Modified By Lauren Strode (9/26/2014 7 59 AM)** Followup date changed as c was contacted on 9/18
Make Private	✓	**Created By Hezha Decker (9/18/2014 5 29 PM) Last Modified By Lauren Strode (9/26/2014 7 59 AM)** RCAS-HD assisting RCAS-LS RCAS-HD stating RCAS-HD is assisting RCAS-LS RCAS-HD stating RCAS-HD understand c is having issue with the airbag light C stating yes C stating once c turns the veh on the air bag light will stay on sometimes C stating its very random C stating c has taken veh to dlr C stating dlr did recall sensor C stating even though c veh didn't have the recall on it C stating c took it back to dlr who contact NNA C stating dlr give c a hand out on how to properly sit in the veh C stating c doesn't understand the handout

C stating c is worried due to baby being on the way.
RCAS-HD apologized for c concern
RCAS-HD stating RCAS-HD will have RCAS-LS contact dlr to get more information
RCAS-HD stating RCAS-LS will follow up with c by COB 9/23/14
C thanked RCAS-HD
RCAS-HD provided c with RCAS-LS contact #, Case#, and name

Call ended mutually

Make Private ✓ **Created By** Terrance White (9/17/2014 3 12 PM) **Last Modified By** Lauren Strode (9/26/2014 7 59 AM)
rcas-tw spoke with sa-Terry
sa advised c has never been to dlr
after futher review rcas found that case has been assigned to incorrect dlr
rcas changed to correct dlr
rcas sent email to RCAS-LS advising of case

Make Private ✓ **Created By** Terrance White (9/15/2014 3 32 PM) **Last Modified By** Lauren Strode (9/26/2014 8 00 AM)
rcas-tw left vm requesting call back from c @[redacted]

Make Private ✓ **Created By** Terrance White (9/15/2014 3 32 PM) **Last Modified By** Lauren Strode (9/26/2014 8 00 AM)
rcas-tw left vm for sm to contact rcas

Make Private ✓ **Created By** Terrance White (9/11/2014 11 21 AM) **Last Modified By** Lauren Strode (9/26/2014 7 59 AM)
rcas-tw recieved call from c
c stated air bag light would stay on when someone sitting in seat
c stated dlr performed recall
c stated light still comes on
c stated dlr advised the way the c was sitting
c stated c doesnt feel safe
c stated when light is on air bag wont deploy
c stated c was advised sensor will still detect even if light is on
rcas will follow up with dlr

Make Public **Created By** Terrance White (9/10/2014 2 49 PM)
rcas-tw left vm requesting call back from c @[redacted]

Make Public **Created By** Terrance White (9/9/2014 2 20 PM)
rcas-tw left vm requesting call back from c @[redacted]

Make Public **Created By** Rachel Anne Ocampo (9/8/2014 9 43 AM)
Vehicle Concern

Make Public **Created By** Rachel Anne Ocampo (9/8/2014 9 40 AM)
crr-ro received a call from c
c stated that Airbag is not working properly
c took veh at PAT PECK NISSAN on 090814
c was assisted by SA-joe
c was advised that there nothing wrong with it
c was advised that there is nothing that the dlr could do
crr-ro empathized and apologized for inconvenience.
crr-ro verified c's information:
name of registered owner, address, phone number and alternate number, email address, if the veh was brand new or preowned, mileage and servicing dlr.
crr-ro informed c that the case will be forwarded to a higher department/RCAS for review and c will get an update by the end of the next business day.
crr-ro verified the best contact number to reach c at, which is - 2286696549.
crr-ro offered further assistance to c. c declined.
crr-ro gave name, extension number and case number to c.
crr-ro forwarding case to rcas for DLR can not duplicate concern. crr-ro exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/8/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/8/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call customer	[redacted]	✓	9/30/2014	LaShondra Mason	10/1/2014 2 38 PM
Edit | Del	Call		✓	9/26/2014	LaShondra Mason	9/29/2014 3:48 PM
Edit | Del	PAT PECK NISSAN		✓	9/22/2014	Hezha Decker	10/1/2014 2 38 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/1/2014 2:39 PM	Lauren Strode	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/26/2014 8:01 AM	Lauren Strode	Changed **Follow Up Date** from 9/23/2014 to **9/30/2014**.
9/19/2014 5:13 PM	Lauren Strode	Changed **Follow Up Date** from 9/18/2014 to **9/23/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [22] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Wendy Martin [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/12/2014	Case Origin	Email
Supporting Documents		Date/Time Opened	9/8/2014 9:48 AM
CA Multiple Repairs		Date/Time Closed	11/12/2014 3:06 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	11/10/2014 12 30 PM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	Passenger air bag light, Dlr has 3 attempts to repair the veh	DTS Request Type	ARBS Request
Inspection Time/Notes	Passenger air bag light. inspection moved from Wednesday, 10/22/14, to Monday, 11/10/14, for 1:30 PM eastern time.		
Description	vehicle concern/multiple repair attempts		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PEARSON NISSAN OF OCALA	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	9/23/2014
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP4EC[redacted]		
Created By	Elizabeth Santos 9/8/2014 9:48 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:18 AM	Root Cause Code (2)	
Days Closed	427	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Wendy Martin (11/12/2014 3 06 PM) ***CASE SUMMARY*** C contacted NNA seeking assiatnce with an air bag light issue DTS inspected the c veh and determined that the veh is performing as designed RCAS-WM closing case
Make Private	✓	RCAS-WM contacted c and stated that RCAS-WM received the DTS notes and was informed that the c veh is operating as designed and because of that RCAS-WM could not assist c nay further with this concern C stated that t c veh was not operating as designed and c feels stuck with a veh that the air bags do not work RCAS-WM assured c that according to DTS the veh is RAS-WM apologized to c for the ongoing experience and asked d c to contact NNA if c needs assiatnce in the future C understood' cal ended mutually
		RCAS-WM recieved details of DTS appointent for c DTS met with C on Monday, 11/10/14, at 1:30 PM. Client came in early and had service dept. perform required maintenance. DTS was early also and had tech perform a zero reset for the OCS (PABI) and check for codes in the Airbag System. DTS reviewed bulletin NTB14-084 for 2 Sensor Occupant Classification System with c while vehicle was being serviced. When vehicle service was complete DTS had clients at vehicle and DTS hooked up CIII+ diagnostic computer to show that the Airbag System had no fault codes. DTS showed clients, using CIII in "data monitor", that the system performs as designed. DTS had c get in and out of the front passenger seat to test the PABI light and it set each time. DTS had c's wife go for a road test with DTS to test PABI light during road test. The passenger air bag indicator light remained off and the passenger air bag remained armed. During road test DTS had CIII hooked up and in "data monitor" showing that the OCS sensors were activated and the passenger airbag was always armed during the road test. c had advised the DTS that when C's wife is driving and c is in the front passenger seat there has never been an issue with the passenger airbag light coming on. C's wife is very slight of build and weighs 102 lbs. Both C and C's wife appeared to be satisfied with DTS review and assistance. C's wife is still very concerned and uncomfortable with the PABI issue and past experience.
Make Public		**Created By Jeanne Lorraine Coria (11/6/2014 1 35 PM)** crr-jc received a call from c following-up on the case. crr-jc verified that there are no changes on contact information. c received a vmx and was not able to understand the appointment set for c crr-jc informed c that the appointment is set on 11/10/14 at 1 30 pm c understood crr-jc offered further assistance, c declined. crr-jc gave name & extension. crr-jc exiting case.
Make Private	✓	**Created By Wendy Martin (11/6/2014 11 57 AM)** RCAS-WM verified with DTS that the appointment is set for 11/10/14 at 1 30 pm RCAS-WM attempted to contact the c again to verify the time for appointment
Make Private	✓	**Created By Wendy Martin (10/24/2014 3 04 PM)** RCAS-WM contacted c and stated that RCAS-WM made a mistake. The Date and time for DTS appointment is 11/10/14 at 11:30 am C laughed at RCAS-WM RCAS-WM thanked c for making RCAS-WM smile Call ended mutually
Make Public		**Created By Mark Julius Munzon (10/24/2014 2 57 PM)** c calling with regards to appointment schedule for case[redacted] c stated that c wanted to verify the information and make changes as soon as possible because c stated that appointment time was 11:30pm. crr-mm told c that crr-mm will send IM to RCAS for update. also told c that c will try to connect c to RCAS. c understood, line got disconnected. crr-mm exiting case.
Make Private	✓	**Created By Wendy Martin (10/24/2014 11 08 AM)** RCAS-WM attempted to contact c

RCAS-WM left message with DTS appointment date and time.

RCAS-WM received date and time for DSTS appointment . Appt is 11/10/11 30 pm

Make Private ✓ **Created By Wendy Martin (10/24/2014 11 00 AM)**
RCAS-WM sent email to DTS requesting new date and time for appointment

Make Public **Created By Wendy Martin (10/13/2014 4 12 PM)**
RCAS-WM contacted and stated to c that RCAS-WM is still waiting on the date and time for the DTS inspection
C stated that the light is more unpredictable now than ever
RCAS-WM apologized to c
RCAS-WM stated to c that RCAS-WM will call c wright away with date and time

Make Private ✓ **Created By Wendy Martin (10/13/2014 10 56 AM)**
RCAS-WM sent task for DTS appoint request for DTS T Lizzie
RCAS-WM waiting for reply

Make Private ✓ **Created By Wendy Martin (10/13/2014 10 45 AM)**
RCAS-WM sent foillow up email to SR DTS Larry Rowe asking why DTS appointment is still not showing
RCAS-WM waiting for reply

Make Public **Created By Wendy Martin (10/13/2014 10 44 AM)**
RCAS-WM received email from Dlr
SM Matt stated that the SM spoke with the c and encourage the c to come in so the dlr can re-evaluate but the c has yet to do so. SM stated that c stated to them that the c wants a rep from Nissan to be involved with the repair attempt. SM stated to RCAS-WM< that this will be the 3rd repair attempt for this veh

Make Private ✓ **Created By Marisol Patino (10/6/2014 3 24 PM)**
RCAS-MP contacted C @[redacted]
RCAS-MP advised C that RCAS-WM is out of the office and wont be back until next Thursday.

C states C has not received a call from RCAS-WM in over two weeks.

RCAS-MP apologized to C about that and advised C that RCAS-WM contacted C last Monday.
RCAS-MP advised C that RCAS-WM has been working on C's case.
RCAS-MP advised C that RCAS-WM should be back by next Thursday and C will be contacted by RCAS-WM.

C understood.
Call ends mutually.

Make Public **Created By Wendy Martin (9/29/2014 3 41 PM)**
RCAS-WM sent another email to dlr asking for input and assistance.

RCAS-WM attempted to contact c
RCAS-WM requested return call

Make Public **Created By Wendy Martin (9/24/2014 10 39 AM)**
CAS-WM ordering requesting DTS appointment for multiple repair attempts for this concern

Make Public **Created By Wendy Martin (9/24/2014 10 38 AM)**
RCAS-WM contacted c
RCAS-WM stated to c that RCAS-WM will be still working on case

Make Public **Created By Amanda Johnson (9/24/2014 10 30 AM)**
ARBS rec'd request for assistance on this case.
ARBS notes campaign completion and 2 warranty ROs - misc campaign and curtain airbag module - per SF
ARBS notes no open campaigns
ARBS recommending request for DTS if dlr has been able to duplicate concern and is unable to fix veh

Make Public **Created By Wendy Martin (9/24/2014 9 45 AM)**
RCAS-WM sent email to dlr again requesting information about c concerns

Make Private ✓ **Created By Wendy Martin (9/23/2014 12 23 PM)**
RCAS-WM sent email to dlr requesting information about the c concern
RCAS-WM waiting for response

Make Private ✓ **Created By Wendy Martin (9/18/2014 4 33 PM)**
C stated that the dlr for the recall
c stated that the veh was having problems with the passenger seat airbag light
C state that the dlr has attempted many times and it is till not repaired
RCAS-WM apologized to c
RCAS-WM stated to c that rcas-wm will speak with the dlr and see what RCAS-WM could do

Make Public **Created By Mark Julius Munzon (9/18/2014 12 56 PM)**
crr-mm received a call from c providing case[redacted]
c stated that c was told to take veh back again to PEARSON NISSAN OF OCALA dealer but issue is still not fixed. c stated that airbag lights keeps coming on and off.

c stated that c talked to Supervisor Matt and GM Tedd Lindsay.
C STATED THAT C WANTED VEH BE FIXED, OR PROVIDE C A DIFFERENT VEHICLE.

crr-mm able to verify c's account information.

crr-mm advised c that case will be escalated to RCAS for review and that c will receive a call from RCAS for case update within the end of the next business day. c understood.

crr-mm gave case#, ask for further assistance, provide name, ext# and exiting case.

Make Public **Created By Mark Julius Munzon (9/18/2014 12 56 PM)**
*** [Added after the case is closed.] ***
crr-mm received a call from c providing case[redacted]
c stated that c was told to take veh back again to PEARSON NISSAN OF OCALA dealer but issue is still not fixed. c stated that airbag lights keeps coming on and off.

c stated that c talked to Supervisor Matt and GM Tedd Lindsay.
C STATED THAT C WANTED VEH BE FIXED, OR PROVIDE C A DIFFERENT VEHICLE.

crr-mm able to verify c's account information.

crr-mm advised c that case will be escalated to RCAS for review and that c will receive a call from RCAS for case update within the end of the next business day. c understood.

crr-mm gave case#, ask for further assistance, provide name, ext# and exiting case.

Make Public **Created By Elizabeth Santos (9/8/2014 10 42 AM)**
c called in regarding the light for the airbag that is on
c said that dealership already tried to fix the vehicle today; and the 3rd time, the light is still on

crr-es apologized
crr-es verified c

c was informed that there's something that is needed to be replaced but it doesnt work
c said that c's wife is very upset
c said that the dealership keeps on lying about the minimum weight of the passenger

crr-es asked c if how would c like Nissan to assist c
c said that c's wife wants to get another vehicle if the dealership cant fix it

crr-es informed c that since the vehicle is still at the dealership, c needs to wait until the repair was done
crr-es advised if the issue is still happening, c can call nna ca back to have the case escalated to rcas since the c's request is beyond crr-es empowerment
c understood

crr-es provided case number
crr-es offered further assistance
c declined
crr-es provided name and extension number
crr-es closing case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/8/2014	YX	BK	234000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/8/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/15/2014	Tony Lizzi	11/11/2014 2 21 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/12/2014 3:06 PM	Wendy Martin	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
11/7/2014 2:14 PM	Wendy Martin	Changed **Follow Up Date** from 11/7/2014 to **11/12/2014**.
11/6/2014 11:57 AM	Wendy Martin	Changed **Follow Up Date** from 11/5/2014 to **11/7/2014**.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Vidah May Lucas [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/8/2014 11:54 AM
CA Multiple Repairs		Date/Time Closed	9/8/2014 12:00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,703		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	D-PATRICK NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] [redacted] N: 1N4AL3AP4EC[redacted]		
Created By	Vidah May Lucas 9/8/2014 11:54 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	492	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Vidah May Lucas (9/8/2014 11 59 AM)** Vehicle Concern
Make Public		**Created By Vidah May Lucas (9/8/2014 11 59 AM)** c called about veh concern crr-vl verified info of c c stated c had an issue with the veh and when c's wife is sitting at the passenger seat, airbag off light stayed on the whole time. crr-vl informed c there is no related open campaign for veh and advised c to have it diagnosed by dlr and to callback for further assistance after diagnosis. c understood. crr-vl offered to transfer c to dlr; c declined crr-vl offered further assistance; c declined crr-vl provided case no.,name and ext. VOC BAIT crr-vl closing case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7958387	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	9/8/2014	VG	AZ	204500	OF
Edit | Del	CC-7958388	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/8/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File — Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/8/2014 12 00 PM	Vidah May Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/8/2014 11 59 AM	Vidah May Lucas	Changed **Description**.
9/8/2014 11 54 AM	Vidah May Lucas	Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN 1N4AL3AP4EC**[redacted]

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Surveys Surveys Help

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Case [redacted]

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Case Comments [13] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Julio Gutierrez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/8/2014 12:48 PM
CA Multiple Repairs		Date/Time Closed	9/25/2014 11:45 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes			
Description	multiple repair attempts: air bag light DTS involved inspection TOwn Nissan 9/23/2014 9:00 AM		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	TOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	4
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TOWN NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 1N4AL3AP1DN[redacted]		
Created By	Roselle Beconia 9/8/2014 12:48 PM	Root Cause Code	SCSV
Last Modified By	Veronica Moody 4/3/2015 7:42 PM	Root Cause Code (2)	
Days Closed	475	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Julio Gutierrez (9/25/2014 11 42 AM)** RCAS-JG contacted C @[redacted] C is not home wife answered (from now on C) C states C brought VEH to DLR and DTS inspected VEH C states DTS found what concern was and adjusted VEH personally C states VEH is so far working as intended and the airbag light has not come on RCAS-JG thanked C for contacting NNA and allowing NNA to be of assistance C thanked NNA call ended mutually
Make Public		**Created By Julio Gutierrez (9/16/2014 12 31 PM)** multiple repair attempts: air bag light
Make Public		**Created By Julio Gutierrez (9/16/2014 12 30 PM)** RCAS-JG replied to email sent by DTS confirming that C will be there at DLR on day and time of appointment
Make Public		**Created By Julio Gutierrez (9/16/2014 12 29 PM)** C called RCAS-JG RCAS-JG informed C that C has appointment at Town Nissan on Tuesday September 23 at 9:00 AM RCAS-JG informed C it is mandatory that C be there for a couple of hours to point out the concern to DTS C agreed follow-up set for 9/25/2014
Make Public		**Created By Julio Gutierrez (9/11/2014 1 44 PM)** RCAS-JG contacted C @[redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone[redacted] RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/16/2014 RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Julio Gutierrez (9/11/2014 1 34 PM)** RCAS-JG called DLR to check on status of VEH SM states was just closing RO 164303 SM states C will be bringing VEH back again because it is difficult to address even with tech line assistance RCAS-JG suggested if DTS would be of assistance SM states yes, SM also states DTS needs to drive VEH for a while since it doesn't happen all the time but it annoys C a lot and DLR has not been able to fix concern yet SM states has been in contact with C and C and SM are waiting to see what will NNA do to assist C RCAS-JG informed SM will write email to tech line and request DTS SM agreed and will await further instructions
Make Public		**Created By Michael Atienza (9/10/2014 2 14 PM)** c calling back for the seat belt light. crr-ma check file. case being handle by RCAS. rcas call back will be on 09-15-14.crr-ma relay info to c. c will wait for the call back. crr-ma
Make Public		**Created By Julio Gutierrez (9/10/2014 12 43 PM)** RCAS-JG emailed techline asking if there's anything else that can be done for this vehicle to resolve air bag light concern. —reply pending—
Make Public		**Created By Julio Gutierrez (9/10/2014 12 41 PM)** SM states good servicing customer will long trail paperwork due to this particular concern SM states techline has been involved with case #[redacted] Created By: Michael Aceves (2/2/2014 6:00 PM) | Last Modified By: System Account NNAINT (4/9/2014 8:46 PM) ** CUSTOMER COMMENT:-PASSENGER AIR BAG LIGHT IS NOT WORKING WHEN WIFE SITTING IN SEAT..** DEALER ACTION/OBSERVATION:** VER F ED N REPA R ATTEMPTS 1_ DAYS DOWN 1-AIR BAG SYSTEM AND OCS IS OPERAT NG NORMALLY.-NO CODES STORED.** TSS RECOMMENDATION/RESULT:-TRY AND GET MORE NFO FROM CUSTOMER IF A LIGHT PERSON SITS IN THESEAT WHEN THIS OCCURS AS THIS WOULD BE NORMAL OPERATION.-REFERED TO OWNERS MANUAL PAGE 1-47. Created By: John Irion (6/6/2014 4:14 PM) *** [Added after the case is closed] *** Vehicle has returned with complaint of "airbag" light on with passenger (wife) in the passenger seat. Unknown if wife is a small adult.

Unknown which light came on PABI or airbag MIL
B00A0-00 was stored as past on this visit.
No parts have been replaced outside of the campaigns.
Incident start before OCS reprogramming campaign was performed.

TSS: Replace OCS sensors and control unit.

Created By: Brian Hurewitz (8/20/2014 10:42 AM)
*** [Added after the case is closed] ***
previous technician PAUL HEIDENFELD
replaced OCS sensors and OCS control unit last visit
PABI comes on with adult in seat, concern did not change since last repairs
no codes stored in A RBAG
unable to complete zero point reset
advised replace OCS control unit

Make Public — **Created By Julio Gutierrez (9/10/2014 12 25 PM)**
RCAS-JG called DLR asking about VEH
SM not available
RCAS-JG left VXM for SM to contact RCAS-JG back

Make Public — **Created By Julio Gutierrez (9/10/2014 12 22 PM)**
multiple repair attempts

Make Public — **Created By Julio Gutierrez (9/10/2014 12 22 PM)**
RCAS-JG contacted C @[redacted]
RCAS-JG left VMX including case number, name
RCAS-JG provided VXM with contact phone[redacted]
RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/15/2014
RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.

Make Public — **Created By Roselle Beconia (9/8/2014 4 48 PM)**
crr-rb received a call from c

c verified c's name, address, phone number and email

c states that passenger air bag light illuminate
c states c had been taking veh to dlr multiple times for the same issue
c states 6 or 7 times repair attempts by nna dlr
c states c was assisted by SM Dan and was referred to nna ca

crr-rb informed c that crr will escalate case to rcas for proper case handling
crr-rb informed c that rcas will be schedule to call c back before the next business day ends

crr-rb offered further assistance
c declined
crr-rb provided c with crr name, extension number and case number
crr-rb exits case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7980127	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/25/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	9/19/2014	Joseph Dill	9/17/2014 12:23 PM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F31130	DTS Request	Julio Gutierrez, 9/12/2014 10:08 AM	9/12/2014

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/25/2014 11:45 AM	Julio Gutierrez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/16/2014 12:31 PM	Julio Gutierrez	Changed **Follow Up Date** from 9/16/2014 to **9/25/2014**.
		Changed **Description**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [60] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/8/2014 6:14 PM
CA Multiple Repairs		Date/Time Closed	11/10/2014 11:17 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00049405

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	NNA is replacing the vehicle due to 3 repair visits for airbag light concern with 33 days out of service		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Checks Approved/Replacement
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP3EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RIVERSIDE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$20,381.80	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/11/2014	Vehicle Service Contract	
RHR Completed	9/11/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 3N1AB7AP3EL[redacted]		
Created By	Raquel Taylor, 9/8/2014 6:14 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:18 AM	Root Cause Code (2)	
Days Closed	429	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/10/2014 1 24 PM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NMAC for OVERPAYMENT in the amount of $376 97 sent to LOCKBOX #54457; FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (10/27/2014 1 47 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: Replacement for airbag light turning off.
Make Public		**Created By Annice Hill (10/14/2014 2 44 PM)** Received check made payable to NMAC in the amount of $18,494.98 and also a check made payable to Riverside Nissan in the amount of $1,886.82. Forwarding to Morley via FedEx. Tracking [redacted]
Make Public		**Created By Amanda Simcox (10/13/2014 11 27 AM)** Checks approved. Case transmitted in VSPC. Morley case #[redacted]
Make Public		**Created By Amanda Simcox (10/9/2014 7 36 AM)** Updated payoff good through 11/09/2014: $18,494 98 25 x 3 57 = 89.25 + 18,405.73 = 18,494.98
Make Public		**Created By Amanda Simcox (10/9/2014 7 24 AM)** RC received signed acceptance. RC requested checks.
Make Public		**Created By Amanda Simcox (10/8/2014 1 26 PM)** Genaro advised that financing was obtained for C. RC passed information along to C and advised C to send in signed acceptance. RC left VM for Genaro explaining process.
Make Public		**Created By Amanda Simcox (10/8/2014 11 55 AM)** RC spoke with Genaro at dealership. Genaro is waiting for approval for loan for C. C has not been approved for loan for new vehicle. RC will relay info to C about financing. C may need to choose a different vehicle. Genaro will email RC once he knows about financing.
Make Public		**Created By Amanda Simcox (10/6/2014 11 41 AM)** RC left VM for Genaro at dealership. RC provided amount C would have to refinance for and amount that dealership would be receiving from Nissan. RC advised Genaro that C will not have any additional responsiblity besides refinance amount. RC requested Genaro call RC back and provided office hours.
Make Public		**Created By Amanda Simcox (10/6/2014 9 42 AM)** C spoke with RC-MG and stated that when C went to dealership to have signed acceptance faxed to RC, dealership told C that C 's vehicle would have to be surrendered at that time. RC-MG advised C that this is not how the process works and that C should send in signed acceptance so RC can proceed with replacement case. RC will contact dealership once opened and re-advise dealership on how process works.
Make Public		**Created By Amanda Simcox (10/3/2014 8 32 AM)** RC emailed C advising that RC had not received any docs from C and inquiring on how C is planning to proceed.
Make Public		**Created By Amanda Simcox (10/2/2014 11 52 AM)** Genaro at dealership called inquiring on financing amount. RC explained that amount C is refinancing + amount from Nissan will make dealership whole. RC advised that C had stated C will sign replacement letter and will stop by dealership to have docs faxed to RC. Genaro will work with C to obtain financing when C stops in.
Make Public		**Created By Amanda Simcox (10/1/2014 3 02 PM)** Genaro (sales manager) at dealership called inquiring on process. RC advised that C has received replacement letter. Genaro requested the dealer letter be emailed to gbravo@riversidemetro com. RC sent email.
Make Public		

	Created By Amanda Simcox (10/1/2014 11 58 AM) RC sent dealership and C replacement letters.
Make Public	**Created By Chad Alsup (10/1/2014 11 51 AM)** ARBS-CA notes Approves Replacement Figures
Make Public	**Created By Amanda Simcox (10/1/2014 9 15 AM)** C inquired about making another payment on loan. RC advised C to continue making payments; if C overpays, C will receive a refund.
Make Public	**Created By Christine Wilsey (10/1/2014 7 35 AM)** Worksheet notes Usage waived in replacement Upgrade: MSRP new 24,110 - MSRP old 18,470 = 5,640
Make Public	**Created By Christine Wilsey (10/1/2014 7 34 AM)** Customer letter New Vehicle MSRP (2015 Altima): $24,110.00 Old Vehicle MSRP (2014 Sentra): $18,470 00 Total Upgrade Costs $5,640 00 +Current Payoff(good through 10/15/2014: $18,405.73 (=) Total Customer Responsibility to Dealer $24,045.73
Make Public	**Created By Christine Wilsey (10/1/2014 7 34 AM)** CORRECTION -BELOW IS DEALER LETTER (+) New Vehicle Invoice: $22,605 00 (+) Sales Tax: $1,814 80 (+) Lic/Reg/Title: $287.75 (+) Doc Fee: $80 00 (+) Service Warranty: $2,895 00 (-) Rebates: $1,750.00 (=) Total due Dealer: $25,932.55 (-) Customer responsibility to Dealer: ($24,045.73) (=) Total Dealer Pays to NNA: $1,886 82
Make Public	**Created By Christine Wilsey (10/1/2014 7 32 AM)** Customer letter (+) New Vehicle Invoice: $22,605 00 (+) Sales Tax: $1,814 80 (+) Lic/Reg/Title: $287.75 (+) Doc Fee: $80 00 (+) Service Warranty: $2,895 00 (-) Rebates: $1,750.00 (=) Total due Dealer: $25,932.55 (-) Customer responsibility to Dealer: ($24,045.73) (=) Total Dealer Pays to NNA: $1,886 82
Make Public	**Created By Amanda Simcox (10/1/2014 7 28 AM)** RC received updated BOS and sent updated figures to quality.
Make Public	**Created By Amanda Simcox (9/30/2014 2 48 PM)** RC left VM with John at dealership requesting new BOS
Make Public	**Created By Amanda Simcox (9/29/2014 1 39 PM)** John at dealership called inquiring on replacement process. RC advised that new BOS with Gold Preferred service contract added was needed before RC could put replacement figures together. John will fax over new BOS.
Make Public	**Created By Amanda Simcox (9/29/2014 7 45 AM)** Correction to previous note. RC did not receive purchase contract. RC emailed Cesar at dealership requesting updated purchase contract.
Make Public	**Created By Amanda Simcox (9/26/2014 1 21 PM)** RC received purchase contract
Make Public	**Created By Amanda Simcox (9/26/2014 11 39 AM)** RC called dealership and asked for Cesar. Cesar will not be in until later. RC emailed Cesar requesting an updated BOS including Gold Preferred service contract added.
Make Public	**Created By Amanda Simcox (9/25/2014 3 42 PM)** C called stating that George from dealership had called C earlier. RC explained to C that RC needed an updated BOS from dealer and then RC would send replacement figures back to quality. C understood. Call ended mutually.
Make Public	**Created By Amanda Simcox (9/25/2014 11 15 AM)** RC left message for Cesar at dealership to call back.
Make Public	**Created By Amanda Simcox (9/24/2014 7 50 AM)** RC received docs on replacement vehicle. RC sent replacement figures to quality. RC emailed C and provided update on case progress.
Make Public	**Created By Amanda Simcox (9/23/2014 11 18 AM)** RC called dealership and spoke to Cesar. RC requested invoice for current vehicle and BOS for replacement vehicle. Cesar stated docs will be faxed over.
Make Public	**Created By Amanda Simcox (9/23/2014 6 57 AM)** RC received new invoice from dealership. Still in need of old invoice and new BOS. RC will contact dealership and request these.
Make Public	**Created By Amanda Simcox (9/22/2014 2 30 PM)** C called and stated that dealership claimed they sent the docs last Friday. RC confirmed that no docs had been received. C stated that C insisted that dealership send the docs to RC today.
Make Public	**Created By Amanda Simcox (9/22/2014 1 39 PM)** C called and inquired if RC had received docs from dealership. RC stated that dealership had been contacted several times with requests for docs but nothing had been received yet. C stated C's wife was going to go to dealership and inquire on why docs had not been sent.
Make Public	**Created By Amanda Simcox (9/22/2014 11 05 AM)** RC called dealership and requested to speak to George or Janar. Both off today. RC will call back tomorrow to request docs on replacement vehicle.
Make Public	**Created By Amanda Simcox (9/18/2014 3 31 PM)** Janar at dealership called. RC informed Janar which docs were needed. Janar will put them together and fax over to RC.
Make Public	**Created By Amanda Simcox (9/17/2014 1 38 PM)** RC spoke to George at dealership and requested docs on new vehicle. George will put together docs and call RC once completed.
Make Public	**Created By Amanda Simcox (9/17/2014 9 10 AM)** C called Lorena and stated that C had found a vehicle at the dealership. C provided RC's contact information and requested dealership call RC. C provided dealership phone number and contact name Cesar.
Make Public	**Created By Amanda Simcox (9/16/2014 8 28 AM)** C sent in registration. RC emailed confirmation that registration was received and to provide dealership with RC's contact info once replacement vehicle was found.
Make Public	**Created By Amanda Simcox (9/15/2014 3 33 PM)** NNA is offering to buy back the vehicle due to 3 repair visits for airbag light concern with 33 days out of service

Make Public

Created By Amanda Simcox (9/15/2014 1 24 PM)
C called RC requesting Spanish speaking assistance. RC provided RC-MG's phone number.

C called RC-MG and relayed information that C will send in registration and will go to dealership to look for a replacement vehicle.

Make Private ✓

Created By Benjamin Pastor (9/15/2014 1 09 PM)
RCAS Benjamin Pastor received a call from c stating c wants to speak with RCAS-Raquel Quinones stating that C had a question for RCAS-RQ.
RCAS asked c if any contact information such as address or phone #'s have changed, c stated: no.
RCAS explained that RCAS-RQ is no longer the case agent and offered to transfer C to ARBS-Amanda, but C refused stating C will call ARBS- AS later.
RCAS provided c with Name and EXT #.
RCAS exiting case.

Make Public

Created By Amanda Simcox (9/15/2014 11 22 AM)
SR#1-479219913[redacted]
Account#: [redacted]
Customer: [redacted]
30 day payoff $18405.73 good thru 10/15/2014
Per diem 3.57
Payments received 6
Payment amount $335.45
Interest paid $741.07
Late fee paid 0.00
Recent payment received on 9/2/2014 in the amount of $340 00

Make Public

Created By Amanda Simcox (9/15/2014 11 21 AM)
C's husband? Noel called RC. Noel stated C would like to proceed with replacement and will look at vehicles. RC requested registration and that C provide RC's contact info to dealership once vehicle has been selected. Noel agreed.

Call ended mutually.

Make Public

Created By Amanda Simcox (9/15/2014 10 07 AM)
RC left C VM requesting docs and inquiring on how C would like to proceed.

Make Public

Created By Amanda Simcox (9/12/2014 2 14 PM)
C is financed through NMAC. RC inquired regarding payoff.

Make Public

Created By Amanda Simcox (9/12/2014 1 19 PM)
RC left C VM regarding LOI and providing contact info.

Created By Amanda Simcox (9/12/2014 1 17 PM)
RC sent C LOI via FedEx tracking # [redacted]

September 12, 2014

[redacted]
San Bernardino, CA [redacted]

Re: 2014 Nissan Sentra / V N: 3N1AB7AP3EL[redacted]

Dear [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your situation. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your request during a review of all available facts pertaining to your situation. Based on the vehicle repair history, Nissan offers to voluntarily repurchase or replace this vehicle.

In order to coordinate the repurchase of your vehicle, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me as soon as possible, as they will be needed to make a detailed offer:

Make Public

- A legible copy of the vehicle's current registration or title(if in your possession)
- A copy of the purchase contract for the vehicle
- A payoff confirmation statement from your lienholder(10 day payoff referencing account number, collateral, amount of interest you pay per day, and overnight payoff address)
- A payment history from your lien holder

Please return the requested information to me via fax: (615) 967-2244 or scan and email. We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you decide you do not want the repurchase that you requested, Nissan would be willing provide you with a settlement for $3,000 00 instead of the repurchase or replacement. This means that you will retain ownership of the vehicle. In exchange for this check, you will sign a Confidential Settlement Agreement and Release of Nissan North America, Inc., all Nissan entities, dealers and suppliers, though all warranties will remain in effect.

If you have any questions you are welcome to call me at (989)497-8959, though email is preferred at amanda.simcox@nissan-usa.com. I am generally in the office 8 a.m. – 5 p.m. EST Monday-Friday.

Sincerely,

Amanda Simcox
Repurchase Coordinator
Nissan North America, Inc
Phone: (989) 497-8959
Fax: (615) 967-2244

Make Public

Created By Chad Alsup (9/12/2014 9 00 AM)
rhr

Make Public

Created By Chad Alsup (9/12/2014 8 59 AM)
ARBS-CA notes

**REASON - 3 repair visits for Airbag light concern

**LEMON LAW: Yes - California

**USAGE: 6390 miles, the initial repair visit for a complaint for a Airbag light concern

**RETENTION GOODWILL: if the customer opts for a replacement, waive up to 100% of the usage as incentive to retain the customer

**OPTIONS: if customer does not want a repurchase or replacement, NNA will offer $3,000 as a cash settlement in lieu of the buyback

Make Public

Created By Chad Alsup (9/12/2014 8 57 AM)
ARBS-CA notes

**REASON - 3 repair visits for Airbag light concern

**LEMON LAW: Yes - California

**USAGE: 6390 miles, the initial repair visit for a complaint for a Airbag light concern

**RENTION GOODWILL: if the customer opts for a replacment, waive up to 100% of the usage as incentive to retain the customer

**OPTIONS:

Make Public

Created By Chad Alsup (9/12/2014 8 55 AM)
ARBS-CA notes.. NNA is offering to buy back the vehicle due to 3 repair visits for airbag light concern with 33 days out of service

Make Public

Created By Chad Alsup (9/12/2014 8 51 AM)
ARBS-CA notes 3 repair attempts to correct airbag light concern

ARBS-CA notes 33 days down as of 09/12/14, dealer currently still working on repair

Make Public

Created By Chad Alsup (9/12/2014 8 50 AM)
ARBS-CA received RHR

In-Service Date 02-15-14

07/19/14 6390 miles
–C states air bag light is on
—Dlr performed OCS campaign
1 day down

08/09/14 7331 miles
—C states airbag light stays on
—Dlr cleared codes, performed zero point reset
1 day down

08/11/14 7443 miles
–C states airbag light is on
—Dlr current working on vehicle,
***31 days down as of 9/12/11

Make Private ✓

Created By Raquel Taylor (9/11/2014 4 40 PM)
rcas called c's husband noel vega called in will here be known as c
RCAS- advised c that the call may be recorded for quality purposes.
C understood.
RCAS advised c that rcas is working c's case but currently there is no new information to provide.
RCAS advised c that rcas would follow up with c 09/16/14
c agreed
rcas provided name and ext and ended call

Make Private ✓

Created By Sara Dorazio (9/11/2014 10 13 AM) Last Modified By Raquel Taylor (9/11/2014 10 38 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Chad Alsup for review.

Make Private ✓

Created By Karen Dorner (9/11/2014 7 41 AM)
SRD-KD completed and submitted RHR

Make Private ✓

Created By Raquel Taylor (9/10/2014 6 46 PM)
rcas received all missing ro's attaching to case and submitting RHR.
rcas contacting CXM, FOM, & DOM

Make Private ✓

Created By Raquel Taylor (9/10/2014 12 47 PM)
rcas called dlr 9516889420 and asked to speak with sm
and spoke with sm michael
RCAS asked:
How many times has the c's vehicle been in for repairs? 2

What repairs were performed? air bag light issue new seat replaced 2 times , and changed sensors.

How many days has the vehicle been kept out of service at the dealer for repairs?since 08/11/14

Has Techline been involved? yes
Has the Dealer Technical Specialist (DTS) been involved? yes

SA stated that the veh is still currently at the dlr so the current ro would just be a screen shot since it is not closed
rcas thanked SA

Make Private ✓

Created By Raquel Taylor (9/9/2014 4 11 PM)
rcas called dlr at 9516889420 5:08pm and asked to speak with sm
rcas was transferred to sm michael vmx
rcas left a message asking for a call back

Created By Raquel Taylor (9/8/2014 6 19 PM)
C's name [redacted] (c's husband noel vega called in will here be known as c)
only #('s) provided by c to call: [redacted]
C's address:
C provided c's vin #, mileage, servicing dlr, email, and how veh was acquired

RCAS received a call from c statingc's veh was purchased in march and the last 2 months the veh has been in the dlr and c was advised the veh would be another week in the dlr and this the fourth time the veh has been in the dlr. c stated that the dlr advised c to file a RHR.
RCAS advised c that a rhr will take 10 business day to process & that there is no guarantee of repurchase or exchange of veh.
RCAS advised c that the decision should be provided around: 09/22/14

Make Private ✓

Why does c want to return the vehicle to Nissan North America? c stated that c's had issues with the airbags the veh has been out 11 days, and the veh is being taken apart

Where is the vehicle currently? at dlr 08/26/14

Where was the vehicle purchased? RIVERSIDE NISSAN
Was it purchased new or used? new

Where is the vehicle serviced? RIVERSIDE NISSAN

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? RIVERSIDE NISSAN

RCAS setting follow up with c for : 09/11/14
RCAS- offered further assistance: C declined.
RCAS provided c with case #, RCAS'S Name, extension #.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7965171	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/12/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time

Edit | Del	New DTS Request	✓	10/29/2014	Dan Martinez	10/27/2014 2 00 PM
Edit | Del	Review Approved Check Request	✓	10/13/2014	Amanda Simcox	10/13/2014 11 25 AM
Edit | Del	Review Approved Check Request	✓	10/13/2014	Amanda Simcox	10/13/2014 11 25 AM
Edit | Del	Approves Replacement Figures	✓	10/1/2014	Amanda Simcox	10/1/2014 1:19 PM
Edit | Del	Review repurchase figures	✓	10/1/2014	Chad Alsup	10/1/2014 11 51 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00049405	DRT Resolution	3N1AB7AP3EL[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0134701	520833	10/14/2014	Lienholder	Approved	$18,494.98	44BUYBACK	Nissan South West Buyback/Trade		
	CR0134702	520852	10/14/2014	Dealer	Approved	$1,886.82	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	1.8MB	4/28/2015 8 53 AM	Rebecca Martin
Edit | View | Del	[redacted]Check 2.pdf	74KB	1/26/2015 10 36 AM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	71KB	1/26/2015 10 36 AM	Tammy Knotts
Edit | View | Del	[redacted]heck.pdf	118KB	12/10/2014 1 24 PM	Tammy Knotts
Edit | View | Del	[redacted]Dealer Letter.pdf	147KB	10/9/2014 9 05 AM	Amanda Simcox

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/10/2014 11:17 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/27/2014 1:46 PM	Jim Land	Changed **Case Owner** from Amanda Simcox to **Jim Land**.
10/27/2014 1:46 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [26] | Case Categorizations [5] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Bardwell [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/9/2014 10:47 AM
CA Multiple Repairs		Date/Time Closed	11/5/2014 1:01 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	BBB Settlement
Inspection Time/Notes	10 AM 11/3/14 PST If customer has a person that makes the light come on, that person should come to inspection.		
Description	air bag issue		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	[redacted]
Last Name	X	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF BAKERSFIELD	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	

		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N4AL3AP1DN[redacted]		
Created By	Liezel Adordionisio, 9/9/2014 10:47 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:18 AM	Root Cause Code (2)	
Days Closed	434	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Michael Bardwell (11/5/2014 1:04 PM)** ARBS placed outbound call to c at [redacted] ARBS and c discussed DTS inspection. C stated that c is still concerned that with the passenger not making significant changes to their seating position that the airbag light may go on or off. ARBS advised c that the airbag system is constantly checking the status of the passenger to determine if the deployment of an airbag is safe. ARBS advised c that in any accident that the seat belts are going to be the primary restraint system. C understood. C stated that c would like to do some more research regarding the systems. ARBS understood and agreed. ARBS advised c that should c have any further questions, to feel free to contact ARBS directly. C thanked ARBS and call ended mutually. ARBS closing case.
Make Public		**Created By: Michael Bardwell (11/5/2014 12:44 PM)** ARBS received the following inspection report from DTS-Tim Zingerman: DTS met with c and c's mother. C explained issues with the OCS as it sometimes came on with c's 150 lb. mother, or her husband, who was not more than 180. The customer is 140 lb. DTS had c sit in the passenger seat the whole time and the light never once came ON during the static test. DTS explained what NNA has in the new bulletin and that c's mother and husband could be in the teeter zone, small adult size. DTS used C3+ and checked for codes. There was a code in Past but it is one from after the OCS is updated (but not erased). C had the latest update in May-14. DTS used a 35 count water bottle package as a child size test (underweight). The OCS light came ON as expected. DTS showed c how the status changed from ON to OFF when c got out and showed it responded quickly. DTS explained that the system was sophisticated enough to know what is in the seat and that it could change from Light OFF to ON and back if the system saw a change in weight or seating position. DTS also explained if the passenger got in after the key was already ON, the system could miscalculate. DTS explained how the driver would need to key OFF, then back ON to recalibrate. DTS found no malfunction so no repair is suggested.
Make Public		**Created By: Michael Bardwell (11/3/2014 9:51 AM)** ARBS setting follow-up to 5-Nov pending DTS inspection report.
Make Public		**Created By: Michael Bardwell (10/29/2014 12:07 PM)** ARBS notes DTS-Tim proposed an inspection date of 3-Nov-14 at 1000 PDT ARBS placed outbound call to c at [redacted] ARBS confirmed appointment with c and that passenger will be available for appointment. ARBS advised c that ARBS will plan on following up with c on 5-Nov. C thanked ARBS and call ended mutually. ARBS placed outbound call to dlr and spoke with SA-Renee and confirmed appointment with dlr and rental availability should c need one. ARBS confirmed DTS inspection.
Make Public		**Created By: Michael Bardwell (10/27/2014 2:15 PM)** ARBS submitted DTS request.
Make Public		**Created By: Heathre Vanriper (10/27/2014 2:02 PM)** NIS1429714. DRTS rec'd Settlement from BBB 10/27/14 dated same. States: NNA DTS to inspect vehicle, warrantable non-conformaties verified during inspection to be repaired under direction of DTS. Terms to be carried out no later than 30 days post date of this letter. See attached for review.
Make Public		**Created By: Michael Bardwell (10/14/2014 9:39 AM)** ARBS notes the following repair history summary: 2 visits, 1 repair and 3 days down passenger airbag sensor (first visit recall performed, second visit no duplication); 1 visit, 1 repair and 9 days down for brake booster; 1 visit, 1 repair and 2 days down for windshield crack; 1 visit, 1 repair and 1 day down for burnt plastic smell and; 1 visit, 1 repair and 1 day down for A/C smell. ARBS does not feel that repair history has been excessive. ARBS submitted MRF Reply to BBB via fax advising that NNA is not in a position to repurchase/replace veh at this time and that NNA will continue to honor all applicable warranties. ARBS sent email to BBB-Danny advising that ARBS only notes 2 visits for airbag concerns and would be willing to send out a DTS to inspect veh. ARBS setting follow-up to 28-Oct pending update from BBB.
Make Public		**Created By: Michael Bardwell (10/14/2014 9:32 AM)** ARBS in review of veh history from RHR submission. ARBS notes the following: Previous CA Cases: None TECH LINE: 13688704 Repair History: 14-May-13 at 7 miles. RO # [redacted] Days Down: 2 CONCERN: 1. Windshield was cracked ACTION TAKEN: 1. Replaced windshield 15-May-13 at 26 miles. RO # [redacted] Days Down: 1 CONCERN: 1. Window tint- medium 2. Install spoiler per due bill 3. Spare tire recall ACTION TAKEN:

1. Sublet to solar solutions for window tint
2. Completed
3. Adjusted spare tire pressure to 60 PSI per recall

16-Sep-13 at 4,067 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. Car smell like a plastic burning smell coming from under the vehicle
ACTION TAKEN:
1. Plastic by muffler burned

2-Jan-14 at 7,502 miles. RO # [redacted] - Days Down: 9
CONCERN:
1. Vehicle makes popping sound when pressing brake
ACTION TAKEN:
1. Replaced brake booster

31-May-14 at 11,577 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. Recall NTB14-027 OCS reprogram
ACTION TAKEN:
1. Performed OCS recall

5-Jul-14 at 13,020 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. AC has a bad smell
ACTION TAKEN:
1. Sprayed air freshener into AC vent-Frigi-Fresh

11-Sep-14 at 15,425 miles. RO # [redacted] - Days Down: 2
CONCERN:
1. Pass air light off when seat is occupied
ACTION TAKEN:
1. Unable to duplicate

Make Public		**Created By: Andrea Brown (10/13/2014 2:15 PM)** DRTS- finished RHR and attached
Make Public		**Created By: Andrea Brown (10/13/2014 2:15 PM)** DRTS- Received missing RO # 125033 and attached it
Make Public		**Created By: Andrea Brown (10/13/2014 1:18 PM)** DRTS- received and attached ROs
Make Public		**Created By: Andrea Brown (10/13/2014 11:56 AM)** DRTS- called DLR-3810and spoke with service associate, Renee and she will be faxing them over today
Make Public		**Created By: Heathre Vanriper (10/13/2014 11:08 AM)** NIS1429714. DRTS rec'd MRF from BBB 10/13/14 dated same. C seeks: repurchase. CCF states: Passenger side air bag light keeps coming on/recall issue*1, Airbag system reprogrammed but the problem still exists*3. See attached for review.
Make Public		**Created By: Heidelyn Mariano (10/13/2014 11:07 AM)** crr-hm received call from c asking for the case number of c's case c provided info needed crr-hm verified and authenticate the account crr-hm checked record and provided case number to c crr-hm provided case number crr-hm asked further assistance crr-hm provided quick recap crr-hm provided closing spiel such as name and ext number.
Make Private	✓	**Created By: Karen Walker (10/10/2014 12:45 PM)** RCAS KW placed call to C at [redacted] no answer, left VMX.
Make Private	✓	**Created By: Karen Walker (10/8/2014 11:47 AM)** RCAS KW emailed SM Dave and SD Ryan regarding C steering wheel scratch concern.
Make Private	✓	**Created By: Karen Walker (10/8/2014 11:45 AM)** RCAS KW received a VMX from C asking for an update. RCAS KW placed call to C at [redacted] - no answer, left VMX advising RCAS KW researching concern.
Make Private	✓	**Created By: Karen Walker (10/6/2014 11:35 AM)** RCAS KW placed call to C at [redacted] C states C has taken vehicle to DLR about 4 times. C states airbag light does not have concern all the time. C states DLR is test driving for 5 minutes, but sometimes goes 2-3 days without concern. C states C would rather be left without car a few days for repair than left without airbags. C states concern occurs for mother and husband, both of which are heavier than what DLR said a light passenger would be. C states C also wanted to advise DLR also scratched the steering wheel during one of the visits. C states C is worried the steering wheel will starting pealing. RCAS KW explained RCAS KW will have to discuss damage with DLR as DLR is independently owned and operated. RCAS KW explained RCAS KW will research concern and follow up with C.
Make Public		**Created By: Sarah Jane Iglesia (10/6/2014 11:27 AM)** RCAS Case Follow-up
Make Public		**Created By: Sarah Jane Iglesia (10/6/2014 11:27 AM)** CRR-SI noting that [redacted] the best phone number to reach c.
Make Public		**Created By: Sarah Jane Iglesia (10/6/2014 11:26 AM)** CRR-SI received a call from c following-up on the case. CRR SI verified that there are no changes on contact information. C gave is the best phone number to reach c. CRR-SI advised c that crr-si will try to reach rcas first, CRR-SI advised c that crr-si will transfer c directly if rcas is reached, c understood. CRR-SI informed c that c will still be transferred so c can leave msg in VMX. C agreed and internal msg will sent to resp RCAS. CRR-SI told c that CRR-SI already sent an internal message to c and told c that CRR-SI was told by RCAS-KW that c will be given a callback after the call that RCAS was engaged. C understood and hung up. CRR-SI unable to provide name & extension. CRR-SI exiting case.
Make Private	✓	**Created By: Karen Walker (10/1/2014 1:10 PM)** RCAS KW placed call to C at 661-246-5990 - no answer, left VMX.
Make Private	✓	**Created By: Karen Walker (9/29/2014 11:25 AM)** PREVIOUS RELATED FILES FOUND: None PREVIOUS UNRELATED FILES: None CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None RCAS KW placed call to C at [redacted] - no answer, left VMX.
Make Private	✓	**Created By: Karen Walker (9/29/2014 11:21 AM)** RCAS KW placed call to NISSAN OF BAKERSFIELD at 661-835-8600 and spoke with SA Alex. SA A advised tech test drove with a passenger. SA A advised per notes, vehicle operating as designed. S A A advised tech did a 0 point reset just in case.

Make Public

Created By: Flor de Luisa Ann Sisno (9/26/2014 12:58 PM)
crr-fs received a call from c.
c stated onset of the c would like to speak with the supervisor or the manager.
c stated this is the second time calling NCA about the passenger airbag.
c stated after campaign has been perform c still having issue with the airbag and c said the DLR is acting very rude.

crr-fs informed c that crr could check for available supervisor but will have to get information from c to assist c and if needed will escalated the case to the right person who may be able to assist c. c agreed.

crr-fs verified/updated c's address/phone number/email:

[redacted]
Bakersfield, CA [redacted]
USA
[redacted]

crr-fs asked c:
WHEN DID C BRING THE VEH? c said two days ago and c said the DLR treated c unprofessionally.

NAME OF DLRSHP: NISSAN OF BAKERSFIELD

NAME OF THE SERVICE PERSON IN THE NISSAN DLR: SA-Rene

HOW C WOULD LIKE TO BE ASSISTED?
c stated c wanted to get the veh fix.
c stated the DLR could not fix the issue.
c stated this is not c's fault but c stated the DLR treated c as if c's the one causing the issue.
c added the dlr usually keep veh clean but c said last time dlr put oil in the passenger seat and the steering wheel has a long scratch on it.
c stated the dlr did clean the seat but cannot do anything with the steering wheel and advised c that c have to bring it to somewhere else because dlr is not doing the repair on the steering wheel.
c stated this is a new veh and it is dlr's fault therefore c said c should be responsible to pay to fix the steering wheel.

CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.

crr-fs verified the best number to reach c. c said [redacted]

CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas veh concern/ DLR concern.
crr-fs exiting the case.

Make Public

Created By: Liezel Adordionisio (9/9/2014 11:27 AM)
c said that she's having an issue with the air bag even if after the campaign has been performed.
crr-la acknowledge c.
crr-la checked and was able to verify that there's no open campaign and the campaign for Nissan Occupant Classification System Module Reprogramming is already closed.
crr-la reffered c to the dealership.
crr-la advised c about the replacement warranty that it woudl be for 12months or 12000 miles (after the campaign has been performed) which ever comes first.
c refused to be transferred to the deaelrship to set an appointment.
c also asked about the coupons that was promised to her upon purchasing the vehicle.
crr-la advised c that nissan is no longer sending coupons and advised c to contact dealership.
c said that she was advised c to contact NNA.
crr-la advised c that crr dont have coupons. crr-la used SOP 3.22.
crr-la explained to c that they need to contact dealership.
c hang up

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7960064	NISSAN PRODUCT INQUIRIES	ALTIMA	PROVIDED RECALL INFORMATION	QF	9/9/2014	VG	AZ	204500	OF
Edit | Del	CC-7960065	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/9/2014	YX	BK	233500	OA
Edit | Del	CC-7981910	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	INAPPROPRIATE/UNPROFESSIONAL BEHAVIOR	QC	9/26/2014	ZW	BF	222500	OC
Edit | Del	CC-7981911	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	RUDE/DISCOURTEOUS	QC	9/26/2014	WL	BF	222500	OC
Edit | Del	CC-7981912	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULTIPLE REPAIR ATTEMPTS	14	9/26/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/29/2014	Tim Zingerman	10/27/2014 4:16 PM
Edit | Del	[redacted] Settlement-NIS1429714		✓	10/27/2014	Michael Bardwell	10/27/2014 2:02 PM
Edit | Del	Create RHR		✓	10/17/2014	Andrea Brown	10/13/2014 2:14 PM
Edit | Del	Collect RO Documents		✓	10/15/2014	Andrea Brown	10/13/2014 12:59 PM
Edit | Del	Call		✓	10/13/2014	Karen Walker	10/16/2014 12:12 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By

Edit | View | Del [redacted]	Settlement-NIS1429714.pdf	77KB	10/27/2014 2:02 PM	Heathre Vanriper
Edit | View | Del [redacted]	Ana - MRF Reply - 15720659.pdf	74KB	10/14/2014 11:23 AM	Michael Bardwell
Edit | View | Del [redacted]	RHR-15720659.docx	26KB	10/13/2014 2:13 PM	Andrea Brown
Edit | View | Del [redacted]	RO 125033- 15720659.pdf	92KB	10/13/2014 2:13 PM	Andrea Brown
Edit | View | Del [redacted]	ROs- 15720659.pdf	786KB	10/13/2014 12:58 PM	Andrea Brown

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/5/2014 1:01 PM	Michael Bardwell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 9:51 AM	Michael Bardwell	Changed **Follow Up Date** from 11/3/2014 to **11/5/2014**.
10/29/2014 12:07 PM	Michael Bardwell	Changed **Follow Up Date** from 10/28/2014 to **11/3/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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NISSAN

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Case [redacted]

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Case Comments [24] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Adrienne Gehrke [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/8/2014	Type	CA
Follow Up Date	10/1/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/9/2014 10:51 AM
CA Multiple Repairs		Date/Time Closed	10/3/2014 7:49 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00050532

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	DRT Request
Inspection Time/Notes			
Description	Attorney Demand Voluntary Settlement due to 2 repairs for the airbag light improper operation and 9 days out of service.		

Customer Detail

First Name	CHRISTOPHER	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	PARK	Contact Email	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,823		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF DOWNTOWN L.A.	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$7,500.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] V N: 1N4AL3AP2EC[redacted]		
Created By	Josh Wegener, 9/9/2014 10:51 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	467	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Adrienne Gehrke (10/1/2014 5 22 PM)** Arbs prepared FedEx: [redacted] Arbs submitted check request payable to C and Atty in the amount of $7,500.00
Make Public		**Created By Adrienne Gehrke (10/1/2014 5 17 PM)** *****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER F CUSTOMER SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY******
Make Public		**Created By Adrienne Gehrke (10/1/2014 5 14 PM)** Arbs rec'd email from C's atty Please send the settlement check to my attention as the inspection has been completed. Thank you. Alex Cha
Make Public		**Created By Adrienne Gehrke (10/1/2014 5 14 PM)** Arbs notes DTS summary attached to the case. No defect found - no repairs made
Make Public		**Created By Adrienne Gehrke (9/29/2014 5 16 PM)** Arbs notified C's atty that Appt is confirmed
Make Public		**Created By Adrienne Gehrke (9/29/2014 5 12 PM)** Arbs placed call to SM-Lance at Nissan of Downtown La and advised of DTS inspection tomorrow at 2 pm
Make Public		**Created By Adrienne Gehrke (9/29/2014 5 05 PM)** Arbs received confirmation from C's atty that C will be at dealer tomorrow at 2 pm PST ARbs placed call to DTS-Devin and confirmed dealer, time and date 9/30/14 -- Nissan of Downtown LA at 2 pm
Make Public		**Created By Adrienne Gehrke (9/29/2014 2 32 PM)** Arbs and C' s atty discussed DTS dates. Atty requested change of dealer to Nissan of Downtown LA. Requested 12 - noon Arbs discussed with DTS-Devin. Devin can meet tomorrow at Nissan of Downtown LA but not until 2 pm Arbs requested time change from C's atty for 2 pm
Make Public		**Created By Adrienne Gehrke (9/26/2014 4 59 PM)** Arbs sent DTS request
Make Public		**Created By Adrienne Gehrke (9/26/2014 4 54 PM)** Arbs rec'd email from C's atty Adrienne: Please find attached the registration and the executed settlemen agreement and release. Please be advised that the release is conditioned on the Dealer Technical Specialist inspect the vehicle and repair all current warrantable concerns. Please provide the time and location for the inspection. Also, please let me know when to expect the check.
Make Public		**Created By Adrienne Gehrke (9/24/2014 5 26 PM)** Hello Alex, Arbs responded to C's atty: Yes , we can agree to do $7,500 00 inclusive of attorney fees. I have included the settlement letter for signatures. Please return with a copy of current vehicle registration. Please note that the names on the registration must match the names on the settlement letter.
Make Public		**Created By Adrienne Gehrke (9/24/2014 5 23 PM)** Arbs rec'd email from C's Atty

Thanks. Can we do $7,500 in cash, inclusive of atty fees??? My client is inclined to stay in the vehicle. Let me know.

Make Public

Created By Adrienne Gehrke (9/22/2014 4 49 PM)
Arbs responded to c's atty:

Good Afternoon Alex,

Nissan agrees to waive the usage fee is your client chooses the replacement offer.

Make Public

Created By Adrienne Gehrke (9/22/2014 4 49 PM)
Arbs rec'd email from C's atty:

"If my client chooses replacement, will Nissan waive the mileage offset?"

Make Public

Created By Josh Wegener (9/18/2014 11 56 AM)
DRTS-JW retreived & attached Factory Invoice

Make Public

Created By Adrienne Gehrke (9/17/2014 4 46 PM)
Arbs - ag rec'd NMAC payoff:

Account# [redacted]
Customer
30 day payoff $7156.58 good thru 10/16/2014
Per diem 0 57
Payments received 8
Payment amount $146.10
Interest paid $159.93
Late fee paid 0.00
Total principal paid $7124.60
Recent payment received on 9/3/2014 in the amount of $146.10

Approved for an SOC

Make Public

Created By Adrienne Gehrke (9/16/2014 8 29 AM)
Arbs requested NMAC Payoff and SOC approval

Make Public

Created By Adrienne Gehrke (9/16/2014 8 24 AM)
Arbs provided NNA offer via FedEx: 771167038101

September 16, 2014

Law Offices of Alex Cha
3435 Wilshire Blvd. Suite 2000
Los Angeles, CA 90010
Attn: Alex Cha

RE: Christopher Park
2014 Nissan Altima/ V N: 1N4AL3AP2EC[redacted]

Dea[redacted]

Nissan North America, Inc. would like to acknowledge receipt of your letter regarding the above referenced vehicle. We have performed a careful analysis of your client's case, and at this time, we would like to resolve this matter amicably.

We thank you for bringing the matter to our attention. Nissan North America, Inc. is extremely interested in satisfying its customers like [redacted] and, in the interest of resolving this matter cordially; we would like to offer your client the following option:

1) The services of a factory representative (Dealer Technical Specialist) to come inspect your client's vehicle and ensure that all current warrantable concerns are repaired. A rental vehicle would be provided during this inspection (less fuel and insurance). In addition to this, as a gesture of customer satisfaction, we would also like to offer your client $5,000 00 inclusive of attorney fees as settlement, and Nissan North America would continue to honor the terms and conditions of the New Vehicle Limited Warranty;
2) A replacement vehicle (substitution of collateral for another vehicle with similar MSRP) as settlement;
3) A repurchase of this vehicle under CA lemon law as settlement.

Please let me know of your client's response to our settlement offer.

Make Public

Created By Adrienne Gehrke (9/16/2014 8 21 AM)
Arbs notes 9 days out of service
Arbs notes 2 repair attempts for the airbag light coming on and off while passenger in seat - first occurrence, mileage 4297

Make Public

Created By Adrienne Gehrke (9/16/2014 8 19 AM)
Arbs rev'd RHR and CPIA

06/07/14....Mileage: 4297....RO: 118555 ...Days Down: 3
1. Recall R1405 NTB14-027 OCS reprogram - complete
2. C/S radio face plate has spots/dots imprinted – SOP radio

08/02/14....Mileage: 4297???....RO: 122114....Days Down: 1
1. C/S airbag light comes on and off while passenger on - unable to verify at this time. No codes in system.
2. C/S radio faceplate has spots/dots imprinted- SOP in, removed and replaced radio unit
6. C/S A/C not blowing cold - Unable to verify concern. No leaks in system

08/16/14....Mileage: 6823.... RO: 123020....Days Down: 5
1. C/S airbag light comes on see history was dealing with Fernando - Code B00A0 Stored. Found OCS sensors failing. Removed and replaced OCS sensors

Make Public

Created By Kate Czerwinski (9/11/2014 8 16 AM)
DRTS completed and attached RHR

Make Public

Created By Kate Czerwinski (9/10/2014 12 05 PM)
DRTS received and attached ROs from dealer 5393

Make Public

Created By Josh Wegener (9/9/2014 11 29 AM)
DRTS-JW contacted dealer 5393 Nissan of Van Nuys & spoke to Tonya, she agreed to provide all ROs for vehicle.

Make Public

Created By Josh Wegener (9/9/2014 11 17 AM)
*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER F CUSTOMER SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY******

Previous cases - None
Recalls/Campaigns - None

DRTS-JW in receipt of UPS attorney letter from the Law Offices of Alex Cha. Signed by Alex Cha esq. dated 9-4-2014 stamped 9-8-2014 received by DRTS 9-9-2014, The letter is attached for your review. - UPS tracking [redacted]

The undersigned has been retained to represent the interests of Christopher Park; pursuant to CA Civil Code 1790 entitled Song-Beverly Consumer Warranty Act. customer is demanding repurchase &/or replacement of subject vehicle plus attorney fees of $3500, Customer has made at least 3 repair attempts for a non-conformity of airbag light coming on, Attorney is demanding that this is resolved by 9-18-2014 (14 days from his dated letter) a lawsuit will be filed against your dealership.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7960145	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH		14	9/9/2014	YX	BK	234000	OA

POOR OR
MPROPER
OPERATION

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	10/2/2014	Adrienne Gehrke	10/3/2014 7:49 AM
Edit | Del	New DTS Request		✓	9/28/2014	Devin Boelman	9/26/2014 5:11 PM
Edit | Del	Collect Factory Invoice		✓	9/16/2014	Kate Czerwinski	9/18/2014 11:56 AM
Edit | Del	Create RHR		✓	9/12/2014	Kate Czerwinski	9/11/2014 8:15 AM
Edit | Del	Collect RO Documents		✓	9/11/2014	Kate Czerwinski	9/10/2014 12:04 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00050532	DRT Resolution	1N4AL3AP2EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0134318	[redacted]	10/3/2014	Attorney	Approved	$7,500.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	PARK & JURY K M &

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check.pdf	76KB	12/17/2014 9:57 AM	Tammy Knotts
Edit | View | Del	[redacted]Signed Settlement Offer.pdf	118KB	9/26/2014 4:55 PM	Adrienne Gehrke
Edit | View | Del	[redacted]Registration.pdf	321KB	9/26/2014 4:55 PM	Adrienne Gehrke
Edit | View | Del	[redacted]Settlement Offer.pdf	81KB	9/24/2014 5:27 PM	Adrienne Gehrke
Edit | View | Del	[redacted]actory Invoice-15720697.txt	5KB	9/18/2014 11:55 AM	Josh Wegener

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/3/2014 7:49 AM	Adrienne Gehrke	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/1/2014 5:17 PM	Adrienne Gehrke	Changed **Follow Up Date** from 10/3/2014 to **10/1/2014**.
		Changed **Description**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [19] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jennifer Edwards [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/13/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/9/2014 12:09 PM
CA Multiple Repairs		Date/Time Closed	10/13/2014 3:16 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Video 2 Another day and the light stays on even with 185 pounds in the seat !		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DECORMIER MOTOR SALES	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/16/2014	Vehicle Service Contract	
RHR Completed	9/16/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Case 15421505		
Created By	Managed Services, 9/9/2014 12 09 PM	Web Email	[redacted]
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code	SCSV
Days Closed	457	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jennifer Edwards (10/13/2014 3 15 PM) *******CASE SUMMARY******** C called inbound due to multiple concerns on veh. C requested veh repurchase. Repurchase request submitted. RCAS-JE adv C that unfortunately NNA not in position to repurchase veh at this time but will continue to stand behind all applicable warranties on veh. C stated would be getting an attorney and ended call. Case closed
Make Public		Created By Jennifer Edwards (10/13/2014 3 13 PM) RCAS-JE called C at [redacted] RCAS-JE adv C that this call may be recorded for quality and training purposes RCAS-JE adv C that unfortunately NNA not in position to repurchase veh at this time. But NNA will continue to stand behind all applicable warranties on veh C stated will get an attorney C stated will never purchase a nissan again RCAS-JE apologized to C for concern C asked for number for attorney to call RCAS-JE adv 1800NISSAN1 C ended call
Make Public		Created By Ryon Hays (9/24/2014 11 29 AM) RCAS called C at [redacted] left VXM
Make Public		Created By Ryon Hays (9/24/2014 11 29 AM) RCAS spoke with DLR New seat frame is in at DLR to fix issue with vehicle.
Make Public		Created By Nina Woodruff (9/17/2014 8 13 AM) ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public		Created By Nina Woodruff (9/17/2014 8 13 AM) ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR, dlr: Open Date 11/20/13 ... Mileage 3,663 ... RO [redacted]. Days Down 1 ... Concern: Radio Freezes Action: No duplication Open Date 08/08/14 ... Mileage 9,870 ... RO [redacted]. Days Down 1 ... Concern: C/S passenger side airbag light comes on when someone is sitting in the seat while driving Action: Performed recall PC214 ARBS notes in-service date of 08/10/2013 Arbs notes Purchase Arbs notes VSC RCCD07410915 1 visit for radio freezing - No Duplication 1 visit for OCS - Performed recall PC214

Arb notes total of 2 visits with 2 warrantable repairs.

Total number of days down 2

Make Public

Created By Ashley Fiting **(9/16/2014 9 05 AM)**
DRTS received RHR. The RHR has been assigned to ARBS- Nina Woodruff for review.

Created By Ryon Hays **(9/16/2014 8 02 AM)**
RCAS called C at [redacted]

Make Public

RCAS spoke with C told C RHR was done and that legal might be getting in touch with C in the next 5-10 business days.
C stated that DLR has been wonderful during this whole process and in no way should be put in a negative light.
RCAS agreed to call C if there were any updates.
C understood.

Make Public

Created By Ryon Hays **(9/15/2014 11 15 AM)** **Last Modified By** Ryon Hays **(9/15/2014 11 15 AM)**
emailed SM for RO's to start RHR

Make Public

Created By Ryon Hays **(9/15/2014 11 15 AM)**
emailed DTS and region about case. Customer demands buy back

Created By Ryon Hays **(9/15/2014 11 04 AM)**
RCAS called C at [redacted]

Make Public

C stated that C is upset at this point that everyone at NNA seems to think they have found a solution to C's problem.
C stated C does not want to through more parts and labor at the vehicle.
C stated an amicable solution would be to buy the vehicle from C or put C in another vehicle same make and model and C would completely satisfied.

C stated that if neither of those two resolutions are met C will get attorney and pursue lemon law.

RCAS told C that RCAS would look into vehicle repurchase and get back with C on thursday.
C thanked RCAS for assistance on this case.

Created By Racquel Aquino **(9/12/2014 3 11 PM)**
*******Customer e-mail details*********
email addressed to :nnaconsumeraffairs@nissan-usa com
Method of contact: e- mail
related case [redacted]
**********response details**********
email addressed to [redacted]
Method of contact: e- mail
crr-ra 's resolution: crr advised cthat email was forwarded to rcas

Jon

Sorry , I changed my phone number . Here is my new one [redacted]
In regards to a part being ordered for my car ... That is news to me . No one got back to me with a next step after I sent the videos of the problem that Nissan wanted .

Make Public

Unless I get a more satisfactory resolution in the next week ...By the end of next week (sept 19) my attorney will file papers on my behalf with the state of Connecticut lemon law provision . At this point my patience with this car has run out . There is no doubt that Nissan is always in a hurry to close out my case as if a remedy has been found , and when the problem arises again I have to go through the hoops and contact them and open a whole new case . I have done all that was asked of me , even video recording the issue . I can no longer wait and put my passengers safety at risk assuming that despite what the warning indicator says , my airbag is indeed actually working .
If Nissan truly wants this issue to go away they need to buy me out of this car or put me in another . When whatever parts u order comes in , I will drop off my car and keys and u can keep it , I will no longer risk driving it even though it only has 10k miles on it . As u can see , we have not driven this car much since we have never felt completely safe in it !
I have 30 videos of this problem happening , 2 are up and live on vimeo.com and YouTube , all 30 will be uploaded next week . I have also filed a complaint with the national highway and traffic safety administration .

As u know , I have been very patient in dealing with this issue for about a year now and I have never wanted to be a difficult consumer . But at this point my patience have run out .

I do know this for sure , this is my last Nissan !
Thanks for your help I don't blame you or Decormier Nissan for these continuing issues , that falls squarely on Nissan

Created By Ryon Hays **(9/10/2014 5 31 PM)**
RCAS called C at [redacted]

Make Public

RCAS told C that RCAS has videos and will start working with SM to get something done about vehicle.
RCAS stated will try for friday, but at lastest C will get answer back on monday.
C thanked RCAS

Created By Jessie Villanueva **(9/9/2014 11 08 PM)**
tl-jv documenting c's follow up email received in case # [redacted]

Make Public

Airbag light issue remains even with 185 pounds in the seat !

Make Public

Created By Shaid Brien Tandong II **(9/9/2014 5 33 PM)**
case moved

Created By Shaid Brien Tandong II **(9/9/2014 5 32 PM)**
*****E-MAIL Case Logged*****
Previous related case found: 0
E-MAIL addressed to : NNACONSUMERAFFA RS@NISSAN-USA.COM
Method of contact : E-MAIL
crr-st checked for open recalls/ svc campaign found: None
****
RESOLUTION:
crr-st tried to re-open case # [redacted] but was unable to since there is an error code that shows up which says: "invalid record type"

Make Public

crr-st called c a [redacted] and reached vmx
crr-st informed c that call may be recorded for training/QA purposes.
crr-st advised c that c's concern has been forwarded to RCAS and c will be contacted by the end of the next business day.
crr-st provided name, ext and case number.
crr-st leaving case open, forwarding c's case to RCAS.

Make Public

Created By Shaid Brien Tandong II **(9/9/2014 5 19 PM)**
Video 2
Another day and the light stays on even with 185 pounds in the seat !

Make Public

Created By Shaid Brien Tandong II **(9/9/2014 5 19 PM)**
Video 2
Another day and the light stays on even with 185 pounds in the seat !

Make Public

Created By Managed Services **(9/9/2014 12 09 PM)**
Video 2
Another day and the light stays on even with 185 pounds in the seat !

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7960912	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/9/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	RHR Review- Beal- 15721512	[redacted]	✓	9/16/2014	Nina Woodruff	9/17/2014 8:13 AM
Edit | Del	RHR Assigned- Beal- 15721512		✓	9/16/2014	Ryon Hays	9/16/2014 9:06 AM
Edit | Del	Follow Up Call		✓	9/12/2014	Jennifer Edwards	10/13/2014 3:16 PM
Edit | Del	Email		✓	9/9/2014	Jennifer Edwards	10/13/2014 3:16 PM
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0Qa8Yn:ref]		✓	9/9/2014	Shaid Brien Tandong II	9/9/2014 5:22 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09j8L. 500F0Qa8Yn ref] *9/9/2014 Case # [redacted] VIN # 1N4AL3AP3D[redacted] Dear [redacted] Thank you...*	[redacted]	9/9/2014 5:22 PM
Reply | To All | Del	Replied		Cas[redacted] *Video 2 Another day and the light stays on even with 185 pounds in the seat !*		9/9/2014 12:08 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Beal case 15721512 RO's 191165 and more.pdf	523KB	10/13/2014 2:17 PM	Ryon Hays
Edit | View | Del	Beal_John - RHR Revised.pdf	104KB	9/17/2014 8:05 AM	Nina Woodruff
Edit | View | Del	RHR_BEAL_15721512.doc	56KB	9/16/2014 7:54 AM	Dawn Cruz
Edit | View | Del	RHR_BEAL_15721512.doc	56KB	9/16/2014 7:54 AM	Dawn Cruz
Edit | View | Del	PIC2_BEAL_090914.MOV	4 96MB	9/9/2014 5 20 PM	Shaid Brien Tandong II

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/13/2014 3:16 PM	Jennifer Edwards	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/13/2014 2:17 PM	Brittney Smith	Changed **Follow Up Date** from 9/25/2014 to **10/13/2014**.
10/13/2014 2:17 PM	Brittney Smith	Changed **Case Owner** from Cleo Smith to **Jennifer Edwards**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [27] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/8/2014	Type	CA
Follow Up Date	10/8/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/9/2014 1 24 PM
CA Multiple Repairs		Date/Time Closed	1/12/2015 2:31 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00050057

DTS Inspection

DTS Inspection Date	12/31/2014 10 21 PM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Attorney Demand Voluntary Repurchase - due to 4 repairs reg airbag light on 5 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,386		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LANCASTER NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$30,423.73	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N4AL3AP3DC[redacted]		
Created By	Angela Baase, 9/9/2014 1:24 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:21 AM	Root Cause Code (2)	
Days Closed	366	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/11/2014 3 55 PM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $23.00 sent to LOCKBOX #54457; FED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/5/2014 3 24 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: airbag light on
Make Public		**Created By Angie Mathis (10/9/2014 3 01 PM)** Arbs-ASM notes the following: Ck 0141520139 payable to NMAC in the amount of $7,840.78 Ck 0141520127 payable to c and atty in the amount of $22,582 95 Morley case [redacted] Fed Ex [redacted]
Make Public		**Created By Angie Mathis (10/8/2014 10 31 AM)** Arbs-ASM submitted the following ck requests: Ck payable to NMAC in the amount of $7,840.78 Ck payable to c and atty in the amount of $22,582 95
Make Public		**Created By Angie Mathis (10/8/2014 10 23 AM)** Arbs-ASM received email from Dave with atty office providing Arbs a copy of the completed repurchase agreement. Arbs attached to case.
Make Public		**Created By Angie Mathis (10/7/2014 2 13 PM)** Arbs-ASM prepared and emailed updated letter to Dave with atty office: $28,700 00 - Base Price : $1,602.00 - Sales Tax: $83.50 - Registration / Misc: $131.00 - Doc Fee: $296.13 - Finance Charges: $30,812 63 - Total Purchase Price: $138.90 - Less Usage: (1,389 x .10) $2,000.00 - Less Rebate: $7,840.78 - Less Lien Payoff: $9,979.68 - Total Deductions: $20,832 95 - Refund Amount: $1,750.00 - Attorney Fees: $30,406.46 - Total Repurchase:
Make Public		**Created By Angie Mathis (10/7/2014 2 01 PM)** Arbs-ASM received email from NMAC: Hi Angie, Below is the payment/payoff information that you requested. SR#1-4880789925 Account [redacted] Customer [redacted] 30 day payoff $7840.78 good thru 11/3/2014 Per diem 0 51 # of scheduled payments received 16 Scheduled Payment amount 185.83 Total Principal paid 2,677.15 Total Interest paid 296.13 Late fees paid 0.00

Recent payment received on 9/29/2014 in the amount of $185 83

Thanks,

Created By Angie Mathis (10/2/2014 8 42 AM)
Arbs-ASM responded to Dave with atty office:

Hi Dave,

I will have to confirm with NMAC and let you know.

Thanks,

Make Public

Arbs submitted email to NMAC:

All:

Client stated he made a recent payment. Can you please confirm and if so provide updated payoff and interest paid to date?

Thanks,

Created By Angie Mathis (10/2/2014 8 41 AM)
Arbs-ASM received email from Dave with atty office:

AM,
Client says he recently made a payment - see his email below. Can you revise your Offer Letter? Thanks!
DK

Make Public

Dave,

There are two errors on the repurchase letter that I see. I assume it didn't include my auto payment made on 9/27/2014

Payoff through 10/12 is 7829.51.

Interest paid was $296.13, not $278.86.

Can this be corrected? I reattached the payment history letter. Do I need another payoff letter?

Created By Angie Mathis (9/30/2014 2 53 PM)
Arbs-ASM prepared repurchase letter and forwarded via email to Dave with atty office:

Make Public

$28,700 00 - Base Price :
$1,602.00 - Sales Tax:
$83.50 - Registration / Misc:
$131.00 - Doc Fee:
$278.86 - Finance Charges:
$30,795 36 - Total Purchase Price:
$138.90 - Less Usage: (1,389 x .10)
$2,000.00 - Less Rebate:
$8,019.15 - Less Lien Payoff:
$10,158.05 - Total Deductions:
$20,637 31 - Refund Amount:
$1,750.00 - Attorney Fees:
$30,406.46 - Total Repurchase:

Make Public

Created By Angie Mathis (9/30/2014 2 40 PM)
Arbs-ASM received a copy of the vehicle registration via email from Dave with atty office and attached to case.

Make Public

Created By Angela Baase (9/22/2014 10 55 AM)
DRTS attached the requested factory invoice.

Created By Angie Mathis (9/22/2014 8 37 AM)
Arbs-ASM received email from NMAC:

Hi Angie,

Below is the payment/payoff information that you requested.

Make Public

SR#1-4819296309
Account [redacted]
Customer [redacted]
30 day payoff $8019.15 good thru 10/19/2014
Per diem 0 52
# of scheduled payments received 15
Scheduled Payment amount 185.83
Total Principal paid 2,508.59
Total Interest paid 278 86
Late fees paid 0.00
Recent payment received on 8/27/2014 in the amount of $185 83

Created By Angie Mathis (9/19/2014 11 07 AM)
Arbs-ASM submitted email to NMAC:

Make Public

All:

Please provide me the payoff information, per diem, and interest paid to date on the above.

Thank you,

Created By Angie Mathis (9/19/2014 10 32 AM)
Arbs-ASM submitted email response to atty-Bob:

Thanks, Bob.

Make Public

Dave,

Will you please forward me a copy of the vehicle registration as well as the lienholder information (payoff, per diem, interest paid to date)? If the lienholder is NMAC just let me know and I can obtain the information.

Thank you,

Make Public

Created By Angie Mathis (9/19/2014 10 29 AM)
Arbs-ASM received email from atty-Bob:

Good Morning Angie:

It was a pleasure speaking with you yesterday. Please accept this e-mail as confirmation this matter is now settled for the statutory repurchase of the subject vehicle, with a $138 90 usage charge. Attorney fees and costs are separately settled for the reduced sum of $1,750 00.

Please let Dave Kelly know what you need from his end in order the generate the Release and order the requisite settlement checks.

Thanks for working with me.

	Bob
Make Public	**Created By Angie Mathis (9/19/2014 10 29 AM)** Arbs-ASM spoke with atty-Bob regarding case. Arbs advised NNA would also be willing to repurchase or replace veh under terms of PA LL and include $1750 in atty fees. Atty advised will consult with client.
Make Public	**Created By Angie Mathis (9/16/2014 9 04 AM)** Arbs-ASM prepared offer letter to atty-Bob Silverman via Fed Ex [redacted] Based on the information submitted, Nissan is willing to offer cash settlement in the amount of $4,750 00 to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your client and advise me of his response within 30 days. Arbs attached letter and docs to case.
Make Public	**Created By Angie Mathis (9/16/2014 8 55 AM)** Arbs-ASM notes the following: 4 repairs reg airbag light on 2 updates reg SES light on 1 repair reg vibration at low speeds 5 days out of service
Make Public	**Created By Angie Mathis (9/16/2014 8 53 AM)** Arbs-ASM reviewed RHR and CPIA: 7/5/13-7/5/13 Mileage: 1,389 1. C/S re-install trim piece - re installed 2. C/S airbag light goes on/off - operating as designed 10/24/13-10/24/13 Mileage: 4,821 C/S psgr airbag light on with psgr in seat - operating as designed 1/27/14-1/27/14 Mileage: 8,890 1. C/S wipers get stuck - removed and replaced wiper motor 2. C/S airbag light on with person in seat - could not dup 2/19/14-2/19/14 Mileage: 9,658 1. C/S SES light on - code P0456, no leaks found, reset code 2. C/S vibration at low speeds - replaced alternator assy 7/17/14-7/17/14 Mileage: 15,386 1. C/S SES light on - code P0456, no leaks found, reset code 2. OCS reprogram
Make Public	**Created By Angie Mathis (9/16/2014 8 41 AM)** ***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY***
Make Public	**Created By Angela Baase (9/15/2014 2 58 PM)** DRTS completed and attached the RHR and Sales documents and completed the tasks.
Make Public	**Created By Angela Baase (9/15/2014 10 58 AM)** DRTS received a call back from Rob Allen at dealer 2840, returning a call from last week when he was on vacation. He will fax these over.
Make Public	**Created By Angela Baase (9/10/2014 11 15 AM)** DRTS contacted Nikki at dealer 2840 to request title application and Buyers Order for this vehicle. She stated she would get it together and fax over. Also provided her with a return phone number.
Make Public	**Created By Angela Baase (9/10/2014 7 27 AM)** DRTS left a message for Rob Allen, the owner at dealer 2840 requesting sales documents that Raul states he can not provide. Left a message and fax number to get these documents.
Make Public	**Created By Angela Baase (9/9/2014 2 05 PM)** DRTS contacted dealer 2840 to request RO's and tech notes and spoke to Lupe. Also contacted Raul at this dealer to request sales documents, including Title applications and customer signed sales agreement.
Make Public	**Created By Angela Baase (9/9/2014 1 33 PM)** ***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY*** Previous cases-none Open recalls/campaigns-none DRTS in receipt of Attorney Letter received 9/8/14, DRTS received 9/9/14 via fax from Kimmel & Silverman P.C., letter signed by Robert M. Silverman and dated 9/5/14. Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Nonconformities are unclear. Requests and response time is not defined. Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7974484	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	9/22/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/7/2014	Nicholas Flamini	11/7/2014 2:32 PM
Edit | Del	Review Approved Check Request		✓	10/8/2014	Angie Mathis	10/9/2014 7:58 AM
Edit | Del	Review Approved Check Request		✓	10/8/2014	Angie Mathis	10/9/2014 7:58 AM
Edit | Del	Collect Factory Invoice		✓	9/22/2014	Angela Baase	9/22/2014 10:55 AM
Edit | Del	Collect Sales Documents		✓	9/17/2014	Angela Baase	9/15/2014 2 57 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00050057	DRT Resolution	1N4AL3AP3DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0134648	[redacted]	10/9/2014	Lienholder	Approved	$7,840.78	24BUYBACK	Nissan North Central Buyback/Trade	Nissan Motor	Acceptance
	CR0134649		10/9/2014	Attorney	Approved	$22,582.95	24BUYBACK	Nissan North Central Buyback/Trade	Kimmel &	Silverman, PC and

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales tax packet.pdf	840KB	8/25/2015 9:48 AM	Rebecca Martin
Edit | View | Del	Cashed check copies	242KB	8/22/2015 1:16 PM	Rebecca Martin
Edit | View | Del	Pickel-Check.pdf	79KB	12/11/2014 3:56 PM	Tammy Knotts
Edit | View | Del	Pickel_Greg - Morley - 15722153.pdf	558KB	10/9/2014 2 57 PM	Angie Mathis
Edit | View | Del	Pickel_Greg - Atty email 3- 15722153.msg	94KB	10/8/2014 10:26 AM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/12/2015 2 31 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/5/2014 3 21 PM	Jim Land	Changed **Case Owner** from Angie Mathis to **Jim Land**.
11/5/2014 3 21 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Brandon Chase Hayes [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/9/2014 4 00 PM
CA Multiple Repairs		Date/Time Closed	9/17/2014 9:53 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GLENN NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] VIN: 1N4AL3AP8DN[redacted]		
Created By	Ronald Cabatbat 9/9/2014 4:00 PM	Root Cause Code	SCIR
Last Modified By	System Account NNAINT, 9/17/2014 7:03 PM	Root Cause Code (2)	
Days Closed	483	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Brandon Chase Hayes (9/17/2014 9 53 AM) RCAS-CH contacted C @[redacted]@ 9:44 AM C answered RCAS-CH spoke with C about veh concern C states will be taking veh to Nicholasville Nissan for 2nd opinion RCAS-CH offers to schedule appt for C, C declines and states C will make appt. when C is available RCAS-CH acknowledges and advises C that case will be closed pending veh diagnosis C understood RCAS-CH offered further assistance, C declined Call ended mutually ********** CASE SUMMARY RCAS-CH received case RCAS-CH contacted C C will be going to get a 2nd opinion diagnosis for C's veh concern RCAS-CH will be closing case as no further assistance can be offered at this time
Make Public		Created By Brandon Chase Hayes (9/12/2014 4 19 PM) RCAS-CH contacted C @[redacted]@ 3:48PM C answered RCAS-CH asked about C's veh concenr C states since veh has been repaired C states C has not had any problems with C's veh besides the shuttering of transmission that Glenn Nissan can not duplicate C states C thinks car is a lemon RCAS-CH acknowledges and advises C that RCAS-CH is not versed in the lemon law C understood C states does not think C's veh was repaired the correct way C states has not good experience dealing with service dept at Glenn Nissan C asks if there is another DLR that C can take veh too RCAS-CH advises C that there are 2 other DLRS close to C's location RCAS-CH states Nicholasville Nissan, and Gates Nissan are both fairly close C states C knows where DLR are located RCAS-CH recommends a 2nd opinion for C's veh concern C agrees RCAS-CH advises C, RCAS-CH will get case information from Glenn Nissan and follow up with C on 09/17/14

C states C will never buy another Nissan, Nor will C recommend Nissan to anybody

C apologizes for the frustration and inconvenience that C has had to go through

C understood
RCAS-CH offered further assistance,C declined

Call ended mutually

Make Public

Created By Lesley Howard (9/10/2014 6 04 PM)
TL-Lesley Howard placed outbound call to c 9/10/14 and spoke with c. TL reviewed case with c.

C reiterated complaint. C states that all concerns were repaired except the shudder. C states that dlrshp is advising that the shudder is not duplicated.

TL apologized for c's experience and advised that RCAS chase will follow up with c on 9/12/14

Make Public

Created By Ronald Cabatbat (9/9/2014 4 09 PM)
Crr-rc received a call from c
Crr-rc c states that the vehicle is going back and fort to the dealer because of different problems
first radio cut out before happened twice
then heated seat are not wired properly
then the driver side window suddenly dont want move
now the vehicle is back at the dealership because
shuttering transmission
passenger air bag light is on
and the heated seat on the driver side stopped working
the MPG c is getting is not what the sticker is saying
c want to get a different vehicle because c think the vehicle is a lemon

Make/ Model: 2013 Nissan Altima
VIN: 1N4AL3AP8DN[redacted]
New
Current Mileage: 20000

Name of Dealership: GLENN NISSAN
Date of Diagnosis: 09/09/2014
Name of Service Adviser: Andrew

Crr-rc updated customer's following information:

Registered Owne's Name: [redacted]
Mailing Address: [redacted]
Lexington, KY [redacted]
USA
Phone Number: [redacted]

Crr-rc advised c that crr-rc will escalate the case to RCAS for further review and assistance
Crr-rc advised c that the RCAS who was assigned to handle the case
will be coordinating with the involved Nissan Dealership
Crr-rc advised c that RCAS will give c a call within the next business day
to provide further updates regarding c's concern

Crr-rc offered further assistance, c declined
Crr-rc provided Case no.
Crr-rc provided crr-rc's name, and extension no. 457216
Crr-rc exiting the case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7960782	ENGINE MECHANICAL	ENGINE ASSEMBLY	POOR OR MPROPER OPERATION	06	9/9/2014	YX	AG	138000	OA
Edit | Del	CC-7960783	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/9/2014	YX	BK	233500	OA
Edit | Del	CC-7960784	HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR MPROPER OPERATION	11	9/9/2014	YX	AJ	159000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Glenn Nissan	[redacted]	✓	9/15/2014	Brandon Chase Hayes	9/17/2014 9:47 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/17/2014 9 53 AM	Brandon Chase Hayes	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/12/2014 4 20 PM	Brandon Chase Hayes	Changed **Follow Up Date** from 9/12/2014 to **9/17/2014**.
9/10/2014 6 05 PM	Lesley Howard	Changed **Follow Up Date** from 9/10/2014 to **9/12/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Holly Allen [Change]
Letter Sent Date	11/19/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/19/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	9/9/2014 4:14 PM
CA Multiple Repairs		Date/Time Closed	12/19/2014 8:20 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Region Request
Inspection Time/Notes	Inspection time is for 11:30 am Eastern Time (Dealer is in the Eastern time zone)		
Description	veh issues		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MTN VIEW NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	11/7/2014
Responsible District	13	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	11/13/2014	Vehicle Service Contract	
RHR Completed	11/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 1N4AL3APXEC[redacted]		
Created By	Sheena Marie Dela Cruz 9/9/2014 4:14 PM	Root Cause Code	LDAV
Last Modified By	NNAETL 10/14/2015 12:21 AM	Root Cause Code (2)	
Days Closed	390	Action Code	NT1I
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Holly Allen (12/19/2014 8 20 AM)** RCAS-HA notes NNA did offer c an electrical ECW for 7 years/100,000 miles which ever comes first,
		Created By Holly Allen (12/19/2014 8 19 AM) RCAS-HA is closing case due to no further assistance available at this time ********CASE SUMMARY*********
Make Private	✓	c contacted NNA regarding a back ordered part Bosch radio part was supplied vehicle repaired c had further various electrical concerns/ multiple repairs c asked for a repurchase, declined, letter sent dts inspected the vehicle on 12/12/2014 found it was operating as designed RCAS-HA recommended c take vehicle to another Nissan dealer if c has further concerns or feels the dlr did not diagnose c's vehicle properly RCAS-HA closing case
Make Private	✓	**Created By Holly Allen (12/19/2014 8 15 AM)** RCAS-HA contacted c at [redacted] about the case c stated the dts did inspect the vehicle and told c that there was nothing wrong with the vehicle c stated the dts did not even test drive the vehicle with c c stated the lane departure light still blink occasionally c stated c may just have to get a lawyer RCAS-HA advised c that c could always take the vehicle to another Nissan dealership for a second opinion while the vehicle is still under warranty c stated c would do that and asked who was in c's area RCAS-HA referred to the nissanusa.com website dealer locator and advised c that there was Nissan of Chattanooga East and provided the dlr's contact info RCAS-HA wished c that best of luck and advised c to have a good holiday call ended mutually
Make Private	✓	**Created By Holly Allen (12/16/2014 8 57 AM)** RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info
Make Private	✓	**Created By Holly Allen (12/16/2014 8 55 AM)** RCAS-HA notes dts results, dts inspected vehicle on 12/12/2014, back up camera was dirty, dlr cleaned and recalibrated, blind spot warning working now, operating as designed, text messages not sending through bluetooth, phone not compatible, OCS operating as designed, has latest software
Make Private	✓	**Created By Holly Allen (12/11/2014 8 48 AM)** RCAS-HA contacted c at [redacted] after receiving a voicemail from c , got no answer, left a voicemail with case # and contact info
Make Private	✓	**Created By Holly Allen (12/11/2014 8 38 AM)** RCAS-HA contacted c at [redacted] got a message that the voicemailbox has not been set up yet, cannot leave message RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info
Make Private	✓	**Created By Holly Allen (12/9/2014 10 53 AM)** RCAS-HA contacted dts and got voicemail, left message that appt waas confirmed with c and dealership RCAS-HA also provided c's contact info for husband and wife
Make Private	✓	**Created By Holly Allen (12/9/2014 10 48 AM)** RCAS-H contacted dlr and reminded MS Mike of the dts appointment on 12/12/14 at 1130am
Make Private	✓	**Created By Holly Allen (12/9/2014 8 22 AM)** RCAS-HA contacted c at [redacted] about the case RCAS-HA advised c that the dts cannot make a late evening appointment as it does not give the specialist time to inspect the vehicle with the tech and the next open appointment is Jan 13 c asked what time was the Dec 12th appointment RCAS-HA advised 1130am and if c cannot make it maybe c can leave the vehicle at the dealer the night before but we do recommend c to be there so the dts can address c's concerns c stated c willl just go to that appointment and will let RCAS-HA know if they cannot make it RCAS-HA provided RCAS-HA contact info RCAS-HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (12/9/2014 8 14 AM)** RCAS-HA received an email from dts advising that dts cannot meet the customer that late in the evening as that does not leave enough time to inspect the vehicle at the dealer with a tech

Make Private	✓	**Created By Holly Allen (12/4/2014 3 28 PM)** RCAS-HA contacted c's husband at [redacted] about the case RCAS-HA advised c that the next available appointment the dts has open is Jan 13th c stated c wants to know if the dlr can do an evening appointment af 4pm on the 12th as c works day shift and cannot miss work RCAS-HA advised c that RCAS-HA will check with the dts and let c know c thanked RCAS-HA RCAS-HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (12/4/2014 3 21 PM)** RCAS-HA received an email from dts advising that the next open appointment is January 13th 2015
Make Private	✓	**Created By Holly Allen (12/4/2014 7 43 AM)** RCAS-HA emailed the dts Bryan to ask for a later date
Make Private	✓	**Created By Holly Allen (12/4/2014 7 41 AM)** RCAS-HA received a voicemail from c stating that the dts appointment on 12/12/14 was not good for c and c asked for another date and to contact c's husband at [redacted]
Make Private	✓	**Created By Holly Allen (12/3/2014 8 33 AM)** RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-HA advised c in a message that the dts inspection is scheduled for 12/12/2014 at 1130am and RCAS-HA needs to confirm the appointment
Make Private	✓	**Created By Holly Allen (11/28/2014 10 04 AM)** RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-HA advised c in a message that c's dts inspection is scheduled for 12/12/14 at 1130am and RCAS-HA needs to confirm the appointment and to let RCAS-HA know that the appointment is ok for c
Make Private	✓	**Created By Holly Allen (11/24/2014 11 47 AM)** RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-HA advised c in a message that a dts inspection of c's vehicle is scheduled for 12/12/14 at 1130 am and RCAS-HA wants to make sure this date and time is good for c
Make Public		**Created By Mae Strenciwilk (11/19/2014 12 04 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Holly Allen (11/19/2014 9 16 AM)** RCAS-HA contacted c at [redacted] about the case RCAS-HA advised c that after review, Nissan is not in a position to repurchase the vehicle beased on the repairs done on the vehicle but will honor all applicable warranties RCAS-HA advised c that even though Nissan cannot repurchase the vehicle Nissan We are very sorry to hear about your experience with your electrical. As Nissan is committed to quality, we would like to restore your confidence in our brand by offering you coverage beyond your warranty on your electrical of the vehicle for 7 years from your vehicle's in-service date or when your vehicle's mileage reaches 100,000; whichever occurs first." c stated ok but there is something wrong with the vehicle c stated that the side blinker lights are not working since the dlr changed the radio c stated that the dlr knew that c had contacted CA and is still having problems with the vehicle c stated that c is scared that this vehicle with it's electrical problems may stop and c get killed c stated that the lane departure light used to flash like crazy until dealer repaired the radio and now they do no t work at all RCAS-HA advised c that Nissan would like to have a technical specialist come out and look at the vehicle to address the electrical concerns with c's vehicle RCAS-HA advised c that RCAS-HA will contact c back once there is a date and time scheduled, c stated ok c just wants the vehicle repaired RCAS-HA advised c that RCAS-HA will follow up with c once a date and time is set to make sure it is good for c RCAS-HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (11/19/2014 9 09 AM)** RCAS-HA notes a dts has not inspected the vehicle and CSM recommended one come out
Make Private	✓	**Created By Holly Allen (11/19/2014 8 36 AM)** RCAS-HA received an email from CSM-DM advsing to offer c an ECW for the electrical components in c's vehicle for customer satisfaction
Make Private	✓	**Created By Holly Allen (11/19/2014 8 30 AM)** RCAS-HA emailed CSM David and FOM Anthony for possible goodwill for c's inconvenience of repeated trips to the dlr for various concerns
Make Public		**Created By Nikita Thomas (11/14/2014 12 26 PM)** Arbs notes veh in service date of 12/26/13 Arbs notes current veh mileage of 12,904 Arbs notes 9 days down for veh Arbs notes veh concerns for passenger airbag light, departure radio and dash lights Arbs notes 2 repairs to radio head unit Arbs notes 1 OCS reprogram ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. Arbs recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.
Make Public		**Created By Nikita Thomas (11/14/2014 12 23 PM)** Arbs notes the following service history: OPEN: 01/04/14 M LEAGE: 562 RO# [redacted] DAYS DOWN: 4 CONCERN: 1. Trim ACTION: 1. Installed OPEN DATE: 03/07/14 MILEAGE: 2,584 RO# [redacted] DAYS DOWN: 1 CONCERN: 1. Lane departure, radio and dash lights flash 2. Passenger airbag light on with someone in seat ACTION: 1. No defect found 2. Zero point reset OPEN DATE: 05/20/14 MILEAGE: 5,317 RO# [redacted] DAYS DOWN: 1 CONCERN: 1. Recall OCS reprogram ACTION: 1. Completed OPEN DATE: 09/03/14 MILEAGE: 10,693 RO# [redacted] DAYS DOWN: 1 CONCERN: 1. Lane departure, radio and dash lights flash ACTION: 1. Reset radio head unit OPEN DATE: 09/10/14 MILEAGE: 10,912 RO# [redacted] DAYS DOWN: 1 CONCERN: 1. Radio cutting off and on ACTION: 1. SOP OPEN DATE: 10/23/14 MILEAGE: 12,904 RO# [redacted] DAYS DOWN: 1 CONCERN: 1. Radio cutting off and on ACTION: 1. Replaced audio unit

Make Private	✓	**Created By Holly Allen (11/14/2014 9 21 AM)** RCAS-HA contacted c at [redacted] about the case RCAS-HA advised c that c's repurchase review has been submitted and and RCAS-HA will follow up with c in a few days RCAS-HA advised c that a decision should come in the next five businesss days c thanked RCAS-HA RCAS-HA advised c to have a nice day call ended muutally
Make Private	✓	**Created By Holly Allen (11/14/2014 8 28 AM)** RCAS-HA notified region CSM and FOM of c's repurchase request
Make Public		**Created By Sara Dorazio (11/14/2014 7 56 AM) Last Modified By Sara Dorazio (11/14/2014 7 56 AM)** DRTS received the RHR. The RHR was assigned to ARBS- Nikita Thomas for review.
Make Private	✓	**Created By Jessica Lee (11/13/2014 4 19 PM)** RCAS-JL assisting RCAS-HA. RCAS-JL completed RHR and attached RHR to case. RCAS-JL submitted RHR. RCAS-JL exiting case.
Make Private	✓	**Created By Holly Allen (11/13/2014 2 24 PM)** RCAS-HA received a call from c about the case c stated c had not heard from RCAS-HA RCAS-HA advised c that RCAS-HA had tried to call c yesterday but was advised that the number had been disconnected c stated c was having phone trouble RCAS-HA advised c that RCAS-HA had received the repair orders on c's vehicle and would contact c once the review was submitted c thanked RCAS-HA RCAS-HA avised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (11/12/2014 2 58 PM)** RCAS-HA contacted c at [redacted], received an annoucment that the number has been disconnected RCAS-HA contacted c at [redacted] number is no longer in service
Make Private	✓	**Created By Holly Allen (11/7/2014 2 17 PM)** RCAS-HA received the repair orders and attached to the case
Make Private	✓	**Created By Holly Allen (11/7/2014 10 29 AM)** RCAS-HA contacted the dlr and spoke with SM Mike SM advised that the dealer is replacing the rear camera on the vehicle now RCAS-HA requested the repair orders on c's vehicle for the repurchase review by fax or email and provided both to SM
Make Private	✓	**Created By Holly Allen (11/7/2014 10 18 AM)** RCAS-HA received a call from c about the case RCAS-HA advised c that this call may be recorded for quality and training purposes PREVIOUS UNRELATED FILE FOUND: None PREVIOUS RELATED F LE FOUND: None RCAS-HA VER F ED C'S name, home & email address, concern, phone#, vin#, mileage ********** RCAS-HA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None RCAS-HA verified servicing dealer c stated that c has taken the vehicle to the dealership several times for the departure lane light blinks, the OCS light keeps coming on when someone is sitting in the seat, the radio stops working and the dashboard goes out, the back up camera is not working now c stated that the vehicle is down at the dealership now for electrical problems c stated that this car has given c problems since c has had the vehicle and does not want it anymore c stated that c has taken the vehicle to the dealer 7-8 times for various concerns •Why do you want to return the vehicle to Nissan North America? because it is a lemon, and it has been in the shop more than it has been out of the shop, and I am constantly taking it back and forth to the dealership •Where is the vehicle currently? down at the dealership and c is in a rental •Where was the vehicle purchased? Gwinnett Place Nissan •Was it purchased new or used?new •If used, when was the vehicle purchased? •Where is the vehicle serviced? Mountain View Nissan •Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?no RCAS-HA apologized to c for c's experience RCAS-HA advised c that RCAS-HA will contact the dealerships for the repair orders on c's vehicle for c's repurchase request RCAS-HA verified c had case # and contact info RCAS-HA advised c that RCAS-HA will follow up with c by 11/12/2014 RCAS-HA advised c to have a nice day call ended mutually
Make Public		**Created By Kalia Johannes (11/7/2014 7 43 AM)** TL-KJ assigning case to RCAS-HA as RCAS-LB is no longer available.
Make Public		**Created By Christian Rey Santos (11/6/2014 5 05 PM)** c provided the case number CRR-CS asked if c changed any of c's contact information c said no c said that c never received any call from anyone aside from Holly c said that c's vehicle might be a lemon and would like to know if the vehicle is c said that what is happening to c's vehicle should not be happening to a brand new vehicle c said that c would like to get a replacement vehicle for it CRR-CS informed c that CRR-CS will send an internal message and that c will receive a call back before the end of the next business day c agreed CRR-CS asked c what is the best number to reach c c said it's [redacted] can be reached tomorrow starting 10AM onwards and other days, after 5PM c also said that [redacted] is c's husband's number and it could be reached any time CRR-CS asked if c needed further assistance
Make Public		**Created By Kalia Johannes (10/20/2014 2 38 PM)** TL-KJ assisting RCAS-LB as RCAS is out of office. *** TL-KJ made outbound call to c on [redacted] and reached vmx. TL-KJ left a vmx providing case# [redacted] and direct line for RCAS-LB 615-725-7748. TL noting three attempts at contact, TL closing case pending c call back.
Make Public		**Created By Lanesha Becton (10/15/2014 2 57 PM)** RCAS-LB called c at [redacted] & left vm, called [redacted] & number is not in service, called [redacted] & vm is full.
Make Public		**Created By Lanesha Becton (10/9/2014 1 52 PM)** RCAS-LB changed follow up date per RCAS-LB holly has already contacted c & received no answer
Make Public		**Created By Kalia Johannes (10/9/2014 9 02 AM)** TL-KJ setting follow up for 10/9 to implement 1/3 plan.
Make Private	✓	

		Created By Holly Allen (10/8/2014 2 55 PM) RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-HA advised c in a message that RCAS-HA had contacted dlr and spoken with SM Mike to check on backordered radio
Make Private	✓	**Created By Holly Allen (10/8/2014 2 51 PM)** RCAS-HA received a voicemail from c about case and reopened case RCAS-HA contacted SM Mike about case Sm advised that part was backordered from Bosch on 9/11/14 and in some cases may take a while to receive SM advised that dlr would contact Bosch again to check on part once again
Make Public		**Created By Lanesha Becton (9/25/2014 3 09 PM)** RCAS-LB closing case per c was attempted to call c more than 3 times & no answer **case closed**
Make Private	✓	**Created By Holly Allen (9/24/2014 12 20 PM)** RCAS-HA contacted c at [redacted] go tno answer, left a voicemail with case # and contact info
Make Private	✓	**Created By Holly Allen (9/24/2014 12 10 PM)** RCAS-HA reeceived a call from SM Mike at dlr SM advised that dlr is waiting on a radio from Bosch that was ordered already
Make Private	✓	**Created By Holly Allen (9/24/2014 8 38 AM)** RCAS-HA contacted dlr and asked for the service manager Mike RCAS-HA left a message with c's name and vin for a return call
Make Private	✓	**Created By Holly Allen (9/15/2014 3 27 PM)** RCAS-AA changing servicing dlr to correct dlr to correct RCAS
Make Private	✓	**Created By Holly Allen (9/15/2014 3 01 PM)** RCAS-AA contacted dlr and spoke with SM Bill SM advised that dlr has not seen vheicle since 1/7/2014 at 500 miles
Make Private	✓	**Created By Holly Allen (9/12/2014 3 20 PM)** RCAS-AA contacted c at [redacted] got no answer, left a voicemail with case # and contact info
Make Private	✓	**Created By Holly Allen (9/11/2014 9 45 AM)** RCAS-AA contacted c a[redacted] number has been disconnected RCAS-AA contacted c a[redacted] number is disconnected RCAS-AA will attempt contact again 9/16/2014
Make Private	✓	**Created By Holly Allen (9/10/2014 8 53 AM)** RCAS-AA contacted c a[redacted] got no answer, left a voicemail with case # and contact info RCAS-AA contacted c a[redacted] phone went to busy signal RCAS-AA will attempt contact again 9/11/2014
Make Public		**Created By Sheena Marie Dela Cruz (9/9/2014 4 22 PM)** Vehicle Concern
Make Public		**Created By Sheena Marie Dela Cruz (9/9/2014 4 21 PM)** Crr-sd received call from c. C stated c have taken the veh to the dlr for 5 times for multiple concerns. c stated ever since c purchased the veh, c had nothing but trouble getting the veh in and out of the svc dept. c stated the turning signal light turns off, airbag lights on dashboard lights are off. c stated c's having concerns with the text messaging. c stated c dropped the veh last Monday- 9/8/2014. c dealt with different SA's. Crr-sd asked how can nna help c. C stated c want nna to replace the veh. Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agreed. crr-sd offered further assistance. c declined, c satisfied. Crr-sd provided c with case number, name and extension number. Crr-sd transferring case to RCAS. C stated the best number to contact c is [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7960818	INTERIOR ELECTRICAL	GEN. INTERIOR ELECTRIC COMPONENT	POOR OR MPROPER OPERATION	11	9/9/2014	YX	AV	195500	OA
Edit | Del	CC-7960819	INTERIOR ELECTRICAL	GEN. INTERIOR ELECTRIC COMPONENT	BROKEN/CRACKED	11	9/9/2014	ZB	AV	195500	OA
Edit | Del	CC-7960820	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	BROKEN/CRACKED	14	9/9/2014	ZB	BK	233500	OA
Edit | Del	CC-7960821	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/9/2014	YX	BK	233500	OA
Edit | Del	CC-7960822	INTERIOR (NON-ELECTRIC)	DASH/PANEL/TRIM	BROKEN/CRACKED	QA	9/9/2014	ZB	AU	187000	OA

Show 1 more » | Go to list (6) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/21/2014	Bryan Hayden	11/19/2014 1:11 PM
Edit | Del	Customer Letter Sent		✓	11/19/2014	Holly Allen	11/20/2014 4:38 PM
Edit | Del	Correspondence Request	[redacted]	✓	11/19/2014	Holly Allen	11/19/2014 12:05 PM
Edit | Del	RHR Review-Swayder-15724215		✓	11/14/2014	Nikita Thomas	3/13/2015 12:23 PM
Edit | Del	RHR Assigned-Swayder-15724215		✓	11/14/2014	Holly Allen	11/14/2014 8:32 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill ECW	1N4AL3APXEC[redacted]	Processed	Multiple Repair Issue	David Mackay	CEM	Jim Land	11/19/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR_Swayder_111314.doc	60KB	11/13/2014 4:19 PM	Jessica Lee
Edit | View | Del	RO2_Swayder.pdf	21KB	11/13/2014 4:19 PM	Jessica Lee
Edit | View | Del	RO1_Swayder.pdf	78KB	11/13/2014 4:18 PM	Jessica Lee
Edit | View | Del	RHR Template- Southeast Region Case [redacted].doc	102KB	11/10/2014 7:49 AM	Holly Allen
Edit | View | Del	RO_Swayder_15724215_11072014.pdf	1.02MB	11/7/2014 2:16 PM	Holly Allen

Case History

Case History Help

Date	User	Action
12/19/2014 8:20 AM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/16/2014 8:57 AM	Holly Allen	Changed **Follow Up Date** from 12/16/2014 to **12/19/2014**.
12/11/2014 8:38 AM	Holly Allen	Changed **Follow Up Date** from 12/11/2014 to **12/16/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

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Case Comments [91] | Case Categorizations [5] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [4] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Carrie Fay [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	3/12/2015	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	9/10/2014 2 04 PM
CA Multiple Repairs	✓	Date/Time Closed	4/15/2015 2 57 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050565

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Consumer Affairs Voluntary to replace the vehicle due to 5 repair, 17 days out of service visits for transmission shuddering		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	waiting for return of offer
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,921		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	REGAL NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$74,380.10	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/26/2014	Vehicle Service Contract	
RHR Completed	9/26/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	

Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] HONE: [redacted] V N: 5N1AR2MN9DC[redacted]		
Created By	Maria Lourdes Yacap, 9/10/2014 2 04 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:21 AM	Root Cause Code (2)	
Days Closed	273	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Carrie Fay (4/15/2015 2 57 PM) Last Modified By Carrie Fay (4/15/2015 2 57 PM)** Mother, Norma is back in US and address updated in case. Morley updated on repairs and to reschedule for surrender. Case is closing in SF.
Make Public		**Created By Carrie Fay (4/15/2015 1 32 PM)** RC called daughter for C (Norma Lees) address to send surrender package toher. RC also reached out to dealer for it. Will followup tomorrow. New Morley case # [redacted] prior case # was [redacted]
Make Public		**Created By Carrie Fay (4/14/2015 3 31 PM)** RC called and spoke with Customer's daughter and explained the owning of two vehicles. After a long conversation she understands but feels mislead by dealer, RC expressed the need to just move forward and get me her mother's address in Jamaica to send a package out to her asap. C is working on that. Dealer called back today, Sales Manager, Dan Hoffenberg and is guaranteeing repairs to be completed on surrender vehicle by 4/24 and is wanting to schedule surrender. He is also getting an updated payoff for so checks can be rewritten. RC is opening a new VSPC case and will refer to the closed. RC will followup tomorrow on all aspects.
Make Public		**Created By Carrie Fay (4/13/2015 3 22 PM)** ARB has advised RC to make two more phone attempts to speak with C daughter and try to locate owner to send new offer due to repairs taking longer than the payoff approved to send to lender. If no progress is made, a close account letter will be sent to daughter. RC will followup tomorrow t
Make Public		**Created By Carrie Fay (4/13/2015 11 45 AM)** Contacting ARB on what direction to take on this case. Repairs still not completed and customer out of country. Daughter has new vehicle and basically owns two cars now. She will not speak with RC, hung up when RC explained the process and asked her for contact information on her mother, the customer.
Make Public		**Created By Carrie Fay (4/10/2015 3 31 PM)** *** [Added after the case is closed] *** Dealer agreed to repair vehicle by surrrender and he is still waiting for parts. Case may have to be closed in VSPC pending repairs completed. If that occurs, RC will need to send out new offer with updated payoff to C. RC explained situation to dealer. RC is checking on what other path can be followed to surrender and satisfy car condition for auction post surrender.
Make Public		**Created By Tammy Knotts (3/27/2015 1 17 PM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $2108.00 sent to LOCKBOX #54457; FED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (3/27/2015 1 11 PM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $171 00 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case on this date.
Make Public		**Created By Rebecca Martin (3/23/2015 3 31 PM)** DRTS-RM received a check made payable to Regions Bank in the amount of $34,707.70 and check made payable to Regal Nissan in the amount of $1,686.74. Forwarding checks to Morley via FedEx tracking # [redacted]
Make Public		**Created By Carrie Fay (3/19/2015 9 00 AM)** updated check request: 30 day check payoff good thru 4/16/15: 4/16/15-3/23/15=24 days 25*4.99=124.75+34582.95= 34707.77
Make Public		**Created By Carrie Fay (3/18/2015 9 07 AM)** Dealer sent RC estimate on damage and RC forwarded it to ARB-AL for instructions on moving forward. Morley also notified to hold up scheduling surrender.
Make Public		**Created By Carrie Fay (3/17/2015 2 26 PM)** RC received email from NNA that prior checks are voided. submitting new ones when estimate comes in from dealer.
Make Public		**Created By Carrie Fay (3/17/2015 1 45 PM)** correction: 30 day check payoff good thru 4/16/15: 4/16/15-3/23/15=24 days 24*4.99=154.69+34582.95= 35,007.64
Make Public		**Created By Carrie Fay (3/17/2015 1 40 PM)** RC is requesting estimate on damage and will present it to ARBs before submitting checks.
Make Public		**Created By Carrie Fay (3/17/2015 1 11 PM)** Morley case [redacted] Dealer is stating there is minor damage on the surrender vehicle.
Make Public		**Created By Carrie Fay (3/17/2015 12 43 PM)** submitting checks for approval: 30 day check payoff good thru 4/16/15: 4/16/15-3/16/15=31 days 31*4.99=154.69+34582.95= 35,007.64
Make Public		

Created By Carrie Fay (3/17/2015 10 34 AM)
Old checks voided, when C sends new offer signed back, new checks will be submitted.
Offer sent to C via email and dealer letter emailed to contact [redacted]

Created By Ricardo Garcia (3/17/2015 10 15 AM)
ARBS-RG notes the following

Loan Payoff good till $34,548 02 good till 3/16/15
Per Diem 4.99
31 Day Payoff good till $34,702.71 good till 4/16/15

*7 day payoff good till $34,582.95 good till 3/23/15

ARBS-RG notes the following figures

Make Public
(+) Base Price $32,269.00
(+) Doc Fee $598 00
(+) Sales Tax $2,160 69
(+) Title Fee $39.00
(+) GA Lemon Law $3 00
(+) Nissan Extended Service $2,811 00
(+) Maintenance Plus $389.00
(=) Total Purchase Price $38,269.69

(-) Less Rebate $2,000 00
(+) Total NNA Pays to Dealer $36,269.69

(-) Customer's Participation $34,582.95
(=) Total NNA Pays to Dealer $1,686.74

Created By Christine Wilsey (3/17/2015 8 54 AM)
Worksheet notes

per T/C to lender pay off good thru 3/16/15=34,548.02
New Loan Payoff good thru (3/23/15)new calculation for payoff $34,582.95
4 99*7days out =34.93+34548.02=34,582 95

Make Public
Refinance Amount $34,582.95

30 day payoff =4/16/15
4/16/15-3/23/15= 24 days*4.99= 119.76+34582 95=34702.71

Usage waived in replacement

Upgrade charge for illuminated kickplate 350, splash guards 160, cross bars 305; total $815 waived by TL-TE as noted.

Created By Christine Wilsey (3/17/2015 8 54 AM)
Dealer letter

Make Public
(+) New Vehicle Invoice: $32,269.00
(+) Sales tax: $2,160 69
(+) Title Fees: $39.00
(+) Dealer doc Fee $598.00
(+) GA Lemon Law: $3.00
(+) Maintenance Plan $389 00
(+) Security Plus $2,811.00
(-) Rebate: ($2,000.00)
Total Purchase Price: $36,269 69
Customer Participation: $34,582.95
(=) Total NNA Pays to Dealer: $1,686.74

Created By Christine Wilsey (3/17/2015 8 53 AM)
Customer replacement letter

Make Public
MSRP of new vehicle: $34,720 00
MSRP of old vehicle: $32,955.00
Upgrade waived 0
Current Payoff(good through 3/23/15 $34,582 95
Total Customer Participation: $34,582 95

Make Public
Created By Carrie Fay (3/16/2015 6 54 PM)
30 day payoff =4/16/15
4/16/15-3/23/15= 24 days*5.0496= 368 62+34,582 95=34,704.14

Make Public
Created By Carrie Fay (3/16/2015 6 41 PM)
Dealer corrected MOC buyer order, case into QC second time.

Make Public
Created By Carrie Fay (3/16/2015 2 33 PM)
Dealer was instructed to correct 2nd moc buyer order to include reduction of rebate/incentives (their request after offer was signed) and include two warranties that customer had on prior invoice. Dealer sent a new one in today and it has a different rebate than last week, and invoice price does not match base price now. RC called dealer again for another correction. If this is not resolved by Friday of this week, a repurchase will have to be executed in the efforts of moving this old case forward.

Make Public
Created By Carrie Fay (3/16/2015 1 23 PM)
The payoff amount is : $34,548.02
The Per Diam is $4.99
This info is only good for today per T/C to lender by RC.

Make Public
Created By Carrie Fay (3/16/2015 12 29 PM)
RC reached Margie for updated payoff and they had another death in the family. That is why RC has not heard back with payoff information.
Dealer also left out maintenance fees off new MOC buyer order and is faxing corrected one. Then this case will go to QC for relook

Make Public
Created By Carrie Fay (3/16/2015 12 12 PM)
*** [Added after the case is closed] ***
dealer has supplied new MOC buyer order with increased rebate and case is going to QC for review

Created By Adrian Lagdameo (3/11/2015 12 39 PM)
c has an existing case
crr-al asked for the case number
c provided [redacted]
crr-al confirmed c's full name, address and contact details.
c stated that every day the bank is contacting c and c don't know what to tell them
c is the holder of the loan and c's son in law is the one paying on c's behalf
Make Public
crr-al checked and advised c that the case has been handled by a different department
crr-al offered to send an e-mail to the rep assigned on the case for follow up
c agreed
crr-al offered further assistance
c declinedcrr-al provided name, extension number, branding and ended the call
—
crr-al noting that the follow up email was already sent to RC-CF
crr-al now exiting case

Make Public
Created By Carrie Fay (2/27/2015 1 20 PM)
*** [Added after the case is closed] ***
Dealer called and told RC incentives have gone up for Febuary , new dealer ack letter must be sent out and current dealer check will have to be sent back to NNA and new one requested. Morley has been notified of delay to schedule surrender.

Make Public
Created By Rebecca Martin (2/11/2015 2 04 PM)
DRTS-RM received a check made payable to Regal Nissan in the amount of $2,861.44 and a check made payable to Regions Bank in the amount of $35,124.22. Forwarding checks to Morley via FedEx tracking #[redacted]

Make Public

	Created By Carrie Fay **(2/10/2015 4 39 PM)** Consumer Affairs Voluntary to replace the vehicle due to 5 repair, 17 days out of service visits for transmission shuttering.
Make Public	**Created By** Carrie Fay **(2/9/2015 3 04 PM)** Morley case [redacted]
Make Public	**Created By** Carrie Fay **(2/9/2015 3 00 PM)** Check request: 30 day check request 3/11/15: 3/11/15-2/1/15=38days 38*5.0496=191.88+35,124 22
Make Public	**Created By** Carrie Fay **(2/9/2015 2 43 PM)** C called over the weekend, left RC a message they were faxing offer back signed, nothing has arrived today. RC will followup tomorrow.
Make Public	**Created By** Carrie Fay **(2/4/2015 9 23 AM)** RC called and spoke to C to fax signed offer, C stated she will get offer to RC today. RC explained the need to move forward with her case.
Make Public	**Created By** Carrie Fay **(2/3/2015 10 28 AM)** RC spoke with daughter and son yesterday as they had questions, they will be faxing the offer this week.
Make Public	**Created By** Carrie Fay **(1/30/2015 7 32 AM)** RC emailed and placed phone message with daughter Margie who has been handling this case for her mother Norma asking about the offer emailed on the 28th.
Make Public	**Created By** Carrie Fay **(1/28/2015 11 25 AM)** RC emailed offer to C and ack letter to dealer, will follow up on receipt confirmation
Make Public	**Created By** Ricardo Garcia **(1/28/2015 7 44 AM)** ARBS-RG notes the following figures (+) Base Price $32,269.00 (+) Doc Fee $598 00 (+) Sales Tax $2,184.78 (+) Title Fee $39.00 (+) GA Lemon Law $3 00 (+) Nissan Security Plus $2,811 00 (+) Maintenance Plus $389.00 (=) Total Purchase Price $38,293.78 (-) Less Rebates $500.00 (-) Customer's Participation $34,932.34 (=) Total NNA Pays to Dealer: $2,861.44
Make Public	**Created By** Ricardo Garcia **(1/28/2015 7 40 AM)** ARBS-RG notes the following Current Vehicle 2013 Nissan Pathfinder SV VIN # 5N1AR2MN9DC[redacted] MSRP $32,955 00 Replacement Vehicle 2015 Nissan Pathfinder SV VIN # 5N1AR2MN5FC[redacted] MSRP $34,720 00 (+) Upgrades $0 00 (+) 10 Day Payoff $34,932 34 good till 2/1/15 (=) Total Customer's Participation $34,932 34
Make Public	**Created By** Kristina Rosas **(1/27/2015 12 54 PM)** WORKSHEET NOTES: 30 day payoff from QC submission =2/25/15 2/25/15-2/1/15= 24 days*5.0496= 121.19 121.19+34,932 34=35,053.63 Usage waived in replacement Upgrade charge for illuminated kickplate 350, splash guards 160, cross bars 305; total $815 waived by TL-TE as noted.
Make Public	**Created By** Kristina Rosas **(1/27/2015 12 54 PM)** DEALER REPLACEMENT LETTER: (+) New Vehicle Invoice: $32,269.00 (+) Sales Tax: $2,184.78 (+) Lic/Reg/Title Fees: $39 00 (+) Dealer Doc Fee: $598 00 (+) GA Lemon Law: $3.00 (+) Maintenance Plan: $389.00 (+) Security Plus: $2,811 00 (-) Rebates: ($500.00) (=) Total Purchase Price $37,793.78 (-) Customer Participation: ($34,932.34) (=) Total NNA Pays to Dealer: $2,861.44
Make Public	**Created By** Kristina Rosas **(1/27/2015 12 53 PM)** CUSTOMER REPLACEMENT LETTER (New finance): MSRP of new vehicle: $34,720 00 MSRP of old vehicle: $32,955.00 + Upgrade (Option Content; Waived): $0.00 Current Payoff(good through 02/1/15): $34,932 34 Total Customer Participation: $34,932 34
Make Public	**Created By** Carrie Fay **(1/26/2015 12 59 PM)** RC recieved updated payoff and drivers license working case up for QC
Make Public	**Created By** Carrie Fay **(1/23/2015 2 47 PM)** Copy of drivers license faxed by dealer. Copy is hard to read but dealer confirmed by T/C that it is Norma Lee
Make Public	**Created By** Carrie Fay **(1/23/2015 2 03 PM)** RC has made several attempts to obtain copy of title from dealership, bank to no avail. C has supplied current registration
Make Public	**Created By** Carrie Fay **(1/23/2015 1 39 PM)** C sent in usable payoff, RC working case up for QC review
Make Public	**Created By** Carrie Fay **(1/22/2015 9 08 AM)** Payoff is not usable, has not bank id on it and payoff date. RC called c back and she is working on another usuable one. RC gave her contact name of office manager to speak to for immediate assistance. Her bank has been telling her they have to mail it out and it takes 10 days, that was the holdup prior.
Make Public	**Created By** Carrie Fay **(1/15/2015 3 53 PM)** all docs in or workup to complete replacement option
Make Public	**Created By** Carrie Fay **(1/15/2015 2 41 PM)** Margie finally called RC back, she has been very ill and unable to do much till now. She is emailing docs requested of her mother and RC will review for work up.
Make Public	**Created By** Carrie Fay **(1/15/2015 8 22 AM)** RC is not getting response from Daughter on how to proceed, message left again.

Make Public
Created By Carrie Fay (1/13/2015 1 30 PM)
RC has emailed and called [redacted] several times and left messages to return my calls and tell her what the intentions are for this case. Mother is in Florida and not following through with registration and other docs needed to pursue case.

Make Public
Created By Carrie Fay (1/2/2015 2 24 PM)
RC is working with daughter [redacted] to pursue replacement

Make Public
Created By Carrie Fay (12/18/2014 3 58 PM)
RC contacted C for outstanding payoff and registration. C is sending them in 10 days.

Make Public
Created By Carrie Fay (12/15/2014 4 23 PM)
RC called C and she gave her the daughter's number to call. RC spoke with her and she is going to work on getting RC the docs needed to move forward on the replacement

Make Public
Created By Carrie Fay (12/15/2014 4 15 PM)
NNA is replacing the vehicle due to 5 repair visits for a transmission shutter with 17 days out of service.

Make Public
Created By Tracy Ehrlinger (12/11/2014 11 52 AM)
RC team lead-te using empowerment to waive Illuminated kick for $350, splash guards for $160, and cross bars for $305 in upgrades

Make Public
Created By Amanda Simcox (12/11/2014 11 49 AM)
NNA is repurchasing/replacing the vehicle due to 5 repair visits for a transmission shutter with 17 days out of service.

Make Public
Created By Amanda Simcox (12/11/2014 11 37 AM)
RC received invoice and BOS from DLR.

RC called C and sent an email requesting the rest of the documentation. C will work on gathering docs and will send them to RC.

Make Public
Created By Amanda Simcox (12/11/2014 11 21 AM)
RC spoke with Eric at DLR. Eric will fax over invoice and BOS.

Make Public
Created By Amanda Simcox (12/4/2014 11 06 AM)
RC spoke with Dan in finance at DLR. RC advised Dan to add Nissan Maintenance and Service contracts to new BOS but GAP and protection plan would not be covered by Nissan. Dan will put together docs and send to RC.

Make Public
Created By Amanda Simcox (12/4/2014 10 14 AM)
RC received call from Randy at DLR. Replacement vehicle is in and Randy will work with Eric to gather docs.

Make Public
Created By Amanda Simcox (12/4/2014 10 04 AM)
RC received callback from Eric at DLR. Vehicle is not in yet but Eric will send over invoice and BOS once vehicle arrives. Eric's email is [redacted]

Make Public
Created By Amanda Simcox (12/2/2014 8 56 AM)
RC left VM for Eric at DLR inquiring about replacement vehicle.

Make Public
Created By Amanda Simcox (12/2/2014 8 52 AM)
RC spoke with C. C stated that the dealership is waiting for 2015's to come in that will match C's specifications. C stated that C gave dealership requested info. RC advised that C would need to send it to RC as dealership did not. C will work on getting docs and will send to RC.

Make Public
Created By Sara Dorazio (11/18/2014 11 36 AM)
DRTS obtained and attached the factory invoice.

Make Public
Created By Amanda Simcox (11/4/2014 11 27 AM)
RC emailed C requesting an update on C's situation.

Make Public
Created By Amanda Simcox (10/14/2014 10 48 AM)
C called RC regarding service contracts on vehicle. RC advised that Nissan service contracts would be put on replacement vehicle but if C purchased maintenance plans or contracts through the dealership then C would have to contact the dealership to have them cancelled and refunded.

Make Public
Created By Amanda Simcox (10/10/2014 7 45 AM)
RC called C to inquire if C has looked for replacement vehicle.

C stated that C is in the process of moving and has recently had a death in the family and C has been unable to work on gathering docs. RC advised C that there is not a deadline for this process and that C should proceed when C has the time.

RC advised C to look for replacement vehicle that is comparable to current vehicle.

Call ended mutually.

Make Public
Created By Amanda Simcox (10/2/2014 2 56 PM)
RC spoke to daughter-in-law [redacted] regarding case. Margie will be POC. RC explained replacement process. C will obtain requested documents and will look for a replacement vehicle.

Call ended mutually.

Make Public
Created By Amanda Simcox (10/2/2014 2 46 PM)
RC spoke with C regarding replacement. C is currently in FL and C's daughter-in-law Marjorie and son Rudolph will be handling the case. C provided phone numbers.

RC will contact D L or son regarding case.

Call ended mutually.

Make Public
Created By Amanda Simcox (10/2/2014 2 34 PM)
NNA is offering to buy back the vehicle due to 5 repair visits for a transmission shutter with 17 days out of service.

Make Public
Created By Amanda Simcox (10/2/2014 2 34 PM)
RC sent C LOI via FedEx tracking # [redacted]

October 2, 2014

[redacted]
Woodstock, GA [redacted]

Re: 2013 Nissan Pathfinder / VIN: 5N1AR2MN9DC[redacted]

Dear [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your vehicle. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your appeal and after a review of all available facts, Nissan offers to voluntarily assist you with your request.

In order to complete the process, Nissan requires particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me as soon as possible, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's title(if in your possession) or title application
- A legible copy of the vehicle's current registration
- A legible copy of the driver's license for all vehicle owners
- A copy of the purchase contract for the vehicle
- A payoff confirmation statement from your lienholder(10 day payoff referencing account number, collateral, amount of interest you pay per day, and overnight payoff address)
- A detailed payment history from your lien holder

Please return the requested information to me via fax at [redacted] or scan and email. We anticipate completing the process within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you have any questions you are welcome to call me at [redacted] though email is preferred at amanda simcox@nissan-usa com. I am generally in the office 8 a m. – 5 p.m. EST Monday-Friday.

Sincerely,

Amanda Simcox
Customer Quality
Repurchase Coordinator
Nissan North America, Inc.
Phone: (989) 497-8959
Fax: (615) 967-2244

Make Public

Created By Ricardo Garcia (10/2/2014 12 01 PM)
ARBS-RG completed RHR Review. ARBS-RG sent case to DRT CASES ASSIGNED TO MORLEY for review.

Make Public

Created By Ricardo Garcia (10/2/2014 12 00 PM)
ARBS-RG sent notification to CSM, DOM, FOM in regards to buyback offer on 10/2/14

Make Public

Created By Ricardo Garcia (10/2/2014 11 56 AM)
Vehicle Concern

Make Public

Created By Ricardo Garcia (10/2/2014 11 55 AM)
ARBS-RG notes the following

****
REASON : 5 repair visit related to transmission concern
LEMON LAW : YES – **GEORGIA**
USAGE : at first report at 869 miles
RETENTION GOODW LL : IF REPLACEMENT - USAGE DOES NOT APPLY
OPTIONS : REPURCHASE – REPLACEMENT

Note : no settlement option as vehicle is currently in service department being serviced

Lienholder : Regions Bank
****

Make Public

Created By Ricardo Garcia (10/2/2014 11 53 AM)
ARBS-RG notes the following

17 days down
5 visits - 2 repairs - 1 recall related to passenger airbag light concerns
5 visits - 4 visits related to transmission concerns
2 visits - 0 repairs related to fuel gauge concern

NO ADDITIONAL CASES FOUND
TECH LINE CASE FOUND
- Case # [redacted] Related to OPEN RO - Current Mileage 20,585 miles
NO DTS FOUND
ADDITIONAL WARRANTIES FOUND
- Policy # [redacted] Prepaid Maintenance Agreement - 3 year / 45,000 miles - EXP RES on 11/20/2016
- Policy # [redacted] New Gold Preferred - 6 year / 100,000 miles - EXPIRES on 10/20/2018

10/1/14 @ 20,585 miles — OPEN RO
Issue:
1) cust states the pass airbag llight comes on with someone in the seat.
2) Vehicle shakes badly when accelerating
Action:
1) Unable to duplicate
2) Replaced CVT

Make Public

Created By Ricardo Garcia (10/2/2014 11 45 AM)
ARBS-RG notes the following repairs

12/02/13 @ 869 miles — RO # [redacted] — 1 day down
Issue:
1. C states the vehicle shudders at low speeds from a roll 5-15 mph. other time it happened yesterday at 45mph to 55mph after driving for a while and also when accelerating. One time it happened when accelerating on hwy
2. C states the passenger seat airbag light comes on with someone in the seat
3. Send to detail for safeshield
4. C states when there is cold weather, there is a parking monitor error code on gauge cluster
5. C states driver side weather strip on roof panel is loose
6. C states MPG readings on display and in instrument cluster do not match
Action:
1. Reprogrammed TCM
2. No problem found
3. Completed
4. No problem found
5. Replaced roof molding with cross bars both
6. No problem found

12/19/13 @ 1,875 miles — RO # [redacted] — 1 day down
Issue:
1. C states when driving around 1500 rpms around 35 mph there is a judder and buck from vehicle. Also has a slight incline on driveway and has had to floor the accelerator to get up the incline
2. Customer states at times the airbag light for passenger seat stays on even when someone is sitting in passenger seat
3. C states the vehicle is not getting good gas mileage, is only getting 18 mpg
4. Rental Provided
Action:
1. Replaced CVT
2. Performed zero point reset
3. Could not duplicate concern
4. Completed

04/18/14 @ 9,075 miles — RO # [redacted] — 1 day down
Issue:
1. Perform R1405 : OCS Reprogramming
Action:
1. Completed

06/16/14 @ 12,653 miles — RO # [redacted] — 2 days down
Issue:
1. Warranty repair scraping noise from left front wheel bearing/ hub assembly
2. P/S airbag light is still coming on
3. Rear door is not closing properly very hard to close
Action:
1. Replaced the left front wheel bearing/ hub assembly to correct
2. Performed OCS Module reprogram
3. SOP – Right rear door lock actuator assembly

06/30/14 @ 13,266 miles — RO # [redacted] — 1 day down
Issue:
1. Right rear door will not close
2. RR door weather stripping keeps falling out of place
3. 3rd row seat back will not stay attached
Action:
1. SOP here - Replaced one door lock assembly
2. SOP
3. SOP

07/28/14 @ 15,015 miles — RO # [redacted] — 1 day down
Issue:
1. Right rear door stripped is deformed
2. 3rd row seat trim keeps popping off
3. Vehicle shutters when accelerating
Action:
1. SOP here - Replaced the right rear door weatherstrip to correct
2. SOP here - Replaced 3rd row seat striker trim piece to correct
3. Reprogrammed TCM

08/22/14 @ 16,235 miles — RO # [redacted] — 12 days down
Issue:
1. Airbag light is not working properly
2. Vehicle shakes badly when accelerating
3. C states left side roof trim piece is falling off again

Action:
1. Replaced the OCS control module and sensors to correct this issue
2. Ordered a new cvt transmission
3. Replaced the left side roof trim piece to correct

Make Private ✓ **Created By Holly Allen (10/2/2014 10 25 AM)**
RCAS-HA requested the new repair order on the vehicle from 10/1/14

Make Private ✓ **Created By Holly Allen (10/2/2014 10 13 AM)**
RCAS-HA contacted SM Danny at dlr and advised that vehicle is down at ddlr now with the new cvt being put in the vehicle and may be ready this evening and has been at dlr since10/1/2014

Make Private ✓ **Created By Holly Allen (9/29/2014 1 19 PM)**
RCAS-HA contacted c at [redacted] about case
RCAS-HA advised c that c's request had been submitted for review on 9/26/2014
c thanked RCAS-HA
RCAS-HA advised that a update should come soon
c thanked RCAS-HA
RCAS-HA advised c to have a good day
call ended mutually

Make Public **Created By Ashley Fiting (9/26/2014 9 27 AM)**
DRTS received RHR. The RHR has been assigned to ARBS- Ricardo Garcia for review.

Make Private ✓ **Created By Holly Allen (9/26/2014 9 21 AM)**
RCAS-HA completed and attached the RHR for review

Make Private ✓ **Created By Holly Allen (9/25/2014 8 15 AM)**
RCAS-HA contacted CSM and FOM of region about c's repurchase request

Make Private ✓ **Created By Holly Allen (9/25/2014 8 04 AM)**
RCAS-HA received the repair orders and attached to the case

Make Private ✓ **Created By Holly Allen (9/24/2014 3 04 PM)**
RCAS-HA contacted c at [redacted] about case
RCAS-HA advised c that RCAS-HA had recieved the repair orders and will contact c once there is an update in the case

Make Private ✓ **Created By Holly Allen (9/18/2014 8 43 AM)**
RCAS-AA contacted c at [redacted] about case
RCAS-AA advised c that RCAS-AA is still working on case and will update c once there is new information
RCAS-AA advised that RCAS-AA is still waiting on the repair orders
c thanked RCAS-AA for calling
RCAS-AA advised c to have a good day
call ended mutually

Make Private ✓ **Created By Holly Allen (9/15/2014 8 02 AM)**
RCAS-AA contacted dlr and spoke with SM Steve
SM advised that vehicle had been to dlr 8 times for repairs
SM advised that vehicle had transmission replaced and needs another which has been ordered
RCAS-AA requested repair orders for c's repurchase request and provided email to SM

Created By Holly Allen (9/11/2014 8 52 AM)
RCAS-AA contacted c at [redacted] about vehicle concern

PREVIOUS UNRELATED F LE FOUND: None
PREVIOUS RELATED F LE FOUND: none
RCAS-AA VERIF ED C'S name, home & email address, concern, phone#, vin#, mileage
****
RCAS-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None

Make Private ✓
c stated that c bought vehicle in December of 2013 and vehicle has had problems since
c stated that a friend of c's Mike is a mechanic at dlr and has been dealing with the vehicle
c stated that the back door does not close all of the way and the door can be jiggled
c stated that c has taken vehicle to Regal Nissan
c stated that the transmission has been replaced for juddering
c stated that the transmission has been reprogrammed twice
c stated that at 20-25 mph the vehicle judders still
c stated that dlr has ordered a new transmission
c stated that c has 4 children and two that are older and the rental c is being put in is not big enough for c's family
c stated that the OCS light also stays on while c is sitting in the seat
c stated that dlr has reprogrammed it and replaced the sensor itself
c stated that dlr also replaced control module
c stated that dlr told c that vehicle had problems
c stated that the roof rail also has been replaced twice

•Why do you want to return the vehicle to Nissan North America? my biggest fear is that once the parts replacement is over that there will not be a fix with vehicle, the concerns are the air bag and the transmission
•Where is the vehicle currently? in my possession
•Where was the vehicle purchased? Regal Nissan
•Was it purchased new or used? New
•If used, when was the vehicle purchased?
•Where is the vehicle serviced? Regal Nissan
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? No

c stated that the body panels also don't look like they are fitted right when c purchased the vehicle
c stated that c likes the vehicle and would like the 2014 Pathfinder because c has heard it does not have as many problems as the 2013 model
c stated that dlr has ordered a transmission for the vehicle and it is waiting for one to come in
c stated that the SA Robbie has been helping c also

RCAS-AA apologized to c for c's experience
RCAS-AA advised c that RCAS-AA will contact SM for repair orders for c's request
RCAS-AA advised c that whole process can take up to 10 business days
RCAS-AA provided c with case # and contact info
RCAS-AA advised c that RCAS-AA will follow up with c by 9/16/2014
RCAS-AA advised c to have a good weekend
call ended mutually

Make Public **Created By Maria Lourdes Yacap (9/10/2014 3 08 PM)**
c called in because of the many issues on c's vehicle.
crr-my verified c's account.
c claimed that their vehicle is a lemon because of the many problems on it.
c mentioned that c had taken the vehicle to the dealership several times. c mentioned that when they're doing the testdrive, a little rail on the roof came loose but that was repaired by the dealership. The passenger air bag has an issue too, the dealership said that c is sitting wrong and the dealership reprogrammed it. The sensors have been repaired also. The seat has been worked for 3-4 times. The back door doesn't close properly and has been realigned at the body shop and c thinks that there might be a factory issue. The transmission also has been replaced once and reprogrammed twice.
c consulted the dealership last 3 weeks ago and talked to chief service guy michael regarding the issue on the vehicle
according to c, c's paying too much on the vehicle.
crr-my told c that this is beyond crr-my's empowerment and will escalate the case to rcas for further review and will contact c by the end of the next business day.
c agreed and wanted to be contacted at [redacted]
crr-my asked c on how would c like to be assisted by nissan
c said that c wanted to trade the vehicle into a 2014 pathfinder
crr-my advised that eventhough the case will be escalated to rcas for further review, there is no assurance that the request will be approved.
c understood.
crr-my did a recap and offered further assistance
c declined
crr-my provided name, extension number and case number
crr-my forwarding case to rcas

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	BODY	DOOR HANDLE/LATCH	BROKEN/CRACKED	17	9/10/2014	ZB	AB	105000	OA

Edit | Del	[redacted]	NTERIOR ELECTRICAL	SENSOR/SOLENO D/VALVE/SWITCH	POOR OR MPROPER OPERATION	11	9/10/2014	YX	AV	198000	OA
Edit | Del		NTERIOR (NON-ELECTRIC)	SEAT (SEAT/LEVER/POSITIONER)	BROKEN/CRACKED	22	9/10/2014	ZB	AU	190000	OA
Edit | Del		BODY	PANEL (HOOD/TRUNK/ROOF)	BROKEN/CRACKED	16	9/10/2014	ZB	AB	109000	OA
Edit | Del		RESTRA NT SYSTEM	A RBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/10/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	3/19/2015	Carrie Fay	3/24/2015 8 59 AM
Edit | Del	Review Approved Check Request		✓	3/19/2015	Carrie Fay	3/24/2015 8 59 AM
Edit | Del	Approved - Replacement Figures		✓	3/17/2015	Carrie Fay	3/24/2015 8 56 AM
Edit | Del	Re-review Lee replacement		✓	3/17/2015	Ricardo Garcia	3/17/2015 10:15 AM
Edit | Del	Review Approved Check Request		✓	2/10/2015	Carrie Fay	2/12/2015 4 37 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MN9DC633561						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		3/21/2015	Lienholder	Approved	$34,707.70	34BUYBACK	Nissan South East Buyback/Trade		
			3/21/2015	Dealer	Approved	$1,686.74	34BUYBACK	Nissan South East Buyback/Trade		
			2/11/2015	Lienholder	Approved	$35,124 22	34BUYBACK	Nissan South East Buyback/Trade		
			2/11/2015	Dealer	Approved	$2,861.44	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | De	[redacted]-Check.pdf	82KB	3/27/2015 1:17 PM	Tammy Knotts
Edit | View | De	[redacted]-Check.pdf	80KB	3/27/2015 1:11 PM	Tammy Knotts
Edit | View | De	[redacted]-check approval to issue new ones.pdf	89KB	3/25/2015 10 20 AM	Carrie Fay
Edit | View | De	[redacted]-Check.pdf	71KB	3/23/2015 4 00 PM	Tammy Knotts
Edit | View | De	[redacted]-Check.pdf	69KB	3/23/2015 3 59 PM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
4/15/2015 2 57 PM	Carrie Fay	Changed **Status** from Open to **Closed**.
		Closed.
4/13/2015 11 30 AM	Carrie Fay	Changed **Subject** from CUSTOMER [redacted] PHONE [redacted] VIN: 5N1AR2MN9DC [redacted] o CUSTOMER [redacted] PHONE [redacted] IN 5N1AR2MN9DC [redacted]
		Changed **Status** from Closed to **Open**.
3/24/2015 8 59 AM	Carrie Fay	Changed **Case Record Type** from CA to CA Closed Case.

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Surveys

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Case [redacted]

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Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Numb	[redacted]
Executive Referral		Case Owner	Lanesha Becton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/1/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/10/2014 2:50 PM
CA Multiple Repairs		Date/Time Closed	10/6/2014 2:46 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Dlr Complaint		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MTN VIEW NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,461		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MTN VIEW NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] V N: 1N4AL3AP9DC[redacted]		
Created By	Maria Marsha Atienza 9/10/2014 2:50 PM	Root Cause Code	SDDS
Last Modified By	NNAETL 10/14/2015 12:21 AM	Root Cause Code (2)	
Days Closed	464	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lanesha Becton (10/6/2014 2 46 PM) RCAS-LB called c regarding vehicle concern RCAS-LB advised already submitted vehicle concern to FOM
Make Public		C doesn't not have the vehicle anymore & doesn't have anything to repair C stated that c just wanted to complain that C took a 7000 loss purchasing another vehicle & NNA should have repaired vehicle C stated thank & case closed & hung up **Closing Case**
Make Public		**Created By Mark Chester Carpio (9/30/2014 9 35 AM)** RCAS Case Follow-up
		Created By Mark Chester Carpio (9/30/2014 9 34 AM) CRR-MC received call from c following up on the case. C stated that c's veh is still not fixed and stated that c's calling NNA back to request for follow up CRR-MC accidentally ended the call CRR-MC called c back on contact #[redacted] CRR-MC apologized about the disconnected call. CRR-MC advised c that the call will be recorded for training and quality purposes CRR-MC verified if any of c's contact info changed. C said no
Make Public		C stated that c's calling NNA back as advised by c's dlr to ask NNA to fix the airbag concern of c's veh c stated that c were just advised to have his wife seated at the back of the veh c stated that its not reasonable c stated that the veh needs to be fixed or else NNA should replace c's veh C stated that its a safety issue that NNA should address CRR-MC told c that c's case will be escalated back to RCAS for further review and assistance, CRR-MC advised c that will receive a call back before the end of the next business day c agreed. CRR-MC ask c to provide the best number, c provided contact [redacted] CRR-MC offered further assistance, c declined. CRR-MC provided a brief call recap, name, case number, and ext number CRR-MC thanked C for calling Nissan Consumer Affairs CRR-MC forwarding the case to rcas.
Make Public		**Created By Lanesha Becton (9/11/2014 9 22 AM)** RCAS-LB contacted c regarding dealership complaint C purchased the vehicle brand new and was having issue with the front passenger air bag. C said that c took vehicle to dlr many times to have issue resolved and also added the campaign was also performed on the vehicle but issue was not resolved. C said that dlr could not fix the concern and didn't want to help him. C stated that c ended up selling the vehicle and purchased a Subaru. C said that the dlr took c for granted because c answered a survey regarding c's service experience and c said that c gave a very low score to the dlr C stated that the dealer didn't even reach out to c regarding the survey C stated that c saw the salesperson at a restaurant & ignored c C stated that c will never buy another Nissan per c's dissatisfaction RCAS-LB empathized with C RCAS-LB emailed FOM-AM regarding complaint RCAS-LB closing case ** Case Closed**
Make Public		**Created By Maria Marsha Atienza (9/10/2014 2 58 PM)** Dealer Concern
Make Public		**Created By Maria Marsha Atienza (9/10/2014 2 58 PM)** CRR-MC received a call from c stating that c purchased the veh brand new and was having issue with the front passenger air bag. C said that c took veh to dlr many times to have issue resolved and also added the campaign was also performed the veh but issue was not resolved. C said that dlr cannot fix the issue and does not want to help c and c ended up selling the veh to and purchased another brand of veh. C said that the dlr took c for granted because c answered a survey regarding c's service experience and c said that c gave a very low score to the dlr but the dlr did not even called c to ask why c was dissatisfied. C said that c will never buy another Nissan again because of how the dlr treated c. C said that c still want to file a dlr complaint. CRR-MC apologized.

CRR-MC verified name and address :

Name : [redacted]
Address : [redacted]
CHATTANOOGA, TN [redacted]

CRR-MC Changed/Updated customer's home/mobile/work phone number to [redacted] home) and [redacted] (mobile).
CRR-MC also verified VIN, veh's mileage when sold and responsible dlr.
CRR-MC updated c's email address to [redacted]

CRR-MC informed c that case will be escalated to RCAS for further review and advised c that c will get an update before the end of the next business day. C agreed.
CRR-MC verified best contact # to reach c at which is [redacted]

CRR-MC did the recap.
CRR-MC offered further assistance. C declined.
CRR-MC provided name,case and extension #.
CRR-MC forwarding case to RCAS.
CRR-MC exiting file.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPER ENCE	QC	9/10/2014	YY	BF	223500	OC
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	9/10/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/6/2014 2:46 PM	Lanesha Becton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/30/2014 9 34 AM	Mark Chester Carpio	Changed **Escalated By ID** from 005F00000020gZP to **005F0000001zc9o**.
9/30/2014 9 34 AM	Mark Chester Carpio	Changed **Follow Up Date** from 9/11/2014 to **10/1/2014**.

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Case [redacted]

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Case Comments [23] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Julia Sharp [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/10/2014 4:40 PM
CA Multiple Repairs		Date/Time Closed	11/4/2014 1:45 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	9/8/2014 1 31 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)	Inspection completed 9-8, currently waiting on parts- Seat frame RS. (national backorder). pending pars arrival. 9-17-update. Installing data recorder at this time per engineering request to attempt to capture concern for PABI light coming on with passengers seated.	DTS Request Type	Dealer Request
Inspection Time/Notes	9-26-14-seat rail still on national back order. pending parts release. Spoke w/ Mr Ricasa, adivsed waiting on part. Data recorder installed and says that issue happened once for about 5 seconds and light went off. 10-9-14- Back order parts installed, OCS reprogramming completed. Dealer to release vehicle at this time. DATA recorder removed from vehicle and to be sent back to engineering.		
Description	Veh OCS concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NEW CITY NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0

IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	DOM NGO RICASA

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] V N: 1N4AL3AP7DN[redacted]		
Created By	Priscilla Aquino 9/10/2014 4:40 PM	Root Cause Code	SCFA
Last Modified By	NNAETL 10/14/2015 12:20 AM	Root Cause Code (2)	
Days Closed	435	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Johannie Resto-Gonzalez (10/29/2014 4 56 PM)** RCAS-JRG is closing the case as not further assistance can be offered.
Make Public		**Created By Johannie Resto-Gonzalez (10/29/2014 4 19 PM)** RCAS-JRG called SM-Chandler and explained C wants something in writing that says the veh is not defective.
Make Public		**Created By Johannie Resto-Gonzalez (10/29/2014 4 16 PM) Last Modified By Johannie Resto-Gonzalez (10/29/2014 4 16 PM)** RCAS-JRG placed call to C and explained that no defects were found in veh. RCAS-JRG stated that the veh is as Designed and it is not a fault Functioning. C-was not happy with the answer. RCAS-JRG stated that dlr will call and give report in writing if C wishes. Call ended mutually.
Make Public		**Created By Johannie Resto-Gonzalez (10/29/2014 3 49 PM)** RCAS-JRG placed out bound call to Dlr spoke to Chandler SM-Chandler stated that DTS place a DVR recorder two or three weeks to analyze the data. SM-Chandler stated that dlr placed new OCS components out of courtesy : Seat frame, OCS control, etc. SM stated C is not happy with the result SM states -it is not a defect but veh is like that SM states that the passenger needs to Allow 10 seconds and properly classify.passenger. no defects or faults. Bulletin States that Passenger-needs to give OCS system 10 seconds and classify the passenger before moving veh NTB 14-084 august 29th 2014 normal operaton requires remain in a Position for 10 to 30 second before the car moves. Call mutually ended. **********
Make Public		**Created By Johannie Resto-Gonzalez (10/24/2014 3 49 PM)** Veh concern
Make Public		**Created By Johannie Resto-Gonzalez (10/24/2014 3 49 PM)** RCASJRG placed call to C at [redacted] - no answer, left VMX. C - states that parts were installed. C- wants a new car. C- states it does not fell safe does feel safe for c and wife. C- states that air bag light comes on. RCAS- stated that will review case and see how best to assist. Call ended mutually.
Make Private	✓	**Created By Karen Walker (10/21/2014 3 13 PM)** RCAS KW placed call to C at [redacted] - no answer, left VMX.
Make Private	✓	**Created By Karen Walker (10/21/2014 3 08 PM)** RCAS KW placed call to NEW CITY NISSAN at 808-524-9111 and spoke with SM Chandler. SM C advised C still owns vehicle, but C has requested ROs because C is trying to sell vehicle as a private party. RCAS KW notes RCAS KW attaching C ROs to case.
Make Private	✓	**Created By Karen Walker (10/17/2014 4 44 PM)** RCAS KW placed call to C at [redacted] no answer, left VMX.
Make Private	✓	

Created By Karen Walker (10/16/2014 3 56 PM)
RCAS KW placed call to C at [redacted]

C states C is at the doctor and requested a call back at a later time.

Make Private ✓ Created By Karen Walker (10/13/2014 3 22 PM)
RCAS KW placed call to C at [redacted] no answer, left VMX.

Make Private ✓ Created By Karen Walker (10/13/2014 3 20 PM)
RCAS KW notes DTS JH advised C repairs for seat frame are complete and the recorder unit is in DTS JH possession to be shipped via FedEx.

Make Private ✓ Created By Karen Walker (10/9/2014 9 53 AM)
RCAS KW notes SM Chandler provided an update regarding vehicle status.

SM C advised C vehicle is at DLR now.
SM C advised parts are being installed and repair will be completed 10/9.
SM C advised DTS JH will inspect 10/9 midmorning.

Make Private ✓ Created By Karen Walker (10/8/2014 7 00 PM)
RCAS KW placed call to NEW CITY NISSAN at 808-524-9111 and left a VMX for SM C requesting status.

Make Private ✓ Created By Karen Walker (10/3/2014 6 58 PM)
RCAS KW placed call to C at [redacted]

C states C has not heard about part status.

RCAS KW explained part came in and SM C would like to make appointment with C.

C states C will follow up with DLR.

Make Private ✓ Created By Karen Walker (9/30/2014 6 11 PM)
RCAS KW notes RCAS KW received an update from Tylor at DLR and seat frame is in and sensors are on.

Make Private ✓ Created By Karen Walker (9/30/2014 12 55 PM)
RCAS KW notes DTS JH provided an update to RCAS KW and SM Chandler.

RCAS KW notes that per Tylor at NEW CITY NISSAN the ETA for part is 10/16 + 3-4 days shipping.

RCAS KW notes DTS JH advised that per DTS JH last discussion with C, C states vehicle PABI light only came on once for about 5 seconds.
RCAS KW notes DTS JH advised SM C that SM C can collect the recorder for data once parts arrival is confirmed.

Make Private ✓ Created By Karen Walker (9/25/2014 10 44 AM)
PREVIOUS RELATED F LES FOUND: 14837864
PREVIOUS UNRELATED FILES: None
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None

RCAS KW notes current DPIC case [redacted] in which Tiger Team is involved.
RCAS KW notes order number [redacted] and part number 87301-3TA1A for a front seat frame.
RCAS KW notes that per notes in case there is no ETA at this time.

RCAS KW notes RCAS KW emailed PC JP for update.

Make Private ✓ Created By Karen Walker (9/19/2014 6 40 PM)
RCAS KW placed call to NEW CITY NISSAN at 808-524-9111 and spoke with SM Chandler.

SM C advised C just came in today for data recorder to be installed.
SM C advised the seat frame is on national backorder with tiger team.
SM C advised that in about 2 weeks C can come back with recorder.
SM C advised C is putting file together of videos of concern and will most likely be filing for repurchase again after this repair.

•

RCAS KW placed call to C at [redacted]

RCAS KW explained that RCAS KW spoke with SM C regarding status.
RCAS KW explained RCAS KW will follow up on backordered part and status of recorder.

C states C understands and appreciates the follow up.

Make Private ✓ Created By Karen Walker (9/18/2014 4 30 PM)
PREVIOUS RELATED F LES FOUND: 14837864
PREVIOUS UNRELATED FILES: None
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None

Created By Karen Walker (9/18/2014 4 20 PM)
RCAS KW placed call to C at [redacted]

Make Private ✓ RCAS KW explained that RCAS KW is reviewing notes from DLR and DTS.
RCAS KW asked if RCAS KW can follow up with C after reviewing notes.

C states that is fine, understands there is probably a lot of notes.

Make Public Created By Priscilla Aquino (9/17/2014 1 53 PM)
**** follow up ****
CRR called C @ 2 26 pm est @ [redacted]
CRR spoke to C and adv that concern will be submitted to RCAS for further assistance regarding the issue C is having with the veh
adv c that c will be receiving a call w/in the end of the next business day. c acknowledged

crr-pa offered further assistance

crr-pa gave name, extension and case number.

crr-pa send the case to RCAS leaving the case open

Make Public Created By Priscilla Aquino (9/10/2014 4 56 PM)
C called in stating his airbag is being serviced again today
C stated that C would like to have a reference number that he called in today (9/10/2014) reporting that his veh is currently being serviced regarding his airbag at the DLR.
C asking what can NNA do for C about his veh
CRR referred C to the DLR since veh is @ the DLR and we dont have any records of it that the airbag has an ongoing issue.
C asks for a supervisor
CRR asked why C wants to talk to a supervisor
C wants to find out option on how C can have the veh fixed.
CRR adv C that veh needs to have a diagnosis from the DLR
C stated that everything has to be replaced
CRR adv C that veh still has to be diagnosed by an authorized DLR
C still insisting what would be the next step if his concern has not been resolved
CRR adv C that CRR cannot provide any information because it is a case to case basis and resolution depends on the diagnosis by the DLR. CRR adv C that there should be a documentation on the case as a proof that the veh is currently having an issue.
C asked for the extn, case, and CRR name that has been provided earlier in the call
C stated that C will callback
Call ended
CRR closing the case

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/10/2014	YE	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Jim Land, 9/12/2014 2:34 PM	9/12/2014

Attachments Attach File | View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] RO [redacted] pdf	7KB	12/19/2014 11 03 AM	Karen Walker
Edit | View | Del	[redacted] RO [redacted] pdf	96KB	12/19/2014 11 03 AM	Karen Walker
Edit | View | Del	[redacted] RO [redacted] pdf	80KB	12/19/2014 11 03 AM	Karen Walker
Edit | View | Del	[redacted] RO [redacted] pdf	103KB	12/19/2014 11 03 AM	Karen Walker
Edit | View | Del	[redacted] RO [redacted] pdf	100KB	12/19/2014 11 03 AM	Karen Walker

Show more » | Go to list »

Case History Case History Help

Date	User	Action
12/19/2014 11:04 AM	Arma Andon	Changed **Case Owner** from Johannie Resto-Gonzalez to **Julia Sharp**.
11/4/2014 1:45 PM	Johannie Resto-Gonzalez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 4:19 PM	Johannie Resto-Gonzalez	Changed **Follow Up Date** from 10/29/2014 to **11/4/2014**.

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No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/11/2014 12:37 PM
CA Multiple Repairs		Date/Time Closed	1/29/2015 11:15 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051194

DTS Inspection

DTS Inspection Date	1/2/2015 6:43 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	NNA is replacing the vehicle due to 6 repair visits for a inoperable rear hatch and transmission shudder with 80 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Checks Approved/Replacement
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,934		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0

Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SWOPE NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$43,363.47	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/13/2014	Vehicle Service Contract	
RHR Completed	10/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] [redacted] VIN: 5N1AR2MM4EC [redacted]		
Created By	Janice Arellano, 9/11/2014 12:37 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:21 AM	Root Cause Code (2)	
Days Closed	349	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

Loading...

Case Categorizations

Case Categorizations Help

Loading...

Open Activities

Open Ac ivi ies Help

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Activity History Activity History Help

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Emails Emails Help

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Customer Support Tools Customer Support Tools Help

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Forms Forms Help

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Case History Case History Help

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Surveys Surveys Help

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [23] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/11/2014	Type	CA
Follow Up Date	12/19/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/11/2014 2:15 PM
CA Multiple Repairs		Date/Time Closed	6/4/2015 3 27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00054317

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Attorney Demand Voluntary Repurchase due to 2 repair attempts for vehicle stall and 6 days our of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,710		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP0DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF YUBA CITY	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$28,962.18	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE: [redacted] VIN: 3N1AB7AP0DL[redacted]		
Created By	Kate Czerwinski 9/11/2014 2:15 PM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:21 AM	Root Cause Code (2)	
Days Closed	223	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/21/2015 10 48 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1536.00 sent to LOCKBOX #[redacted] FED EX TRACKING #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (1/21/2015 10 08 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $949 00 sent to LOCKBOX [redacted] FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (1/2/2015 2 22 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Vehicle stalling
Make Public		**Created By Adrienne Gehrke (12/16/2014 12 36 PM)** Arbs prepared morley case [redacted] Arbs sent case to Morley via FedEx: [redacted]
Make Public		**Created By Adrienne Gehrke (12/15/2014 11 33 AM)** Arbs submitted check request payable to the lienholder in the amount of t$23,322 03 good thru 1/21/15 Arb submitted check request payable to C and Atty in the amount of $ 5,640.15
Make Public		**Created By Adrienne Gehrke (12/15/2014 11 25 AM)** ***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. F CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY***
Make Public		**Created By Adrienne Gehrke (12/11/2014 4 22 PM)** Arbs sent revised offer to C's atty
Make Public		**Created By Adrienne Gehrke (12/11/2014 4 18 PM)** Arbs rec'd email from Acting Atty to revise repurchase offer for signature. Downpayment minus rebate: -$3,574.62 Subsequent payments made: $9,043.43 Registration Renewal Fee: $241.00 Subtotal of total payments made: $5,709.81 Less Reasonable Allowance for Use: -$1.884.66 Less "SAFE" GAP insurance: (3rd party insurance) -$685.00 Refund to [redacted] $3,140.15 Attorney Fees to Law Offices of Delsack & Associates: $2,500.00 Check payable to [redacted] and Law Offices of Delsack & Associates: $5,640.15 Payoff to NMAC: good thru 12/21/14 $23,246.73
Make Public		**Created By Adrienne Gehrke (12/2/2014 5 27 PM)** Arbs sent email to C's Acting Atty Barry Edzant Hello Mr. Edzant, Per our telephone conversation, Nissan has agreed to adjust the mileage offset to be taken at 11,000 miles. This offer was made in the spirit of compromise and for settlement purposes. As stated in my previous offer Nissan based our mileage offset at 21,845 miles, the mileage on the vehicle at the first actual complaint of vehicle stall asserted by your client. For your convenience, I have noted the revised repurchase offer figures below: Downpayment minus rebate: -$3,574.62 Subsequent payments made: $9,043.45 Registration Renewal Fee: $241.00 Subtotal of total payments made: $5,709.83 Less Reasonable Allowance for Use: -$1,884.67

Less "SAFE" GAP insurance: (3rd party insurance) -$685.00
Refund to [redacted] $3,140.16
Attorney Fees to Law Offices of Delsack & Associates: $2,500.00
Check payable to [redacted] and Law Offices of Delsack & Associates: $5,640.16
Payoff to NMAC: good thru 12/12/14 $23,224.49

Make Public

Created By Adrienne Gehrke (12/2/2014 5 25 PM)
Revised Repurchase:

Downpayment minus rebate: -$3,574.62
Subsequent payments made: $9,043.45
Registration Renewal Fee: $241.00
Subtotal of total payments made: $5,709.83
Less Reasonable Allowance for Use: -$1,884.67
Less "SAFE" GAP insurance: (3rd party insurance) -$685.00
Refund to [redacted] $3,140.16
Attorney Fees to Law Offices of Delsack & Associates: $2,500.00
Check payable to [redacted] and Law Offices of Delsack & Associates: $5,640.16
Payoff to NMAC: good thru 12/12/14 $23,224.49

Make Public

Created By Adrienne Gehrke (12/2/2014 5 10 PM)
Arbs rec'd call from Barry Edzant who is assisting Delsack & Associates while Kurt Delsack is ill.

Atty requests that the mileage offset be taken at 7 miles due to recall at Recall P3212 . Arbs stated that there were no active claims on the recall for the ECM reprogram.

Atty request mileage offset at 4882 mileage Recall P3212. Arbs stated there were no active claims on recall

Arbs offered to take usage at 11,000K , meeting in the middle in the interest of settling the case. Atty stated that Atty "was looking for a Lemon Law case to make new law and this was a slamdunk" Arbs maintained offset at 11,000K. Atty requests offer in writing to Atty email

Make Public

Created By Adrienne Gehrke (11/7/2014 2 09 PM)
Arbs responded to Atty's email:

Hello Mr. Delsack,

Nissan is offering to repurchase the vehicle due to the stalling concern, not the OCS recalls that you suggest. Neither Recall PC213 or PC1405 had an active complaint when the vehicle was presented. The only active complaint for the Airbag light is for inconsistency at 23,710 miles and no problem was found. There has never been a defect discovered and repaired related to the Airbag system.

Considering that a recall performed did not have an active non-conformity at that time, Nissan's offer will not change.

Let me know if your client accepts,

Make Public

Created By Adrienne Gehrke (11/7/2014 2 08 PM)
Arbs rec'd email from C's atty:

Adrienne: Sorry about th e-mail. We've switched servers which has caused several e-mail problems.

Re your offer, thank you, but we are in considerable disagreement as to the non-conformity which should be the reason for the repurchase. It isn't because the client's statement that she "believes the car is going to stall." Rather there are 4 recalls and opportunities to repair serious safety related issues including the defective Occupant Classification System (OCS) (SEE attached NHTSA Recall Notices 14V138000 and 13V069000) Engine Control Module (ECM); defective engine (SEE attached NHTSA Service Bulletin NTB - 14-051); and defective airbag sensor. The first of which repairs occurred at 4,882 miles.

Accordingly, the mileage fee should be $877.13 and not $3,742.22. Your offer is therefore deficient by $2,865.64.

Kindly review and advise as soon as convenient.

Make Public

Created By Adrienne Gehrke (10/15/2014 3 45 PM)
Arbs notes repurchase figures:

Downpayment minus rebate: -$3,574.62
Subsequent payments made: $8,567.48
Registration Renewal Fee: $241.00
Subtotal of total payments made: $5,233.84
Less Reasonable Allowance for Use: -$3,742.77
Less "SAFE" GAP insurance: (3rd party insurance) -$685.00
Refund to [redacted] $806 07
Attorney Fees to Law Offices of Delsack & Associates: $2,500.00
Check payable to [redacted] and Law Offices of Delsack & Associates: $3,306.07
Payoff to NMAC: good thru 11/15/14 $23,634.40

Make Public

Created By Adrienne Gehrke (10/15/2014 2 57 PM)
Arbs rec'd NMAC payoff

SR#1-4934649948
Account# [redacted]
Customer [redacted]
30 day payoff $23634.40 good thru 11/15/2014
Per diem 2 51
# of scheduled payments received 18
Scheduled Payment amount 475.97
Total Principal paid 6,941.26
Total Interest paid 1,626.2
Late fees paid 0.00
Recent payment received on 10/1/2014 in the amount of $475 97

And approval for an SOC

Make Public

Created By Adrienne Gehrke (10/14/2014 4 55 PM)
Arbs rec'd response from C's atty

Hi Adrienne: Thank you for submitting Nissan's offer. Our client has opted for repurchase. I understand you will be obtaining the loan payment history and loan pay off from NMAC and will await the repurchase figures.

Please advise if you need anything further.

Thank you for your cooperation in this matter.

Make Public

Created By Adrienne Gehrke (10/14/2014 4 23 PM)
Arbs requested NMAC payoff
Arbs notes FedEx: [redacted]

Make Public

Created By Adrienne Gehrke (10/14/2014 4 05 PM)
Arbs provided NNA's offer via email and Fed Ex to C's atty

October 14, 2014

Law Offices of Delsack & Associates, P.C
1801 Century Park East, Suite 2400
Los Angeles, CA 90067
Attn: Kurt Delsack

RE: [redacted]
2013 Nissan Versa/ VIN: 3N1AB7AP0DL[redacted]

Dear Mr. Delsack:

Nissan North America, Inc. would like to acknowledge receipt of your letter regarding the above referenced vehicle. We have performed a careful analysis of your client's case, and at this time, we would like to resolve this matter amicably.

We thank you for bringing the matter to our attention. Nissan North America, Inc. is extremely interested in satisfying its customers like the [redacted] and, in the interest of resolving this matter cordially; we would like to offer your client the following options:

1) The services of a factory representative (Dealer Technical Specialist) to come inspect your client's vehicle and ensure that all current warrantable concerns are repaired. A rental vehicle would be provided during this inspection (less fuel and insurance). In addition to this, as a gesture of customer satisfaction, we would also like to offer your client $5,000 00 inclusive of attorney fees as settlement, and Nissan North America would continue to honor the terms and conditions of the New Vehicle Limited Warranty;
2) A replacement vehicle (substitution of collateral for another vehicle with similar MSRP) as settlement;
3) A repurchase of this vehicle under CA lemon law as settlement.

Please let me know of your client's response to our settlement offer.

Make Public

Created By Adrienne Gehrke (10/14/2014 3 58 PM)
Arbs notes 3 repairs for vhe stall or almost stall - first occurrence 21,845 mileage

Created By Adrienne Gehrke (10/14/2014 3 57 PM)
Arbs rev'd RHR and CPIA

03/16/13....Mileage: 7....RO: [redacted]. Days Down: 11*
1. Recall P3212 - complete

07/01/13....Mileage: 4,882... RO: [redacted]..Days Down: 1
1. Recall PC213 - complete
2. Recall P3212 - complete
3. C's leather on center console lid coming off - SOP
4. C's right side of dash above A/C vent has poor appearance - SOP
5. C's windshield wiper fluid does not spray - Adjusted sprayer.

Make Public

11/19/13....Mileage: 11,225....RO: [redacted]..Days Down: 2
1. C's center console arm rest fabric is coming apart - Installed new arm rest to fix concern.
2. C's headlights seem to be to low & poor visibility - Adjust headlights to fix concern
3. C's right side of dash above A/C vent has poor appearance - Installed parts.

07/28/14....Mileage: 21,845....RO: [redacted].Days Down: 1
1. Recall R1405 - complete
2. C's when coming to a stop car almost stalls - Adjusted idle & mount

08/11/14....Mileage: 22,334....RO: [redacted]..Days Down: 1
1. C's tire light is on rear drivers tire flat - Repair & replaced tire & cleared tire light.
2. C's car feels like it's dying at idle - Updated ECM as per the TSB.

08/26/14....Mileage: 23,710....RO: [redacted]..Days Down: 1
1. C's after last visit C went on road trip & car stalled while on driving on freeway. C has had previous issue with same concern - Reprogrammed ECM.
2. C's air light is inconsistent - No problems found.
3. C's rear passenger folding seat knob came off - SOP

Make Public

Created By Albert Jimenez (9/18/2014 2 32 PM)
DRTS completed the RHR & attached to case.

Make Public

Created By Kate Czerwinski (9/12/2014 2 42 PM)
DRTS called dealer 5236 to collect ROs. Anna in service department agreed to fax copies.
Provided name, V N, customer name, phone and fax number

Created By Kate Czerwinski (9/11/2014 2 28 PM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. F CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY

PREVIOUS CASES-NONE
Open recalls/campaigns- none

Make Public

DRTS in receipt of attorney letter from the Law Offices of Delsack & Associates, PC, dated September 8, 2014, signed by Kurt Delsack, sent via priority mail, tracking number, [redacted] eceived on September 11, 2014. The letter is attached to the case for review.

Customer is pursuant to the Song-Beverly Consumer Warranty Act, California "Lemon Law", and the Magnuson-Moss Warranty Act. Non-conformities include defective ECM, defective engine, defective OCS, and defective airbag sensor. Customer is requesting a repurchase of the vehicle.

Additional documents included with the letter are repair orders, registration, retail installment contract, billing statements, and printouts of National Highway Traffic Safety Administration bulletins.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	ENGINE ELECTRICAL	ENGINE CONTROL MODULE (ECU)	POOR OR MPROPER OPERATION	06	9/11/2014	YX	AF	132500	OA
Edit | Del		ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR MPROPER OPERATION	11	9/11/2014	YX	AF	134000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/11/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	1/4/2015	Keith Tompkins	1/2/2015 4:21 PM
Edit | Del	Review Approved Check Request		✓	12/15/2014	Adrienne Gehrke	12/16/2014 8:12 AM
Edit | Del	Review Approved Check Request		✓	12/15/2014	Adrienne Gehrke	12/16/2014 8:12 AM
Edit | Del	Collect Factory Invoice		✓	12/15/2014	Kate Czerwinski	12/15/2014 11 25 AM
Edit | Del	Create RHR		✓	9/18/2014	Kate Czerwinski	9/18/2014 2:32 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	3N1AB7AP0DL[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	12/16/2014	Attorney	Approved	$5,640.15	44BUYBACK	Nissan South West Buyback/Trade	HEATHER &	JEREMY MARQUARDT &
			12/16/2014	Lienholder	Approved	$23,322.03	44BUYBACK	Nissan South West Buyback/Trade	NISSAN MOTOR	ACCEPTANCE CORP.

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check.pdf	78KB	1/21/2015 10:48 AM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	77KB	1/21/2015 10 08 AM	Tammy Knotts
Edit | View | Del	[redacted] - Morley.pdf	549KB	12/16/2014 2:43 PM	Adrienne Gehrke
Edit | View | Del	[redacted] INVOICE.pdf	31KB	12/15/2014 11:25 AM	Kate Czerwinski
Edit | View | Del	[redacted] - Registration.pdf	42KB	12/15/2014 11:16 AM	Adrienne Gehrke

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
6/4/2015 3 27 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
1/2/2015 2 20 PM	Jim Land	Changed **Case Owner** from Adrienne Gehrke to **Jim Land**.
1/2/2015 2 20 PM	Jim Land	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [21] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Chris Felts [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/11/2014 5:24 PM
CA Multiple Repairs		Date/Time Closed	9/24/2014 4:05 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	dealership complaint		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AF5MR7DT[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	1
Model Line	JUKE	Beyond PT Warranty Miles	0
Model Code	20513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CARLOCK NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	9/18/2014
Responsible District	01	Dealer Instructions	Customer Contact

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand

Comment Text	
Comment Text2	
Comment Text3	
Survey Specific Contact Information	

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AF5MR7D[redacted]		
Created By	Maria Lourdes Yacap, 9/11/2014 5:24 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	476	Action Code	NT2M
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By: Joy Acebedo (10/3/2014 2:17 PM) *** [Added after the case is closed.] *** C Called again trying to follow up on the SC of 250. CRR-JA check the case and inform c that the SC was processed last [redacted] and to allow 2 to 4 weeks time for c to receive the SC. C verified if the SC will start when the SC was processed. CRR-JA explain to that it correct and CRR-JA also advice c to maximize the card because once the SC expired, the amount can not be transfer anymore. C understand and thanked CRR-jA. CRR-JA is exiting the case.
Make Private	✓	Created By: Chris Felts (9/24/2014 4:04 PM) Service Credit authorized and approved - RCAS closing case
Make Private	✓	Created By: Chris Felts (9/22/2014 2:41 PM) | Last Modified By: Chris Felts (9/24/2014 4:03 PM) Set follow up date for today by accident- will follow up 9-25 with confirmation of service credit
Make Private	✓	Created By: Chris Felts (9/19/2014 4:23 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) RCAS called C at [redacted]t 420pm RCAS states that NNA is not able to assist in mileage reimbursement but will offer $250 service credit to keep C loyal to Nissan brand RCAS goes over terms and conditions : A service credit can be issued at the rate of once per VIN per customer. If the customer has received a service credit according to the VIN history, the customer IS NOT ELIGIBLE for a service credit. The new owner of a pre-owned vehicle IS ELIGIBLE if there is no prior history indicating the "new owner" has received a service credit. A service credit debit card CANNOT be issued to reimburse a customer for previous services. Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories. This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date. If there is a balance at the end of the 6 month term the balance will be forfeited. The Service Credit may NOT be sold to another VIN. C agrees to terms and accepts Service Credit RCAS states that rcas will process and C thanks rcas for help and call ends mutually
Make Private	✓	Created By: Chris Felts (9/19/2014 3:01 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) CASE DECISION- RCAS cannot compensate C for mileage- inconvenience RCAS will offer service credit to insure C is committed to brand
Make Private	✓	Created By: Chris Felts (9/19/2014 2:59 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) RCAS called C at [redacted]t 258pm RCAS left VM and will follow up 9-22
Make Private	✓	Created By: Monique Joy Pablo (9/19/2014 9:57 AM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) crr-mp receive a call from c. c wants to follow up case c stated that c will be out of town and if rcas call c on monday before 11am crr-mp asked c if there is any changes in c's contact info c said no crr-mp told c that rcas will be calling c within the business day today. crr-mp told c that crr-mp will sent internal message to rcas for follow up crr-mp transfer c to rcas. rcas was not available. crr-mp transfer c to rcas voicemail. crr-mp provided name extension, brand the call crr-mp sent internal message to rcas
Make Private	✓	Created By: Hubert Domanais (9/18/2014 2:12 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) RCAS Case Follow-up
Make Private	✓	Created By: Hubert Domanais (9/18/2014 2:12 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) crr-hd received a call from c following-up on the case. crr-hd verified that there are no changes on contact information. crr-hd advised c that crr-hd will try to reach rcas first, crr-hd advised c that crr-hd will transfer c directly if rcas is reached, c understood. crr-hd called RCAS's extension, reached VMX. crr-hd advised c that crr-hd will still transfer c and then crr-hd will just send internal msg for c for rcas to call c back. C understood. crr-hd offered further assistance, c declined. crr-hd gave name & extension. crr-hd exiting case
Make Private	✓	Created By: Mark Joven Salumbides (9/18/2014 12:39 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) RCAS Case Follow-up
Make Private	✓	Created By: Mark Joven Salumbides (9/18/2014 12:38 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) CRR-MS received a call from c wanted to speak to rcas C stated that c just missed a call from rcas and just returning the call. C provided case number [redacted] crr-ms verified if there are any changes in c's contact information. c stated no CRR-MS informed c that c's call will now be transferred to rcas and if ever c will reached rcas vmx just leave a message. CRR-MS informed c also that CRR-MS will send an internal message to rcas that c called and wanted a callback. CRR-MS offered further assistance, c declined CRR-MS provided name and extension number CRR-MS-exiting case
Make Private	✓	Created By: Joy Acebedo (9/18/2014 11:45 AM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) C called asking to be connected to RCAS-CF. C agreed to leave a vmx if RCAS-CF is not available. C provided best number to call c which is [redacted] CRR-JA transfer the call and exiting the case.
Make Private	✓	Created By: Roxanne Tee (9/18/2014 10:45 AM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM) Crr-rt rec a follow up call from c with case#[redacted] Crr-rt verified if there has been changes, C said none. C's wife called in and requesting for a call back on the case. Crr-rt adv c that i'll send an IM to RCAS-CF for a call back.

Crr-rt sending IM
Crr- rt offered further assistance, c declined.
crr-rt provided name, ext.

Make Private ✓ **Created By: Sarah Jane Iglesia (9/18/2014 10:35 AM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)**
RCAS Case Follow-up

Created By: Sarah Jane Iglesia (9/18/2014 10:35 AM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)
CRR-SI received a call from c following-up on the case.
CRR SI verified that there are no changes on contact information. C gave (870).203.0662 is the best phone number to reach c.

Make Private ✓
CRR-SI advised c that crr-si will try to reach rcas first,
CRR-SI advised c that crr-si will transfer c directly if rcas is reached, c understood.
CRR-SI informed c that c will still be transferred so c can leave msg in VMX. C agreed and internal msg will sent to resp RCAS
CRR-SI offered further assistance, c declined.
CRR-SI gave name & extension.
CRR-SI exiting case.

Make Private ✓ **Created By: Chris Felts (9/18/2014 9:09 AM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)**
RCAS called C at [redacted]t 909am
RCAS left VM and will follow up 9-19

Make Private ✓ **Created By: Chris Felts (9/12/2014 1:58 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)**
Customer purchased vehicle- NEW
Current mileage: 17,000
Basic 36 months 36000 miles,
Total customer pay at Retailer: NA
Last service visit: 8/27
Previous owned veh: NA
DLR- Carlock

C is requesting compensation for mileage for 500 miles since C had to drive to another DLR bc specialty tool was broke at normal DLR

Make Private ✓ **Created By: Chris Felts (9/12/2014 1:55 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)**
RCAS called Central Nissan and spoke to SM chris
SM states that C came in last 5/28 for oil change @ 17,612 miles
SM states that DLR had a specialty tool brake for the timing chain recall and had to order new one
SM states that part was back ordered and took a month to get in
SM states that tool is in and recalls are being done
SM states that C comes in regularly for service good customer
Call ends mutually

Make Private ✓ **Created By: Chris Felts (9/12/2014 1:44 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)**
RCAS called SM Danny
SM states that C came in once for P4213 recall on timing chain
SM states car came in 8-27 ticketed out 9-4
SM states that C came to them due to Central Nissan having issues out of tech computer, specialty tool being broke , and OCS programs werent working
RCAS thanks and call ends

Make Private ✓ **Created By: Chris Felts (9/12/2014 1:38 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)**
RCAS called C at [redacted] at 132pm
C stated that C had a recall on Veh took to Central Nissan
C states that DLR would not get part till mid October
C wanted to get recall done so C called Carlock Nissan to see if DLr could assist
C states that DLR is 60 miles away
C states that C called and book appt
C states that C was told C would get a rental car and procedure would last 4 hours
C states that when C got there C was told that C could not have a rental and that procedure would last 8 hours
C could not wait all day for service to be done
C booked new appt
C came in for new appt to get fixed and service performed
C is seeking compensation for having to drive 500 miles back and forth to get veh serviced bc the Central Nissan could not assist
Rcas thanks C and C requests follow up for 9-18
Rcas sets up follow up date call ends

Make Private ✓ **Created By: Maria Lourdes Yacap (9/11/2014 6:15 PM) | Last Modified By: Chris Felts (9/22/2014 10:38 AM)**
c called in for a dealership complaint.
crr-my verified c's account and updated c's home phone.
c stated that c had receive a campaign notification and c had contacted the nearest nissan dealership which is the central nissan for an appointment but that dealership informed c that they don't have the part and would take about until october for the dealership to have the part.
c mentioned that c can't wait that long and called another nissan dealership which is carlock nissan and called them 2nd week of august to set up an appointment and was told by the dealership that c must bring the vehicle august 25 and c will be also given a rental vehicle.
c agreed and when c came august 25, the dealership told c that the repair will take approximately 8 hours or more and the dealership will not lend c a vehicle.
c stated that c can't leave the vehicle so c set up an appointment again.
c left the vehicle on the 27th and picked up the next day which august 28.
c said that c must be entitled of a compensation because c's vehicle has accumulated additional 500 miles for just bringing it to that dealership.
and also c would like to file a dealership complaint on the central nissan particularly to service coordinator Brian Koffner.
according to c, service coordinator Brian was rude to c when c had consulted the dealership to set up an appointment.
crr-my apologized and informed c that this is beyond crr-my's empowerment and will escalate the case to rcas for further review.
c agreed and wanted to be contacted at [redacted]
crr-my also explained to c that since c has a specific request to be compensated, crr-my doesn't guarantee to c that the request will be approved.
c understood.
crr-my did a recap and offered further assistance
c declined
crr-my provided name, extension number and case number
crr-my forwarding case to rcas

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	RUDE/DISCOURTEOUS	QC	9/11/2014	WL	BF	222500	OC
Edit | De		NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	MISLEADING/MISREPRESENTATION	QC	9/11/2014	YD	BF	222500	OC

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Goodwill Service Credit	JN8AF5MR7D[redacted]	Processed	Customer Loyalty	TL - Lesley Howard	RCAS	Jim Land	9/23/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/24/2014 4:05 PM	Chris Felts	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/22/2014 2:41 PM	Chris Felts	Changed **Follow Up Date** from 9/22/2014 to **9/25/2014**.
9/19/2014 3:01 PM	Chris Felts	Changed **Follow Up Date** from 9/19/2014 to **9/22/2014**.

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Case [redacted]

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Case Comments [22] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Marisol Patino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/12/2014 11:00 AM
CA Multiple Repairs		Date/Time Closed	11/6/2014 7:53 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Dealer Request
Inspection Time/Notes	October 17 at 10 AM.		
Description	veh concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SCOTT CLARK NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	

Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] V N: 5N1AR2MN7EC[redacted]		
Created By	Lester Bellen, 9/12/2014 11:00 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:19 AM	Root Cause Code (2)	
Days Closed	433	Action Code	NT9H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Marisol Patino (11/6/2014 7 52 AM) RCAS-MP is closing case as no further assistance is needed. =========Case Summary========== RCAS-MP received case and c is requesting assistance to have vehicle repaired. RCAS-MP reviewed and found that the dealership had been unable to duplicate C's concern but DTS-TP was able to repair all of C's vehicle concerns, including airbag light, back up camera screen and left rear power window. RCAS-MP closing case no further action needed.
Make Private	✓	Created By Marisol Patino (11/6/2014 7 48 AM) RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted].
Make Private	✓	Created By Marisol Patino (11/3/2014 8 01 AM) RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 11/06/14 end of business day.
Make Private	✓	Created By Marisol Patino (10/30/2014 7 52 AM) RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 11/03/14 end of business day.
Make Private	✓	Created By Marisol Patino (10/24/2014 8 07 AM) RCAS-MP contacted C @ [redacted] RCAS-MP inquired about vehicle status. C states the vehicle is supposed to be ready this afternoon. RCAS-MP understood and advised C that RCAS-MP will follow up with C next Wednesday. C understood. Call ends mutually.
Make Private	✓	Created By Marisol Patino (10/21/2014 3 57 PM) RCAS-MP contacted C @ [redacted] RCAS-MP advised C that the parts should be at the dealership by tomorrow and will be installed on C's vehicle asap. C understood and thanked RCAS-MP for the update. RCAS-MP advised C that RCAS-MP will follow up with C by next Friday. Call ends mutually.
Make Private	✓	Created By Marisol Patino (10/21/2014 3 54 PM) RCAS-MP was advised by SM-Tom states all the parts should be at the dealership by tomorrow and will be installed asap.
Make Private	✓	Created By Marisol Patino (10/16/2014 1 12 PM) RCAS-MP contacted C @ [redacted] C asked if RCAS-MP was confirming the appointment tomorrow at 10:00 am. RCAS-MP states that is correct. C states C will be there. Call ends mutually.
Make Private	✓	Created By Marisol Patino (10/16/2014 8 40 AM) RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted]. RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 10/16/14 end of business day.
Make Private	✓	Created By Marisol Patino (10/10/2014 8 06 AM) RCAS-MP contacted C @ [redacted] RCAS-MP advised C that a DTS appointment has been set for Oct. 17 at 10 00 AM. C states that's super. C states C will be there. RCAS-MP advised C that RCAS-MP will follow up with C next Thursday to remind C of the appointment. C understood. Call ends mutually.

Make Private ✓ **Created By Marisol Patino (10/9/2014 1 06 PM)**
RCAS-MP contacted C @[redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 10/10/14 end of business day.

Created By Marisol Patino (10/9/2014 1 02 PM)
RCAS-MP has reviewed case with TL-KJ and TL-KJ has approved DTS request.

Make Private ✓
RCAS-MP contacted DTS-TP and asked if DTS-TP could inspect C's vehicle Next Friday.

DTS-TP agreed to and set appointment for 10:00 AM.

Created By Christian Rey Santos (10/9/2014 11 25 AM)
c called in asking for the case to be reopened
c said that c has been having intermittent problems with the vehicle which lead to c recording the experiences with the vehicle
c said that c has already given the videos to the dealership for review and c was told that the video tapes has been sent
c also said that c was requested by the SA to reopen the case c made last month to connect the recordings with the case
CRR-CS asked for the case number
c said that c does not remember
CRR-CS acknowledged and restated
CRR-CS verified c's basic information
c said that the case should include:

Make Public
-rear view camera
-airbag light
-power window sometimes not moving
-radio does not stay on the preset station

CRR-CS asked if c has already brought the vehicle at a nissan dealership
c said yes
CRR-CS asked the name of the SA
c said SA: Tom Lapointe

CRR-CS did recap and asked if c needed further assistance
c declined
CRR-CS provided name, extension number and case number
CRR-CS ended call

Make Private ✓ **Created By Marisol Patino (10/9/2014 10 08 AM) Last Modified By Marisol Patino (10/9/2014 10 08 AM)**
SM-Tom states C is refusing to bring the vehicle back to the dealership.
SM-Tom states C would need to stay at least an hour at the dealership for the vehicle to be inspected.

Created By Marisol Patino (9/19/2014 4 13 PM)
RCAS-MP is closing case pending vehicle diagnosis.
=========Case Summary==========
RCAS-MP received case and c is requesting assistance with rear view camera and airbag light.

Make Private ✓
RCAS-MP reviewed and found that the vehicle is operating as design.
C refuses to allow vehicle diagnosis.

RCAS-MP thanked for continue business at NNA .

RCAS-MP closing case as no further action needed .

Created By Marisol Patino (9/19/2014 4 12 PM)
RCAS-MP contacted C @[redacted]
RCAS-MP inquired about C's concern.

C states C has been having some concerns with the air bag light and the rear view camera when on reverse.

RCAS-MP asked if C has been to the dealership in regards to the concern.

C states C has but the issue is intermittent and the dealer has not been able to do anything about it.

RCAS-MP advised C that in order to find a resolution for C's concern the dealer has to replicate the concern or other wise it will be NNA position that the vehicle is operating as design.

C states that not good enough because is a critical safety issue.
C states C is recording the incidents when it happens.

RCAS-MP asked if C has showed the videos to the dealership.

C states C has not.

Make Private ✓
RCAS-MP advised C to take the vehicle back to the dealership and have the dealer inspect the vehicle and to also show the SM the videos.

C states it makes no sense, because the problem is intermittently and there is no chance that C will be able to demonstrated to the dealership.
C states it should not be on C to go to the dealership 50 times.

RCAS-MP advised C that in order to move forward C has to take the vehicle to the dealership.

C states C will be contacting C's lawyer in regards to this concern and RCAS-MP has been of little help.

RCAS-MP reiterated that C needs to take the vehicle to the dealer in order to move forward with C's case.
RCAS-MP explain to C again that order to find a resolution for C's concern the dealer has to replicate the concern or other wise it will be NNA position that the vehicle is operating as design.

C states C RCAS-MP is repeating itself and its been of no help.
C states C will be contacting a lawyer.

RCAS-MP offered further assistance; C declined further assistance at this time.
RCAS-MP thanked C for contacting NNA CA, and advised C to please contact NNA CA if NNA CA can be of further assistance.
Call ends mutually.

Make Private ✓ **Created By Marisol Patino (9/19/2014 3 55 PM)**
SM-Tom states C has been to the dealer once for an OCS recall.

Make Private ✓ **Created By Marisol Patino (9/16/2014 3 11 PM)**
RCAS-MP contacted C @[redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 09/19/14 end of business day.

Make Private ✓ **Created By Marisol Patino (9/16/2014 3 04 PM)**
RCAS-MP contacted SM-Tom and waiting on hold for 10 minutes.
RCAS-MP sent email to SM-Tom requesting more info about C's vehicle.

Make Private ✓ **Created By Marisol Patino (9/15/2014 1 09 PM)**
RCAS-MP contacted C @[redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 09/16/14 end of business day.

Make Private ✓ **Created By Marisol Patino (9/12/2014 1 54 PM)**
RCAS-MP sent email to SM-Tom requesting more info.

Make Public **Created By Lester Bellen (9/12/2014 11 06 AM)**
c called in and requested assistance regarding multiple concerns on the veh. c stated that c is having issues with the airbag light coming on even after the system was already reprogrammed. c stated that c is also having issues with rear view camera. c stated that the camera sometimes flickers when c goes on reverse. c also complained about one of the back windows that sometimes gets stuck halfway. c went to the dlrshp and was told that the dlr can't do anything because the issues were not duplicated. c wanted to know how to request further assistance. c was advised to call NNA to request assistance. c stated that this is unacceptable for a brand new veh. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/12/2014	YX	BK	233500	OA
Edit | Del		INTERIOR ELECTRICAL	GEN. NTERIOR ELECTRIC COMPONENT	UNABLE DIAGNOSE/DUPLICATE	11	9/12/2014	WT	AV	195500	OA
Edit | Del		INTERIOR ELECTRICAL	POWER W NDOW (MOTOR/SWITCH/RELAY)	POOR OR IMPROPER OPERATION	13	9/12/2014	YX	AV	197000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/11/2014	Anthony Panno	10/9/2014 1 06 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/6/2014 7:53 AM	Marisol Patino	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 8:01 AM	Marisol Patino	Changed **Follow Up Date** from 11/3/2014 to **11/6/2014**.
10/29/2014 7:52 AM	Marisol Patino	Changed **Follow Up Date** from 10/29/2014 to **11/3/2014**.

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Vicky Anderson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/12/2014 11:39 AM
CA Multiple Repairs		Date/Time Closed	10/22/2014 10:17 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	I R
Inspection Time/Notes	Pending flight booking to Hilo HI.		
Description	I R-Air Bag-MDT		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,757		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	3N1CN7AP6DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Versa Sedan	Beyond PT Warranty Miles	0
Model Code	11213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KAMAA NA NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR	F31146	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: V N: 3N1CN7AP6DL[redacted]		
Created By	Ronald Cabatbat 9/12/2014 11:39 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody 4/3/2015 7:37 PM	Root Cause Code (2)	
Days Closed	448	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Vicky Anderson (10/22/2014 10 17 AM)** ARBS received notice from PL recommending denial. ARBS reviewed and agree's with PL's recommendations. ARBS called C and explained denial and C understood. ARBS explained this appears to be a matter for insurance to handle. ARBS explained to C that ARBS would be sending denial letter via FED EX and C understood. (fed ex tracking # [redacted] CLOSING CASE, ARBS SENT DENIAL TO C AND RECOMMENDED INSURANCE. **********
Make Public		**Created By Vicky Anderson (10/21/2014 7 31 AM)** ARBS received an email from the DTS advising that the IIR report has been uploaded to the FTP site for review. AWAIT NG PL TO REVIEW THE REPORT AND PROVIDE STATUS. **********
Make Public		**Created By Vicky Anderson (10/7/2014 1 51 PM)** ARBS received a copy of the police report from the DTS. ARBS added it to the file. AWAIT NG DTS INSPECTION TO BE COMPLETED. **********
Make Public		**Created By Vicky Anderson (9/26/2014 3 44 PM)** ARBS received email from DTS stating the inspection is tentatively set for 10/15/14 at 9:00 am. DTS advised C will follow up to confirm once C has reached all their involved parties. AWAIT NG DTS INSPECTION TO BE COMPLETED. **********
Make Public		**Created By Vicky Anderson (9/26/2014 10 22 AM)** ARBS received a call from the C stating that another person is requesting to be at the inspection and that person can't be there on 9/30. C wants to know if they can set another date at least 10 days out. ARBS called inspector and left a message on his voice mail. ARBS also sent an email to the inspector advising. C wants to speak with the inspector direct.
Make Public		**Created By Vicky Anderson (9/26/2014 8 25 AM)** ARBS called rental agency and advised inspection date for vehicle on 9/30/2014 1:00 PM. AWAIT NG THE COMPLETION OF THE DTS INSPECTION **********
Make Public		**Created By Vicky Anderson (9/25/2014 3 09 PM)** Unable to use EAA, ARBS cancelled inspection with EAA and setting up DTS inspection request for C ARBS SETT NG UP NSPECTION WITH DTS, DTS TO ADVISE NSPECTION

DATE.
****

Make Public

Created By Vicky Anderson (9/25/2014 9 59 AM)
ARBS received voice mail from C(adjuster) and she advised that she would be the direct contact to set up the inspection with the vehicle.

ARBS SETT NG UP NSPECTION WITH EAA, EAA TO ADVISE NSPECTION DATE.
****

Make Public

Created By Vicky Anderson (9/24/2014 2 16 PM)
ARBS called adjuster with rental agency in order to get some additional information to set up inspection and had to leave a message on the voice mail.

ADJUSTER WITH RENTAL AGENCY TO RETURN CALL FOR ADDITIONAL INFORMATION ON THE LOCATION OF THE VEHICLE IN ORDER TO SET UP FOR INSPECTION.
****

Make Public

Created By Vicky Anderson (9/23/2014 3 20 PM)
ARBS called C's renter who will be referred to as C.
C stated that when she was approaching an intersection the other vehicle coming from C's right side did not stopped.
The other vehicle collided with C as C was traveling straight.
C stated she was injured. C has a broken sternum and C's passenger had minor injuries. C stated the air bags did not deploy and the seat belt did not work properly.

ARBS explained to C that ARBS would conduct and investigation and would follow up with rental company and C understood.

ARBS called adjuster with rental agency in order to get some additional information to set up inspection and had to leave a message on the voice mail.

ADJUSTER WITH RENTAL AGENCY TO RETURN CALL FOR ADDITIONAL INFORMATION ON THE LOCATION OF THE VEHICLE IN ORDER TO SET UP FOR INSPECTION.
****

Make Public

Created By Vicky Anderson (9/23/2014 11 09 AM)
ARBS called C's renter at [redacted] and left a message on her voice mail.

C's RENTER TO RETURN CALL AND COMPLETE PROBE AND SET UP INSPECTION.
****

Make Public

Created By Vicky Anderson (9/22/2014 10 06 AM)
ARBS called C's renter at ([redacted]) and she advised that she was traveling and could not talk at this time. C's renter asked ARBS to call her back later.

Make Public

Created By Vicky Anderson (9/18/2014 10 13 AM)
IIR

Make Public

Created By Vicky Anderson (9/18/2014 10 13 AM)
ARBS received call back from Enterprise adjuster giving ARBS permission to speak to their renter. ARBS called renter at 985-778-8563 and left a message on her voice mail.

RENTER TO RETURN CALL AND COMPLETE PROBE, ARBS TO SET UP INSPECTION OF C'S VEHICLE.
****

Make Public

Created By Vicky Anderson (9/16/2014 2 26 PM)
ARBS called C at [redacted] and left a message for the adjuster.

1ST CALL, ENTERPRISE TO RETURN CALL. ARBS NEED CONTACT INFORMATION FOR THE DRIVER OF C'S VEHICLE AND PERMISSION TO CONTACT THEM.
****

Make Public

Created By Vicky Anderson (9/15/2014 8 55 AM)
RECEIVED CASE, UNDER REV EW, VERIFY PROBE
****

Make Public

Created By Ronald Cabatbat (9/12/2014 11 55 AM)
Crr-rc received a call from c Allison
liability administrator from
(Who will now be referred as c)
Crr-rc c states that the seatbelt did not function and are bag did not deploy

Make/ Model: 2013 Nissan Versa Sedan
VIN: 3N1CN7AP6DL[redacted]
New
Odometer Reading at Time of Incident 29,757
Date and Time of Incident 9/6/2014 5 00 PM
Location of Incident highway 19th, Honokaa, HI
Current Location of Vehicle 131 Kekuanaon Place, Hilo, HI, 96720

c said that c could not provide the information of the driver of the vehicle at the time of the incedent
c said that there are 2 people on the vehicle. the vehicle is running at 50 MPH when the vehicle is approaching an intersection the vehicle did not stopped and hit another vehicle. but the air bag did not deploy and the seat belt did not work properly.
the driver was injured and had a fracture on driver's hip

Crr-rc updated customer's following information:

Registered Owne's Name[redacted]
Contact Person for the Case: Allison
liability administrator
Mailing Address: [redacted]
Westminster, CO [redacted]
USA
Phone Number[redacted]

the customer what Nissan to investigate what happened what the airbag and seat belt did not work . and want Nissan to cover the repair.

crr-rc advised c that the case will be escalated to I R and c will receive a call within 2 business days
c agreed

Crr-rc offered further assistance, c declined

Crr-rc provided Case no.
Crr-rc provided crr-rc's name, and extension no. 457216
Crr-rc exiting the case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	SEAT BELT EXTENDER/TETHER STRAP	POOR OR MPROPER OPERATION	15	9/12/2014	YX	BK	238500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/12/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	9/27/2014	John Hookano	9/25/2014 4:04 PM
Edit | Del	IIR		✓	9/12/2014	Vicky Anderson	9/12/2014 4:06 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F31146	I R	Ronald Cabatbat, 9/12/2014 11:49 AM	9/12/2014

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] FedEx Shipment label.pdf	122KB	10/22/2014 10:13 AM	Vicky Anderson
Edit | View | Del	[redacted] - Denial Letter pdf	26KB	10/22/2014 10:13 AM	Vicky Anderson
Edit | View | Del	[redacted] - PL Recommendations msg	1.12MB	10/22/2014 9:30 AM	Vicky Anderson
Edit | View | Del	[redacted] - Email from DTS msg	55KB	10/21/2014 7:29 AM	Vicky Anderson
Edit | View | Del	[redacted] - Police report.pdf	318KB	10/7/2014 1:49 PM	Vicky Anderson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/22/2014 10:17 AM	Vicky Anderson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 7:33 AM	Vicky Anderson	Changed **Follow Up Date** from 10/21/2014 to **11/5/2014**.
10/13/2014 3:34 PM	Vicky Anderson	Changed **Follow Up Date** from 10/13/2014 to **10/21/2014**.

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Surveys

Surveys Help

No records to display

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Holly Allen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/12/2014 11:55 AM
CA Multiple Repairs		Date/Time Closed	9/30/2014 10:44 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Dealer Request
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0

Model Code	25113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LYNCHBURG NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 5N1AR2MN0DC[redacted]		
Created By	Dianne Picar, 9/12/2014 11:55 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	470	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

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Case Categorizations

Case Categorizations Help

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Open Activities

Open Ac ivi ies Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Brittney Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/12/2014 12:16 PM
CA Multiple Repairs		Date/Time Closed	10/17/2014 10:20 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes			
Description	Veh Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	CONCORDVILLE PA
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CONCORDVILLE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP1DN[redacted]		
Created By	Mark Joven Salumbides, 9/12/2014 12:16 PM	Root Cause Code	SCSD
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	453	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Damilola Lawal (10/17/2014 10 18 AM)** CRT contacted C CRT left vxm CRT closing case
Make Private	✓	**Created By Damilola Lawal (10/16/2014 10 00 AM)** CRT contacted C CRT notes leaving vxm
Make Private	✓	**Created By Damilola Lawal (10/15/2014 11 48 AM)** CRT contacted SA-Tom at DLR SA tom stated that repair was complete Tom stated it was a new fix for the airbag concern CRT advised that CRT would contact C to let C know ToM STATED THAT tom would also call C CRT thanked Tom Call ends CRT contacted C CRT left vxm
Make Public		**Created By Joseph Shively (9/26/2014 10 53 AM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS stated RCAS-JS had spoken with DLR, that parts had been ordered and DLR was optimistic concerns addressed. RCAS-JS asked if RCAS-JS could be of further assistance. C stated C had not heard back from DLR regarding part availability. C stated C also wanted out of VEH should installation of new parts not address C's concerns. C stated C couldn't own VEH unsafe for C's family. RCAS-JS sympathized. C stated C would like NNA to address that concern should new parts not fix VEH. C requested RCAS-JS begin working on back-up plan for that possibility. RCAS-JS stated if C no longer wishes to own VEH, RCAS-JS will begin process of acquiring documentation to have that request evaluated. RCAS-JS stated RCAS-JS would contact DLR to request documentation necessary as well as state that C ought be contacted regarding part availability. C thanked RCAS-JS. RCAS-JS set follow-up for Wednesday. Call ended mutually. **********
Make Public		**Created By Joseph Shively (9/23/2014 9 50 AM)** RCAS-JS placed outbound call to C at [redacted] ********** RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number. RCAS-JS requested C return call, otherwise RCAS-JS would call C Wednesday. **********
Make Public		**Created By Joseph Shively (9/19/2014 1 52 PM)** RCAS-JS placed outbound call to DLR at 6104598900 ********** RCAS-JS spoke with SM-GB. SM-GB stated DTS had provided input that resulted in new parts being ordered and that things are looking good for addressing C's concerns. **********
Make Public		**Created By Joseph Shively (9/18/2014 1 04 PM)** RCAS-JS setting follow-up for Tuesday to allow DTS and DLR to inspect concerns further. **********
Make Public		**Created By Joseph Shively (9/18/2014 11 43 AM)** RCAS-JS placed outbound call to C at [redacted] **********

RCAS-JS confirmed with C that DTS will be available to meet with C at 10 30am tomorrow.
C stated that worked for C and C will bring C's mother, whom has experienced VEH PABI concern.
Call ended mutually.
****

Created By Joseph Shively (9/17/2014 3 21 PM)
RCAS-JS received VMX from C at [redacted]
****

Make Public

RCAS-JS placed outbound call to C at [redacted]
****

RCAS-JS left VMX stating RCAS-JS would be working C's case and supplied phone number.
RCAS-JS requested C return call, otherwise RCAS-JS would call C Thursday.
****

Created By Joseph Shively (9/17/2014 11 29 AM)
RCAS-JS contacted SM-Gene Broomall.
****

Make Public

SM-GB confirmed that SM-GB requested C contact NNA CA to open case and have official DTS request implemented.
SM-GB stated that given similarities between VEH concerns of C and case 15183079, SM-GB would like to have DTS inspect both on the same day.
RCAS-JS stated RCAS-JS would submit DTS inspection request.
****

Created By Joseph Shively (9/15/2014 2 42 PM)
RCAS-JS placed outbound call to C at [redacted]
PREVIOUS RELATED F LE(S) FOUND: [redacted]
PREVIOUS UNRELATED FILE(S) FOUND: [redacted]
RCAS-JS VERIFIED C'S: HOME, EMA L, CONCERN, PHONE #
RCAS-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None
BEST CONTACT NUMBER:
****

Make Public

C stated C last took VEH to Thursday.
C stated DLR found no codes.
C stated DLR told C to contact NNA CA so that DTS could be arranged at same time as similar concern.
RCAS-JS stated RCAS-JS was not made aware and would contact DLR to advance C's case further.
RCAS-JS set follow-up for Wednesday.
Call ended mutually.
****

Make Public

Created By Mark Joven Salumbides (9/12/2014 12 21 PM)
Vehicle Concern

Created By Mark Joven Salumbides (9/12/2014 12 19 PM)
CRR-MS received a call from C regarding veh concern
CRR-MS verified c's information;
name, number, alternate number, mailing address & Email Address
[redacted]est number to reach ;
[redacted] Wife

Make Public

C said c's veh had a campaign on the airbag and then c took c's veh to the dlr to have it performed. c said, until now, c's veh is having an issue with the front Passenger airbag that goes off, c said the dlr tried to fix the veh three times already but the issue wasn't resolved yet. c said c was assisted by SA-Tom and was advised to call nna ca already to ask for further assistance.

CRR-MS apologized to C and advised C that C's case will be forwarded to RCAS for assistance.

CRR-MS advised C that C will received a call by the next business day before the business day ends by an RCAS specialist.

CRR-MS offered further assistance. C declined.
CRR-MS gave C name, extension number and case number.
CRR-MS forwarded case to RCAS.
CRR-MS leaving the case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/12/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	9/19/2014	Mike Wetherill	9/17/2014 5:37 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/17/2014 10:21 AM	Damilola Lawal	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/17/2014 10:18 AM	Damilola Lawal	Changed **Follow Up Date** from 10/16/2014 to **10/17/2014**.
10/16/2014 12:17 PM	Brittney Smith	Changed **Case Owner** from Lauren Bowling to **Brittney Smith**.

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Surveys Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Lanesha Becton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/16/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/12/2014 3:08 PM
CA Multiple Repairs		Date/Time Closed	9/19/2014 1:58 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	VEHICLE CONCERN		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,822		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC2[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HUNT NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP7DC[redacted]		
Created By	Kristie Ellamae Formentera 9/12/2014 3:08 PM	Root Cause Code	SCPP
Last Modified By	Veronica Moody 4/12/2015 9 36 PM	Root Cause Code (2)	
Days Closed	481	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Russell Rigsby (9/19/2014 1 57 PM)** RCAS-RR closing case due to no further assistance.
Make Private	✓	**Created By Russell Rigsby (9/19/2014 1 57 PM)** RCAS-RR made outbound call to c. C stated c's son has an older Nissan and c's son's airbag light has the same concern. RCAS-RR informed NNA's position is that c's veh is operating as designed. RCAS-RR informed c that c is welcome to get second opinion. C understood. RCAS-RR offered further assistance. C declined further assistance. Call ended mutually.
Make Public		**Created By Lanesha Becton (9/16/2014 9 03 AM)** RCAS-LB called dlr & spoke to SM-Joe SM-Joe advised that their is nothing wrong with vehicle SM-Joe advised that a master tech looked at vehicle & it's just self check for the light.. SM-Joe has already explained to c regarding concern
Make Public		**Created By Lanesha Becton (9/15/2014 9 23 AM)** RCAS-LB contacted c left vmx including case number, name, and RCAS-LB contact o[redacted]
Make Public		**Created By Kristie Ellamae Formentera (9/12/2014 3 11 PM)** VEHICLE CONCERN/MULTIPLE REPA R ATTEMPTS
Make Public		**Created By Kristie Ellamae Formentera (9/12/2014 3 11 PM)** crr-kf received a call from C. C stated that the passenger airbag light keeps on coming off. C took the veh to the dealer 4 times and C was informed that there is nothing wrong with it but C is still encountering the same issue. C stated that it is involved with an open campaign before but C is encountering issues with the airbag. crr-kf empathized and acknowledged. crr-kf authenticated the account. crr-kf checked the information that C needs. crr-kf created a case. crr-kf informed C that crr-kf will escalate the concern to RCAS and that somebody will be calling C before the end of the next business day. C understood. C stated that the best contact number to reach C is [redacted] crr-kf asked for further assistance. C said NO crr-kf provided case number #[redacted]ame and ext number crr-kf ended the call. crr-kf leaving case open and setting follow up date on 09/15/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/12/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/19/2014 1 58 PM	Russell Rigsby	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/15/2014 9 23 AM	Lanesha Becton	Changed **Follow Up Date** from 9/15/2014 to **9/16/2014**.
9/12/2014 3:12 PM	Kristie Ellamae Formentera	Changed **Transferred to RCAS** from false to **true**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

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NISSAN

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [107] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/12/2014	Type	CA
Follow Up Date	10/14/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/12/2014 3:46 PM
CA Multiple Repairs		Date/Time Closed	6/2/2015 2:12 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00051023

DTS Inspection

DTS Inspection Date	11/28/2014 3:31 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)	Morley VSPC CBB Case[redacted] Vehicle Model: Altima Vehicle Year: 2013 VIN: 1N4AL3AP2DC[redacted] Location: H LL NISSAN, NC. CBB repair request. Reason for repurchase is: airbag light illumination, AC gauge blank, radio blank, loud AC DTS Evaluation Form, Vehicle Condition Report and Closing Confirmation will be emailed to you from Morley VSPC.	DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs voluntarily replaced this vehicle due to 6 visits for radio screen blanking out with 57 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HILL NISSAN INC.	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$32,564.24	Goodwill Offered	

IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	HARRY CHITI

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] N: 1N4AL3AP2D[redacted]		
Created By	Kate Czerwinski 9/12/2014 3:46 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:21 AM	Root Cause Code (2)	
Days Closed	225	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/12/2014 11 59 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1866.00 sent to LOCKBOX [redacted] FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Amanda Johnson (11/11/2014 4 00 PM)** ARBS rec'd call from dlr asking where the money is ARBS called Morley @ 866.780.7222, spoke to Africa, advised of reason for call. Provided Morley case [redacted] Morley states check should have been out and will go out first thing tomorrow. ARBS thanked. The call ended mutually. ARBS called dlr @ 863.299 2161 to advise that check should be there Thursday, as Morley does note that it should have gone out. Dlr thanked. The call ended mutually.
Make Public		**Created By Jim Land (10/29/2014 3 24 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: airbag light illumination, AC gauge blank, radio blank, loud AC
Make Public		**Created By Amanda Johnson (10/29/2014 1 05 PM)** *** [Added after the case is closed] *** ARBS rec'd vmx from dlr asking for call about the trade. Paperwork is done, but he has questions. ARBS called Gary Matthews @ 863.299 2161. Unavailable. Left vmx with contact information.
Make Public		**Created By Amanda Johnson (10/17/2014 3 45 PM)** *** [Added after the case is closed] *** ARBS rec'd email from c: Okay, thank you! Sent from my iPhone
Make Public		**Created By Amanda Johnson (10/17/2014 3 44 PM)** *** [Added after the case is closed] *** ARBS rec'd vmx from Gary @ dlr asking for call back @ [redacted] left at 1409. States they do not know who to make the check out to. ARBS called dlr back @ [redacted] asked for Gary. Dlr states they took the vehicle and the dlr states the management gave it to them anyway. ARBS and dlr discussed that this is not how the whole thing is supposed to happen. Dlr understands. ARBS and dlr discussed Morley process. ARBS advised check for $1,710 is the dlr's money, so they should keep the check. Thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (10/17/2014 2 47 PM)** *** [Added after the case is closed] *** ARBS rec'd message from RCAS asking ARBS to call dlr, but no name mentioned. ARBS called dlr, left vmx with David D.
Make Public		**Created By Amanda Johnson (10/17/2014 2 44 PM)** *** [Added after the case is closed] *** ARBS responded:

Ms. Parsons,

If you have not heard from Morley by 10/23/2014, please contact them directly at 866.780.7222 and reference case [redacted]. Unfortunately, your case is in the "audit" process right now, so they will contact you once they have completed that.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/17/2014 2 40 PM)
*** [Added after the case is closed] ***
ARBS rec'd email from c:

Make Public

Hi Amanda, we need to set up a time for one of your representatives to meet my step dad at Hill Nissan. Do we make that appt through you?

Thanks,
Krista

Created By Amanda Johnson (10/14/2014 2 56 PM)
Make Public
ARBS editted CST reason per BG:
Consumer Affairs voluntarily replaced this vehicle due to 6 visits for radio screen blanking out with 57 days out of service.

Created By Amanda Johnson (10/14/2014 2 42 PM)
Make Public
ARBS notes Hill Nissan check 0141520789 for $32,564 24
ARBS transmitted Morley case [redacted] and sent via FedEx [redacted]

Created By Amanda Johnson (10/14/2014 2 41 PM)
Make Public
Consumer Affairs voluntarily replaced this vehicle due to 4 visits for airbag light illumination and 57 days out of service.

Created By Amanda Johnson (10/14/2014 11 24 AM)
Make Public
ARBS emailed Sr MGR BG about aftermarket leather on this vehicle

Created By Amanda Johnson (10/14/2014 10 21 AM)
Make Public
ARBS rec'd email from dlr:

got it thanks

Created By Amanda Johnson (10/13/2014 7 27 AM)
Make Public
Morley case [redacted]

Created By Amanda Johnson (10/13/2014 7 27 AM)
Consumer Affairs voluntarily replaced this vehicle due to 4 visits for airbag light illumination and 57 days out of service.

Make Public

CST00051023 - consumer affairs voluntary replacement
CR0134921 in the amount of $32,564.24 made payable to Hill Nissan, Inc for replacement VIN 1N4AL3AP7EC[redacted]

ARBS setting follow up for 10/14 pending rec't of check

Created By Amanda Johnson (10/13/2014 7 16 AM)
****

Make Public

ARBS notes updated SOC replacement calculations:
+ Invoice (including wheel locks and moonroof visor): 28,622.00
+ Collaterals: $2,757.89
+ Security Plus Contract and Taxes: $2,894.35
- Customer Contribution: $1,710 00
Total NNA Pays to Dlr: $32,564.24

OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP7EC[redacted]
****

Created By Amanda Johnson (10/13/2014 7 13 AM)
****

Make Public

ARBS notes 57 days down with
4 visits for airbag concerns – zero point reset, reprogrammed OCS sensor, replaced OCS sensors, replaced OCS and sensors
6 visits for radio screen blank – no repair noted, exchanged radio unit, reordered radio unit, exchanged radio unit, replaced radio and meter
2 visits for AC screen blank – replaced AC controller, reattached pin #22 on auto temp
1 visit for loud AC – cleaned out blower
ARBS notes 7 visits with 9 warrantable repairs
****

Make Public

Created By Amanda Johnson (10/13/2014 7 13 AM)
ARBS notes the following repair history:

Open date 11/15/13... Mileage 8,008... RO[redacted] 1 day down
Concern: passenger air bar light stays on.
Action: Completed zero point reset.

Open date 05/31/14... Mileage 16,826... RO[redacted] 1 day down
Concerns:
1. C's radio does not display.
2. C's A/C doesn't display the temperatures.
3. Recall R1405.
Actions:
1. Completed.
2. Replaced A/C controller.
3. Completed Recall R1405.

Open date 06/17/14... Mileage 17,880... RO[redacted] 12* days down
Concerns:
1. C's air bag light will come on saying air bag is off.
2. C's radio screen will go blank.
3. C's A/C screen gauge will go blank.
Actions:
1. Reprogrammed OCS sensor.
2. Exchange radio unit.
3. Found loose pin fit at pin #22 on auto amp reattached & is working normal.

Open date 07/15/14... Mileage 18,910... RO[redacted] 11* days down
1. C's radio goes off on its own.
2. C's passenger air bag light keeps coming on.
Actions:
1. Reorder radio one that came in was scratched.
2. Replaced OCS sensors on passenger side.

Open date 07/22/14... Mileage 18,912... RO[redacted] 3 days down
Concern: C's radio is going off & on. Lights up & the screen is blank.
Action: exchange radio unit.

Open date 08/04/14... Mileage 19,416... RO[redacted] 24* days down
Concern: C's radio is still not working right goes off & on while going down the road.
Action: Reprogrammed radio per TSB.

Open date 9/23/14... Mileage 20,000... DTS INSPECTION... 5 days down
Concerns:
1. loud AC
2. radio concern
3. airbag light
Actions:
1. cleaned out blower
2. replacing radio and meter
3. replaced OCS and sensors

ARBS notes in-service date of 6/14/2013
ARBS notes APR sale
ARBS notes New Gold Preferred VSC RCC707497087

Created By Amanda Johnson (10/13/2014 6 57 AM)
ARBS emailed dlr:

David,

Please see the attached documents. Mr. Chiti has signed everything and overnighted it to NMAC, so I don't need anything for you, but you might want a copy for your records.

Make Public

Please note that you must collect $1,710 at the time of surrender, which should be in the next 2-4 weeks.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/13/2014 6 55 AM)
Make Public
ARBS rec'd docs from c, attached.
ARBS notes they should have been overnighted to NMAC as well

Created By Amanda Johnson (10/10/2014 10 39 AM)
ARBS emailed attached SOC Documents for Signature to c:
[redacted]

Please see the attached documents for your signature and completion:

Pages 1-5 are the Replacement Agreement. I only need your signature on page 5
Page 6 is the agreement to provide insurance for the dealership. Please sign for the dealership.
Page 7 is the Substitution Agreement for NMAC. Please sign next to the X above your printed name.
Make Public
Page 8 is NMAC's agreement to provide insurance. Please complete the second box and sign next to the X.
Page 9 is the Application for title. No signature is needed, but Anna will need a copy of this.

Please fax all 9 pages back to me and then overnight them to Anna using the address on page 10. Of course, contact me with any questions. Unfortunately, I will be out of the office this afternoon and will not return until Monday, October 13. I will answer as quickly as possible.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/10/2014 10 28 AM)
ARBS rec'd vmx from c asking for an update

ARBS rec'd fax but is missing agreement to provide insurance

Make Public

ARBS called dlr @ 863.299 2161, dlr will send agreement with dlr signature

ARBS called c @[redacted] to advise that dlr should be faxing only missing document. ARBS rec'd this document while on the phone with c and told c ARBS will be scanning everything in and getting it to c via email in the next 15 minutes. C confirmed that he will need to fax everything back to ARBS and overnight it to NMAC. ARBS confirmed and thanked. The call ended mutually.

Created By Amanda Johnson (10/10/2014 9 57 AM)
Make Public
ARBS rec'd email from dlr:

Got it thanks....

Created By Amanda Johnson (10/10/2014 9 04 AM)
****
ARBS notes updated SOC replacement calculations:
+ Invoice (including wheel locks and moonroof visor): 28,622.00
+ Collaterals: $2,757.89
+ Security Plus Contract and Taxes: $2,894.35
Make Public
- Customer Contribution: $1,710 00
Total NNA Pays to Dlr: $32,564.24

OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP7E[redacted]
****

Created By Amanda Johnson (10/10/2014 9 03 AM)
ARBS emailed dlr:

David,

Make Public

We had to add a service contract to the cost, and Gary is taking care of filing the paperwork for that. Please see the attached SOC agreement to your dealership including that cost.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/10/2014 9 00 AM)
ARBS rec'd vmx from dlr asking about paperwork

ARBS called back
Dlr wants to cancel old service contract
ARBS advised we will cancel the old one and we need to add one to this vehicle.
Cost of this contract would be $2,705 00
ARBS notes tax on that would be $189 35
ARBS will add $2,894.35 to the sales contract and pay to dlr
Dlr will send ARBS the SOC agreement, agreement to provide insurance, and title app. ARBS thanked. The call ended mutually.

ARBS notes updated SOC replacement calculations:
+ Invoice (including wheel locks and moonroof visor): 28,622.00

+ Collaterals: $2,757.89
+ Security Plus Contract and Taxes: $2,894.35
- Customer Contribution: $1,710 00
Total NNA Pays to Dlr: $32,564.24

Created By Amanda Johnson (10/8/2014 2 57 PM) Last Modified By Amanda Johnson (10/8/2014 2 57 PM)
ARBS rec'd vmx from Gary Matthews asking for a call back because he does not know what ARBS needs and does not understand instructions.

Make Public

ARBS called dlr @ 863.299 2161, asked for Gary Matthews. Unavailable. Left vmx with request for:
title application, signatures on bottom of each page where seller or dealer is requested.
Left contact information

Created By Amanda Johnson (10/8/2014 7 40 AM)
ARBS rec'd email from dlr:

Make Public

I will have my finance manager Gary Matthews get them to you asap...

Thanks

Created By Amanda Johnson (10/8/2014 7 27 AM)
ARBS emailed dlr:

David,

Make Public

Could you let me know when you fax over the documents? I need to forward them to [redacted] for completion.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/7/2014 11 25 AM)
ARBS rec'd vmx from dlr advising that he is getting with the finance manager to get everything that is needed and then will fax everything to ARBS

Created By Amanda Johnson (10/7/2014 9 22 AM)
ARBS rec'd email from dlr:

Make Public

got it

Created By Amanda Johnson (10/7/2014 7 34 AM)
ARBS faxed

Emailed dlr:

David,

Make Public

Just refaxed them. Let me know when you get them.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/7/2014 7 30 AM)
ARBS rec'd email from dlr:

Make Public

Can you refax them. I did not receive hem. 863-293-6467 I think I gave you the wrong fax...
Thanks

Created By Amanda Johnson (10/6/2014 12 32 PM)
ARBS rec'd vmx from c asking for an update via email, as c will be in the air flying to his new destination.

ARBS emailed c:

[redacted]

Make Public

I received your voicemail and apologize for the delay. I have sent the SOC documents to David at the dealership asking him to fill out his portion and return them to me for your signature. I have not been able to speak with him, but I have left a message and emailed him as well. I will let you know as soon as I hear something from him.

I hope you are having a good flight!

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/6/2014 11 21 AM)
ARBS contacted David @ dlr @ 863 299.2161, David not in today

ARBS emailed dlr:

David,

Make Public

Anna faxed you some documents [redacted] will not be able to come in to sign them, so this is going to be a little different. Could you fill out the dlr portions and fax them to me? I will have [redacted] fill out his portions and overnight them to NMAC.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/3/2014 7 33 AM)
ARBS spoke to DTS about replacement of the veh

Created By Amanda Johnson (10/2/2014 11 04 AM)
ARBS emailed cs:

[redacted]

Make Public

I apologize for the delay. There was some confusion about the VIN provided, and the dealership determined that they had provided both of us with the wrong VIN. This has been corrected, but this caused a delay in paperwork. I sent the necessary paperwork from NMAC for the dealership this morning to fill out their portion and return to me. As soon as they return their portions, I will email the documents for your signature.

Thank you,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/2/2014 10 48 AM)
ARBS emailed NMAC:

Thanks, Anna. I will have the dlr fill out their portions and send it back to me so I can forward it to [redacted] for signatures and return to you.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/2/2014 10 46 AM)
ARBS rec'd email from NMAC:

Good Morning Amanda,

Attached substitution documents faxed to David.

Thanks

ARBS contacted David @ dlr @ 863.299 2161 to discuss dlr filling out all portions regarding the dlr and faxing them back to ARBS to send to c. Left vmx with this and contact information

Make Public

Created By Amanda Johnson (10/2/2014 7 23 AM)
ARBS emailed NMAC:

Good morning, Anna!

I hope this is all corrected now. Sheesh!

OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP7EC[redacted]

The attached buyers order and invoice are for the correct vehicle.
The numbers I gave you are wrong, but you can now see the buyers order.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/2/2014 7 20 AM)
ARBS rec'd corrected invoice and buyers order:

OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP7EC[redacted]

+ Invoice (including wheel locks and moonroof visor): 28,622.00
+ Collaterals: $2,757.89
- Customer Contribution: $1,710 00
Total NNA Pays to Dlr: $29,669.89

Make Public

Created By Amanda Johnson (10/1/2014 3 46 PM)
ARBS emailed NMAC:

He hasn't sent me the buyers order with the correct VIN, but here's the invoice and numbers.

+ Invoice (including wheel locks and moonroof visor): $29,178.00
+ Collaterals: $2,791.25
= 31,969.25

OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP7EC[redacted]

I'll forward the new buyers order with the correct information to you as soon as I get it, but maybe you can get started with this?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/1/2014 3 43 PM)
ARBS emailed dlr:

David,

Here's the SOC Agreement to your dlr with the VIN 1N4AL3AP7EC[redacted]

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/1/2014 3 39 PM)
ARBS rec'd corrected invoice and called dlr to confirm VIN for unclear doc; dlr will send new buyers order to show corrected V N:

OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP7EC[redacted]

+ Invoice (including wheel locks and moonroof visor): 28,622.00
+ Collaterals: $2,757.89
- Customer Contribution: $1,710 00
Total NNA Pays to Dlr: $29,669.89

Make Public

Created By Amanda Johnson (10/1/2014 3 08 PM)
ARBS emailed NMAC:

Anna, hold off. The VIN the dlr sent is wrong. I'll send you another soon.

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/1/2014 3 08 PM)
ARBS rec'd email from dlr:

Mandy I just found out the salesperson put the wrong stock number in the system. I am faxing the correct car now, sorry and thanks..

Make Public

Created By Amanda Johnson (10/1/2014 2 03 PM)
ARBS emailed attached SOC agreement to dlr:

David,

Please see the attached SOC Agreement to your dealership.

I will be collecting signed documents from the customer, as he cannot come in to sign. I will send you copies of documents for your file and so you know the process.

In the future, we generally do not provide used vehicles as replacements, but I understand that this is what Ms. Parsons wanted.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/1/2014 1 51 PM)
ARBS discussed cost with TL-AG. Keeping buyers order as it is.

Created By Amanda Johnson (10/1/2014 1 46 PM)
ARBS emailed NMAC:

Good Afternoon!

Please see the attached invoice and buyers order for the replacement vehicle for Mr. [redacted]

OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP8EN[redacted]

Make Public

Contact: David Dlugokecki
863-299-6467 fax

This is the one the docs need to come to me, though.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/1/2014 1 46 PM)
OLD VIN: 1N4AL3AP2DC[redacted]
NEW V N: 1N4AL3AP8EN[redacted]

ARBS notes FL requires comparable vehicle in terms of model, mileage, and value. ARBS notes this vehicle has 4,606 miles, but c has picked out this vehicle as the one c wants.

Make Public

+ Invoice (including wheel locks and moonroof visor): $29,178.00
+ Collaterals: $2,791.25
- Customer Contribution: $1,710 00
Total NNA pays to dlr: $30,259.25

****
ARBS discussed with TL-AG; upgrade to SL approval to avoid dlr installed leather.
****

Created By Amanda Johnson (10/1/2014 1 38 PM)
ARBS emailed Ms. Parsons:

Ms. [redacted]

Make Public

I just spoke to [redacted] and have everything I need. I will be sending documents to [redacted] as will NMAC. The paperwork process has officially begun. We are looking at 2-4 weeks after I receive the signed versions of the documents which should all be sent to [redacted] by the end of business tomorrow.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/1/2014 1 36 PM)
ARBS rec'd call from c. ARBS apologized for having missed the call earlier and c apologized for having missing ARBS' call because he was in a meeting. ARBS and c laughed about how everyone misses each other because of meetings and phone calls these days.
ARBS confirmed that c got email about the $1,710. C states he thinks this is more than fair and will agree to that.
C states he has some questions. C wants to confirm that nothing about his loan will change. ARBS confirmed that his V N on the loan will change, but nothing else will change, so it will be like he has been paying on the new vehicle all along. C thanked.
C would like to know about the paperwork. ARBS advised that ARBS will send some paperwork and NMAC will send some paperwork with instructions. C will have to send all signed documents to ARBS and then overnight the documents to NMAC. C agreed to do this.
ARBS explained the meeting with Morley. C states he is in the middle of playoffs with the Orioles, so he wouldn't be able to meet with Morley right now. ARBS asked about in 2-4 weeks. C states he isn't sure. ARBS advised that when Morley calls the c, the c can discuss and ARBS knows Morley can overnight the docs to the c for signatures so Ms. [redacted] can complete the process if Mr. [redacted] is unable to make it. C thanked. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/1/2014 1 24 PM)
ARBS rec'd vmx from c @ 1112 advising that c has sent multiple emails but his phone is not sending them. C has questions.

ARBS called c @ [redacted] Left vmx with contact information.

Created By Amanda Johnson (10/1/2014 12 37 PM)
ARBS responded:

Ms. [redacted]

Make Public

I am only waiting for confirmation from [redacted] that he will provide $1,710 at the time of surrender for the mileage on your current vehicle. Once confirmation has been received, I will begin sending out paperwork to be signed.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/1/2014 12 36 PM)
ARBS rec'd email from c:

Make Public

Amanda, I received a call from Hill nissan yesterday afternoon. David's assistant said he spoke with you and faxed you the needed paperwork. Is there anything else you need on my end? Please let me know if there's anything further you need me to do.
Thank you!
[redacted]

Sent from my iPhone

Make Public

Created By Amanda Johnson (9/30/2014 1 07 PM)
ARBS emailed c:

[redacted]

When we spoke on 9/26, I advised that we would charge 50% of the state's calculations for usage. That charge would be $1,710. I have approved the vehicle upgrade to avoid aftermarket leather. All I need is your agreement to provide $1,710 in certified funds to the dealership at the time of the surrender of your current vehicle and I will proceed with the paperwork process.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/30/2014 1 05 PM)
ARBS notes usage:

(20,000 miles/120,000 miles) x $20,520 80 = $3,420.13

ARBS offering 50% usage charge of $1710

Make Public

Created By Amanda Johnson (9/30/2014 1 03 PM)
ARBS rec'd email from dlr:

The 80 is for wheel locks and the 129 is for the moonroof visor. If we need to cancel them out we can.

ARBS responded:

David,

That's fine. We can leave them on. I just wanted to know what they were for.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/30/2014 11 30 AM)
ARBS rec'd email from c:

Hopefully you will reach him today. I have a fax number for you that will be good for the next three days. It is 410 962-5319. You can call or text me at [redacted]
Thanks again for help in this matter.

Sent from my iPad

Make Public

Created By Amanda Johnson (9/30/2014 11 30 AM)
ARBS responded to dlr:

David,

Thank you. I will proceed with the preliminary numbers.

I do have a question about the additions to the invoice. I apologize, but I cannot read them. What are the $80 and $129 charges for?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/30/2014 11 28 AM)
****
ARBS rec'd invoice for new vehicle.
ARBS discussed with TL-AG; upgrade to SL approval to avoid dlr installed leather.
****

Make Public

Created By Amanda Johnson (9/30/2014 11 20 AM)
ARBS rec'd email from dlr:

No problem I will keep the car here. I will fax the info now, also there may be nmac cash on this car in October. I will send it to you tomorrow when I find out what it is. You can use that with the special Apr. If you need anything else let me know.
Thank you,
David Dlugokecki
GSM Hill Nissan
863-299-2161 work
863-299-6467 fax

Make Public

Created By Amanda Johnson (9/30/2014 9 54 AM)
ARBS responded:

David,

Thank you for your quick response.

Please send me the invoice of the replacement vehicle as well as the buyers order showing the new vehicle at invoice price with all normal collaterals (dealer doc fees, taxes, etc). I believe [redacted] may have had special financing, so please do not include rebates.

Once I have these documents, I will begin the approval and swap process. Unfortunately, [redacted] is unable to come to your dealership, so the process will be special for this one. I will send documents requiring signatures to [redacted] and will return those signed documents to you so you can see the process and your required steps.

The whole process takes between 2 and 4 weeks, so please do not release the vehicle to Ms. [redacted] until this process has been completed.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/30/2014 9 32 AM)
ARBS rec'd email from dlr:

Hi Amanda this is David Dlugokecki GSM at Hill Nissan. I was off yesterday but I got your message on [redacted] Let me know what you need and I will get it to you asap. They have picked out a car and I have it on hold for them.
Thank you,
David Dlugokecki
GSM Hill Nissan
863-299-2161 work
863-299-6467 fax

Make Public

Created By Amanda Johnson (9/30/2014 8 05 AM)
ARBS emailed cs:
[redacted]

Unfortunately, David was in a meeting this morning when I called. I left him a message and will hopefully hear back from him soon.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/30/2014 8 04 AM)
ARBS called dlr @ 863.299 2161, asked for David Dlugokecki. Held.
David is in a meeting at this time.
ARBS left vmx asking for call back or email so ARBS can send some instructions and get everything ARBS needs for the SOC.

Created By Amanda Johnson (9/30/2014 7 01 AM)
ARBS rec'd email from NMAC:

Hi Amanda,

Below is the payment/payoff information that you requested.

SR#1-4860085103
Account# [redacted]
Customer [redacted]
30 day payoff $15818 06 good thru 10/29/2014
Make Public
Per diem 0 39
# of scheduled payments received 15
Scheduled Payment amount 357.35
Total Principal paid 5,149.07
Total Interest paid 210.79
Late fees paid 0.00
Recent payment received on 9/17/2014 in the amount of $357 32

Thanks,

_____
Israel Ramos
Fulfillment and Correspondence

Created By Amanda Johnson (9/29/2014 3 40 PM)
Make Public
ARBS rec'd vmx from dlr advising he is not sure who ARBS is talking about

ARBS called back and apologized, advised they gave ARBS this name as someone they were working with and ARBS did not realize he was the Service Manager. They came and met the SM over the weekend. No worries. ARBS will call David tomorrow and discuss the SOC. SM thanked. The call ended mutually.

Created By Amanda Johnson (9/29/2014 1 00 PM)
ARBS emailed c:
[redacted]

Make Public
I spoke with NMAC and we can have [redacted] fax the documents to me without having him go to the dealership. [redacted] would have to overnight the signed originals and proof of insurance to NMAC, though.

Thanks,

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/29/2014 12 56 PM)
ARBS rec'd email from NMAC:

Make Public
Yes, if you can send to the dealership and dealership need to send copies back to me and then I would need the original signed SOC agreement returned to me along with the proof of insurance.

_____
Anna Fraley
Nissan Motor Acceptance Corporation

Created By Amanda Johnson (9/29/2014 12 49 PM)
ARBS responded:

Make Public
Is that something they can do if I just send them the signed copies and instructions?

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/29/2014 12 48 PM)
ARBS rec'd email from NMAC:

Make Public
Amanda,
Yes I could send them to you, but how is the dealership know to file the title work on the replacement vehicle for NMAC to receive the title and lien?

_____
Anna Fraley
Nissan Motor Acceptance Corporation

Created By Amanda Johnson (9/29/2014 11 30 AM)
ARBS rec'd email from c:

Make Public
Okay thank you!

Sent from my iPhone

Created By Amanda Johnson (9/29/2014 11 26 AM)
ARBS rec'd email from c:

One quick question, [redacted] s the service manager.. The general sales manager is David Dlugokecki. When we were at hill nissan he was under the impression you would be contacting him?

Sent from my iPhone

_____

Make Public
ARBS responded:

Oh, I'm sorry, [redacted]

David is not in the office today, so I just went with the next name on the list. I will contact David when he returns to the office tomorrow.

Thanks,

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/29/2014 10 57 AM)
Make Public
ARBS rec'd vmx from c @ 1003a. ARBS notes this vmx was left prior to contacting c this morning. No need to call back.

Make Public

Created By Amanda Johnson (9/29/2014 10 44 AM)
ARBS rec'd email from c:

Awesome, thank you!

Sent from my iPhone

Created By Amanda Johnson (9/29/2014 10 35 AM)
ARBS emailed both cs:

Ms. [redacted]

Thank you for sending a better copy of your sales documents.

I spoke to [redacted] moments ago and advised that I would email both of you in order to keep everyone on the same page.

Make Public

I left a voicemail for [redacted] asking him to contact me about the substitution of collateral process. I have also reached out to NMAC to find out if the SOC documents can be sent directly to [redacted] for signatures and returned to NMAC by Mr. [redacted]

I will email you both again once I receive any additional information.

Thanks!

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/29/2014 10 33 AM)
ARBS emailed NMAC:

Anna,

Make Public

This vehicle is driven by the step daughter and the owner is not able to go to the dlr to sign the necessary SOC docs. Is there any way you can send them to me and I can forward them to [redacted] with directions to mail them to you? Is that something we can do?

Thanks,

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/29/2014 10 29 AM)
ARBS called c @ [redacted] Spoke to c.
Confirm Hill Nissan - yes.
Contact @ dlr: GSM - David Dlugokecki; Sales - Anthony Laffin
They are holding the veh currently
The people at the dlr could not have been nicer.
ARBS confirmed rec't of documents
ARBS confirmed rec'd of the VIN the c wants: 1N4AL3AP2D[redacted]

Make Public

C states if we need to do documents, can we do them by fax without the dlr involvement. ARBS advised that ARBS will have to discuss with NMAC about this, as some documents have to be both faxed and mailed back, as NMAC will need the originals.
C wants to know what veh the c will drive until then. ARBS advised c will drive her current veh.
C would like the docs to be emailed to both him and his daughter so everyone will be on the same page. ARBS agreed and thanked. The call ended mutually.

ARBS called dlr @ 269.833 2161, asked for Anthony Laffin. Left vmx with contact information advising that we need to discuss the SOC/Replacement process to proceed with the veh picked out by the c over the weekend.

Make Public

Created By Amanda Johnson (9/29/2014 10 19 AM)
ARBS changed case dlr to Hill Nissan

Created By Amanda Johnson (9/29/2014 10 18 AM)
ARBS rec'd email from c:

Make Public

Good morning,
Wanted to let you know that [redacted]y daughter found a car at Hill Nissan and I know she sent you some paperwork over the weekend. Just wanted to talk and find out what the procedure is from this point. My phone number is [redacted]

Thanks,
[redacted]

Sent from my iPad

Created By Amanda Johnson (9/29/2014 10 17 AM)
ARBS rec'd email from c:

Amanda, I just faxed over the form. There were two long forms so I sent both, also along with the extended warranty paperwork. Please let me know if there's anything else you need!
Thank you!

Sent from my iPhone

Make Public

ARBS responded:
[redacted]

I am so sorry! I will let you know when I receive the fax.

Thanks,

_____
Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/29/2014 8 15 AM)
ARBS rec'd email from c:

Make Public

Yep, no problem. I can send them this afternoon!

Sent from my iPhone

Make Public

Created By Amanda Johnson (9/29/2014 8 00 AM)
ARBS rec'd email from c:

Amanda, I have attached several documents including the information for the new car and the GMs info. If you need me to resend anything, please let me know. I will be sending the lien paperwork in another email.

Thank you!
[redacted]

ARBS responded:

[redacted]

Thank you for sending me the documents. Unfortunately, the sales documents are not clear. The one I am speaking of is the long paper. Could you fax or scan and email them to me?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Sara Dorazio (9/26/2014 2 36 PM)
DRTS obtained factory invoice and attached to case.

Created By Amanda Johnson (9/26/2014 1 54 PM)
ARBS rec'd email from c:

Make Public

Amanda, I am pretty sure we will be going with a replacement through a different dealership as my step dad spoke with you about. I will have the information faxed to you this afternoon or tomorrow morning at the latest. Hill nissan in Winter Haven will be the dealership I will be going to look for a replacement. I plan on looking at cars there tomorrow morning/early afternoon before I head back to Orlando. Thank you!

Krista

Sent from my iPhone

Created By Amanda Johnson (9/26/2014 1 54 PM)
ARBS rec'd call from c. C would like to know if she goes with a replacement and gets the paperwork, where can she leave the vehicle.
ARBS advised that she would need to drive her vehicle until the process is complete.
C states she should have everything faxed over this weekend and they are going to go look at new vehicles this weekend to help decide what they would like to do. ARBS thanked and advised that ARBS does not work on the weekend but told the c to feel free to email and fax but just to know that ARBS will respond when ARBS comes in Monday morning. C understands and thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/26/2014 1 15 PM)
ARBS rec'd email from NMAC:

Now about noon.
Yes to SOC, Account number [redacted]

Anna Fraley
Nissan Motor Acceptance Corporation
Quality Assurance Specialist

Make Public

Created By Amanda Johnson (9/26/2014 1 05 PM)
ARBS rec'd email from c:

Thank you amanda, I will send them as soon as I get back to Jenkins where my car is. My step dad needed to speak to someone there, what is The best number for him to call?

Sent from my iPhone

ARBS responded:

Make Public

[redacted]

Thank you. I spoke to [redacted] t 11am, but I can be contacted directly at [redacted]

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/26/2014 11 31 AM)
ARBS emailed NMAC-AF:

Good morning (almost)!

Would an SOC be okay for:

Make Public

[redacted]
1N4AL3AP2DC[redacted]

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/26/2014 11 30 AM)
ARBS emailed NMAC:

Good morning (almost)!

Could you provide me with the payoff for:

Make Public

[redacted]
1N4AL3AP2DC[redacted]

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/26/2014 11 00 AM)
ARBS called c @ [redacted] Spoke to c. C states he wants to get some specifics. C states he spoke to the engineer and he really said that c needed to speak with someone else because the DTS is not involved in buybacks.
C states he would like to know more about the buyback.
ARBS explained that we do purchase price minus usage minus lien.
C states there are leather seats and extended warranty and window tinting. ARBS confirmed Nissan extended warranty plus tint and leather seats would be refunded - they would all be refunded if confirmed as installed by dlr.
C states experience with Jenkins Nissan was terrible. They lied to the c's about 5 or 6 times. What if they went to another dlr to get another veh?
ARBS explained SOC with 50% usage
C states the dlr talked them into installing leather seats instead of buying the leather package.
ARBS explained that we would go for factory installed leather because we are leery about aftermarket additions when we can provide factory options.
The veh is in Winterhaven, FL and they would prefer to do an SOC at somewhere closer to there, such as Hill Nissan.
C states he wants to see what his step daughter wants to do, wanted to get more information from ARBS.
C states the DTS restored his faith in Nissan. ARBS thanked and understands.
C states he builds muscle cars in the winter. C states the technology is just so ridiculous these days.
C states the dlr called him and told him to start his payments over.

C states he appreciates ARBS' time and will find out what the c's step daughter wants to do. ARBS thanked and asked that once the c knows, just to let ARBS know so ARBS can advise the dlr. C thanked. The call ended mutually.

Created By Amanda Johnson (9/26/2014 10 45 AM)
ARBS rec'd email from c:

Make Public

Amanda, my name is [redacted] and I am the lienholder of the the car driven by [redacted] would like to speak with you. Can you please call me at [redacted]

Thanks,
[redacted]
Sent from my iPad

Created By Amanda Johnson (9/26/2014 9 39 AM)
ARBS emailed c:
[redacted]

Per our conversation, I am sending you the list of documents needed to begin the replacement or repurchase of the vehicle. In a replacement, we would provide you with a new vehicle with the same features as yours. In a repurchase, we would buy the vehicle back from you. Please let me know if you have any questions.

In order to begin either process, I will need the following documents:

Make Public

- Current vehicle registration
- Sales documents
- Lienholder release (attached) OR copy of vehicle title if there is no lien on the vehicle

These documents can be faxed to 615.984.5839 or emailed to me. Please let me know which route you would be interested in.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/26/2014 9 36 AM)
ARBS called c @ [redacted] to advise that based on the results of the inspection, NNA would like to replace or repurchase this vehicle. Spoke to c.
Offered replacement or repurchase. C thanked. ARBS advised ARBS will need some documents. C states she is about to go to class. ARBS advised ARBS can email c regarding needed documents. C states that would be great and provided

Make Public

[redacted]

ARBS will email. C thanked. The call ended mutually.

Created By Amanda Johnson (9/25/2014 3 36 PM)
DTS states he took a leaf out of the blower.
He does have a radio concern - communication issue between radio and meter, replacing both
OCS - principle driver is daughter - TSB out for this one - replaced OCS and sensors

Make Public

This makes 4 repairs to OCS, 6 repairs to radio, etc

DTS and ARBS agree that NNA will be bought back.

Get the RO from the dlr. 20k+ miles on the vehicle

Created By Amanda Johnson (9/25/2014 3 30 PM)
ARBS spoke to DTS:
C is Oreoles field scout
High profile case

Make Public

chances of us fixing the car are good, but the c's set goal is to buy back.
Daughter is very vocal and is pushing the father's buttons
Dlr is in a battle right now with SD. Hired a new person and there is a disruption.
There are a lot of left open work orders. This is so they won't get bad surveys.
DTS would like copies of the RHR/ROs because after discussing the days down, the dlr should not have had the ROs open this long for these.
ARBS and DTS discussed other cases.

Make Public

Created By Albert Jimenez (9/19/2014 2 24 PM)
DRTS attached RO documents from dealer # (3931) to case

Make Public

Created By Albert Jimenez (9/18/2014 3 42 PM)
DRTS rec'd Sales Documents from dealer # (3931) & attached documents to case.

Make Public

Created By Albert Jimenez (9/18/2014 3 24 PM)
DRTS called dealer # (3931) spoke with Title Clerk (Amanda) agreed to fax Sales Documents & Title Application.

Make Public

Created By Josh Wegener (9/17/2014 1 56 PM)
DRTS-JW called dealer & requested missing ROs.

Make Public

Created By Amanda Johnson (9/16/2014 1 10 PM)
ARBS rec'd email from DTS:

Mandy,

I don't foresee a problem accommodating the C, but we need to know where they would prefer their DTS appointment. The Orlando market is covered by Adam Crow. Please advise if the C (a) stays with my original scheduled DTS appt offer for Jenkins Nissan on 9/23 @ 10 AM or (b) choses a Orlando Nissan dlr. If C choses the Orlando market, please contact Adam Crow with the specifics so he can schedule.

Thanks,
Tom Osborn
NNA SER DTS

ARBS called c @ [redacted] to advise that the 9/23 10am appt would need to be at Jenkins. The date would have to be changed if we move to the Orlando dealer. ARBS advised that ARBS wanted to check with the c to see if c wanted ARBS to request an Orlando date. C states she will keep the 9/23 10am appointment at Jenkins Nissan. C states her mom can then come with her. ARBS thanked. The call ended mutually.

ARBS called c @ [redacted] to advise of DTS inspection. Asked for SM. Transferred.
Left vmx for SM-Rob with date, time, c, V N, and need of loaner vehicle. Also left DTS name and ARBS contact information.

ARBS emailed DTS:

Tom,

The MVDN was filed with Jenkins Nissan and no mention of Orlando at all. Apparently the step father is the owner. The vehicle has never been to the Orlando dealership.

With that said, the c has stated she will meet you at Jenkins on 9/23 @ 10am.

I left a detailed voicemail for SM-Rob at Jenkins advising of the date, time, customer, vehicle, and need of loaner vehicle.

Please let me know if you need anything on this case before the inspection.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/16/2014 8 32 AM)
ARBS emailed DTS:

Tom,

Make Public

The driver of the vehicle lives in Orlando and would like to know if you could meet with her on the 23rd in Orlando instead. She will drive to Jenkins if she has to but would rather not.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/16/2014 8 31 AM)
ARBS rec'd email from DTS:

Good evening Amanda,

Please schedule this case so that I meet with the C and their R/F passenger on August 23rd @ 10 AM.

Make Public

Thanks,

ARBS called c @[redacted]o advise that we rec'd MVDN and would like to meet with c and right front passenger on 9/23 @ 10am. Spoke to step-daughter, the driver of the vehicle. Advised of need for meeting with c and passenger. C states she lives in Orlando and would like to meet in Orlando. C states 9/23 is her only day off. She will meet with DTS if he has to meet at Jenkins but would prefer to meet in Orlando. ARBS will contact the DTS and get back to c. C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/12/2014 4 11 PM)
ARBS req'd DTS via F31192

Created By Kate Czerwinski (9/12/2014 3 51 PM)
Previous cases- none
open recalls/campaigns- none

Make Public

DRTS in receipt of MVDN, signed by [redacted] sent via Priority Mail Express, tracking number [redacted], received on September 12, 2014. The letter is attached the case for review.

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows: the vehicle has been out of service at least 15 days, 3 or more repair attempts have been made to repair same substantial defect. Description of continuing defects: "display screen randomly goes blank, will not reset until car is shut off + back on. Pass air bag light on while adult is in passenger seat". C requesting NNA make a final attempt to correct the continuing condition. Selling and servicing dealership is Jenkins Nissan of Lakeland, FL.

Additional documents included with letter are Repair Orders and Repair Order History.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	AUDIO/VIDEO/NAVI	NAVI V DEO MONITOR	POOR OR MPROPER OPERATION	11	9/12/2014	YX	AA	102000	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/12/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	10/31/2014	Kevin Burkett	10/29/2014 3 33 PM
Edit | Del	Review Approved Check Request		✓	10/13/2014	Amanda Johnson	10/13/2014 3:48 PM
Edit | Del	Call David Dlugokecki		✓	9/29/2014	Amanda Johnson	9/30/2014 8:04 AM
Edit | Del	Collect Invoice		✓	9/26/2014	Gloria Holman	9/26/2014 2:34 PM
Edit | Del	Collect Sales Documents		✓	9/23/2014	Kate Czerwinski	9/18/2014 3:42 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP2DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	10/14/2014	Dealer	Approved	$32,564 24	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	[redacted]	DTS Request	Amanda Johnson, 9/12/2014 4:10 PM	9/12/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	1.91MB	9/1/2015 3 06 PM	Rebecca Martin
Edit | View | Del	[redacted]Check.pdf	79KB	12/12/2014 11 59 AM	Tammy Knotts
Edit | View | Del	[redacted]- 15744808 - emails.pdf	11.1MB	10/14/2014 2:55 PM	Amanda Johnson
Edit | View | Del	[redacted]- Morley Packet pdf	875KB	10/14/2014 2:52 PM	Amanda Johnson
Edit | View | Del	[redacted]- Signed Replacement and SOC Docs pdf	432KB	10/13/2014 6:53 AM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
6/2/2015 2:12 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
4/3/2015 11:10 AM	Jesica Biecher	Changed **Subje[redacted]STOMER[redacted]PHONE:[redacted]VIN: 1N4AL3AP2DC[redacted]o CUSTOMER[redacted]PHONE[redacted]VIN 1N4AL3AP2DC[redacted]**
10/29/2014 3:23 PM	Jim Land	Changed **Case Owner** from Amanda Johnson to **Jim Land**.
10/29/2014 3:23 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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NISSAN

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Case [redacted]

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Ronald Valencia [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/13/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/12/2014 8:21 PM
CA Multiple Repairs		Date/Time Closed	9/13/2014 12:25 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname [redacted]
lastname [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : NORTH CHESTERF ELD
twitter :
state : VA
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP1DL[redacted]
dealerstate : VA
dealername : pence nissan
comments : Air bag light and seat belt light coming on for the passenger seat while driving.
Any fix ??

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP1DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PENCE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	20	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 9/12/2014 8 21 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	System Account NNAINT, 9/13/2014 7:03 PM	Root Cause Code	SCIN
Days Closed	487	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8G
		Document ID	CA15746193

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Ronald Valencia (9/13/2014 12 19 PM)** case closed
		Created By Ronald Valencia (9/13/2014 12 19 PM) ****E-mail case logged****** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail CRR RV updated owner's information. CRR RV found related case: none CRR RV checked for open recalls/campaigns/upgrades: Found: None ********** CRR RV called c at [redacted] and advised call maybe recorded
Make Public		CRR RV informed c that as c's veh had the OCCUPANT CLASS SYSTEM OCS performed on the veh in 4/14/2014, advised c to bring the veh for diagnosis at a Pence Nissan as the dealer is in the best position to diagnose and repair the veh related to the campaign done on c's veh, c understood. CRR RV offered further assistance, c declined. CRR RV provided name, ext and case number. CRR RV provided the bait script CRR RV sending an e-mail response to c E-mail addressed [redacted] Method of contact: E-mail Summary: CRR RV responding to c's e-mail with "Dealer Best" template. CRR RV closing case.
Make Public		**Created By Ronald Valencia (9/13/2014 12 11 PM)** firstname : [redacted] lastname : [redacted] email : [redacted] homephone : [redacted] address1 : [redacted] address2 : city : NORTH CHESTERFIELD twitter : state : VA zip : [redacted] owner : false make : Nissan source : NissanContactUs vin : 3N1AB7AP1DL[redacted]

dealerstate : VA
dealername : pence nissan
comments : Air bag light and seat belt light coming on for the passenger seat while driving.
Any fix ??

Created By: Ronald Valencia (9/13/2014 12:11 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : NORTH CHESTERFIELD
twitter :
Make Public
state : VA
zip [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP1DL[redacted]
dealerstate : VA
dealername : pence nissan
comments : Air bag light and seat belt light coming on for the passenger seat while driving.
Any fix ??

Created By: Managed Services (9/12/2014 8:21 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : NORTH CHESTERFIELD
twitter :
Make Public
state : VA
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP1D[redacted]
dealerstate : VA
dealername : pence nissan
comments : Air bag light and seat belt light coming on for the passenger seat while driving.
Any fix ??

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7965865	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/13/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0QbW2B:ref]		✓	9/13/2014	Ronald Valencia	9/13/2014 12:24 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0QbW2B:ref] *9/13/2014 Case #[redacted] VIN # 3N1AB7AP1DL[redacted] Dear [redacted]*	[redacted]	9/13/2014 12:24 PM
Reply | To All | Del	Replied	Other *firstname : [redacted] lastname [redacted] email : [redacted] homephone ...*	nissanconsumeraffairs@my-nissan-usa.com	9/12/2014 8:21 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/13/2014 12:25 PM	Ronald Valencia	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/13/2014 12:12 PM	Ronald Valencia	Changed **Case Owner** from Michael Aquino to **Ronald Valencia**.
9/13/2014 12:11 PM	Ronald Valencia	Changed **Case Servicing Dealer** to **PENCE NISSAN**.

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Surveys Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date	9/23/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/25/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	9/13/2014 11:11 AM
CA Multiple Repairs		Date/Time Closed	1/12/2015 11 34 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00053666

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	BBB Auto Line Voluntary Replacement. NNA will replace the vehicle due to 25 days out of service and 4 repairs to OCS.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Check request submitted
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	14,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN8EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COULTER INF NITI	Data Net	✓
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	9/15/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$51,484.87	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/18/2014	Vehicle Service Contract	
RHR Completed	9/18/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: 5N1AL0MN8EC[redacted]		
Created By	Jacklyn Capers 9/13/2014 11:11 AM	Root Cause Code	SNSH
Last Modified By	NNAETL 10/14/2015 12:19 AM	Root Cause Code (2)	
Days Closed	366	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heathre Vanriper (1/28/2015 9 59 AM)** *** [Added after the case is closed.] *** INF1428824. DRTS rec'd Case Closed from BBB 01/28/15 dated same. See attached for review.
Make Public		**Created By Jim Land (12/22/2014 8 34 AM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: OCCUPANT CLASSIFICATION SYSTEM CONCERNS
Make Public		**Created By Robert Peterson (12/3/2014 2 56 PM)** ARBS sending Morley packet case 218347 via FedEx [redacted] ARBS closing case.
Make Public		**Created By Robert Peterson (12/1/2014 2 34 PM)** ARBS updating payoff check request to 01/04/15, requesting: $49,005.18
Make Public		**Created By Robert Peterson (11/25/2014 2 58 PM)** ARBS notes receipt of Repurchase Agreement SIGNED, attaching to case. ARBS requesting the following checks: $48,941.18 payable to BMO Harris Bank for payoff $2,479.69 payable to DLR-Coulter Infiniti for replacement
Make Public		**Created By Robert Peterson (11/25/2014 2 24 PM)** • ARBS agrees with figures presented by DLR and notes the following contribution figures to replacement: $45,208.00 Base Price + $3,703.47 Sales Tax + $499.00 Doc Fee + $616.45 License, Title, Reg, Tire + $797.95 DLR Install tems (Etch $299, Nitrogen $99.95, Tint $399) + $596.00 VSC transfer assistance $51,420.87 TOTAL COST OF REPLACEMENT VEHICLE VIN: 5N1AL0MNXEC[redacted] Mr. Klein to Refinance 30-Day Payoff $48,941.18 NNA Contribution to Replacement $2,479.69 • ARBS sent Replacement Agreement to DLR 2 to SM via email.
Make Public		**Created By Robert Peterson (11/25/2014 2 20 PM)** ARBS notes mentioning to C earlier that NNA will assist with transfer of old contracts to new vehicle. ARBS contacted SM to see about what refunds for GAP and VSC will be, and requested add those contracts to new buyer's order and NNA will cover offset for C. ARBS rec'd refund details from SM: "The refund amount for Gap is $540.00. The refund for the Maintenance plan is $814.00. Total refund amount comes to $1354. I will be selling Gap again for $750 plus the Infiniti maintenance plan for $1200. Total cost of new plans comes to $1950. No tax on both. Therefore the difference is $596.00. The check should be for $1883.69 + $596 = $2479.69."
Make Public		**Created By Robert Peterson (11/20/2014 9 33 AM)** ARBS notes: $50,824.87 - Total Cost of Vehicle: 5N1AL0MNXEC[redacted] $48,941.18 - C to Refinance 30-Day Payoff $1,883.69 - NNA Contribution to Replacement ARBS sent Replacement Offer 1 to C via email with updated payoff info. ARBS sent Replacement Offer Letter to DLR via email.

Make Public

Created By Robert Peterson (11/20/2014 9 30 AM)
ARBS rec'd updated payoff info and notes the following Lienholder Info:

BMO HARRIS BANK, N A.
RETA L LOAN ACCOUNTING, QUAD 2A
ATTN: PAYOFF PROCESSING
1200 E. WARRENVILLE RD.
NAPERVILLE, IL 60563

LOAN: 0[redacted]

Payoff: $48,821.73 till 11/20/14
PD: $4.26613
(30 Day Payoff: $48,941.18 till 12/20/14)

Make Public

Created By Robert Peterson (11/20/2014 9 30 AM)
ARBS received Buyer's Order for replacement vehicle and notes the following figures:

$45,208.00 Base Price
+ $3,703.47 Sales Tax
+ $499.00 Doc Fee
+ $616.45 License, Title, Reg, Tire
+ $797.95 DLR Install tems (Etch $299, Nitrogen $99.95, Tint $399)
$50,824.84 TOTAL COST OF REPLACEMENT VEHICLE VIN: 5N1AL0MNXEC[redacted]

Make Public

Created By Robert Peterson (11/19/2014 8 37 AM)
C emailed ARBS stating that C has upcoming payment due on 11/22/14.
ARBS advised C to go ahead and make this payment, then submit a new payoff balance for the refinance.

Make Public

Created By Robert Peterson (11/17/2014 1 52 PM)
ARBS rec'd email from SM-BG with potential replacement vehicle

VIN: 5N1AL0MNXEC[redacted]
2014 QX60 3.5 SUV CVT
84114 - KH3-G BLACK OBSIDIAN, GRAPHITE
INVOICE: $45,208

ARBS notes all features align with current vehicle, 2014 QX60 3.5 SUV CVT - 84114
ARBS notes current vehicle INVOICE: $44,092.00
ARBS approves this replacement vehicle.

Make Public

Created By Robert Peterson (11/11/2014 4 40 PM)
OCS concern

Make Public

Created By Robert Peterson (11/11/2014 4 34 PM)
Call Made: 11/4/2014
Phone #: 4803961500
Spoke with New Car Sales Manager Brian Gibson
Reason:
ARBS proposed replacement deal to SM and asked for assistance in finding suitable replacement for C.
ARBS verified SM's email address and will send SOC INstructions to DLR and Invoice to SM.
SM notes LH appears to be BMO Harris Bank.
ARBS explained SOC vs Refinance deal, notes either is acceptable to NNA, depends on LH (SOC is preferable.)
SM thanked ARBS for deal and will begin search for like vehicle and contact C to discuss.
SM will send ARBS a VIN for approval, or contact ARBS with any future questions.

Make Public

Created By Heathre Vanriper (11/10/2014 1 46 PM)
INF1428824. DRTS rec'd Settlement from BBB 11/10/14 dated same. States: NF to replace veh under AZ Lemon Law. Terms to be carried out no later than 45 days post date of this letter. See attached for review.

Make Public

Created By Robert Peterson (11/5/2014 4 36 PM)
ARBS responded to MRF stating that NNA offers to replace the vehicle in accordance with AZ lemon law, no usage on replacement.

Make Public

Created By Robert Peterson (11/5/2014 4 19 PM)
ARBS mailing Replacement Intent Letter to C via FedEx 2day[redacted]

Make Public

Created By Heathre Vanriper (10/29/2014 2 14 PM)
INF1428824. DRTS rec'd MRF from BBB 10/29/14 dated same. C seeks: Buy Back. CCF states: Pass air bag off with pass in seat*6. See attached for review.

Make Public

Created By Robert Peterson (10/15/2014 4 56 PM)
ARBS notes:

Reason: 25 days down and 4 repairs to OCS

Lemon Law: Yes, AZ

Usage: full use - 14,833

Make Public

Created By Robert Peterson (10/15/2014 4 54 PM)
• ARBS notes based on previous repair attempts, NNA is in a position to repurchase this vehicle.

• ARBS notes NNA is offering to repurchase the vehicle due to 25 days down and 4 repair attempts to Occupant Classification System.

Make Public

Created By Robert Peterson (10/15/2014 4 08 PM)
ARBS reviewing RHR and notes the following service history:

05/24/14 @ 8,975 Miles, 1 Day Down
CONCERN:
1.) OCS Campaign
ACTION:
1.) Campaign complete

07/29/14 @ 11,728 Miles, 1 Day Down
CONCERN:
1.) L/S visor will not stay up
2.) OCS light stays on with psgr in seat
3.) TCM update
ACTION:
1.) Installed SOP
2.) Zero point reset

3.) Update complete

07/15/14 @ 11,897 Miles, 16 Days Down
CONCERN:
1.) Rear visor snaps when turning
2.) OCS light stays on with psgr in seat
ACTION:
1.) Replaced visor ass'y
2.) Replaced R/F seat

07/31/14 @ 11,958 Miles, 7 Days Down
CONCERN:
1.) OCS light stays on with psgr in seat
ACTION:
1.) Replaced both sensors and OCS control unit per DTS

08/14/14 @ 12,546 Miles, 8* Days Down
CONCERN:
1.) OCS light stays on with psgr in seat
ACTION:
1.) Unable to duplicate

• ARBS notes DTS-Frank Gibford states vehicle operates normally, compared to KGV.

Make Public

Created By Robert Peterson (10/15/2014 9 17 AM)
ARBS notes receipt of CCF stating that C's OCS concern still exists and C requests repurchase.

ARBS notes prior RHR review declined, and DTS activity on case [redacted]

ARBS sent email to DTS-FG inquiring about DTS's position on this vehicle.

Make Public

Created By Heathre Vanriper (9/30/2014 10 44 AM)
INF1428824. DRTS rec'd CCF from BBB 09/30/14 dated same. C seeks: Buy Back. CCF states: Pass air bag off with pass in seat*6. See attached for review.

Make Private ✓

Created By Danielle Spurling (9/23/2014 10 29 AM)
summary:

c contacted Infiniti CA requesting veh be repurchased due to reoccuring concerns with passanger airbag warning light coming on with person in seat. rtlr has not been able to duplicate concern. RHR was declined, CXM declined goodwill assistance. c was advised of decision and was unhappy. c advised c has video of concern, as rtlr requested. rcas recommended information be provided to rtlr for review. rcas advised c may contact rcas if veh is taken back to rtlr or if assistance is needed. rcas closing file.

Make Private ✓

Created By Danielle Spurling (9/23/2014 10 24 AM)
rcas received vmx from c dated prior to contact noted below

Make Public

Created By Mae Strenciwilk (9/23/2014 10 18 AM)
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Make Private ✓

Created By Danielle Spurling (9/22/2014 6 16 PM)
rcas calling [redacted] at 6:00 p m. cst
rcas spoke with c and inquired if c has experienced concerns since veh pick up
c stated yes. c stated c was driving for about two miles, more than 30 seconds, with someone in pass seat and airbag warning light came on. c stated c took video, as SM requested. c stated c is emailing video to SM now.
rcas understood. rcas advised is unable to say what next steps will be, rtlr must advise. rcas advised RHR review was completed. rcas advised unfortunately, Infiniti is not offering assistance in repurchase or replacement of veh.
c stated c has done everything c has been told. c stated Lemon Law should apply because veh has been down 33 days with six visits for same concern. c stated c has been inconvenienced. c stated c has been given loaner, but loaner is not comparable to c's veh.
rcas advised cannot speak to lemon law, rcas is not trained in it. rcas advised c may contact BBB to review qualifications. rcas advised all concerns and records with rtlr were reviewed. rcas advised if veh is taken back to rtlr, request can be reconsidered.
c stated rtlr is just going to tell c concern cannot be duplicated
rcas advised if rtlr is unable to find failed component, no repairs can be recommended
c thanked rcas
rcas advised c may contact rcas if c takes veh back in to rtlr
c thanked rcas, c ended call.

rcas submitting RHR denial letter

Make Private ✓

Created By Danielle Spurling (9/19/2014 1 37 PM)
rcas calling 4802275703 at 1:36 p m. cst
rcas left vmx for c requesting contact, provided file#, name and ext

Make Private ✓

Created By Danielle Spurling (9/19/2014 12 27 PM)
rcas received email from CXM-RL advising no goodwill will be provided.

Make Private ✓

Created By Danielle Spurling (9/19/2014 11 41 AM)
rcas reviewed RHR decision and forwarded to CXM-Robert Livingston and FOM-Dave Werner for consideration.

Make Public

Created By Trisha Zamarron (9/19/2014 10 45 AM)
ARBS note based on the rhr provided and a good faith review of the c concerns, it appears vehicle is currently repaired.

ARBS note NNA will continue to honor the terms and conditions of all applicable warranties

ARBS note that NNA doesn't feel a repurchase is warranted at this time.

Make Public

Created By Trisha Zamarron (9/19/2014 10 43 AM)
ARBS note the following repair history per CPIA, ROs, RHR:

03/21/14 @ 5,417 miles RO# [redacted]
Concerns:
1.) LOF
2.) Tire rotation
Actions:
1.) Complete
2.) Complete

05/24/14 @ 8,975 miles RO# [redacted]
Concerns:
1.) OCS Campaign
Actions:
1.) Campaign complete

07/12/14 @ 11,728 miles RO# [redacted]
Concerns:
1.) LOF
2.) L/S visor will not stay up
3.) OCS light stays on with psgr in seat
4.) TCM update
Actions:
1.) LOF complete
2.) Installed SOP
3.) Zero point reset
4.) Update complete

07/15/14 @ 11,897 miles RO# [redacted]
Concerns:
1.) Rear visor snaps when turning
2.) OCS light stays on with psgr in seat
Actions:
1.) Replaced visor ass'y
2.) Replaced R/F seat

07/31/14 @ 11,958 miles RO# [redacted]
Concerns:
1.) OCS light stays on with psgr in seat
Actions:
1.) Replaced both sensors and OCS control unit

08/14/14 @ 12,546 miles RO# [redacted]
Concerns:
1.) OCS light stays on with psgr in seat
Actions:
1.) Unable to duplicate

==========

ARBS note the following:
Frank Gipford, DTS, rpl both ocs sensors and ocs control

5 visits 4 repairs for OCS light:
5/24/14 campaign
7/12/14 zero pt reset
7/15/14 rpl r/f seat cushion frame
7/31/14 repl both sensors and OCS control unit Frank Gipford, DTS, rpl both ocs sensors and ocs control
8/14/14 no dup 8 days down

25 days down
no repair performed 8/14/14

sale
ca 15100815 dts request
tech case [redacted]
no VSC

Make Public — **Created By Ashley Fiting (9/18/2014 3 48 PM)**
DRTS received RHR. The RHR has been assigned to ARBS- Trisha Zamarron for review.

Make Public — **Created By Jacklyn Capers (9/18/2014 8 53 AM)**
RCAS rec'd RO's and attached to case.
—
RCAS noting RTLR contact for missing pg of RO[redacted]RCAS also requested verification of time down for veh ROs and was advised:
RO 88772: time down is actually 4 days. C had veh while awaiting parts arrival. RO was left open
RO 89626: time down is true to RO at 7 days due to diag and parts arrival.
RO 89949: time down is actually one day - RO left open due to multiple concerns in case c brought veh back in.
—
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public — **Created By Jacklyn Capers (9/17/2014 1 58 PM)**
RCAS rec'd ROs and attached to case. RCAS noting missing RO's and contacting RTLR, via email, to request missing RO's be faxed to RCAS at 615.984.5739

Make Private ✓ — **Created By Danielle Spurling (9/17/2014 1 06 PM)**
rcas received vmx from c advising c received call from rtlr advising veh was ready for pick up. c stated SM - David asked c to take video of concern and photo may have been taken within 30 seconds of starting veh. c stated c disagrees with this. c stated c should be picking veh up today. c advised will wait for rcas' call on follow up date.

Make Public — **Created By Jacklyn Capers (9/16/2014 3 11 PM)**
RCAS sending email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at 615 984.5739. RCAS also requesting that RO's, open for more than 7 days, be accompanied by time stamps to verify days down.

Make Private ✓ — **Created By Danielle Spurling (9/16/2014 12 26 PM)**
Why do you want to return the vehicle to Nissan North America? : Veh has had multiple visits for airbag warning light, c does not feel veh is safe
Where is the vehicle currently? : Coulter Infiniti
Where was the vehicle purchased? : Coulter Infiniti
Was it purchased new or used? : New
Where is the vehicle serviced? : Coulter Infiniti
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? No

Make Private ✓ — **Created By Danielle Spurling (9/16/2014 12 24 PM)**
rcas calling [redacted] at 12:09 p.m. cst
rcas left vmx for c requesting best time/number to reach c. rcas provided file#, name and ext

rcas calling [redacted] at 12:11 p.m. cst
rcas spoke with c and advised rcas is handling file. rcas requested more information on veh concerns.
c stated on 5/24, c received recall notice for OCS. c stated campaign was completed. c stated since then, veh has been back to rtlr five times. c stated when someone is sitting in pass seat and veh is in motion, pass airbag off light comes on. c stated rtlr kept veh one day for first visit, concern was not duplicated (July 12). c stated July 31, veh was in for 7 days, rtlr did a reprogramming, no duplication. c stated 8/14 veh was in for seven mor days. c stated veh was in August 15-30, fifteen days, Infiniti flew out someone to inspect the vehile and try to diag concern. c stated within a short amount of time, concern has reoccured. c stated on 9/12 c took photo of airbag light on with c's wife in pass seat.
c stated airbag test light stays on when starting veh, then goes away. c stated light comes on intermittently during trip. c stated rtlr has tried multiple means of correction for concerns. c stated every 1,200 approx. concern reoccurs.
rcas understood and apologized for experience. rcas advised concerns have been documented. rcas advised contacted rtlr to get information on c's concerns, also. rcas inquired if c is seeking specific assistance from Infiniti
c stated veh has been down for 33 days over all. c stated c pays $800/month for veh. c stated c is paying for veh that c does not have. c stated rtlr provides loaner, but it is not c's veh and not an SUV. c stated within 6,000 miles veh has been in rtlr five times. c stated c does not feel concern can be repaired. c stated c would like to know when Infiniti will cut ties and get c into another veh. c stated c loves veh, but believes veh is a Lemon.
rcas understood. rcas advised can review for possible repurchase/replacement of veh. rcas advised will gather all information from rtlr and review. rcas advised process can take up to ten business days, decision would be available no later than 9/30. rcas advised will also work with rtlr to make sure rtlr is utilizing all available resources to resolve c's concern
c understood and agreed
rcas advised follow up no later than 9/19 with update
c thanked rcas, call was ended

Make Private ✓ — **Created By Danielle Spurling (9/16/2014 12 03 PM)**
rcas received vmx from c returning rcas call. c requested contact at [redacted]

Make Private ✓ — **Created By Danielle Spurling (9/16/2014 10 05 AM)**
rcas received email from DTS-FG advising TSB was released 8/29/14 which is informational on how system works specifically. DTS advised rtlr can print information and share it with c. DTS advised made SM-David Woodland aware of TSB previously.

rcas sending email to SM-DW inquiring if TSB was dicussed with c.

Make Private ✓ — **Created By Danielle Spurling (9/15/2014 1 25 PM)**
rcas calling 480.857.7020 at 1:23 p.m. cst
rcas left vmx for c requesting contact, provided file#, name and ext

rcas sending email to DTS-Frank Gibford, SDTS-Joe Sorzano, FOM-David Werner, and CXM-Robert Livingston advising veh is at rtlr

Make Private ✓ — **Created By Danielle Spurling (9/15/2014 1 22 PM)**
rcas calling COULTER INFINITI at 1:13 p m. cst
rcas spoke with sa-Larry and inquired if veh is at rtlr
sa stated yes. sa advised sa-Josh is handling customer.

rcas spoke with sa-Josh who advised veh same in 09/13. sa stated c had video of airbag light coming on. sa stated rtlr previously replaced seat sensors, modules, seat frame, etc. sa stated at this time, there are no codes or symptoms present. sa stated rtlr will test drive to try to duplicate concern. sa stated it is possible c is starting veh and not waiting 30 seconds for pass seat sensor to calibrate before putting veh in gear and driving. sa stated once veh is in gear, sensor will not calibrate.
rcas understood, thanked sa, call was ended

Make Private ✓ — **Created By Danielle Spurling (9/15/2014 1 13 PM)**
rcas noting related case: [redacted] (DTS provided support to rtlr for repairs related to air bag OCS sensor)

Make Public — **Created By Jacklyn Capers (9/13/2014 1 22 PM)**
IN-Field case: OCS

Make Private ✓ — **Created By Jacklyn Capers (9/13/2014 11 15 AM) Last Modified By Danielle Spurling (9/15/2014 1 07 PM)**
RCAS checked for previous related cases, found: [redacted]
RCAS checked for previous unrelated cases, found: 0
RCAS verified c's name, address, contact info, V N#, current mileage, and svc RTLR.

RCAS received a call from c who states that the OCS system is not operating correctly. C states that the veh has been in the RTLR 5 times and over 30 days. C states that the veh is not being repaired correctly. C states there is a repair completed each time. C states that the c is frustrated in regard to the time down in the veh. C states that the veh is at the RTLR and c has a loaner, but the loaner is not an SUV and c is used to driving an SUV.

RCAS asked c for c's preferred contact #, c advised: 480.857.7020

RCAS advised c that c's case would be reviewed and c would receive a call back by EOB on 09/15/14, from c's RCAS to gather further info and provide contact info. C understood, RCAS thanked c and provided case#. Call ended mutually.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	9/13/2014	YX	BK	234000	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/13/2014	YE	BK	234000	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	PREMATURE WEAR/FAILURE	14	9/23/2014	WA	BK	234000	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	9/23/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/24/2014	Frank Gibford	12/23/2014 10:43 AM
Edit | Del	Review Approved Check Request		✓	12/1/2014	Robert Peterson	12/3/2014 2 56 PM
Edit | Del	Review Approved Check Request		✓	12/1/2014	Robert Peterson	12/3/2014 2 56 PM
Edit | Del	Replacement Follow Up		✓	11/25/2014	Robert Peterson	11/25/2014 2 53 PM
Edit | Del	Replacement Begin		✓	11/10/2014	Robert Peterson	11/11/2014 4:40 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AL0MN8EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		12/2/2014	Lienholder	Approved	$49,005.18	92BUYBACK	Infiniti West Buyback/Trade		ATTN: PAYOFF PROCESS
	CR0138076 [redacted]		12/2/2014	Dealer	Approved	$2,479.69	92BUYBACK	Infiniti West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales Tax packet.pdf	659KB	3/2/2015 2:59 PM	Rebecca Martin
Edit | View | Del	[redacted] Case Closed-INF1428824.pdf	42KB	1/28/2015 9 59 AM	Heathre Vanriper
Edit | View | Del	[redacted] Morley Packet 218347.pdf	735KB	12/3/2014 2 55 PM	Robert Peterson
Edit | View | Del	[redacted] Payoff Calc(No VSC) xlsx	14KB	11/25/2014 2:43 PM	Robert Peterson
Edit | View | Del	[redacted] Replacement Offer Letter to Dealer 2.pdf	231KB	11/25/2014 2:42 PM	Robert Peterson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/12/2015 11:34 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/22/2014 8:32 AM	Jim Land	Changed **Case Owner** from Robert Peterson to **Jim Land**.
12/22/2014 8:32 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	15750397
Executive Referral		Case Owner	Wendy Martin [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/20/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/13/2014 5:28 PM
CA Multiple Repairs		Date/Time Closed	10/20/2014 3:33 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Orlando
twitter :
state : FL
zip : [redacted]
owner : true
make : Nissan
source : NissanCont[redacted]
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Bill Ray Nissan
comments : Passenger air bag light comes on intermittently, have mentioned it to Service Department. On 9-12-14 light was on for 11 minutes, would been longer if I had kept going pass my house. Only went off after I backed into my driveway. Video taped it.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP7DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL RAY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 9/13/2014 5 28 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 7:58 PM	Root Cause Code	SCIR
Days Closed	450	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT6A
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Wendy Martin (10/20/2014 3 32 PM)** ***CASE SUMMARY*** C contacted NNA CA with an air bag light concern C took veh back to dlr and dlr showed c how the light operates C was satisfied RCAS-WM closing case
Make Private	✓	**Created By Wendy Martin (10/20/2014 3 31 PM)** Dlr spoke to the c and explained to c the operating of the veh airbag concern Dlr stated that RCAS-WM could close case
Make Private	✓	**Created By Wendy Martin (10/20/2014 3 24 PM)** RCAS-WM noting case that RCAS-WM followed up with c on Friday Oct 17th and left message requesting return call
Make Private	✓	**Created By Wendy Martin (10/14/2014 1 22 PM)** RCAS-WM contacted jc C is taking the veh back to the dlr on sat. RCAS-WM stated to c that RCAS-WM will call the sm on Monday morning to see if RCAS-WM needs to request a DTS appointment C understood Call ended mutually
Make Public		**Created By Wendy Martin (10/8/2014 3 31 PM)** RCAS-WM attempted to contact c RCAS-WM left message requesting return call
Make Public		**Created By John De Castro (10/6/2014 1 40 PM)** crr-jd received a call from c following up on the case crr-jd confirmed no contact information has been changed crr-jd apologized to c crr-jd adv c that RCAS setup today as followup date crr-jd offered to transfer to RCAS crr-jd verified that C still wants to be transferred to EXT# even if call is prompted to VMX crr-jd advised C that CRR will send an internal message to RCAS regarding contact with c crr-jd gave RCAS phone number [redacted] crr-jd offered further assistance c declined crr-jd provided case number, name and EXT# crr-jd exiting case
Make Public		**Created By Wendy Martin (10/1/2014 2 49 PM)** RCAS-WM attempted to contact c RCAS-WM left message requesting return call
Make Private	✓	

Created By Wendy Martin (9/30/2014 8 58 AM)
Sent another email to dlr requesting information about what services and adjustments have been done to c veh

Make Public

Created By Wendy Martin (9/29/2014 12 25 PM)
RCAS-WM contacted dlr by email informing hat sm that c is still having a concern about the airbag light coming on
RCAS-WM waiting for response

Make Private ✓

Created By Wendy Martin (9/24/2014 3 28 PM)
RCAS-WM contacted c and c stated tahtthe light has only came back one one time since adjustment were mad
RCAS-WM apologized to c for the concern and stated that RCAS-WM will contact dlr again and see what steps to take to get veh repaired
c understood
call ended mutually

Make Public

Created By Wendy Martin (9/19/2014 4 16 PM)
RCAS-WM contacted c
RCAS-WM informed c that RCAS-WM still working on c case

Make Public

Created By Wendy Martin (9/16/2014 10 57 AM)
RCAS-WM contacted c
C stated that the c took the veh to the dlr and that dlr has done some adjustments but c stated that c did not know exactly what had been done
C stated that the problem has been going on about 6 months now and now it has happened about 2 or three times now . C is concerned that the bag will not deploy if in an accident
RCAS-WM apologized to c for the experience and stated to c that RCAS-WM will contact the dlr and investigate with dlr as to what the next step should be
RCAS-WM gave c RCAS-WM phone number and stated to c that RCAS-WM will follow up with c
C understood
call ended mutually

Make Public

Created By Ma. Cristina Dahlea Rimando (9/14/2014 4 32 PM)
case moved

Make Public

Created By Ma. Cristina Dahlea Rimando (9/14/2014 4 31 PM)
**********E-MAIL Case Logged*********
E-MAIL addressed to : NNACONSUMERAFFA RS@NISSAN-USA.COM
Method of contact : E-MA L
Previous related case found: None
campaign details None
**********Response Details*********
crr-mcr made an outbound call to c's phone number [redacted] at 5:25 pm est.crr-mcr routed to v,x. crr-mcr advised that call may be recorded for training and quality assurance purposes.

crr-mcr informed c that veh concern will be forwarded to regional office for further handling and will be contacted by the end of the next business day.

crr-mcr left name,extension and case number
crr-mcr provided nna ca hotline:1800-647-7261
***
crr-mcr responded to c's e-mail address [redacted]
crr-mcr informed c that veh concern will be forwarded to regional office for further handling and will be contacted by the end of the next business day.

crr-mcr forwarded case to rcas, set follow-up date:09/15/14(1 business day)

Make Public

Created By Ma. Cristina Dahlea Rimando (9/14/2014 4 22 PM)
firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : Orlando
twitter :
state : FL
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL7[redacted]
dealerstate : FL
dealername : Bill Ray Nissan
comments : Passenger air bag light comes on intermittently, have mentioned it to Service Department. On 9-12-14 light was on for 11 minutes, would been longer if I had kept going pass my house. Only went off after I backed into my driveway. Video taped it.

Make Public

Created By Ma. Cristina Dahlea Rimando (9/14/2014 4 22 PM)
firstname [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : Orlando
twitter :
state : FL
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Bill Ray Nissan
comments : Passenger air bag light comes on intermittently, have mentioned it to Service Department. On 9-12-14 light was on for 11 minutes, would been longer if I had kept going pass my house. Only went off after I backed into my driveway. Video taped it.

Make Public

Created By Managed Services (9/13/2014 5 28 PM)
firstname [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : Orlando
twitter :
state : FL
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP7DL[redacted]
dealerstate : FL
dealername : Bill Ray Nissan
comments : Passenger air bag light comes on intermittently, have mentioned it to Service Department. On 9-12-14 light was on for 11 minutes, would been longer if I had kept going pass my house. Only went off after I backed into my driveway. Video taped it.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]				14	9/14/2014	YX	BK	233500	OA

RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Follow Up Call	Not Started		✓	[redacted]	10/6/2014	RCAS	Wendy Martin

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0Qbn4o ref]	[redacted]	✓	9/14/2014	Ma. Cristina Dahlea Rimando	9/14/2014 4:34 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		Re: Regional Specialist [ref: 00DA09j8L. 500F0Qbn4o ref] *I have another incident of the passenger airbag light staying, this is the th...*	[redacted]	10/2/2014 4:40 PM
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09j8L. 500F0Qbn4o ref] *9/14/2014 Case #[redacted] VIN # 3N1AB7AP7DL[redacted] Dear[redacted], Tha...*		9/14/2014 4:34 PM
Reply | To All | Del	Replied		My Nissan Vehicle *firstname [redacted] lastname : Francis email [redacted] mephon...*	nissanconsumeraffairs@my-nissan-usa.com	9/13/2014 5:28 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/20/2014 3:33 PM	Wendy Martin	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 1:23 PM	Wendy Martin	Changed **Follow Up Date** from 10/13/2014 to **10/20/2014**.
10/8/2014 3 31 PM	Wendy Martin	Changed **Follow Up Date** from 10/6/2014 to **10/13/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [35] | Case Categorizations [1] | Open Activities [1] | Activity History [5] | Emails [5] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Elizabeth Bly [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Infiniti
Follow Up Date	10/17/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/14/2014 7:07 AM
CA Multiple Repairs		Date/Time Closed	10/17/2014 5:00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date	10/24/2014 10 30 AM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	Recurring airbag light concern. Retailer followed the TSB to repair client's vehicle and concern has still not been resolved.	DTS Request Type	EXEC Request
Inspection Time/Notes	DTS-DS will meet C at 10 30 am DS request occupant be present who has caused OCS OFF light to illuminate so DS can view incident first hand. without this occupant and viewing of incident, diagnostic value will be reduced.		
Description	**EXEC-EB assuming ownership of case due to escalation** No summary required C concern: Airbag not working properly		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	[redacted]
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INTERNATIONAL NFINITI NORTH SHORE	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Infiniti Vehicle		
Created By	Managed Services, 9/14/2014 7 07 AM	Web Email	infiniticonsumeraffairs@my-infiniti.com
Last Modified By	Bharath Tadipatri, 4/3/2015 7:59 PM	Root Cause Code	SCIN
Days Closed	453	Root Cause Code (2)	SCSV
Case Record Type	CA Closed Case [Change]	Action Code	NT4B
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Elizabeth Bly (10/17/2014 4 58 PM) STATEMENT OF DECISION: Airbag concern not resolved. Scheduled a DTS inspection, but unable to confirm with C. **SUMMARY** C contacted Inf. CA upset rltr had let C drive in C's veh with airbag concern C was advised airbag is secondary form of restraint and veh is operational C dissatisfied and case escalated to EXEC-EB EXEC-EB reiterated airbag is secondary and apologized for C's experience
Make Private	✓	C stated concern was not resolved SM stated TSB had been followed and recommended DTS EXEC-EB scheduled DTS inspection for 10/24/2014@10 30 am EXEC-EB unable to confirm EXEC-EB attempted to leave vmx for C-Lorenzo 2x EXEC-EB sent two e-mails EXEC-EB left vmx on C-Kathryn's phone 3x EXEC-EB left vmx on C-Lorenzo's phone 2x EXEC-EB sent e-mail to DTS-David Schend canceling appointment EXEC-EB closing case pending C callback
		Created By Elizabeth Bly (10/17/2014 11 13 AM) EXEC-EB placed outbound call to C[redacted] C did not answer phone. EXEC-EB left vmx advising of phone number. EXEC-EB advised of tentative DTS inspection date and time EXEC-EB advised EXEC-EB will need to confirm with C EXEC-EB advised EXEC-EB will give C the EOB to contact C or else the appointment will be canceled.
Make Private	✓	EXEC-EB placed outbound call to C[redacted] C did not answer phone. EXEC-EB left vmx advising of phone number. EXEC-EB advised of tentative DTS inspection date and time EXEC-EB advised EXEC-EB will need to confirm with C EXEC-EB advised EXEC-EB will give C till EOB, or EXEC-EB will have to cancel appointment
		Created By Elizabeth Bly (10/15/2014 1 44 PM) EXEC-EB placed outbound call to [redacted] C did not answer Recording request input password
Make Private	✓	EXEC-EB placed outbound call to C-[redacted] C did not answer phone. EXEC-EB left vmx advising of phone number. EXEC-EB advised of tentative DTS inspection date and time EXEC-EB advised EXEC-EB will need to confirm with C
Make Private	✓	**Created By Elizabeth Bly (10/14/2014 3 38 PM)** EXEC-EB placed outbound call to C-[redacted] Phone rang but vmx did not pick up. EXEC-EB unable to leave vmx

EXEC-EB placed outbound call to C-[redacted]
Line was busy

Make Private ✓ **Created By Elizabeth Bly (10/14/2014 3 32 PM)**
EXEC-EB noting the below case comment does not pertain to this case. EXEC-EB has requested Plnr Sr.- Mike Wilkins to remove case comment

Created By Elizabeth Bly (10/14/2014 3 12 PM)
EXEC-EB received the following e-mail from C:

"Elizabeth,

Since I have not heard back about where to send payment, I have gone ahead and sent payment to Infiniti Financial Services. That was the instruction on the statement.

t will be delivered no later than 10/15 (tomorrow), but it is electronic so will most likely post today.

I have annexed hereto a [redacted]saction details from Bank of America account number [redacted](I have no access to a fax at the moment).

Make Private ✓ Please note that this payment was made as part of an agreed upon resolution of this matter involving disputed "excess wear charges" and that it was made with the understanding that:

1. There has been no credit bureau report made by Infiniti or any other entity connected with it. This matter was timely disputed and any delays have been on Infiniti's side (my attorneys will verify next week);

2. You will refund the remainder of the Excess Wear charges in the amount of $108 plus $9.72 taxes on that. When you are ready to process let's confirm mailing address since there have been problems in the past.

Appreciate it if you could confirm.

Thanks for your help with this.

Best,

Rudy DeFelice
310.699-2128"

Make Private ✓ **Created By Elizabeth Bly (10/13/2014 10 58 AM)**
EXEC-EB sent e-mail to C

Make Private ✓ **Created By Elizabeth Bly (10/13/2014 10 52 AM)**
EXEC-EB placed outbound call to C-Ka[redacted]
C did not answer phone.
EXEC-EB left vmx advising of phone number.
EXEC-EB advised of tentative DTS inspection date and time
EXEC-EB advised EXEC-EB will need to confirm with C

Make Private ✓ **Created By Elizabeth Bly (10/10/2014 9 12 AM)**
EXEC-EB placed outbound call to C[redacted]
C did not answer phone.
EXEC-EB left vmx advising of phone number.
EXEC-EB advised of tentative DTS inspection date and time
EXEC-EB advised the occupant whom the OCS light comes on for needs to be present in order for a thorough diagnosis.
EXEC-EB advised EXEC-EB will need to confirm with C
EXEC-EB advised EXEC-EB will send e-mail and C can either respond to e-mail or call EXEC-EB

EXEC-EB sent e-mail to C

Make Private ✓ **Created By Elizabeth Bly (10/9/2014 10 28 AM)**
EXEC-EB placed outbound call to C[redacted]
C did not answer phone.
EXEC-EB left vmx advising of phone number.
EXEC-EB advised EXEC-EB has a tentative DTS inspection date
EXEC-EB advised EXEC-EB will need to confirm with C
EXEC-EB advised EXEC-EB will follow up with C 10/10/2014

Make Private ✓ **Created By Elizabeth Bly (10/8/2014 9 10 AM)**
FOM-EB supports DTS request.
DTS request submitted

Make Private ✓ **Created By Elizabeth Bly (10/7/2014 1 43 PM)**
EXEC-EB sent e-mail to FOM-EB and CXM-JC advising of the DTS need

Make Private ✓ **Created By Elizabeth Bly (10/7/2014 12 20 PM)**
EXEC-EB placed outbound call to rltr@414-351-3000
EXEC-EB spoke with SM-Jordan
EXEC-EB advised C's concern had returned and if Techline had been contacted or FOM involved
SM stated there was a TSB released and the rltr ordered the correct parts and followed the TSB step by step
SM stated if C's concern is not resolved a DTS might be required

EXEC-EB advised if a ride along had happened
SM stated no the TSB was followed
SM stated C-Kathryn is a smaller frame and has been advised by the rltr to make C-Kathryn is setting in the seat correctly
SM stated C did not like the response and became angry.
EXEC-EB thanked SM for the info.
Call ended mutually.

Make Private ✓ **Created By Elizabeth Bly (10/6/2014 4 54 PM)**
EXEC-EB placed outbound call to C[redacted]
C stated C has parked the veh and C will not be driving the veh again
C stated C has rented a veh
C stated the airbag light came back on.
C stated C is going to let C's lawyers figure out to what to do
C stated EXEC-EB has been rude
C stated EXEC-EB will not provide EXEC-EB's last name or speak with EXEC-EB's boss
C stated EXEC-EB advised EXEC-EB is an exec and C cannot get past
C stated how can that be
C stated EXEC-EB advised C's veh is safe and the airbag is secondary
C stated C would like to speak with EXEC-EB about that today

EXEC-EB advised before EXEC-EB can speak with C, EXEC-EB needs to have confirmation C is not recording the conversation.
C stated C is not
EXEC-EB advised EXEC-EB does not giver permission to be record and if C turns on a recording device, EXEC-EB requests to be notified and will have to terminate the conversation.
C stated C does not give permission to be recorded either
EXEC-EB advised C is not being recorded.

EXEC-EB stated EXEC-EB does care about C's family and that is why EXEC-EB followed up with C today.

EXEC-EB advised EXEC-EB has stated EXEC-EB does understand why C does not feel safe, but the fact of the matter is the airbag is secondary.
EXEC-EB advised EXEC-EB cannot change that info and it is printed in C's OM.

C stated EXEC-EB stated EXEC-EB does not have a boss and EXEC-EB is an exec
EXEC-EB advised EXEC-EB does have a boss and never advised C otherwise
EXEC-EB advised EXEC-EB's is not public faced and that is why C cannot speak with EXEC-EB's boss
EXEC-EB advised EXEC-EB is not an exec, but an exec specialist, who assist the executives with public faced concerns.

C stated that is not what EXEC-EB stated and C has the recording and transcripts of the recordings to prove it.
C stated C will send a letter to every exec.
C stated EXEC-EB will be named when C e-mails the execs
C stated EXEC-EB is too comfortable in EXEC-EB's job and does not think EXEC-EB can be fired.
C stated CEO-CG will be made aware of EXEC-EB's rudeness
C stated C will go to the next board meeting and speak when there is time allot for questions
C stated EXEC-EB has not dealt with someone like C who has the time and resources to get what C wants.

C reitarted EXEC-EB's rudeness and how EXEC-EB advised EXEC-EB has no boss, EXEC-EB is an exec, and airbag is secondary
EXEC-EB reiterated EXEC-EB's boss is not public faced, EXEC-EB assists the execs and the airbag is secondary.

EXEC-EB advised EXEC-EB would like to assist C and C is welcome to contact any of the execs, but EXEC-EB is C's POC
EXEC-EB advised if C has retained an attorney
C stated no
EXEC-EB advised EXEC-EB is just clarifying due to C's previous comments
C stated C has not retained an attorney
EXEC-EB advised if C does retain an attorney, EXEC-EB will be unable to assist C.

C stated how can that be if EXEC-EB is the only POC, does that mean Inf. will not assist C
EXEC-EB advised Inf. would need a letter stating C had retained an attorney and then someone from the legal dept. would contact C

EXEC-EB advised EXEC-EB would like to assist C, but C is not allowing EXEC-EB to be of assistance.
C stated what is EXEC-EB going to do
EXEC-EB advised EXEC-EB will have to discuss C's concerns with SM to see what has been done to C's veh in repair attempts
EXEC-EB advised EXEC-EB will have more info after speaking with the SM
EXEC-EB advised if C knew if a DTS had been involved
C stated C has no idea
EXEC-EB advised if C retains an attorney/records EXEC-EB will not be of further assistance.
EXEC-EB advised how would C like to proceed
C stated C would like EXEC-EB's assistance in resolving C's concerns.

EXEC-EB advised EXEC-EB will follow up with C in a couple of days.
C understood
Call ended mutually.

Created By Elizabeth Bly (10/3/2014 3:30 PM)
EXEC-EB placed outbound call to C[redacted]
EXEC-EB confirmed C's veh was with C
EXEC-EB apologized for the frustrating situation
EXEC-EB advised EXEC-EB will follow up with C 10/06/2014 to ensure the light has not come back on.
C understood.

C stated C's biggest concern is that the dlr let C drive with the airbag not operating correctly
C stated Inf. does not care about C's safety
EXEC-EB advised Inf. does care and EXEC-EB understands why C would be concerned
EXEC-EB advised the airbag is secondary and that is why the rltr released C's veh
EXEC-EB advised if there was a concern with the seatbelt, which is primary, rltr would not have let C leave.

C stated C has an e-mail from the gov. stating the veh should not be driven with the airbag light on
C stated Inf. is telling C it is safe to drive with the airbag light on
C stated who should C believe
C stated Inf. is taking a risk with C's family
C stated Inf. does not care and no one is willing to help C
C stated C has been to the rltr 4x for the airbag concern
C stated it is a safety concern and EXEC-EB is telling C it is not a big deal

EXEC-EB advised EXEC-EB is trying to assist
EXEC-EB advised that it is why EXEC-EB wants to follow up with C 10/06/2014, to ensure the veh concern is resolved.
EXEC-EB advised Inf. does not want clients to feel unsafe.
C interrupted EXEC-EB and reiterated Inf. does not care about C's safety and is acting like it is no big deal

Make Private ✓
EXEC-EB advised EXEC-EB understands why C would feel unsafe and why it is frustrating.
EXEC-EB advised, per OM and warranty booklet, the airbag is supplemental
EXEC-EB advised seatbelts should always be worn.
EXEC-EB apologized that answer is not satisfactory

C stated C is done speaking supervisors, C would like to speak with someone from the top
EXEC-EB advised EXEC-EB is an exec. specialist and will be C's only POC
C stated C will speak with someone, even if C has to contact the board.
EXEC-EB advised C will be redirected to EXEC-EB
C stated that is horrible that the only person C can speak with does not care about C's safety
EXEC-EB advised EXEC-EB does and wants to assist C
EXEC-EB advised EXEC-EB understands why C does not like answer and why C would not feel safe, however the fact of the matter is seatbelt is primary.

C requested EXEC-EB's full name
C stated C wants full name, because the gov. wants names of people who are saying it is safe to drive a veh with the airbag light on
EXEC-EB provided first name and advised EXEC-EB can be referenced by case and phone#
EXEC-EB provided info

C stated C is not going to make payments on the veh if the light comes back on.

C stated EXEC-EB is being recorded
EXEC-EB advised EXEC-EB does not give permission to be recorded
EXEC-EB advised if C does not agree to terminate the recording device EXEC-EB will have to end conversation
C stated C lives in WI
EXEC-EB advised that does not matter, because EXEC-EB does not give permission to be recorded
EXEC-EB advised if C will terminate the recording device
C stated EXEC-EB and C's conversation is over and terminated the connection.

Per, EXEC TL-BP, EXEC-EB will follow up with C 10/06/2014 as promised but will confirm EXEC-EB is not being recorded.

Created By Elizabeth Bly (10/3/2014 2:51 PM)
Make Private ✓
EXEC-EB noting:
2 Inf
1 Nissan
No VSC in C's name

Created By Elizabeth Bly (10/3/2014 2:47 PM)
EXEC-EB placed outbound call to rltr@[redacted]
Make Private ✓
EXEC-EB spoke with SM-Jordon
SM stated veh is repaired and C has picked up the veh
EXEC-EB thanked SM
Call ended mutually.

Make Private ✓

		Created By Elizabeth Bly **(10/3/2014 12 50 PM)** **EXEC-EB assuming ownership of case due to escalation**
Make Public		**Created By** Elizabeth Bly **(10/3/2014 12 45 PM)** C concern: Airbag not working properly
Make Private	✓	**Created By** Elizabeth Bly **(10/3/2014 12 44 PM)** EXEC-EB noting EXEC-EB DID NOT RECEIVE case until 10/03/2014@10 36 am
Make Public		**Created By** Virginia Howell **(10/1/2014 9 51 AM)** supervisor-vh called cust [redacted] c advised not driving veh due to safety concerns with airbag light not coming on supervisor-vh apologized having concerns with veh supervisor-vh advised that part was in at retailer c advised how could retailer let cust leave with veh with airbag light not being on supervisor-vh advised that first defense in accident is the seat belt so if something wrong with seatbelt then retailer would not let cust leave with veh c advised does not seem that Infiniti cares about cust safety supervisor-vh advised that working with cust to get concerns taken care on veh c advised no longer wanted to speak to supervisor-vh c advised wanted to keep going higher in company until someone takes safety concern seriously
Make Public		**Created By** Virginia Howell **(9/30/2014 2 26 PM)** supervisor-vh called cust [redacted] no answer left message for cust to call direct # supervisor-vh left case # in message
Make Public		**Created By** Virginia Howell **(9/29/2014 3 53 PM)** supervisor-vh called and spoke to sm-Jordan sm-j advised that part has come in sm-j advised no appt at this time but will be picking up veh supervisor-vh advised would check on veh in couple of days
Make Public		**Created By** David Henry **(9/26/2014 10 51 AM)** Rcas-dh called SM-J and discussed case SM-J stated parts for the seat tracks need to be repaired, the parts have not arrived, and should arrive this week SM-J stated the Monday by 4 30 so at least by the first part of next week SM-J stated that if the light persist to stay on C needs to make sure they are sitting upright in the seat, and need to focus on not having to much weight distributed to the side of the seat Rcas-dh and SM-J ended call mutually Rcas-dh called C and discussed case CS C will not keep the veh if any light is on after the seat track is replaced and the airbag light remains on C asked what was supposed to happen if the light kept coming on after the repair had been made Rcas-dh notified C that C would need to make sure the passenger occupant's feet are planted firmly on the ground, and all of the weight was applied to the seat If after making sure of that seating positon if C is still experiencing the issue, C would need to take the veh to the RTLR for further diagnosis CS C's attorney has filled a claim against Infiniti with the State of Wisconsin Rcas-dh asked C what claim had been filed against Infiniti with the state of WI C was not able to elaborate, and stated C did not know specifically CS C does not believe Rcas-dh or Infiniti cares and began to curse about veh C asked for Rcas-dh's supervisor to CB Rcas-dh notified C that a supervisor would CB in 1-2 business days C persisted to curse C ended call
Make Public		**Created By** Kelly Maier **(9/25/2014 12 51 PM)** RCAS-KI received e-mail from c (case # [redacted] stating: "Just picked up my JX35. The dealer had to order parts to try to fix the airbag light problem. How safe is this to drive since when we just picked it up the light went back on????? We have to drive over 200 for service 50 miles to dealer 50 home 50 back to pick it up 50 back home... This is the fourth time. we have had the jx for 15 months with only 9400 miles because we dont trust it on long trips... VERY UNhappy with this JX35"
Make Public		**Created By** David Henry **(9/24/2014 8 35 AM)** Rcas-dh received notification from SM-J that C came in to have the veh diangosed and had a part ordered for repair of the veh
Make Public		**Created By** David Henry **(9/24/2014 8 18 AM)** Rcas-dh called SM-J's Phone no answer Left Message on Voice Mail
Make Public		**Created By** David Henry **(9/24/2014 8 16 AM)** Rcas-dh emailed SM-J for update on the system
Make Public		**Created By** David Henry **(9/17/2014 3 10 PM)** Rcas-dh called C and discussed case CS C every time leaves in the veh the airbag light illuminates CS C is upset C has purchased the veh and the name has changed, and now the airbag light illuminates Rcas-dh notified C that SM-J has called, and that an appointment needs to be scheduled to discuss a TSB CS C will call RTLR C is shooting to get the veh in on tuesday Rcas-dh thanked C Rcas-dh and C ended call mutually
Make Public		**Created By** David Henry **(9/17/2014 10 33 AM)** Rcas-dh called C's Phone [redacted] no answer Left Message on Voice Mail
Make Public		**Created By** David Henry **(9/17/2014 8 07 AM)** Rcas-dh received call from SM-J SM-J stated that the veh has someone below the 120 LBS threshold has been sitting in it, but the veh now has a TSB out for the issue SM-J stated SM-J has called C to discuss the case, and notify that a TSB is out for the veh Rcas-dh thanked SM-J Rcas-dh and SM-J ended call mutually
Make Public		**Created By** Kelly Maier **(9/16/2014 10 56 AM)** PREVIOUS RELATED F LE(S) FOUND: None PREVIOUS UNRELATED FILE(S) FOUND: None RCAS-KI VERIFIED C'S name, home & email address, concern, phone#, V N # ********** RCAS-KI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None RCAS-KI RESOLUTION sending the SENT TO RCAS template RCAS-KI EXITING AND TRANSFERR NG CASE
Make Public		**Created By** Kelly Maier **(9/16/2014 10 34 AM)** greeting : firstname : [redacted] lastname : methodofcontact : true email [redacted] homephone : workphone : [redacted] twitter : address1 [redacted] address2 :

unit :
city : Kenosha
state : WI
zip : [redacted]
source : InfinitiContactUs
comments : Passenger airbag light states OFF when a person is sitting in seat.. suv had recall to fix the the problem
but every so often it still happens.. very worried airbag wont deploy in accident.. Dealer does not know how to refix this problem.. Please help.
year : 2013
make : Infiniti
model : JX
vin : 5n1al0mm2dc[redacted]
retailername : IA
retailerstate : WI
retailerzip : 53144
retailerlocation : WI,53144
mileage : 9200

Created By Kelly Maier (9/16/2014 10 34 AM)

Make Public

greeting :
firstname : [redacted]
lastname :
methodofcontact : true
email : [redacted]
homephone :
workphone [redacted]
twitter :
address1 [redacted]
address2 :
unit :
city : Kenosha
state : WI
zip [redacted]
source : InfinitiContactUs
comments : Passenger airbag light states OFF when a person is sitting in seat.. suv had recall to fix the the problem
but every so often it still happens.. very worried airbag wont deploy in accident.. Dealer does not know how to refix this problem.. Please help.
year : 2013
make : Infiniti
model : JX
vin : 5n1al0mm2dc[redacted]
retailername : IA
retailerstate : WI
retailerzip : 53144
retailerlocation : WI,53144
mileage : 9200

Created By Managed Services (9/14/2014 7 07 AM)

Make Public

greeting :
firstname [redacted]
lastname :
methodofcontact : true
email : [redacted]
homephone :
workphone [redacted]
twitter :
address1 : 3716 22nd ST
address2 :
unit :
city : Kenosha
state : WI
zip [redacted]
source : InfinitiContactUs
comments : Passenger airbag light states OFF when a person is sitting in seat.. suv had recall to fix the the problem
but every so often it still happens.. very worried airbag wont deploy in accident.. Dealer does not know how to refix this problem.. Please help.
year : 2013
make : Infiniti
model : JX
vin : 5n1al0mm2dc[redacted]
retailername : IA
retailerstate : WI
retailerzip : 53144
retailerlocation : WI,53144
mileage : 9200

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/16/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	E-mail	Not Started		✓	[redacted]	9/25/2014	N/A	David Henry

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0QbwGD:ref]	[redacted]	✓	10/13/2014	Elizabeth Bly	10/13/2014 10:58 AM
Edit | Del	Email: DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0QbwGD:ref]		✓	10/10/2014	Elizabeth Bly	10/10/2014 9:11 AM
Edit | Del	New DTS Request		✓	10/10/2014	David Schend	10/9/2014 9 59 PM
Edit | Del	Email: Your Inquiry to Infiniti [ref: 00DA09j8L. 500F0QbwGD:ref]		✓	9/25/2014	Kelly Maier	9/25/2014 12 54 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09i8L. 500F0QbwGD ref]		✓	9/16/2014	Kelly Maier	9/16/2014 11 00 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0QbwGD:ref] *10/13/2014 Case # [redacted] VIN # 5N1AL0MM2DC[redacted] Dear [redacted]*	[redacted]	10/13/2014 10:58 AM
Reply | To All | Del	Sent	DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0QbwGD:ref] *10/10/2014 Case # [redacted] VIN # 5N1AL0MM2DC[redacted] Dear [redacted]*		10/10/2014 9:11 AM

Reply | To All | Del	Sent	Your Inquiry to Infiniti [ref:_00DA09j8L._500F0QbwGD:ref] 9/25/2014 Case # [redacted] VIN # 5N1AL0MM2DC[redacted] Dear [redacted]	[redacted]	9/25/2014 12 54 PM
Reply | To All | Del	Sent	Your inquiry to Infiniti [ref:_00DA09j8L._500F0QbwGD:ref] 9/16/2014 Case # [redacted] VIN # 5N1AL0MM2DC[redacted] Dear [redacted]		9/16/2014 11 00 AM
Reply | To All | Del	New	My Infiniti Vehicle greeting : firstname : [redacted] lastname [redacted] methodofcontact : true emai...	infiniticonsumeraffairs@my-infiniti com	9/14/2014 7 07 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Re[redacted] case number [redacted] 5N1AL0MM2DC[redacted] msg	50KB	9/24/2014 8:35 AM	David Henry

Case History

Case History Help

Date	User	Action
10/17/2014 5:00 PM	Elizabeth Bly	Changed **Case Record Type** from CA Email Infiniti to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/15/2014 1:44 PM	Elizabeth Bly	Changed **Follow Up Date** from 10/15/2014 to **10/17/2014**.
10/14/2014 3:38 PM	Elizabeth Bly	Changed **Follow Up Date** from 10/14/2014 to **10/15/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [53] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Amanda Johnson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	2/20/2015	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/14/2014 9:39 AM
CA Multiple Repairs		Date/Time Closed	2/11/2015 12:40 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	DRT Request
Inspection Time/Notes	I have rescheduled this appointment for October 20 at 10 AM as per customer request.		
Description	Veh repaired and c offered settlement of $1,500. C declined though c is not having any more problems with OCS		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DICK SMITH NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 9/14/2014 9 39 AM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	NNAETL, 10/14/2015 12:19 AM	Root Cause Code	SCMV
Days Closed	336	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT9H
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Amanda Johnson (2/11/2015 12 38 PM)** ARBS notes veh has been repaired via DTS inspection and c has declined all other offers. Closing case
Make Public		**Created By Amanda Johnson (2/11/2015 12 37 PM)** ARBS rec'd vmx from [redacted] @ 1043 advising that he had forgotten to call ARBS back and apologizes for this. C and wife discussed and they do not want to take the offer, as generous as it is, because they do not want to preclude any future action should the problem return. C states they have had no problems since the repair, but they do not want to be barred from future action if the problem comes back. C thanked ARBS for the call and the offer and for all of the work ARBS has done over this long period of time on the case, but c will have to decline. No need to call back.
Make Public		**Created By Amanda Johnson (2/11/2015 10 03 AM)** ARBS called [redacted] to ask if c has thought about NNA's offer. Left vmx with contact information
Make Public		**Created By Amanda Johnson (1/14/2015 10 58 AM)** ARBS rec'd vmx from c @ 948 advising c is sick today so this leaves a lot of time for ARBS to speak with him ARBS called [redacted] Spoke to c. C states he is sick. ARBS apologized c is sick ARBS offered $1,500 with a signed settlement agreement. C states the beginning issue was not good and nothing happened until he called the BBB. ARBS apologized. C states we are going to pay him off. C states it cancels anything Nissan has to do ARBS advised it does not cancel any warranty or breach of warranty or personal injury claims. ARBS advised that this is agreeing not to sue us, but the c is welcome to contact ARBS directly in the future. C states both the dlr and the regional employees stonewalled him. C states nothing has happened but they have been down this road before because it is an intermittent problem. ARBS apologized C states he would like to think it over and talk with his wife. ARBS agreed and thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (1/14/2015 8 46 AM)** ARBS called [redacted] Left vmx asking for call back
Make Public		**Created By Heathre Vanriper (1/13/2015 1 36 PM)** NIS1428299. DRTS rec'd Case Closed from BBB 01/13/15 dated same. See attached for review.
Make Public		**Created By Amanda Johnson (1/7/2015 10 51 AM)** ARBS called [redacted] Left vmx asking for call back
Make Public		**Created By Amanda Johnson (12/29/2014 1 22 PM)** ARBS rec'd vmx from c @ 1254 apologizing for missing multiple calls and advising that so far, there has been no problem, no occurrence of the issue, so it appears to be fixed. C's remaining concern is what happens if it comes back, so he wants to hear ARBS' take on this. C starts working again in 10 minutes and will not be available again until 5pm, but he would like ARBS to leave a message. ARBS called [redacted] Left vmx: apologized for missing call wished happy holidays advised that if the problem came back, c would call ARBS directly, no need to include the BBB unless we were unable to come to an agreement at that time. asked to disregard letter ARBS sent today advised of holiday hours
Make Public		**Created By Amanda Johnson (12/29/2014 10 07 AM)** ARBS setting follow up for 1/12/2015 pending contact from c or case closure
Make Public		**Created By Amanda Johnson (12/29/2014 10 05 AM)** ARBS sent attached no contact letter via FedEx [redacted]
Make Public		**Created By [redacted] 10 01 AM)** ARBS called [redacted] to check on veh. Left vmx with contact information.
Make Public		**Created By Amanda Johnson (12/19/2014 10 18 AM)** ARBS called [redacted] to check on veh. Phone went straight to vmx. Left vmx with contact information. Advised of holiday hours.
Make Public		**Created By Amanda Johnson (12/17/2014 8 33 AM)** ARBS called [redacted] to check on veh. Left vmx with contact information.

Make Public

Created By Amanda Johnson (12/15/2014 9 10 AM)
ARBS called [redacted] to check on veh. Left vmx with contact information.

Make Public

Created By Amanda Johnson (10/31/2014 9 53 AM)
ARBS rec'd call from c. C states the veh is so far, so good. C states he asked the SM how long he thought it would take before something to show up. SM told him 4-6 weeks, and BBB says 45 days. C states this is a good arrangement. C states he is going to wait out the 45 day period and call both ARBS and BBB at the end. ARBS asked c to call between now and then if anything happens, but ARBS will set a follow up for 45 days from yesterday. C thanked. The call ended mutually.

Make Public

Created By Heathre Vanriper (10/30/2014 1 26 PM)
NIS1428299. DRTS rec'd Settlement from BBB 10/30/14 dated same. States: NNA to give C 45 days to test drive veh to confirm repair. See attached for review.

Make Public

Created By Amanda Johnson (10/30/2014 1 16 PM)
ARBS rec'd vmx from c advising he will be available until 1pm CST
ARBS notes rec'd vmx after 1pm CST

Make Public

Created By Amanda Johnson (10/30/2014 1 14 PM)
ARBS rec'd email from BBB:

Mandy,

I just talked to Dr. Ward regarding the claim here. He says that a Nissan DTS inspected the vehicle and did some repair work on the 20th. He the airbag concern hasn't come up since, but he would like some more time to test drive the car before he closes out his claim all together. Would Nissan be willing to settle this claim for a "test drive period of 45 days"?

Let me know.

Thanks,

Daniel Hernandez
Dispute Resolution Specialist

ARBS responded:

Daniel,

Yes. This is what we would prefer, as we have asked for the same thing.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/30/2014 10 17 AM)
ARBS called [redacted] to check on veh. Left vmx with contact information.

Make Public

Created By Amanda Johnson (10/29/2014 10 20 AM)
ARBS notes the following repair history:

Open date 03-14-13... Mileage 131... RO [redacted].. 1 day down
Concern: C/S check for air bag recall in pass seat
Action: Campaign information not available at this time

Open date 05-30-13... Mileage 3,435... RO [redacted].. 1 day down
Concern: C/S driver's door light keeps falling out
Action: RF14AA RPL one step lamp ASSY

Open date 12-20-13... Mileage 9,646... RO [redacted].. 2 days down
Concerns:
1. C/S passenger inside door reflector falling off
2. C/S rattles like a piece of plastic is loose on start ups
Actions:
1. RPL One step lamp ASSY
2. Adjusted heat shield

Open date 05-05-14... Mileage 13,394... RO [redacted].. 1 day down
Concern: Reprogram OCS
Action: Cause: Recall, reprogram OCS, Completed recall

Open date 05-30-14.. Mileage 14,083... RO [redacted].. 6 days down
Concern: C/S even after OCS recall, the pass it seat will not always read someone is in seat.
Action: Repro OCS sensors
*Do not wash, vehicle has ft end damage, express oil and filter service

Open date 10/20/14... Mileage 19,171... RO [redacted]. 4 days down - DTS INSPECTION
Concerns:
1. CS pass side airbag light keeps coming on
2. while driving, DTS noticed noise from engine area
Actions:
1. replaced right seat cushion frame assembly
2. replaced alternator assembly

ARBS notes in-service date of 3/8/2013
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes no techline cases
ARBS notes previous CA email case [redacted]– recall inquiry

ARBS notes veh came in with bent wheel and was repaired @ 3,734 miles (from hitting pothole – not included in history)
ARBS notes previously was stated that dlr could not duplicate concern, but there is no indication of this per ROs.

ARBS notes 15 days down with
1 visit for door light falling out – replaced
1 visit for passenger door reflector falling out – replaced
1 visit for rattle on start up – adjusted heat shield
3 visits for airbag light – no campaign information at this time, reprogrammed OCS sensors, replaced seat cushion frame assembly
1 DTS noticed noise - replaced alternator
ARBS notes 6 visits total with 6 warrantable repairs and 1 recall completion

Make Public

Created By Amanda Johnson (10/28/2014 12 48 PM)
ARBS rec'd and attached DTS RO

Make Public

Created By Amanda Johnson (10/28/2014 9 06 AM)
ARBS called dlr @ 803.772.8700 to check on repairs. Spoke to Duane. C picked it up last week and the dlr has not heard from the c since. ARBS asked for RO to be faxed over, dlr will send. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/21/2014 8 00 AM)
****

ARBS notes adjusted summary for substantial impairments:
ARBS notes 13* days down with
3 visits for airbag light – no campaign information at this time, reprogrammed OCS sensors, replaced seat frame assembly
ARBS notes 3 visits with 2 warrantable repair and 1 recall completion
****

*ETA on repairs, completed 10/24

Created By Amanda Johnson (10/21/2014 7 57 AM)
DTS Results:

I met with [redacted] today at Dick Smith Nissan to discuss and inspect their 2013 Nissan Altima. [redacted] stated that at times the passenger side airbag light will be illuminated with either [redacted] occupying the seat.

I had the opportunity to briefly describe the overall function and classification system to both [redacted] I also indicated the importance of seat position along with proper seating position to properly classify the individual occupying the seat.

Make Public

I stated to the customers that Nissan would be putting them in a loaner vehicle while I inspected their vehicle and make any repairs I see necessary. [redacted] requested a copy or something in print of the procedures required to reset the light and he would look it over. [redacted] also were clearly not happy with the operation of the PABL since the vehicle was new. They both feel the vehicle is not safe to drive in its current condition. I have attached a partial copy of NTB14–084 to the repair order for the Wards to review.

RO [redacted] mileage 19,171 DTS performed multiple pressure tests and seating tests along with diagnostics procedures utilizing Consult. At this time I have ordered a complete seat frame assembly.

All parts are ordered should be at the dealership by October 23 for installation into the customers vehicle.

Created By Heathre Vanriper (10/20/2014 1 39 PM)
Make Public
NIS1428299. DRTS rec'd MRF from BBB 10/20/14 dated same. C seeks: Buyback. CCF states: Passenger airbag off and on while driving and with passenger seated*5. See attached for review.

Created By Amanda Johnson (9/29/2014 9 56 AM)
ARBS rec'd email from DTS:

Amanda,

I have rescheduled this appointment for Monday, October 20 at 10 AM.
Regards,

Tony Panno
Dealer Technical Specialist
Product Service Support

ARBS called [redacted] to provide Monday, 10/20 @ 10am appt. Spoke to c. C checked his calendar. ARBS held.
C states the date will be fine.
C states he wants to emphasize one thing: the problem is intermittent. The problem will likely not show itself.
C states they have both been passengers with the problem. ARBS advised that we want to make sure that everything is the same so that if we can duplicate it, we are able to. C states his wife is 110 lbs and he is 160 lbs and it has happened with both of them. ARBS thanked for the information and will pass this along to DTS. C thanked. The call ended mutually.

ARBS called dlr @ 803.772.8700 to advise of DTS inspection. Asked for SM. Transferred.
Left vmx for SM-Duane advising of c name, VIN, veh, concern, DTS name, date, time, and need for loaner vehicle. Left ARBS contact.

Make Public

ARBS responded to DTS:

Tony,

Dr. Ward has confirmed that both he and his wife will be at the inspection on 10/20 @ 10am.

Dr. Ward wished for me to let you know that it is an intermittent problem, but both the c and his wife have experienced the light coming on. The c is approx. 160 lbs and his wife is approx. 110 lbs. I advised that even though it is intermittent, we will need to test drive with both of them in the passenger seat in order to attempt to duplicate it.

I left a message for Dwayne at the dlr, as he was unavailable, and advised him of the date and time, need for loaner, and the concern.

Please let me know if you need anything before the inspection!

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

ARBS setting follow up for 10/24 pending results

Created By Amanda Johnson (9/26/2014 1 30 PM)
ARBS rec'd vmx from c @ 1049am advising that unfortunately Monday the 13th is the day the c is having 2 trees dropped in his back yard and he needs to be there. C states ARBS probably has to go through this a lot when offering dates, but c will need a new date. Please call [redacted] with a new date.

ARBS emailed DTS:

Tony,

Make Public

Unfortunately, the c has advised me that this is the one day that he has an appointment so won't be able to meet. Could you provide another Monday option or Friday afternoon?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (9/25/2014 9 11 AM)
Make Public
ARBS called [redacted] to provide Monday, 10/13/2014 10 00 AM @ DICK SMITH NISSAN DTS inspection with Tony Panno. Left vmx with contact information asking for a call back to confirm.

Created By Amanda Johnson (9/24/2014 3 37 PM)
ARBS rec'd email from DTS:

Amanda,

Make Public

10 am is my inspection time. I believe they found the problem with the other DTS settings. I changed my setting months ago.

Regards,

Tony Panno

Created By Amanda Johnson (9/24/2014 3 34 PM)
Make Public
ARBS emailed DTS due to time change confusion with DTS inspections:

Because it is unclear whether they have fixed the time change concern with the DTS inspections...

My time shows 10/13/2014 @ 10am, but you have scheduled it for 10/13/2014 @ 11am, correct?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (9/24/2014 3 21 PM)
ARBS req'd DTS

Make Public

Created By Amanda Johnson (9/24/2014 3 20 PM)
ARBS rec'd vmx from c stating he appreciates ARBS calling so quickly and wanted ARBS to know that he is not blowing this whole thing off but he has a job at which he cannot talk on the phone, as he is with patients. Dr is now through for the day, though, and can take calls.

ARBS called [redacted] to advise NNA would like to send out DTS to inspect vehicle and go over current concerns. Spoke to c. C states he would like to know to what end this inspection would be.
ARBS advised that we would like to inspect before answering the c's request to repurchase or replace.
C agreed.
ARBS asked for the best day of the week to meet with the DTS for about an hour with the c's passenger.
Fridays afternoons would be best because he does not work. He does not work on Mondays either.
This Monday is not good because he has an appointment.
ARBS asked to confirm all concerns:
C states the only problem is the airbag light coming on intermittently. C states they went for the recall fix and that has not helped. They have tried to play nice with this but it is scary.
ARBS thanked and confirmed that the passenger would be there. C confirmed.
ARBS advised that ARBS will request a date and time on a Friday afternoon or a Monday and call the c back with the availability to confirm the c can accommodate it. C thanked. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (9/24/2014 10 09 AM) Last Modified By Amanda Johnson (9/24/2014 10 09 AM)
ARBS called [redacted] to advise NNA would like to send out DTS to inspect vehicle and go over current concerns. Left vmx with contact information.

Make Public

Created By Amanda Johnson (9/24/2014 9 11 AM)
****
ARBS notes adjusted summary for substantial impairments:
ARBS notes 7 days down with
2 visits for airbag light – no campaign information at this time, reprogrammed OCS sensors
ARBS notes 3 visits with 1 warrantable repair and 1 recall completion
****

Make Public

Created By Amanda Johnson (9/24/2014 9 10 AM)
ARBS notes the following repair history:

Open date 03-14-13... Mileage 131... RO[redacted].. 1 day down
Concern: C/S check for air bag recall in pass seat
Action: Campaign information not available at this time

Open date 05-30-13... Mileage 3,435... RO[redacted].. 1 day down
Concern: C/S driver's door light keeps falling out
Action: RF14AA RPL one step lamp ASSY

Open date 12-20-13... Mileage 9,646... RO[redacted].. 2 days down
Concerns:
1. C/S passenger inside door reflector falling off
2. C/S rattles like a piece of plastic is loose on start ups
Actions:
1. RPL One step lamp ASSY
2. Adjusted heat shield

Open date 05-05-14... Mileage 13,394... RO[redacted].. 1 day down
Concern: Reprogram OCS
Action: Cause: Recall, reprogram OCS, Completed recall

Open date 05-30-14.. Mileage 14,083... RO[redacted].. 6 days down
Concern: C/S even after OCS recall, the pass ft seat will not always read someone is in seat.
Action: Repro OCS sensors
*Do not wash, vehicle has ft end damage, express oil and filter service

ARBS notes in-service date of 3/8/2013
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes no techline cases
ARBS notes previous CA email case [redacted] – recall inquiry

ARBS notes veh came in with bent wheel and was repaired @ 3,734 miles (from hitting pothole – not included in history)
ARBS notes previously was stated that dlr could not duplicate concern, but there is no indication of this per ROs.

ARBS notes 11 days down with
1 visit for door light falling out – replaced
1 visit for passenger door reflector falling out – replaced
1 visit for rattle on start up – adjusted heat shield
2 visits for airbag light – no campaign information at this time, reprogrammed OCS sensors
ARBS notes 5 visits total with 4 warrantable repairs and 1 recall completion

Make Public

Created By Amanda Johnson (9/24/2014 9 03 AM)
ARBS called dlr @ 803 213.3802, advised of reason for call.
Asked about RO 280481, advised it looks like we are missing a page, but ARBS just needs to know what we replaced/did on a specific line. Advised looking for repair on line F. Dlr states they adjusted the heat shield for the rattle on start up. ARBS thanked. The call ended mutually.

Make Public

Created By Gloria Holman (9/24/2014 7 29 AM)
DRTS completed the RHR and attached to the case.

Make Public

Created By Amanda Johnson (9/23/2014 2 15 PM)
ARBS called c [redacted] to advise we rec'd CCF and are looking into the case. This review can take up to 10 business days, but ARBS will be the POC from here on out. Provided contact information.

Make Public

Created By Amanda Johnson (9/23/2014 11 27 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Columbia
twitter :
state : SC
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1NLAL3AP8DC[redacted]
dealerstate : SC
dealername : Dick Smith Nissan
comments : Vehicle is part of passenger airbag recall. It has been serviced via that recall several months ago. Problem apparently fixed – until a month ago when it came on while driving and [redacted] was in passenger seat. stopping and restarting, light went off. Dealer service said "[redacted]s too light." Twice since, most recent last night, [redacted] was the passenger and the light came on while driving. I have photos of last night. I weight 160 lbs.

THE PROBLEM IS NOT FIXED AND APPARENTLY CANNOT BE. THE CAR IS UNSAFE TO DRIVE. WE WILL BE VISITING DEALER TOMORROW TO DEMAND ANOTHER CAR TO FINISH LEASE, OR S MPLE RETURN OF CAR AND CANCEL OF LEASE. NEXT STOP, LAWYERS, STATE NSURANCE COMMISSION, LEMON LAW. Signed, [redacted]

Make Public

Created By Amanda Johnson (9/23/2014 11 25 AM)
ARBS called dlr @ 803.772.8700 to get all ROs. Asked for Nissan SM.
Transferred. Asked for SM.
Transferred. Left vmx for SM-Dwayne asking for all ROs to be sent, advised of BBB claim, left phone and fax contacts

Make Public

Created By Heathre Vanriper (9/23/2014 10 26 AM)
NIS1428299. DRTS rec'd CCF from BBB 09/23/14 dated same. C seeks: Buyback. CCF states: Passenger airbag off and on while driving and with passenger seated*5. See attached for review.

Created By Marisol Patino (9/22/2014 3 47 PM)
RCAS-MP is closing case as no further assistance is needed
========Case Summary==========
RCAS-MP received case and c is requesting assistance with air bag light concern.

Make Private ✓

RCAS-MP reviewed and found the dealer has not been able to replicate any concerns. Vehicle is operating as design.

RCAS-MP thanked for continue business at NNA .

RCAS-MP closing case as no further action needed .

Make Public

Created By Kalia Johannes (9/22/2014 3 03 PM)
TL-KJ made outbound call to c on [redacted] and reached vmx
TL-KJ left a vmx providing case# [redacted] and direct line [redacted]
TL-KJ sending case to RCAs-MP for summary and closing.

Created By Marisol Patino (9/18/2014 8 32 AM)
RCAS-MP contacted C @ [redacted]
RCAS-MP inquired about C's concern.

C states the airbag light is not working properly.
C states C has been doing this for about a year with this dealership.
C states that for several months after doing the recall the airbag was fine but the concern is back.

RCAS-MP advised C that RCAS-MP has spoken to the dealer and has been advised that the vehicle is operating as it should.

C states intermittently the passenger light comes on and therefore the dealer has not been able to duplicate.
C states if an accident was to happen, the air bag will not come out.

RCAS-MP understood and advised C that unless the dealer duplicates C's concern there is not much that NNA can do.

C states the passenger in that vehicle is not safe.

RCAS-MP advised C that if C disagrees with C's dealership C can always go to a second dealership for a second opinion and NNA will always take the position of the most recent diagnosis.

Make Private ✓

C states it is a ridiculous rejection and a completely ridiculous statement.
C states neither Nissan or the dealer is acknowledging the fact that the vehicle is not safe.
C states C has 18 months left in the lease which mean 18 months of unsafe driving.
C states C would like to speak to a supervisor.

RCAS-MP advised C that RCAS-MP is the regional specialist for the area and the person in charge of the case.

C states C wants something to be done about this concern.

RCAS-MP advised C to report C's concern to NHTSA,
RCAS-MP explained to C that Nissan works hand to hand with NHTSA to track C's concern.
RCAS-MP advised C that all of our cases are coded by the tread coding act as required by the federal government.

C states C wants to speak to someone within Nissan to do something or else C will be contacting a lawyer.
C states C wants to speak to a supervisor.

RCAS-MP advised C that TL-Kalia or TL-Russell will be contacting C by the end of next business day.

C understood.
Call ends mutually.

Make Private ✓

Created By Marisol Patino (9/17/2014 1 56 PM)
RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 09/18/14 end of business day

Make Public

Created By Shiela Capuz (9/16/2014 12 44 PM)
CRR-SC received a follow up call from c. C provided case number. C would like to speak with rcas about the case
CRR-SC verified if any of c's contact information changed since the last time c called in, c said none.
C stated that c called RCAS but line is not in service.
C stated that c called [redacted]
CRR-SC advised c that RCAS MP number is [redacted]
CRR-SC advised c that crr-sc will be transferring c to rcas extension number and if routed to vmx, c can leave message and the best number to reach c.
CRR-SC offered further assistance, c declined.
CRR-SC gave name, extension and case number.
CRR-SC transferred the call to rcas- vmx.
CRR-SC exiting case.

Make Private ✓

Created By Marisol Patino (9/16/2014 9 37 AM)
RCAS-MP contacted C @ [redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 09/17/14 end of business day.

Created By Marisol Patino (9/16/2014 9 13 AM)
RCAS-MP contacted SM-Dwayne.

Make Private ✓

SM-Dwayne states the vehicle is operating as design.
SM-Dwayne states the FOM-IV is aware of this case and at this point the dealer cannot do anything else for C.

RCAS-MP thanked SM for the info.

Make Public

Created By Racquel Aquino (9/15/2014 12 14 PM)
case moved

Make Public

Created By Racquel Aquino (9/15/2014 12 14 PM)
*******Customer e-mail details********
email addressed to nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
open campaigns: 0
**********response details**********
email addressed to : sunshellfgc@earthlink.net
Method of contact: e- mail
crr-ra 's resolution: forwarding case to rcas
crr unable to call c due to system issue

Make Public

Created By Racquel Aquino (9/15/2014 12 11 PM)
firstname : Vincent
lastname : Ward

email : [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : Columbia
twitter :
state : SC
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1NLAL3AP8DC[redacted]
dealerstate : SC
dealername : Dick Smith Nissan
comments : Vehicle is part of passenger airbag recall. It has been serviced via that recall several months ago. Problem apparently fixed – until a month ago when it came on while driving and [redacted] was in passenger seat. stopping and restarting, light went off. Dealer service said "[redacted] is too light." Twice since, most recent last night, [redacted] was the passenger and the light came on while driving. I have photos of last night. I weight 160 lbs.

THE PROBLEM IS NOT FIXED AND APPARENTLY CANNOT BE. THE CAR IS UNSAFE TO DRIVE. WE WILL BE VISITING DEALER TOMORROW TO DEMAND ANOTHER CAR TO FINISH LEASE, OR S MPLE RETURN OF CAR AND CANCEL OF LEASE. NEXT STOP, LAWYERS, STATE NSURANCE COMMISSION, LEMON LAW. Signed, Vincent P. Ward

Created By Racquel Aquino (9/15/2014 12 11 PM)

Make Public

firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : Columbia
twitter :
state : SC
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1NLAL3AP8DC[redacted]
dealerstate : SC
dealername : Dick Smith Nissan
comments : Vehicle is part of passenger airbag recall. It has been serviced via that recall several months ago. Problem apparently fixed – until a month ago when it came on while driving and [redacted] was in passenger seat. stopping and restarting, light went off. Dealer service said [redacted] is too light." Twice since, most recent last night, [redacted] was the passenger and the light came on while driving. I have photos of last night. I weight 160 lbs.

THE PROBLEM IS NOT FIXED AND APPARENTLY CANNOT BE. THE CAR IS UNSAFE TO DRIVE. WE WILL BE VISITING DEALER TOMORROW TO DEMAND ANOTHER CAR TO FINISH LEASE, OR S MPLE RETURN OF CAR AND CANCEL OF LEASE. NEXT STOP, LAWYERS, STATE NSURANCE COMMISSION, LEMON LAW. Signed, [redacted]

Created By Managed Services (9/14/2014 9 39 AM)

Make Public

firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : Columbia
twitter :
state : SC
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1NLAL3AP8DC[redacted]
dealerstate : SC
dealername : Dick Smith Nissan
comments : Vehicle is part of passenger airbag recall. It has been serviced via that recall several months ago. Problem apparently fixed – until a month ago when it came on while driving and [redacted] was in passenger seat. stopping and restarting, light went off. Dealer service said [redacted] is too light." Twice since, most recent last night, [redacted] was the passenger and the light came on while driving. I have photos of last night. I weight 160 lbs.

THE PROBLEM IS NOT FIXED AND APPARENTLY CANNOT BE. THE CAR IS UNSAFE TO DRIVE. WE WILL BE VISITING DEALER TOMORROW TO DEMAND ANOTHER CAR TO FINISH LEASE, OR S MPLE RETURN OF CAR AND CANCEL OF LEASE. NEXT STOP, LAWYERS, STATE NSURANCE COMMISSION, LEMON LAW. Signed, [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7966975	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/15/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	follow up on offer	[redacted]	✓	2/16/2015	Amanda Johnson	2/11/2015 12 38 PM
Edit | Del	Call offer $1 500 for inconvenience		✓	1/20/2015	Amanda Johnson	1/14/2015 10 59 AM
Edit | Del	Ward-Case Closed-NIS1428299		✓	1/13/2015	Amanda Johnson	1/13/2015 1:36 PM
Edit | Del	Close Case		✓	1/12/2015	Amanda Johnson	12/29/2014 1 23 PM
Edit | Del	check on repairs		✓	12/29/2014	Amanda Johnson	12/29/2014 10 03 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09i8L 500F0QbwxW:ref] *9/15/2014 Case # [redacted] VIN # 1N4AL3AP8DC[redacted] Dear [redacted] Thank...*	[redacted]	9/15/2014 12:14 PM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname : [redacted] lastname : Ward email [redacted] homepho...*	nissanconsumeraffairs@my-nissan-usa com	9/14/2014 9:39 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Case Closed-NIS1428299.pdf	42KB	1/13/2015 1:35 PM	Heathre Vanriper
Edit | View | Del	[redacted]No Contact Letter.pdf	23KB	12/29/2014 10:04 AM	Amanda Johnson
Edit | View | Del	[redacted]15753576 - emails.pdf	1.7MB	11/25/2014 3:58 PM	Amanda Johnson
Edit | View | Del	[redacted]Settlement-NIS1428299.pdf	69KB	10/30/2014 1:26 PM	Heathre Vanriper
Edit | View | Del	[redacted]DTS RO.pdf	211KB	10/28/2014 12:48 PM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/11/2015 12:40 PM	Amanda Johnson	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/11/2015 12:39 PM	Amanda Johnson	Changed **Description**.
2/11/2015 10:03 AM	Amanda Johnson	Changed **Follow Up Date** from 2/13/2015 to **2/20/2015**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [42] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/15/2014 7:15 AM
CA Multiple Repairs		Date/Time Closed	12/24/2014 7:51 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050452

DTS Inspection

DTS Inspection Date	12/17/2014 7:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	I will begin the evaluation process for this vehicle on 12/17/14.		
Description	Consumer Affairs Voluntary Repurchase due to 7 repair visits for a passenger airbag light on with 13 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	VSPC 217093; Checks Requested 10/30
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,280		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LIA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$23,914.17	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/29/2014	Vehicle Service Contract	
RHR Completed	9/29/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] N: 1N4AL3AP7DC[redacted]		
Created By	Princess Salvador 9/15/2014 7:15 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:26 AM	Root Cause Code (2)	
Days Closed	385	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/21/2014 12 33 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Passenger airbag light on.
Make Public		**Created By Annice Hill (10/31/2014 2 18 PM)** Received check made payable C to in the amount of $3,346 31 and also a check made payable to NMAC in the amount of $20,567.86. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Kristina Rosas (10/29/2014 2 54 PM)** Per previous note: Created By: Kristina Rosas (10/17/2014 9:26 AM) RC called NMAC: Updated Payoff good through 11/14/14: $20,567 86 Last Payment received 10/14/14 for $285.87. LEASE PAYOFF: $20,567 86 good thru 10/14/2014
Make Public		**Created By Kristina Rosas (10/29/2014 11 09 AM)** RC received VM from C asking that RC call C at [redacted] RC called C. RC and C discussed the straight repurchase offer, Nissan's involvement in replacement (none beyond providing VPP; C is free to handle when and how C wishes), timeline on closing, which is where C receives check, etc. C acknowledged all points, notes that this is consistent with what dealership told her, so C is now comfortable signing letter and retunring. Call ended mutually.
Make Public		**Created By Kristina Rosas (10/29/2014 9 28 AM)** RC took call from Ali at Lia Nissan. RC had same conversation as with Vincent. Ali is on the same page, and is going to get the customer into the new vehicle before month end. I did advise that that is all between he and the customer, but that she will not receive her refund check until the closing, which she will be contacted (within 10 business days) to schedule after signed offer received in my office. Ali acknowledged, and thanked RC for confirming everything for him; Dealership just wants to make sure they're doing everything they are supposed to, so there is no concern with NNA or C. RC acknowledged and expressed appreciation in that regard.
Make Public		**Created By Kristina Rosas (10/29/2014 9 08 AM)** Since C and RC have been communicating through email, RC emailed C to advise of conversation with Dealer, and noted that if this is in line with C's intentions, to sign and return offer. RC asked that if C has any questions, concerns, or needs further clarification on any portion of the situation, to please let RC know.
Make Public		**Created By Kristina Rosas (10/29/2014 9 00 AM)** RC took call from Vincent at Lia Nissan. Vincent advised that C was in to choose a new vehicle, and it is NOT the same trim level as current, so dealer advised they would use down payment (per his discussion with C) and VPP, and also a further discount they gave C, to sell her the Nisasn vehicle she DOES want. RC confirmed that if C isn't getting into identical vehicle, that this IS how we would handle her getting into replacement, and dealer is correct in what they are putting together. RC advised dealer of timeline for closing once C sends signed offer back, which dealer acknowledged, and daeler noted that C would get into new vehicle when she signs over old and receives check. RC agreed to call C today to reiterate this conversation with daeler, and to advise we just need signed offer back to proceed. Call ended mutually.
Make Public		**Created By Kristina Rosas (10/28/2014 9 39 AM)** C emailed to make sure C was clear on all options available, now that she has received repurchase offer. RC responded and went over options again, noting no usage in SOC replacement if exactly comperable vehicle. C emailed to advise that C is working to get into Lia Nissan to talk to Will. RC emailed acknowledging.
Make Public		**Created By Kristina Rosas (10/23/2014 1 11 PM)** RC called C at [redacted] to advise offer sent. C thanked RC for calling, RC asked C if C had considered replacement further, and C reiterated desire for replacement but NOT Altima

because of concerns with airbag. Since this is Lease, we can not process replacement on any other vehicle, RC discussed VPP code with C. C acknowledged, and willr eview. Will be back with C in a week or so; issue in family has C tied up. RC acknowledged and noted no rush.

Make Public

Created By Kristina Rosas (10/21/2014 7 00 AM)
RC emailed repurchase offer to C at [redacted] RC also included NY sales tax refund document so C can obtain sales tax from State.

Created By Ricardo Garcia (10/17/2014 12 50 PM)
ARBS-RG notes the following approved figures

(+) Additional Payments (19 x$285.87) $5,431 53

Make Public

(-) Less Usage $1,252.13 <— A Reasonable Allowance for Use (5,298 miles / 100,000) x $23,634.00
(-) Less Sales Tax $833.09
(=) Total Refund to Customer $3,346 31

Notes
Loan Payoff $20,567.88 to NMAC good till 11/14/14

Created By Christine Wilsey (10/17/2014 11 39 AM)
Worksheet notes

Make Public

Payoff $20,567 86 Good Through: 11/14/14

NY LL Usage beyond 12k. Last report: 17,298 - 12,000 = 5298
Usage: 5298 / 100 000 x PP of (25009 - 1375 = 23634) = 1252.13

Created By Christine Wilsey (10/17/2014 11 39 AM)
Customer letter

Make Public

19 Payments paid: $5,431.53
Less state sales tax: ($833.09)
Less usage fee @ 5298 miles: ($1,252.13)
Refund to Customer: $3,346 31
Lien Payoff good to (11/14/14) $20,567 86

Make Public

Created By Kristina Rosas (10/17/2014 10 15 AM)
RC emailed C for updated Reg. RC apologized for not initially noticing reg was expired. RC advised that offer is put together and ready to go through approval process, which will take place after updated reg received.

Make Public

Created By Sara Dorazio (10/17/2014 9 54 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Kristina Rosas (10/17/2014 8 50 AM)
NNA is offering to buy back the vehicle due to 7 repair visits for a passenger airbag light concern with 13 days out of service.

Created By Kristina Rosas (10/17/2014 8 26 AM)
RC called NMAC:

Make Public

Updated Payoff good through 11/14/14: $20,567 86
Last Payment received 10/14/14 for $285.87.

Make Public

Created By Kristina Rosas (10/9/2014 1 30 PM)
RC did respond to C advising that information C sent was received.

Make Public

Created By Kristina Rosas (10/9/2014 1 27 PM)
RC emailed NMAC directly for payoff info, as not received from agent C spoke with.

Created By Kristina Rosas (10/9/2014 1 24 PM)
RC received email from C on Monday; forgot to note.

From: Sue [redacted]
Sent: Monday, October 06, 2014 11:41 AM
To: Rosas, Kristina (EXTERNAL)
Subject: 2013 Altima V N 1N4AL3AP7DC[redacted]

Make Public

Hello Kristina, I'm attaching the information you requested to continue researching my appeal. I have also contacted Nissan Motor Acceptance Corp. for the additional materials you have requested and spoke with a "Becky" who indicated she would email that information to you. If there's any thing further you need, please don't hesitate to contact me.
Thank you,
[redacted]
home email [redacted]
work email [redacted]

Make Public

Created By Kristina Rosas (10/2/2014 3 56 PM)
RC sent Letter of Intent to C at home address on file, via fed ex, with tracking: [redacted]

Make Public

Created By Ricardo Garcia (9/30/2014 4 00 PM)
ARBS-RG sent notification to CSM, DOM, FOM in regards to buyback offer on 9/30/14

Make Public

Created By Ricardo Garcia (9/30/2014 3 59 PM)
ARBS-RG completed RHR Review. ARBS-RG sent case to DRT CASES ASSIGNED TO MORLEY for review.

Make Public

Created By Ricardo Garcia (9/30/2014 3 56 PM)
multiple repair attempts-airbag

Created By Ricardo Garcia (9/30/2014 3 56 PM)
ARBS-RG notes the following

****
REASON : 7 repair visits related to passenger airbag light concern
LEMON LAW : YES – **NEW YORK**
USAGE : beyond 12,000 miles .... last reported mileage 17,298 miles .... usage at 5,298 miles
RETENTION GOODWILL : IF REPLACEMENT - USAGE DOES NOT APPLY
OPTIONS : REPURCHASE – REPLACEMENT – SETTLEMENT
NNA will offer $1,500.00 as a cash settlement in lieu of the buyback

Make Public

Notes : NMAC Lease
****

Created By Ricardo Garcia (9/30/2014 3 49 PM)
ARBS-RG notes the following

13 days down
7 visits - 6 repairs - 1 recall related passenger airbag light concern

Make Public

NO ADDITIONAL CASES FOUND
TECH LINE CASE FOUND
- Case #[redacted] - Related to RO #[redacted]
NO DTS FOUND
ADDITIONAL WARRANT ES FOUND
- Policy #[redacted] - New Gold Preferred - 2 year / 40,000 miles - EXPIRES on 3/16/2015

Make Public

Created By Ricardo Garcia (9/30/2014 3 46 PM)
ARBS-RG notes the following repairs

08/08/13 @ 4,404 miles — RO #[redacted] — 1 day down
Issue:

1. LOF
2. Air bag light is on
Action:
1. Completed
2. Zero point calibration

05/24/14 @ 13,382 miles — RO # [redacted] — 1 day down
Issue:
1. Perform R1405 : OCS Reprogramming
Action:
1. Competed

07/02/14 @ 14,653 miles — RO # [redacted] — 1 day down
Issue:
1. LOF
2. Air bag light is on
Action:
1. Completed
2. Zero point reset and OCS reprogram. Codes still found. OCS module needs to be replaced. Tech ordered parts.

07/09/14 @ 14,973 miles — RO # [redacted] — 1 day down
Issue:
1. Air bag light is on
Action:
1. Replaced OCS and verified repair

07/30/14 @ 15,777 miles — RO # [redacted] — 1 day down
Issue:
1. Air bag light is on.
Action:
1. R/F seat sensor at fault; ordered seat track and will install when part arrives

08/25/14 @ 16,718 miles — RO # [redacted] — 1 day down
Issue:
1. Air bag light is on
Action:
1. Replaced passenger side seat frame.

09/18/14 @ 17,298 miles — RO # [redacted] — 7 days down
Issue:
1. Passenger side air bag light on.
Action:
1. Found occupant detector had abnormal voltage. Replaced airbag diagnosis unit.

Make Public

Created By Heathre Vanriper (9/30/2014 8 15 AM)
DRTS rec'd RHR. RHR has been submitted for review to ARBS Ricardo Garcia

Make Public

Created By Jessica Lee (9/29/2014 4 00 PM)
RCAS-JL notes finishing and attaching RHR to case.
RCAS-JL notes submitting RHR.

Make Public

Created By Jessica Lee (9/29/2014 2 59 PM)
RCAS-JL placed outbound call to c at [redacted]

RCAS-JL states that RCAS-JL received c's vmx stating that c would like a new veh.

RCAS-JL notes asking the following from SOP 3.19:
Why do you want to return the vehicle to Nissan North America?
-C states that the veh is not safe because the passenger air bag does not work consistently and cannot be predicted to work on any given trip that c takes. C states that c does not feel comfortable or safe being or having a passenger.
Where is the vehicle currently?
-C states that the veh is with c.
Where was the vehicle purchased?
-C states that the veh was purchased at Saratoga Nissan.
Was it purchased new or used?
-C states that the veh was leased new.
Where is the vehicle serviced?
-C states that the veh is serviced at Lia Nissan of Saratoga.
Has the vehicle been taken to multiple Nissan dealers?
-C states that c has only been to Lia Nissan of Saratoga and Lia Nissan.

RCAS-JL states that RCAS-JL already has all of the ROs from the dlr.
RCAS-JL states that RCAS-JL will be putting together all of the ROs for a review to see if NNA in a position to repurchase or replace c's veh.
RCAS-JL states that the review process can take up to 10 business days.
RCAS-JL advised a follow up by 10/6/2014.

C thanked RCAS-JL.
Call ended mutually.

Make Public

Created By Jessica Lee (9/29/2014 7 53 AM)
RCAS-JL notes receiving ROs from SM-Tony.
RCAS-JL notes attaching ROs to case.

Make Public

Created By Jessica Lee (9/29/2014 7 35 AM)
RCAS-JL notes e-mailing SM-Tony.
RCAS-JL requested that all ROs be sent to RCAS-JL.

Make Public

Created By Jessica Lee (9/29/2014 7 12 AM)
RCAS-JL received vmx from c.

C states that c took the veh to Montreal, Canada this weekend.
C states that the air bag off light came on again this weekend.
C states that c would like to pursue lemon law.
C states that c would like to know what NNA will do to put c in a new veh.

Make Public

Created By Jessica Lee (9/24/2014 [redacted])
RCAS-JL placed outbound call to c at [redacted] t 2 38 EST

C states that c received a call from the dlr saying that the veh is ready to be picked up.
C states that c will pick up the veh tomorrow.
C states that there will be no passengers in the veh until this weekend when c travels to Canada with c's family.
C states that c would like a follow up on 9/29/2014.

RCAS-JL states that RCAS-JL will follow up with c on Monday.

C thanked RCAS-JL.
Call ended mutually.

Make Public

Created By Jessica Lee (9/22/2014 2 35 PM)
RCAS-JL placed outbound call to c at [redacted]

C states that c took the veh to Lia Nissan.

C states that the veh is still at Lia Nissan and that c is in a loaner veh.
C states that c was advised that there is a concern with a sensor.
C states that c was advised that the dlr is waiting on parts that should come in tomorrow.

RCAS-JL advised a follow up of 9/24/2014.
C thanked RCAS-JL for following up with c.
Call ended mutually.

Make Public

Created By Jessica Lee (9/19/2014 7 50 AM)
RCAS-JL notes receiving RO from Lia Nissan of Saratoga.
RCAS-JL notes attaching RO to case.

Created By Jessica Lee (9/16/2014 4 04 PM)
RCAS-JL placed outbound call to Lia Nissan.
RCAS-JL spoke with SM-Tony.

SM-Tony states that it is no problem for c to drop of the veh.
SM-Tony states that c can drop off the veh before 5 30.
SM-Tony states that c will be provided a rental that will be covered.

RCAS-JL thanked SM-Tony.
Call ended mutually.

Make Public

**********.

RCAS-JL placed outbound call to c at [redacted]

RCAS-JL states that c can call SM-Tony to make an appointment to drop veh off.
RCAS-JL states that c will be provided a rental that will be covered.
RCAS-JL advised a follow up of 9/22/2014.

C thanked RCAS-JL.
Call ended mutually.

Created By Jessica Lee (9/16/2014 [redacted] PM)
RCAS-JL placed outbound call to c at [redacted]
RCAS-JL verified c's name, model/make/year of veh, home and e-mail address, mileage, phone # & dlr.

C states that c has not been to the dlr since 8/25/2014.
C states that the veh is only driven by c.
C states that there is occasionally a passenger.
C states that there are a few weeks that go by and there are no passengers in the seat.
C states that the concern is intermittent.
C states that c has paperwork to confirm that the veh has been brought in 6 times for the air bag concern.
C states that c first took the veh in for service on 8/8/2013 and had a zero point caliber.
C states that the next visit to the dlr was for the recall on the veh on 5/24/2014 and the OCS was reprogrammed.
C states that the next visit to the dlr was on 7/2/2014 and a part was ordered.
C states that c went back on 7/9/2014 and the part was installed.
C states that c went back to the dlr on 7/30/2014 and ordered a seat track.
C states that c went back to the dlr on 8/25/2014 to install seat track.
C states that the light is still on.
C states that the light comes on frequently enough to make c upset.
C states that this concern cannot be ignored.
C states that c contacted c's attorney and was made aware of lemon law.
C states that no one has ever asked c to sit in the veh to prove that the light is on.
C states that c is not opposed to having the veh repaired.
C states that c is a year a half in a lease and would not mind looking at another veh.
C states that c loves the veh.

RCAS-JL asks if c has retained an attorney.
C states that c has not retained an attorney and has only talked with one.

RCAS-JL states that NNA's main priority is to get the veh fixed.
C states that c does not have time to take the veh to the dlr.
C states that c would be willing to drop the veh off and have a loaner provided.
C states that c is only willing to give this one shot.
C states that c would would rather go to Lia Nissan.

RCAS-JL states that RCAS-JL will contact Lia Nissan and see if c can drop the veh off.
RCAS-JL states that RCAS-JL will inquire about a loaner veh.
RCAS-JL advised a follow up of 9/18/2014.

C thanked RCAS-JL.
Call ended mutually.

Make Public

Created By Jessica Lee (9/16/2014 3 25 PM)
RCAS-JL notes receiving vmx from c.

Make Public

Created By Jessica Lee (9/16/2014 11 39 AM)
RCAS-JL placed outbound call to c at [redacted]
RCAS-JL left vmx providing contact information-[redacted]
RCAS-JL advised a follow up of 9/17/2014.

Make Public

Created By Jessica Lee (9/16/2014 11 37 AM)
RCAS-JL placed outbound call to Lia Nissan of Saratoga.
RCAS-JL spoke with SM-Shay.

SM-Shay states that the veh was in for an air bag light on 7/2/2014.
SM-Shay states that the tech performed a zero point.
SM-Shay states that codes were still shown.
SM-Shay states that Tech Line advised to install OCS module.
SM-Shay states that on 7/9/2014 OCS module was installed.
SM-Shay states that the veh was brought back in for an air bag concern on 7/30/2014 and a new seat track was ordered.
SM-Shay states that the seat track was installed on 8/25/2014.
SM-Shay states that the veh has been in 2 times for diagnosis and 2 times for repair.
SM-Shay states that the veh as 16,718 miles.

RCAS-JL states that c brought up a repurchase request.
RCAS-JL states that RCAS-JL needs all ROs faxed to 615 984.5967.

SM-Shay states that SM-Shay will send the ROs within 24 hours.
RCAS-JL thanked SM-Shay.
call ended mutually.

Make Public

Created By Princess Salvador (9/15/2014 7 25 AM)
crr-ps received a call from c
crr-ps asked for the name
crr-ps verified name , phone number , alt# , address , email address and VIN
c said that c is having issues with the airbag
c said that c already took the veh to the dlr for 6-10 times already for the airbag issues .
c said that c took the veh to LIA NISSAN OF SARATOGA
c said that the dlr did some repairs on the veh
c said that the dlr adjusted the sensors and already replaced the sensors
c said that the dlr already replaced the passenger's side seat frame but none of that fixed the issue .

c said that until now , the light is currently on at this time .
c said that c spoke to SA- Roger Caldwell.
c said that c wants to drive tbe veh with a faulty airbag .
c said that c recently took the veh to the dlr on 8/25
c said that c love the veh but c dont want to drive a veh with a faulty airbag .
c said that if the veh is repairable , c wants nissan to fix the issue but if not , c wants NNA to replace the veh .

crr-ps told c that the case will be escalated to RCAS for review
crr-ps told c that RCAS will be contacting c by the end of the next business day
crr-ps verified best phone number of c [redacted]
c said that c is teaching elementary students so RCAS can reach c after 3:30pm

crr-ps acknowledged .
crr-ps offered further assistance , c declined
crr-ps provided case# , name and ext #
crr-ps leaving case open, moving follow up date to 9/15/14
crr-ps escalating case to RCAS due to multiple repair attempts and c's request for NNA to replace the veh if the problem is not repairable .

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/15/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/23/2014	Peter Merkel	11/23/2014 12:12 PM
Edit | Del	Review Approved Check Request		✓	10/30/2014	Kristina Rosas	10/31/2014 7:01 AM
Edit | Del	Review Approved Check Request		✓	10/30/2014	Kristina Rosas	10/31/2014 7:01 AM
Edit | Del	Complete VPP Goodwill Process - CST00051263		✓	10/17/2014	Kristina Rosas	10/21/2014 8:17 AM
Edit | Del	Complete VPP Goodwill Process - CST00051263		✓	10/17/2014	Kristina Rosas	10/21/2014 8:17 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP7DC[redacted]						
Edit		Goodwill VPP		Redeemed	DRT	Kristina Rosas	DRT	Rebecca Martin	10/17/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	10/31/2014	Lienholder	Approved	$20,567.86	26BUYBACK	Nissan North East Buyback/Trade		
			10/31/2014	Customer	Approved	$3,346.31	26BUYBACK	Nissan North East Buyback/Trade	SUSAN M	KONIECZNY

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] Checks.pdf	138KB	1/7/2015 3:29 PM	Tammy Knotts
Edit | View | Del	Lease Repurchase Offer- SIGNED.pdf	105KB	10/29/2014 2:36 PM	Kristina Rosas
Edit | View | Del	Registration.pdf	47KB	10/29/2014 2:32 PM	Kristina Rosas
Edit | View | Del	Expired Registration.pdf	48KB	10/17/2014 11:17 AM	Kristina Rosas
Edit | View | Del	Registration.pdf	47KB	10/17/2014 11:17 AM	Kristina Rosas

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/24/2014 7:51 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/21/2014 12:01 PM	Jim Land	Changed **Case Owner** from Kristina Rosas to **Jim Land**.
11/21/2014 12:01 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Melody Benedict [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/15/2014 12:19 PM
CA Multiple Repairs		Date/Time Closed	9/15/2014 12:24 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JNRAS18WX9M[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	36
Model Line	FX35	Beyond PT Warranty Miles	0
Model Code	87419	Beyond PT Warranty Months	12

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JNRAS18WX9M[redacted]		
Created By	Melody Benedict 9/15/2014 12:19 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	485	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Melody Benedict (9/15/2014 12 23 PM) RCAS-MB received inbound call from C C states that C is traveling and the passenger side air bag is off C states that C now lives in Las Vegas Nevada but C is traveling from Oregon down to San Francisco. RCASMB ask C how much does C weighs? C states around 120lbs RCASMB adv that it could be that passenger weight could be causing air bag light to go off. RCASMB adv that when C has a chance to stop by the nearest NF RTL to have RTL to check out concern. RCASMB adv that it could be that C is just not sitting properly in seat and its not giving an accurate reading. C understood. RCASMB closing case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	GENERAL INQU RY	QA	9/15/2014	ZR	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/15/2014 12:24 PM	Melody Benedict	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/15/2014 12:19 PM	Melody Benedict	Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **7IN JNRAS18WX9M** [redacted]
		Changed **Home Phone** to [redacted]

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Surveys Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Bernardo Capellan [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/15/2014 1:02 PM
CA Multiple Repairs		Date/Time Closed	9/15/2014 1:07 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh campaign		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PACIFIC NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP3EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PACIFIC NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE[redacted] VIN: 3N1AB7AP3EL[redacted]		
Created By	Bernardo Capellan, 9/15/2014 1:02 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	485	Action Code	NT8E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By: Bernardo Capellan (9/15/2014 1:05 PM) C's name: [redacted] the only #'s provided by c to call: [redacted] C's vin # (if c provides) 3N1AB7AP3EL[redacted] C's address [redacted] CHULA VISTA, CA[redacted] C's campaign info provided to c and explained 2013-2014 - Nissan Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS RCAS-BC received a call from c stating the following:that the veh airbag light is on and the lock do not want to close
Make Private	✓	RCAS-BC checked for previously related cases found none RCAS-BC checked for previously nonrelated cases found:none RCAS-BC verified and updated c's name, address, primary & alternative phone numbers, email, VIN, how acquired veh, mileage, and srv dlr. RCAS-BC advised c that need to take the veh to the dlr for diagnostic C understood. RCAS-BC provided c with name, ext 457326, and case #. RCAS-BC offered further assistance. C was satisfied & declined further assistance. RCAS-BCclosed file due to no other follow-up action required.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NISSAN PRODUCT INQUIR ES	SENTRA	GENERAL INQUIRY	QF	9/15/2014	ZR	AZ	208500	OF
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	9/15/2014	WA	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/15/2014 1 07 PM	Bernardo Capellan	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/15/2014 1 02 PM	Bernardo Capellan	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **VIN 3N1AB7AP3EL** [redacted]

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Case [redacted]

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Case Comments [8] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/26/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/15/2014 3:00 PM
CA Multiple Repairs		Date/Time Closed	9/26/2014 3:27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	airbag unable to diagnose		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage	10,000	Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MV1E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF STATE COLLEGE	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: V N: 5N1AT2MV1EC[redacted]		
Created By	Cherielyn Cejane 9/15/2014 3:00 PM	Root Cause Code	SCIR
Last Modified By	Veronica Moody 4/3/2015 7:41 PM	Root Cause Code (2)	
Days Closed	476	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Tommy Beard (9/26/2014 4 08 PM) *** [Added after the case is closed.] *** RCAS TB received incoming call from C C states safety is #1 priority C states has not taken vehicle in to be serviced but will after returning from out of town on business C stated will make contact with RCAS TB if needs any help in future RCAS TB apologized for C's issues call ended mutually
Make Public		Created By Tommy Beard (9/26/2014 3 24 PM) RCAS TB contacted C at [redacted] left VMX including Case number [redacted] name, and RCAS TB contact o[redacted] RCAS stated on VMX that RCAS will be closing case but can call RCAS TB anytime for assistance RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Public		Created By Tommy Be[redacted]4 3 48 PM) RCAS TB contacted C at [redacted] left VMX including Case number [redacted], name, and RCAS TB contact o[redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 9/26/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Public		Created By Tommy Beard (9/24/2014 1 18 PM) RCAS TB contacted C a[redacted] left VMX including Case number [redacted] name, and RCAS TB contact o[redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 9/25/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Public		Created By Tommy Beard (9/19/2014 4 39 PM) RCAS TB contacted C at [redacted] C states air bag light is still malfunctoning C states just wants to know when repair will be completed RCAS TB stated would follow up on Wednesday 9/24/14
Make Public		Created By Tommy Beard (9/16/2014 4 55 PM) RCAS TB received incoming call from C C states airbag light keeps coming on saying airbag is not working while C's wife is in seat C states is concerned for safety of passenger RCAS TB stated would make contact with dealer to check on repairs that have been completed C thanked RCAS TB for assistance
Make Public		Created By Tommy Beard (9/16/2014 2 44 PM) RCAS TB contacted C at [redacted] left VMX including Case numbe[redacted] ame, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 9/17/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Public		Created By Cherielyn Cejane (9/15/2014 3 05 PM) CRR-CNC received call from c. c stated that c was havng issue on the airbag and 2 days ago c took the veh tothe dlr but c was advised that theres no issue on the veh . c said that the passenger airbag is disable. c also asked if theres a recall on the veh CRR-CNC informed c that the veh was not involve to any recall and recall is vin specific. c understood CRR-CNC advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day. CRR-CNC offered further assistance. c declined CRR-CNC provided c with file number, name and extension number CRR-CNC transferring file to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/15/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/26/2014 3:27 PM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/25/2014 3:50 PM	Tommy Beard	Changed **Follow Up Date** from 9/25/2014 to **9/26/2014**.
9/24/2014 1:18 PM	Tommy Beard	Changed **Follow Up Date** from 9/24/2014 to **9/25/2014**.

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Surveys Surveys Help

No records to display

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [42] | Case Categorizations [2] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [2] | Check Activity [1] | Forms [0] | Attachments [5+1] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/15/2014 4:38 PM
CA Multiple Repairs	✓	Date/Time Closed	12/1/2014 7:27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051258

DTS Inspection

DTS Inspection Date	9/26/2014 12 00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)	Morley VSPC CBB Case # [redacted] Vehicle Model: Pathfinder Vehicle Year: 2013 VIN: 5N1AR2MNXDC [redacted] Location: F RST NISSAN CBB repair request. Reason for repurchase is: passenger seat air bag light staying on DTS Evaluation Form, Vehicle Condition Report and Closing Confirmation will be emailed to you from Morley VSPC.	DTS Request Type	CBB
Inspection Time/Notes			
Description	DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Consumer Affairs Voluntary repurchase due to 7 repair visits for passenger seat air bag light concern with 34 days out of service		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	Waiting on documents
Pre-Owned Initial Mileage	15,000	Related Vehicle Make	Nissan
Current Mileage	32,083		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MNXDC [redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	F RST NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$27,565.13	Goodwill Offered	

IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	10/3/2014	Vehicle Service Contract	
RHR Completed	10/14/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 5N1AR2MNXDC[redacted]		
Created By	Jeehan Mabalot 9/15/2014 4 38 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:26 AM	Root Cause Code (2)	
Days Closed	408	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/25/2014 1 49 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: passenger seat air bag light staying on
Make Public		**Created By Jim Land (11/25/2014 1 47 PM)** Consumer Affairs Voluntary repurchase due to 7 repair visits for passenger seat air bag light concern with 34 days out of service
Make Public		**Created By Carrie Fay (11/6/2014 9 10 AM) Last Modified By Carrie Fay (11/6/2014 9 45 AM)** C faxed offer back signed and RC worked case up, approved checks and enering into Morley Case #[redacted]
Make Public		**Created By Carrie Fay (11/5/2014 7 42 AM)** C has not returned offer, RC sent email inquiring
Make Public		**Created By Carrie Fay (11/4/2014 2 10 PM)** RC emailed offer letter to C waiting for return.
Make Public		**Created By Christine Wilsey (11/4/2014 12 00 PM)** Reviewed new letter with usage removed - OK Base Price: $25,495.00 Sales Tax: $1,918.13 Lic/Reg/Fees: $20 00 Doc Fee: $80 00 Transfer Fee: $15.00 DMV Desk Fee $29.00 Emission Fee $8.00 No usage $0 Total Amount to Customer $27,565.13
Make Public		**Created By Chad Alsup (10/31/2014 9 36 AM)** ARBS-CA notes agrees to waive usage
Make Public		**Created By Carrie Fay (10/30/2014 9 03 AM)** RC emailed VPP claim number D1851549
Make Public		**Created By Christine Wilsey (10/30/2014 8 59 AM)** Worksheet notes * usage=original miles on vehicle 15,291-new mileage 15,451=160/120,000*25,495= $34 00
Make Public		**Created By Christine Wilsey (10/30/2014 8 59 AM)** Customer repurchase letter Base Price: $25,495.00 Sales Tax: $1,918.13 Reg renewal: $20.00 Doc Fee: $80 00 Transfer Fee: $15.00 DMV Desk Fee $29.00

Emission Fee $8.00
Less usage ($34 00)
Total Amount to Customer $27,531.13

Make Public
Created By Carrie Fay (10/29/2014 10 20 AM) Last Modified By Carrie Fay (10/29/2014 3 17 PM)
RC sent workup to QC, ordered VPP for repurchasing Nissan, and verified all fees on purchase agreement with C as they are blurry.C has a receipt for extra registration fee she was looking for as the one on the PA is labled "estimate" but if she didn't have it by the end of this day she told RC to move forward.

Make Public
Created By Carrie Fay (10/22/2014 2 46 PM) Last Modified By Carrie Fay (10/29/2014 10 48 AM)
All docs in RC working up case for repurchase, usage was determined subtracting mileage on vehicle at purchase (used vehicle) from mileage at first repair. Usage charged is so small (38 00) RC not including in work up, C knows she has to cancel Ally warranty to get refund.

Make Public
Created By Carrie Fay (10/17/2014 3 16 PM) Last Modified By Carrie Fay (10/17/2014 3 41 PM)
RC sent out letter of intent via fed ex and placed phone call to C. tracking # 618264430903, C is interested in repurchase as she owes nothing on vehicle but wants to buy a new Pathfinder, 2015. VPP was discussed.

Make Public
Created By Chad Alsup (10/17/2014 8 07 AM)
ARBS-CA notes

**REASON - 7 repair visits for airbag light concern and 2 visits for CVT shudder concern

**LEMON LAW - Yes

**USAGE - 15451 miles, the initial repair visit for a complaint for a airbag light concern

**RETENTION GOODW LL - if the customer opts for a replacement, waive up to 25% of the usage as incentive to retain the customer

**OPTIONS - if the customer does not want a repurchase or replacement, NNA will offer $5,000 as a cash settlement in lieu of the buyback

Make Public
Created By Chad Alsup (10/17/2014 7 [redacted] AM)
Wilson 2013 Pathfinder 5N1AR2MNXDC[redacted]
OCS issue

Vehicle Concern: Airbag light
DTS involved 9/26, a Friday, at 10 AM

Make Public
Created By Chad Alsup (10/17/2014 7 53 AM)
ARBS-CA notes NNA is offering to buy back the vehicle due to 7 repair visits for passenger seat air bag light concern with 34 days out of service

Make Public
Created By Chad Alsup (10/17/2014 7 51 AM) Last Modified By Chad Alsup (10/17/2014 7 51 AM)
ARBS-CA received RHR

In-Service date 02/16/13

12/19/13 15451 miles
–C states passenger front side air bag light wont turn off
—Dlr unable to duplicate concern
—Dlr performed ABS recall NTB13-093
1 day down

01/24/14 16820 miles
–C states passenger side seatbelt middle row not retracting / C states airbag light on passenger seat not going off when adult is in the seat
—Dlr replaced side rear seat belt tongue / Dlr found no DTC codes, unable to duplicate concern
5 days down

02/11/14 17521 miles
–C states air bag light showing off when passenger is in the seat
—Dlr unable to duplicate concern
1 day down

02/20/14 17860 miles
–C states airbag light is staying off when passenger is in the seat
—Dlr advised not problem found, advised working as designed
1 day down

03/24/14 19374 miles
–C states when accelerating, vehicle shakes vigorously
—Dlr replaced CVT
11 day down

07/08/14 24613 miles
—Dlr performed NTB14-027 occupant classification system reprogram
2 days down

07/25/14 25988 miles
–C states transmission is hesitating
—Dlr unable to duplicate concern
1 day down

09/10/14 31210 miles
–C states passenger side airbag light is illuminated when passenger is sitting
—Dlr unable to duplicate concern
1 day down

09/26/14 32083 miles
–C states airbag light keeps coming on / vehicle starts to shutter driving between 5 to 10 MPH
—Dlr (DTS) replaced seat frame and pressure sensor / no problem found with CVT
11 days down

Make Public
Created By Julio Gutierrez (10/15/2014 7 38 PM)
RCAS-JG called C @ ([redacted]
RCAS-JG apologized for not following up with C on time
RCAS-JG informed C that NNA is still reviewing case and that RCAS-JG will call C no later than 10/22/2014 with a follow-up
C agreed
call ended mutually

Make Public
Created By Aaron Paul Catral Acebedo (10/15/2014 12 33 PM)
C called in upset because C's expecting a call back but C haven't receive any call back since Friday. C doesn't have the case number.
CRR-aa apologized and assured C that a resolution will be provided before we end the call.
CRR-aa verified the Name, Address, Phone Number and Alternate Phone Number and Email Address.
CRR-aa told C that case has been forwarded to ARBS and will receive a call back by the end of this day.
CRR-aa mentioned that will going to send IM to ARBS for the follow up call. C agreed.
CRR-aa provided the case number for C's reference.
CRR-aa asked C for further assistance. C declined.
CRR-aa thanked C for having business with Nissan and provided name, extension and wish C to have a good day.
CRR-aa end the call

Make Public
Created By Sara Dorazio (10/14/2014 11 48 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Angie Mathis for review.

Make Public
Created By Cherielyn Ceiane (10/13/2014 1 25 PM)
CRR-CNC confirmed that no contact info has changed.
CRR-CNC received call from C stated that c havent received call from rcas
crr advised c that rcas is still working with the case
cr offered transfer. c agree
CRR-CNC informed C that if the the representative is not available, C will be routed to vmx so C can leave message and
CRR-CNC will send internal message to the previous representative requesting for a call back. C agree

CRR-CNC offered further a
CRR-CNC asked for the best phone number to reached c. C provided [redacted]
crr-cnc offerd assistance, C declined.
CRR-CNC provided name, ext.
CRR-CNC exiting file.

Make Public

Created By Julio Gutierrez (10/7/2014 1 28 PM)
RCAS-JG emailed region CXM, FOM, DOM. TL to inform C has requested buyback

Make Public

Created By Julio Gutierrez (10/3/2014 10 32 AM)
RCAS-JG called all DLRs to request ROs

Dealer Code DRO/Work Order Number
3696 KEN GARFF NISSAN OF OREM 785617
3037 FIRST NISSAN 644323
3037 FIRST NISSAN 643763
3037 FIRST NISSAN 641676
3951 VALLEY HI NISSAN 263453
3037 FIRST NISSAN 638641
3037 FIRST NISSAN 638356
3037 FIRST NISSAN 637750
3341 GLENDALE NISSAN 522418
5236 PALM SPR NGS NISSAN 155128
2649 DISTR BUTION AUTO SMYRNA T778760

Make Public

Created By Julio Gutierrez (10/3/2014 10 25 AM)
RCAS-JG called C @ [redacted]

BUYBACK REQUEST
• Why do you want to return the vehicle to Nissan North America?
Because, C does not feel confident the VEH is reliable and it has had 2 transmissions replaced. Not safe
• Where is the vehicle currently?
Currently at first Nissan, having the second transmission replaced
• Where was the vehicle purchased?
Glendale Kia
• Was it purchased new or used?
Purchased Pre-owned
• If used, when was the vehicle purchased?
December 2013 15,000 miles approximately
• Where is the vehicle serviced?
First Nissan
• Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
Seatbelt light issue at Glendale Nissan, Valley Hi Nissan, Ken Graff nissan of Utah

RCAS-JG informed C that the buyback review takes 10 business days approximately to process. At the end of this period the VEH may be bought back or it may not be bought back.
RCAS-JG informed C will follow-up 10/10/2014
C agreed
call ended mutually

Make Public

Created By Julio Gutierrez (9/30/2014 11 11 AM)
RCAS-JG called C @ [redacted]
RCAS-JG left VMX including case number, name
RCAS-JG provided VXM with contact phone [redacted]
RCAS-JG stated RCAS-JG will continue to follow up with C no later than 10/3/2014
RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.

Make Public

Created By Julio Gutierrez (9/30/2014 11 10 AM)
DTS notes in email:
DTS inspected this VEH Friday.
DTS sat with the C as C described her OCS complaint.
DTS states Based on what C told DTS there COULD be an issue with the system if DTS was told the truth.
DTS is having the dealer replace the OCS sensors and CU.
DTS states The customer also has a trans complaint. The dealer is driving it Monday to Friday to test.

Make Public

Created By Julio Gutierrez (9/25/2014 1 27 PM)
RCAS-JG called C @ [redacted]
RCAS-JG reminded C of appointment 9/26 at 10 AM First Nissan with DTS Tim
C agreed and states will be there
FOllow-up set for 9/30/2014
call ended mutually

Make Public

Created By Julio Gutierrez (9/22/2014 4 07 PM)
DTS is requesting that C bring person who triggers seat along for vehicle inspection

Make Public

Created By Tim Zingerman (9/22/2014 4 03 PM)
Vehicle Concern: Airbag light
DTS involved 9/26, a Friday, at 10 AM

Make Public

Created By Julio Gutierrez (9/19/2014 4 10 PM)
Vehicle Concern: Airbag light

Make Public

Created By Julio Gutierrez (9/19/2014 4 08 PM)
RCAS-JG called C @ [redacted]
to confirm appointment 9/26 at 10 AM First Nissan with DTS Tim
C agreed to appointment and states will be there to point out concern
RCAS-JG asked C if C would like a reminder call on Thursday.
C states yes
call ended mutually

Make Public

Created By Julio Gutierrez (9/19/2014 4 04 PM)
DTS responded:
updated the CA file with First Nissan 9/26, a Friday, at 10 AM. See if this works

Make Public

Created By Julio Gutierrez (9/19/2014 12 24 PM)
RCAS-JG sent email to DTS informing that C can only meet Friday's

Make Public

Created By Julio Gutierrez (9/19/2014 12 22 PM)
RCAS-JG called C @ [redacted]
C states C is frustrated with VEH that not only has Air bag light concern but also shudders
C states is trying to get rid of VEH and is afraid air bag light will come on and would be buyer will not go for it
RCAS-JG informed C has requested a DTS to meet up with C, RCAS-JG will make available appointment date and time on 9/24/2014
C can only meet with DTS on Friday
RCAS-JG vill keep that in mind
call ended mutually

Make Public

Created By Julio Gutierrez (9/19/2014 12 10 PM)
RCAS-JG called C @ [redacted]
Case is no longer active / disconnected

Make Public

Created By Julio Gutierrez (9/17/2014 11 11 AM)
RCAS-JG sent email to Sr. DTS and DTS to consider inspecting vehicle by SM request
-reply pending-

Make Public

Created By Julio Gutierrez (9/17/2014 11 07 AM)
SM replied to email with:
VEH is not at DLR
Last time it was at DLR, C complained of SRS issue, could not duplicate, no codes were in the system.
C has complained repeatedly of the passenger OCS system light being on with passengers in the seat, DLR can't duplicate.

SM states If RCAS-JG like to arrange the DTS and customer to meet here, SM would encourage that.
SM states believe C has a passenger that may be on the limit of what acceptable weight is for the system.

Make Public
Created By Julio Gutierrez (9/16/2014 6 15 PM)
Vehicle Concern

Make Public
Created By Julio Gutierrez (9/16/2014 6 14 PM)
RCAS-JG called C @ [redacted]
RCAS-JG left VMX including case number, name
RCAS-JG provided VXM with contact phone [redacted]
RCAS-JG stated RCAS-JG will continue to follow up with C no later than 9/19/2014
RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.

Make Public
Created By Julio Gutierrez (9/16/2014 6 13 PM)
RCAS-JG sent email to DLR SM requesting further information regarding VEH airbag light concern

Make Public
Created By Jeehan Mabalot (9/15/2014 4 52 PM)
Vehicle Concern

Make Public
Created By Jeehan Mabalot (9/15/2014 4 52 PM)
crr-jm received a call from c. c stated that c brought the veh to the dlr because c is having an issue with the front passenger airbag inflator. C said dlr can't diagnose the problem and dlr can't do anything about it. C mentioned c had taken the veh to the dlr numerous times but it still does the same thing. C's calling NNA asking for assistance to get the veh fixed.

crr-jm verified the name of registered owner, mailing address, phone numbers, email, if veh was purchased new or pre-owned, mileage on the veh and c's servicing dlrshp.

crr-jm verified if the veh was diagnosed, c said yes and provided the following information:
WHERE: FIRST NISSAN
WHEN: a week ago
DIAGNOSIS: UNABLE TO DIAGNOSE THE PROBLEM
SA: SA-Chris

crr-jm asked c how c would like to be assisted by nna, c stated C's calling NNA asking for assistance to get the veh fixed.

crr-jm informed c that c's concern will be forwarded to the Regional Office and a Regional Specialist will be calling c before the end of the next business day, c acknowledged.

crr-jm asked for the best number to reach c, c provided [redacted]

crr-jm offered further assistance, c declined.

crr-jm provided name ext case number

crr-jm forwarding case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/15/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/15/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/27/2014	Tim Zingerman	11/25/2014 5:59 PM
Edit | Del	Review Wilson repurchase figures		✓	10/30/2014	Chad Alsup	10/31/2014 6:56 AM
Edit | Del	RHR Review-Wilson-15762267		✓	10/14/2014	Chad Alsup	10/17/2014 8:08 AM
Edit | Del	RHR Assigned-Wilson-15762267		✓	10/14/2014	Julio Gutierrez	10/14/2014 11:48 AM
Edit | Del	New DTS Request		✓	9/19/2014	Tim Zingerman	9/22/2014 4:00 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MNXDC[redacted]						
Edit		Goodwill VPP		Processed	Multiple Repair Issue	Carrie Fay	DRT	Rebecca Martin	10/30/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	11/6/2014	Customer	Approved	$27,565.13	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	2.62MB	5/5/2015 10:10 AM	Rebecca Martin
Edit | View | Del	[redacted]heck.pdf	71KB	2/3/2015 12:35 PM	Tammy Knotts
Edit | View | Del	[redacted]-customer offer letter signed.pdf	640KB	11/5/2014 12:34 PM	Carrie Fay
Edit | View | Del	[redacted]-original purchase agreement.pdf	703KB	10/29/2014 1 24 PM	Carrie Fay
Edit | View | Del	[redacted]-title.pdf	313KB	10/29/2014 1 23 PM	Carrie Fay

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/1/2014 7:27 AM	Carrie Fay	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/25/2014 1:47 PM	Jim Land	Changed **Description**.
11/25/2014 1:47 PM	Jim Land	Changed **Case Owner** from Carrie Fay to **Jim Land**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [47] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/15/2014 5:46 PM
CA Multiple Repairs		Date/Time Closed	6/5/2015 2:17 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052375

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary replacement due to 4 attempts for repair for OCS/Airbag sensor inoperable. Total number of days down 12		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	JOE MACHENS NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JOE MACHENS NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	9/17/2014
Responsible District	06	Dealer Instructions	Customer Contact

Related Items

Approved Check Requests	$26,241.91	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/18/2014	Vehicle Service Contract	
RHR Completed	9/18/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] IN: 1N4AL3AP0DC[redacted]		
Created By	Adrian Lagdameo 9/15/2014 5:46 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:25 AM	Root Cause Code (2)	
Days Closed	222	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (12/3/2014 1 55 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: OCS/Airbag sensor inoperable
Make Public		**Created By Nina Woodruff (11/5/2014 1 32 PM)** Arbs created Morley Case # [redacted] nd sent Morley Packet via Fed Ex Tracking # [redacted]
Make Public		**Created By Nina Woodruff (11/4/2014 7 36 AM)** Arbs submitted check request: NNA Amount to Dealer $26,241.91
Make Public		**Created By Nina Woodruff (11/3/2014 11 09 AM)** Hello Anna, Mr. [redacted] has decided to replace his current vehicle(1N4AL3AP0DC[redacted] with the following: 2014 Nissan Altima 1N4AL3AP3EC[redacted] Please see attached invoice, and provide SOC documents to Matt Stein of Joe Machen's Nissan Matt Stein Sales Director Joe Machens Nissan 201 Nebraska Ave Columbia MO 65203 573-443-1660 mstein@machens com www.joemachensnissan.com Please let me know if you have any additional questions or concerns. Thanks, Nina Woodruff Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Nina Woodruff (11/3/2014 7 58 AM)** Arbs spoke with Matt Stein, explaned need the new invoice with the new vin, itemized. Matt stated these were dealer installed options explained to to see itemized listing of each option with invoice price.
Make Public		**Created By Nina Woodruff (10/30/2014 2 55 PM)** Arbs Notes Revised Replacement Calculation per ommited sales tax in error; Replacement: Invoice Price $24,367 00 Sales Tax $1,930.91 Kickplates $213.00 external ground lighting $213.00 locking wheel nuts $65 00 nitro fill $39 00 floormats $90.00 doc fee $99.00

	rebate -$775 00 Total Purchase Price $26,241 91 NNA Amount to Dealer $26,241.91 Total Replacement $26,241.91
Make Public	**Created By Nina Woodruff (10/30/2014 10 53 AM)** Arbs submitted check request for $24,311 00 for the dealer.
Make Public	**Created By Nina Woodruff (10/30/2014 10 38 AM)** Consumer Affairs Voluntary replacement due to 4 attempts for repair for OCS/Airbag sensor. Total number of days down 12
Make Public	**Created By Nina Woodruff (10/30/2014 10 37 AM)** Consumer Affairs Voluntary replacement due to 4 attempts for repair for OCS/Airbag sensor.
Make Public	**Created By Nina Woodruff (10/30/2014 10 36 AM)** multiple repair attempts for an Air Bag Sensor issue
Make Public	**Created By Nina Woodruff (10/30/2014 7 28 AM)** Arbs notes received Signed replacement agreement from c, attached to the case
Make Public	**Created By Nina Woodruff (10/28/2014 2 47 PM)** Arbs is revising replacement calculation per, is waving c's usage per this is a volunatry lease replacement, Arbs reviewed C's lease, c allotted 1000 miles per month, C at 16 month threshold, c has not exceeded alloted miles lease therefore advised c would waive the usage. Replacement: Invoice Price $24,367 00 Kickplates $213.00 external ground lighting $213.00 locking wheel nuts $65 00 nitro fill $39 00 floormats $90.00 doc fee $99.00 rebate -$775 00 Total Purchase Price $24,311 00 NNA Amount to Dealer $24,311.00 Total Replacement $24,311.00
Make Public	**Created By Nina Woodruff (10/28/2014 12 07 PM)** Arbs notes emailed C replacement letter for review.
Make Public	**Created By Nina Woodruff (10/28/2014 11 34 AM)** Arbs notes Replacement Calculations: Replacement: Invoice Price $24,367 00 Kickplates $213.00 external ground lighting $213.00 locking wheel nuts $65 00 nitro fill $39 00 floormats $90.00 doc fee $99.00 rebate -$775 00 Total Purchase Price $24,311 00 Less Usage $1,836.58 Total C Participation $1,836 58 NNA Amount to Dealer $22,474.42 Total Replacement $22,474.42
Make Public	**Created By Nina Woodruff (10/27/2014 4 17 PM)** arbs notes usage calculation: 15,070 miles/100000 x 24,374 = $3673.16 Arbs will waive 50% of usage per replacement =$1,836.58
Make Public	**Created By Nina Woodruff (10/23/2014 10 49 AM)** Hi Matt, Thank you for sending over the new buyers order, I also still need the new invoice showing his new vehicle at invoice price so we can proceed with his replacement. Can you please fax this over to me. Thanks Nina Nina Woodruff Customer Quality & Dealer Network Development Arbitration Specialist
Make Public	**Created By Nina Woodruff (10/21/2014 8 19 AM)** Hi Matt, Thanks for sending me the new buyers order, I also need new invoice for the new vin# showing invoice price and all of the collaterals, can you please send this to me as well. This is the last doc I need update Thanks Nina Nina Woodruff Customer Quality & Dealer Network Development Arbitration Specialist
Make Public	**Created By Nina Woodruff (10/17/2014 3 59 PM)** Arbs called dlr matt stein back, advised needing updated buyers order showing new vehicle at invoice cost and other collaterals, he advised would gather and call me back
Make Public	**Created By Nina Woodruff (10/17/2014 3 53 PM)** Arbs received voicemail from matt stien at dealership cb # 816-649-5257.

Make Public

Created By Nina Woodruff (10/16/2014 2 50 PM)
Arbs sent email to Matt Stein dlr:

Hello Matt,

I am currently working on the case for Ryan Peth. Can you please send me an updated buyers order and new showing the purchase price of the new vehicle at invoice , taxes, rebates, doc fees, vsc etc The Dealership will keep holdback and should RDR as a new sale.

I need this to be reflected on the new buyers order and invoice for case to accurately complete the soc payoff for your dealership.
Can you please fax this information to me.

Thanks

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Nina Woodruff (10/16/2014 2 34 PM)
Hi Nina,

Below is the payment/payoff information that you requested.

SR# [redacted]
Account# [redacted]
Custome[redacted]
Payoff amount is $19972.11 good thru 11/14/2014
Payments received 18
Payment amount $310.02
Recent payment received on 10/15/2014 in the amount of $310.02

Make Public

Thanks,

_____
Israel Ramos
Fulfillment and Correspondence

Nissan Motor Acceptance Corp
Infiniti Financial Services
8900 Freeport Pkwy
Irving TX 75063
Phn: +1 214.596.4260
Fax: +1 972 607.
RamosI2@NMAC.com

Created By Nina Woodruff (10/16/2014 2 33 PM)
Hi Nina,
Yes to SOC.

Make Public

_____
Anna Fraley
Nissan Motor Acceptance Corporation
Quality Assurance Specialist
Fulfillment and Correspondence Department
fraleya@nmac.com
214.596.4567

Make Public

Created By Nina Woodruff (10/15/2014 7 59 AM)
Arbs sent email to C to updated needed the payoff info from nmac.

Created By Nina Woodruff (10/15/2014 7 55 AM)
Hello,

RE : Ryan Peth
2013 Nissan Altima
1N4AL3AP0DC[redacted]

Will you please provide the following for [redacted] account:

1. Acct #
2. Payoff Amt.
3. Per Diem
4. Interest Paid to Date
5. Sales Contract
6. Payment History
7. SOC Eligibility?

Make Public

Thanks
Nina

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7028
Fax: +1 615 967.2272
Email: nina.woodruff@nissan-usa com

Created By Nina Woodruff (10/14/2014 3 49 PM)
Hello,

Can I please have a copy of [redacted] Lease Sales Contract and Lease payment history.

Thanks

Make Public

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7028
Fax: +1 615 967.2272
Email: nina.woodruff@nissan-usa com

Make Public

Created By Nina Woodruff (10/10/2014 11 47 AM)
Hello,

Can you please send me a copy of Ryan Peth's Lease Contract vin # 1N4AL3AP0DC[redacted]

Thanks
Nina

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Nina Woodruff (10/3/2014 9 12 AM)
Arb notes dlr information :

--
Matt Stein
Sales Director
Joe Machens Nissan
201 Nebraska Ave
Columbia MO 65203
573-443-1660
mstein@machens com
www.joemachensnissan.com

Make Public

Created By Nina Woodruff (10/2/2014 1 32 PM)
Arbs spoke with c, advised will work on letter for soc and will email letter to C once complete.

Make Public

Created By Nina Woodruff (9/23/2014 7 43 AM)
Arbs notes received Vehicle Registration, Sales Docs, Old Invoice from Matt (dlr).

Make Public

Created By Nina Woodruff (9/22/2014 2 54 PM)
Hello Matt,

Thank you for assisting Nissan with replacing [redacted] 2013 Nissan Altima.

Please assist[redacted]n finding an equal value vehicle and send me the buyers order and new invoice for the new vehicle. Please show the purchase price of the vehicle at invoice, but you may include all collaterals, taxes, rebates, doc fees, etc The Dealership will keep holdback and should RDR as a new sale.

NMAC has agreed to do a Substitute of Collateral for this customer, which would just change the V N on his current lease agreement. If [redacted] picks out a vehicle that has upgraded options, he would be responsible for the upgrades.

Please do not release the replacement vehicle to the customer until surrender. You will be notified from Morley VSPC, our surrender company, when that will occur.

Once the vehicle is selected it will take 10 – 14 days to surrender the vehicle. This vehicle will not go into the dealer stock. Nissan will pick up the repurchased vehicle.

Thanks again and I will keep a look out for the buyers order and new invoice.

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7028
Fax: +1 615 967.2272
Email: nina.woodruff@nissan-usa com

Make Public

Created By Nina Woodruff (9/22/2014 10 24 AM)
Arbs received call from C, C advised would like to accept the offer for replacement.

Arbs advised would need copy of current registration and Lease Documents to start the process. C advised would obtain from Dlr and send to Arbs.

Make Public

Created By Nina Woodruff (9/22/2014 9 53 AM)
All,

Per review of the RHR and case history fo[redacted] 2013 Nissan Altima VIN#1N4AL3AP0DC[redacted] I would like to assist the customer with offering an replacement. I will take over the case from RCAS Chris Felts.

Servicing Dealer:

JOE MACHENS NISSAN
Dealer Code 5243
Phone 5734431660
Parent Account
Billing Address 201 NEBRASKA AVE
COLUMBIA, MO 65203
Region Code 32

Thanks

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7028
Fax: +1 615 967.2272
Email: nina.woodruff@nissan-usa com

Make Public

Created By Nina Woodruff (9/22/2014 9 44 AM)
Arbs attempted to reach C, no answer,

Arbs called mobile, spoke with wife, left phone # to call arbs to discuss replacment.

Arbs notes C worked 2nd shift.

Make Public

Created By Nina Woodruff (9/22/2014 9 39 AM)
Arbs is offering assistance with replacement due to 4 attempts for repair for OCS/Airbag sensor.

Make Public

Created By Nina Woodruff (9/22/2014 9 36 AM)
Arbs notes per review of RHR, case history Arbs is in a position of offer the customer assistance with an replacment.

Arbs will takeover the case.

Make Public

Created By Nina Woodruff (9/22/2014 9 30 AM)
Arbs notes in service date of 05/06/13
Arbs notes Nmac Lease

Arbs notes VSC RCCJ99160575

Arbs notes Total number of days down 12 with:

1 visit for P/S airbag light comes on with psgr is seat
- Zero Point Reset
1 visit Rear ground lighting is inop
- Replaced LED Lighing
1 visit OCS reprogramming
- Campaign Completed
1 visit P/S airbag light comes on with psgr is seat
- Installed new OCS sensors and performed zero point reset
1 visit P/S airbag light comes on with psgr is seat
-Installed new OCS detection module ass'y
1 visit P/S airbag light comes on with psgr is seat
- Installed new OCS sensors

Arbs notes Total of 6 visits with 5 warrantable repairs

Created By Nina Woodruff (9/22/2014 9 30 AM)
ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR, dlr:

Open Date 07/15/13... Mileage 2,119 ... RO [redacted]... Days Down 1 ...
Concern:
P/S airbag light comes on with psgr is seat
Action:
Zero point reset

Open Date 10/25/13 ...Mileage 5,002 .... RO [redacted]... Days Down 1 ...
Concern:
Rear ground lighting is inop
Action:
Replaced LED lighting on both sides

Open Date 04/25/14 ... Mileage 10,081 ... RO [redacted].. Days Down 1 ...
Concern:
OCS reprogramming
Action:
Campaign complete

Make Public

Open Date 07/10/14 ... Mileage 13,344 ... RO [redacted].. Days Down 1 ...
Concern:
P/S airbag light comes on with psgr is seat
Action:
Installed new OCS sensors and performed zero point reset

Open Date 08/08/14 ... Mileage 14,388 ... RO [redacted]... Days Down 5 ...
Concern:
P/S airbag light comes on with psgr is seat
Action:
Installed new OCS detection module ass'y

Open Date 09/08/14 ... Mileage 15,070 ... RO [redacted].. Days Down 3 ...
Concern:
P/S airbag light comes on with psgr is seat
Action:
Installed new OCS sensors

Created By Chris Felts (9/22/2014 8 26 AM)
RCAS called C at [redacted] at 824am
RCAS told C that Cs case is being reviewed
C wanted to let RCAS know that light came on again for airbag sensor this weekend
C made DLR aware of issue
RCAS stated that rcas would document
C wants update on case Friday
RCAS will set follow up date for 9-26
Call ends mutually

Make Public

Make Private ✓ **Created By Ashley Fiting (9/18/2014 3 58 PM) Last Modified By Chris Felts (9/22/2014 8 06 AM)**
DRTS received RHR. The RHR has been assigned to ARBS- Nina Woodruff for review.

Make Private ✓ **Created By Jacklyn Capers (9/18/2014 9 10 AM) Last Modified By Chris Felts (9/22/2014 8 06 AM)**
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Private ✓ **Created By Chris Felts (9/17/2014 4 33 PM) Last Modified By Chris Felts (9/18/2014 8 01 AM)**
RCAS called SM Kevin
SM states that SM fixed light on 9-10
SM states that SM and sales manager Matt Stein have talked about getting C out of Veh
SM transferred to Matt Stein and RCAS left VM

Make Private ✓ **Created By Chris Felts (9/17/2014 4 24 PM) Last Modified By Chris Felts (9/18/2014 8 01 AM)**
RCAS called C at [redacted]at 412pm
C states that C leased 2013 Altima May 2014
C states that C came in 6-7 times for airbag sensor malfunction
C states that DLR did reprograms, recall for issue, switched sensors, replaced bolts
C states that SM called up to sales after 7th time in and requested that Sales work with C and get C out of this veh
C stated that Cs lease comes up May 2016 and C wants out of veh
C is not happy with DLR , having multiple issues
C states that lease payment is 310.02
C states that C wants out of car
C states that DLR has got newer model 14 altima in DLR and wants C to pick up while process is ongoing
C states that C will not pick up any veh until process complete bc C does not trust DLR
C states that C wants resolution, C does not want payments to go up or a brand new lease
C wants to stay with remainder of lease with same payments in a different car
RCAS states that rcas will follow up 9-22 to let C know how case is going and any new information

BEST CONTACT-[redacted] between 10am-130pm

Make Private ✓ **Created By Joan Arrieta (9/17/2014 1 20 PM) Last Modified By Chris Felts (9/17/2014 3 54 PM)**
crr-ja received a transfer call from nmac
crr-ja spoke to c stating that c's been calling rcas at [redacted]but recording says vmx wasnt set up c said c left a message around 7 times but havent heard back and dont know if rcas even received c's vmx messages
crr-ja called rcas-cf # but wasnt available
crr-ja sent internal message to rcas-cf but didnt get a response in 2 minutes
crr-ja asked for c's best call back time today and tomorros c said today after 2:00pm at work # [redacted]c said tomorrow between 10:00am - 1 30pm at contact # 5739997978
c hang up
crr-ja exting case

Make Private ✓ **Created By Chris Felts (9/17/2014 9 28 AM) Last Modified By Chris Felts (9/17/2014 3 54 PM)**
RCAS called C at [redacted] at 928am
RCAS left VM and will follow up 9-17

Make Private

✓ **Created By** Chris Felts (9/16/2014 2 47 PM) **Last Modified By** Chris Felts (9/17/2014 3 54 PM)
RCAS called C at [redacted] at 247pm
RCAS will follow up 9-17

Created By Chris Felts (9/16/2014 2 45 PM) **Last Modified By** Chris Felts (9/17/2014 3 54 PM)
RCAS called SM Kevin
SM stated that C came in last 9-8 with airbag light concerns
Make Private ✓ SM stated that C having multiple issues with light coming on with people in seat
SM stated that veh has 15,070 miles
SM stated that this has been a problem with this veh
SM states that SM has worked with tech line and can fix its just a slow process
Call ends

Created By Adrian Lagdameo (9/15/2014 6 22 PM) **Last Modified By** Chris Felts (9/17/2014 3 54 PM)
c called in to inform us about the on-going issue on his 2013 Altima which has been in JOE MACHENS NISSAN since May of Last year. The Sales Director Matt Stein advised c to call us for us to create a case number because they will refer to the this as they escalate the issue to corporate as c stated
crr-al apologized and provided assurance to assist
crr-al asked for c's full name, mailing address and contact details
c provided it
crr-al also asked for the last 6 of the VIN
c provided it
Make Private ✓ c stated that veh has been taken in the said dealership in 7 different times now, there had been a need for computer reprogramming for the same issue which is the AIR BAG SENSOR. c added that the SAs are not confident that they can get it fixed. c was given a choice to lease a new one because of the multiple same occuring issue on the veh.
crr-al asked c the name of the SM he dealt with
c stated it was SM Kevin Scaultz. He did a lot of effort but it was just not enough according to c.
crr-al advised c that this case will be escalated to RCAS which will call c by the end of the next business day
c agreed
crr-al offered further assistance
c added that the RCAS can get in touch with SALES D RECTOR Matt Stein at 5734431660 -m
crr-al provided a quick recap, case number, name, extension number, branding and ended the call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/15/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/15/2014	YE	BK	233500	OA
Edit | Del		NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL INQUIRY	QF	9/15/2014	ZR	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/5/2014	Lance Davis	12/4/2014 8:36 AM
Edit | Del	Review Approved Check Request		✓	11/4/2014	Nina Woodruff	11/5/2014 9:10 AM
Edit | Del	RHR Creation-Nissan-Complete		✓	9/18/2014	Chris Felts	9/22/2014 11:02 AM
Edit | Del	RHR Review-Peth-15762762		✓	9/18/2014	Nina Woodruff	9/22/2014 9:56 AM
Edit | Del	RHR Assigned-Peth-15762762		✓	9/18/2014	Chris Felts	9/18/2014 3:58 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP0DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	11/5/2014	Dealer	Approved	$26,241 91	32BUYBACK	Nissan South Central Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] Morley Packet.pdf	1.03MB	11/5/2014 1:55 PM	Nina Woodruff
Edit | View | Del	[redacted] - Dealer Replacement Agreement Letter.pdf	138KB	11/3/2014 3:42 PM	Nina Woodruff
Edit | View | Del	[redacted] - Substitution Documents.pdf	169KB	11/3/2014 3:00 PM	Nina Woodruff
Edit | View | Del	[redacted] - Replacement Invoice.pdf	18KB	11/3/2014 10:59 AM	Nina Woodruff
Edit | View | Del	error	27KB	11/3/2014 10:32 AM	Nina Woodruff

Show more » | Go to list »

Case History

Case History Help

Date	User	Action

6/5/2015 2:17 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
12/3/2014 1 53 PM	Jim Land	Changed **Case Owner** from Nina Woodruff to **Jim Land**.
12/3/2014 1 53 PM	Jim Land	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [40] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Angie Mathis [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/15/2014	Type	CA
Follow Up Date	1/2/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/16/2014 7:29 AM
CA Multiple Repairs		Date/Time Closed	1/16/2015 10:44 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00050381

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Attorney Demand Voluntary Repurchase - NNA repurchased vehicle due to 5 repairs regarding airbag light on and 7 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,666		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KEN POLLOCK NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$25,470.86	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE: [redacted] VIN: 1N4AL3AP6E[redacted]		
Created By	Angela Baase, 9/16/2014 7 29 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:26 AM	Root Cause Code (2)	
Days Closed	362	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie Mathis (1/9/2015 8 50 AM)** Arbs-ASM notes atty receipt of overage ck on 1/7 and signed by S. Landaux. Arbs attached POD to case.
Make Public		**Created By Angie Mathis (1/5/2015 7 58 AM)** Arbs-ASM submitted the following ck request: Ck payable to c and atty in the amount of $338.86, Fed Ex [redacted]
Make Public		**Created By Angie Mathis (12/22/2014 1 27 PM)** Arbs-ASM will submit check request to c and atty in the amount of $338.86 after the holiday.
Make Public		**Created By Angie Mathis (12/22/2014 1 24 PM)** Arbs-ASM received email from NMAC: Hi Angie, The payoff in the amount of $17620.72 was quoted on 10/15/14. The customer made a payment on 10/16/14 in the amount of $338.86. The overage was from the last payment that the customer sent in.
Make Public		**Created By Angie Mathis (12/17/2014 8 42 AM)** Arbs-ASM notes overpymnt in the amount of $338.86 posted to account. Arbs submitted email to NMAC to inquire who made pymnt.
Make Public		**Created By Tammy Knotts (12/12/2014 10 18 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1.00 sent to LOCKBOX #[redacted] FED EX TRACKING #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (12/12/2014 10 17 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $762 00 sent to LOCKBOX #[redacted] FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (12/9/2014 3 58 PM)** DRTS TK: Check(s) from NMAC for OVERPAYMENT in the amount of $338.86 sent to LOCKBOX #[redacted] FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/5/2014 2 40 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: airbag light on with passenger in seat
Make Public		**Created By Angie Mathis (10/24/2014 2 40 PM) Last Modified By Angie Mathis (10/24/2014 2 40 PM)** Arbs-ASM notes the following: Ck 0141522709 payable to NMAC in the amount of $17,620.72 Ck 0141522697 payable to c and atty in the amount of $7,511.28 Morley case [redacted] Fed Ex [redacted]
Make Public		**Created By Angie Mathis (10/20/2014 3 37 PM)** Arbs-ASM submitted the following ck request: Ck payable to NMAC in the amount of $17,620.72 Ck payable to c and atty in the amount of $7,511.28
Make Public		**Created By Angie Mathis (10/20/2014 3 31 PM) Last Modified By Angie Mathis (10/20/2014 3 31 PM)** Arbs-ASM received completed repurchase agreement via email from Dave with atty office and attached to case.
Make Public		**Created By Angie Mathis (10/15/2014 9 42 AM)** Arbs-ASM received email from Dave with atty office stating c advised made additional pymnt and requested updated figures.

Arbs prepared updated letter and forwarded to Dave with atty office:

$21,363 02 - Base Price :
$955.00 - Service Contract:
$1,159.08 - Sales Tax:
$169.50 - License/Registration / Doc Fee/ Tire:
$0 00 - Finance Charges:
$315.00 - Fog Lights:
$23,960 60 - Total Purchase Price:
$78.60 - Less Usage: (786 x .10)
$500.00 - Less Rebate:
$17,620.72 - Less Lien Payoff:
$18,199.32 - Total Deductions:
$5,761.28 - Refund Amount:
$1,750.00 - Attorney Fees:
$25,132.00 - Total Repurchase:

Created By Angie Mathis (10/15/2014 9 34 AM)
Arbs-ASM received email from NMAC:

Hi [redacted]

Below is the payment/payoff information that you requested.

SR#1-[redacted]
Account#[redacted]
Customer[redacted]
30 day payoff $17620.72 good thru 11/15/2014
Per diem 0 00
# of scheduled payments received 8
Scheduled Payment amount 338.86
Total Principal paid 2,710.88
Total Interest paid 0.00
Late fees paid 0.00
Recent payment received on 9/30/2014 in the amount of $338 86

Thanks,

Make Public

Created By Angie Mathis (10/14/2014 2 22 PM)
Arbs-ASM also submitted request to NMAC for updated payoff.

Make Public

Created By Angie Mathis (10/14/2014 2 11 PM)
Arbs-ASM prepared updated repurchase letter and forwarded to Dave at atty office via email:

$21,363 02 - Base Price :
$955.00 - Service Contract:
$1,159.08 - Sales Tax:
$169.50 - License/Registration / Doc Fee/ Tire:
$0 00 - Finance Charges:
$315.00 - Fog Lights
$23,961 60 - Total Purchase Price:
$78.60 - Less Usage: (786 x .10)
$500.00 - Less Rebate:
$17,959 58 - Less Lien Payoff:
$18,538.18 - Total Deductions:
$5,423.42 - Refund Amount:
$1,750.00 Attorney Fees:
$25,133.00 - Total Repurchase:

Make Public

Created By Angie Mathis (10/14/2014 1 55 PM)
Arbs-ASM received cancelled check from c payable to dlr in the amount of $315.00, same day veh purchased. Arbs attached to case.

Make Public

Created By Angie Mathis (10/13/2014 8 13 AM)
Arbs-ASM responded to Dave with atty office requesting a receipt for the fog lights.

Make Public

Created By Angie Mathis (10/13/2014 8 07 AM)
Arbs-ASM received completed repurchase agreement via email from Dave with atty office. Arbs attached to case.

Arbs received email from Dave with atty office to inquire if NNA can reimburse c for fog lights.

Created By Angie Mathis (10/7/2014 10 24 AM)
Arbs-ASM prepared repurchase letter and forwarded to Dave at atty office via email:

$21,363 02 - Base Price :
$955.00 - Service Contract:
$1,159.08 - Sales Tax:
$169.50 - License/Registration / Doc Fee/ Tire:
$0 00 - Finance Charges:
$23,646 60 - Total Purchase Price:
$78.60 - Less Usage: (786 x .10)
$500.00 - Less Rebate:
$17,959 58 - Less Lien Payoff:
$18,538.18 - Total Deductions:
$5,108.42 - Refund Amount:
$1,750.00 Attorney Fees:
$24,818.00 - Total Repurchase:

Make Public

Created By Angie Mathis (10/7/2014 10 20 AM)
Arbs-ASM received email from Dave with atty office including the veh registration and attached to case.

Make Public

Created By Angie Mathis (10/6/2014 4 30 PM)
Arbs-ASM submitted email to Dave with atty office requesting a copy of the veh reg.

Created By Angie Mathis (9/30/2014 3 17 PM)
Arbs-ASM received email from NMAC:

Hi Angie,

Below is the payment/payoff information that you requested.

SR#1-[redacted]
Account[redacted]
Customer[redacted]
30 day payoff $17959 58 good thru 10/30/2014
Per diem 0 00
# of scheduled payments received 7
Scheduled Payment amount 338.86
Total Principal paid 2,372.02
Total Interest paid 0.00
Late fees paid 0.00
Recent payment received on 8/26/2014 in the amount of $338 86

Thanks,

Make Public

	Created By Angie Mathis (9/29/2014 10 54 AM) Arbs-ASM submitted email to NMAC requesting payoff information.
Make Public	**Created By Angie Mathis (9/29/2014 10 51 AM)** Arbs-ASM received email from atty-Bob: Client accepts. This is an NMAC Loan. Please let Dave know if you still need him to supply a lien holder form. Also, the client had dealer installed Nissan fog lights for which he is faxing Joan the receipt and she will w-mail it to you and Dave. Thanks for working with me. Bob
Make Public	**Created By Angela Baase (9/26/2014 8 18 AM)** DRTS attached factory Invoice
Make Public	**Created By Angie Mathis (9/25/2014 2 54 PM)** Arbs-ASM prepared letter and forwarded to atty-Bob Silverman via email and Fed Ex [redacted] As we discussed, Nissan is willing to repurchase the above vehicle under the terms of the Pennsylvania Lemon Law and include attorney fees of $1,750.00 to resolve this matter. Please provide me a copy of the lienholder information and vehicle registration at your earliest convenience. Arbs attached letter and docs to case.
Make Public	**Created By Angie Mathis (9/25/2014 2 43 PM)** Arbs-ASM received call from atty-Bob regarding case. Atty advised c seeking repurchase. Arbs agreed to veh repurchase and $1750 in atty fees.
Make Public	**Created By Angie Mathis (9/25/2014 9 37 AM)** Arbs-ASM notes the following: 5 visits/updates reg airbag light on OCS reprog under FW, subsequent updates under DI, final update request from tech-line for zero point reset (DI) 7 days out of service
Make Public	**Created By Angie Mathis (9/25/2014 9 25 AM)** Arbs-ASM reviewed previous cases, CPIA, and RHR: 4/2/14-4/2/14 Mileage: 786 1. C/S airbag light coming on/off - no prob found 2. C/S vibration at 45-50mph - could not dup 5/8/14-5/8/14 Mileage: 1,717 Reprogram OCS 5/29/14-5/29/14 Mileage: 2,222 1. C/S psgr airbag light on - OCS abnormal voltage 2. C/S A/C takes a long time to get cold - tested 30 degrees at vents 8/1/14-8/1/14 Mileage: 3,277 1. C/S at times psgr airbag light on - operating properly 2. C/S bluetooth not working when A/C on - need vents in low or strait to not interrupt operation 8/19/14-8/21/14 Mileage: 3,666 1. C/S psgr airbag light on - techline advised perform zero point reset 2. C/S bluetooth cutting out - could not dup
Make Public	**Created By Angie Mathis (9/25/2014 9 20 AM)** ***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THE C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY***
Make Public	**Created By Angela Baase (9/24/2014 2 37 PM)** DRTS received Misc. documents to include RO's, Sales documents, rental agreement, etc. Attaching to this case.
Make Public	**Created By Angela Baase (9/23/2014 3 29 PM)** DRTS attached sales documents.
Make Public	**Created By Angela Baase (9/23/2014 3 25 PM)** DRTS called dealer 5024 again to see if Jacob faxed over the Sales documents and he stated he did. DRTS did not receive these so he is faxing them again.
Make Public	**Created By Angela Baase (9/22/2014 7 23 AM)** DRTS attached and completed RHR on 9/18, however forgot to complete the task as finished until 9/22/14.
Make Public	**Created By Angela Baase (9/18/2014 9 48 AM)** DRTS spoke to Allan at dealer 5024 to request all repair orders for this vehicle. He took down the fax number and is going to follow up on it and get them sent over.
Make Public	**Created By Angela Baase (9/17/2014 2 55 PM)** DRTS followed up with Keith in the service department to get the documents requested yesterday. He said he has everything pulled but just needs to fax it.
Make Public	**Created By Angela Baase (9/16/2014 11 01 AM)** DRTS contacted dealer 5024 and spoke to Jacob in the finance department to obtain the Bill of Sale and title application. He stated he will try to fax it over by the end of the day.
Make Public	**Created By Angela Baase (9/16/2014 11 00 AM)** DRTS contacted dealer 5024 and spoke to Keith in the service department to get repair orders and tech notes for this vehicle. He said he will fax them over.
Make Public	**Created By Angela Baase (9/16/2014 7 58 AM)** ***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY*** Previous cases-[redacted](sales and service [redacted] CA) [redacted] Tech Line) Open recalls\campaigns-none DRTS in receipt of Attorney Letter sent 9/15/2014 via e-mail from Kimmel & Silverman P.C., signed by Robert M. Silverman. Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Nonconformity not clearly stated. Customer request is not clearly defined. Time to respond is unclear.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/29/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/5/2015	Angie Mathis	1/6/2015 8:02 AM
Edit | Del	New DTS Request		✓	11/21/2014	Mike Wetherill	11/6/2014 4 03 PM
Edit | Del	Review Approved Check Request		✓	10/23/2014	Angie Mathis	10/24/2014 7:55 AM
Edit | Del	Review Approved Check Request		✓	10/23/2014	Angie Mathis	10/24/2014 7:55 AM
Edit | Del	Collect Factory Invoice		✓	9/26/2014	Angela Baase	9/26/2014 8:19 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP6EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		1/6/2015	Attorney	Approved	$338 86	24BUYBACK	Nissan North Central Buyback/Trade	Kimmel &	Silverman, PC and
			10/24/2014	Lienholder	Approved	$17,620.72	24BUYBACK	Nissan North Central Buyback/Trade	Nissan Motor	Acceptance
			10/24/2014	Attorney	Approved	$7,511 28	24BUYBACK	Nissan North Central Buyback/Trade	Kimmel &	Silverman, PC and

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales tax packet.pdf	1.09MB	8/25/2015 10:19 AM	Rebecca Martin
Edit | View | Del	[redacted]-Check.pdf	72KB	2/12/2015 2 28 PM	Tammy Knotts
Edit | View | Del	[redacted] Atty overage c	10KB	1/9/2015 8:50 AM	Angie Mathis
Edit | View | Del	[redacted] NMAC email 3	73KB	12/22/2014 1:25 PM	Angie Mathis
Edit | View | Del	[redacted]-Check 3.pdf	76KB	12/12/2014 10:19 AM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/16/2015 10:44 AM	Angie Mathis	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/2/2015 2 05 PM	Angie Mathis	Changed **Follow Up Date** from 10/23/2014 to **1/2/2015**.
1/2/2015 2 04 PM	Angie Mathis	Changed **Case Owner** from Jim Land to **Angie Mathis**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [2] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Danielle Spurling [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/16/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/16/2014 10:29 AM
CA Multiple Repairs		Date/Time Closed	9/16/2014 10:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	31,487		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NFINITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SEWELL INFINITI	Data Net	
Case Servicing Dealer Region	Infiniti South Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AL0MM6D[redacted]		
Created By	Danielle Spurling, 9/16/2014 10:29 AM	Root Cause Code	SDMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	484	Action Code	DT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Trisha Zamarron (9/17/2014 2 38 PM)** *** [Added after the case is closed.] *** ARBS note the following repair history per CPIA, ROs, RHR: 09/06/12 @ 4,349 miles RO#[redacted] Concerns: 1.) Fuel tank campaign 2.) IBA reprogramming 3.) LOF 4.) Replaced combo meter Actions: 1.) Campaign completed 2.) Campaign complete/failed 3.) LOF complete 4.) Due to Campaign failing 11/27/12 @ 7,275miles RO#[redacted] Concerns: 1.) ECM campaign 2.) Fuel gauge is off 3.) Nav Traffic does not give good information 4.) LOF/Rotate Actions: 1.) Campaign complete 2.) No repair done 3.) Info not available for c's area 4.) Complete 02/11/13 @ 10,574miles RO# [redacted] Concerns: 1.) Rattle/chirping noise in area where housing meets A/V housing 2.) L/R door welt is coming loose 3.) LOF Actions: 1.) Applied foam to area 2.) Reinstalled L/R welt 3.) LOF complete 07/01/13 @ 15,430miles RO#[redacted] Concerns: 1.) 15 K svc 2.) Random rattle from cluster area 3.) Fuel gauge drops to "E" quickly at ¼ tank Actions: 1.) Svc complete 2.) Added flocking tape and foam to various areas 3.) No duplication 12/19/13 @ 22,327miles RO#[redacted] Concerns: 1.) LOF 2.) ABS campaign 3.) Rattle from dash 4.) Metallic noise, from R/R, at higher speeds 5.) Fuel gauge drops to "E" when vehicle hits ¼ tank 6.) L/F door will not stay open on level ground 7.) R/F door will not stay open on level ground 8.) Replace wiper inserts Actions: 1.) LOF complete

2.) Campaign complete
3.) Applied felt tape
4.) Adjusted and heat shield
5.) No duplication
6.) No duplication
7.) No duplication
8.) Complete

01/13/14 @ 22,948miles RO#[redacted]
Concerns:
1.) Brakes are squeaking
2.) OCS: improper operation
Actions:
1.) No duplication
2.) Zero point reset

06/24/14 @ 28,679miles RO#[redacted]
Concerns:
1.) OCS reprogramming
2.) LOF
Actions:
1.) Campaign complete
2.) LOF complete

09/10/14 @ 31,487miles RO#[redacted]
Concerns:
1.) OCS light: improper operation
2.) Rattling noise within the dash
3.) LOF
4.) Rattling sound from rear door
Actions:
1.) No repair noted
2.) No repair noted
3.) LOF complete
4.) No repair noted

==========

ARBS note the following:

tech case[redacted]
CA case [redacted]

4 visits 1 repair for fuel gauge
9/6/12 camp completed
11/27/13 no repair
7/1/13 no dup
12/19/13 no dup

3 visits for rattle/noise from dash/cluster/housing near A/V housing:
applied foam
added flocking tape and foam
applied felt tape

1 noise: adj heat shield
1 both front door not staying open when on level grd

2 OCS:
1 zero pt reset
1 campaign performed

Created By Danielle Spurling (9/16/2014 10 38 AM)
rcas verified V N, mileage, svc rtlr, owner name

rcas received call from SM-Ollie Hedge of Sewell Infiniti in Dallas, TX. SM advised would like to create in inbound case.

Make Private ✓

SM advised c has had concerns with passenger airbag warning light coming on with c's wife in the seat (wife is 130 lbs). SM advised OCS campaign was performed in 06/2014 and did not resolve concern. SM advised veh was also in for complaint 01/2014. SM advised veh is in currently for same concern.
SM advised veh came in 09/10. SM advised techline has not been contacted as no concern has been duplicated. SM advised rtlr test drove veh with someone in pass seat in multiple positions, and compared to KGV. SM advised only normal operation was found.
SM advised c was informed of this and advised c would not pick up veh. SM advised c advised c did not want veh and was directed to contact ICA.
rcas understood. rcas advised infield case has been documented. rcas provided file#, call was ended

rcas closing infield file.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULTIPLE REPAIR ATTEMPTS	14	9/16/2014	YE	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/16/2014	YX	BK	233500	OA
Edit | Del		INSTRUMENTATION	WARN NG DISPLAY	MULTIPLE REPAIR ATTEMPTS	11	9/16/2014	YE	AT	184500	OA
Edit | Del		INSTRUMENTATION	WARN NG DISPLAY	POOR OR IMPROPER OPERATION	11	9/16/2014	YX	AT	184500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/16/2014 10:39 AM	Danielle Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/16/2014 10:29 AM	Danielle Spurling	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE** [redacted] **N 5N1AL0MM6D**[redacted]

Show more » | Go to list »

Surveys Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Elizha Colquitt [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/16/2014 10:39 AM
CA Multiple Repairs		Date/Time Closed	9/23/2014 1:48 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	buyback request		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	29,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SEWELL NFINITI	Data Net	
Case Servicing Dealer Region	Infiniti South Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/16/2014	Vehicle Service Contract	
RHR Completed	9/17/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AL0MM6DC[redacted]		
Created By	Elizha Colquitt 9/16/2014 10:39 AM	Root Cause Code	SCBR
Last Modified By	Bharath Tadipatri 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	477	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Elizha Colquitt (9/23/2014 1 46 PM)** RCAS-EC received a call from c C requested an update RCAS-EC advised c that based on the rhr provided and a good faith review of the c concerns, it doesn't appear that the vehicle has had an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. C asked what is the # of attempts required RCAS-EC advised c that information is not available C demanded that RCAS-EC get it RCAS-EC advised c that the information is not public information C became unprofessional RCAS-EC advised c that if c did not remain professional then the call would be terminated C stated that c would fild under lemon law RCAS-EC advised that is c's right as a consumer C acknowledged and hung Closing case; no further assistance available
Make Public		**Created By Elizha Colquitt (9/19/2014 5 52 PM)** RCAS-EC called c at #[redacted] RCAS-EC left a vmx with c requesting a callback at [redacted] **Created By Trisha Zamarron (9/17/2014 2 47 PM)** ARBS note based on the rhr provided and a good faith review of the c concerns, it doesn't appear that the vehicle has had an unreasonable number of repair attempts for any warrantable concerns. ARBS note NNA will continue to honor the terms and conditions of all applicable warranties ARBS note that NNA doesn't feel a repurchase is warranted at this time. ARBS note concerns were not duplicated. ARBS note no DTS has been involved.
Make Public		**Created By Trisha Zamarron (9/17/2014 2 44 PM)** ARBS note the following repair history per CPIA, ROs, RHR: 09/06/12 @ 4,349 miles RO#[redacted] Concerns: 1.) Fuel tank campaign 2.) BA reprogramming 3.) LOF 4.) Replaced combo meter Actions: 1.) Campaign completed 2.) Campaign complete/failed 3.) LOF complete 4.) Due to Campaign failing 11/27/12 @ 7,275miles RO#[redacted] Concerns: 1.) ECM campaign 2.) Fuel gauge is off 3.) Nav Traffic does not give good information 4.) LOF/Rotate Actions: 1.) Campaign complete 2.) No repair done 3.) Info not available for c's area 4.) Complete 02/11/13 @ 10,574miles RO#[redacted]

Concerns:
1.) Rattle/chirping noise in area where housing meets A/V housing
2.) L/R door welt is coming loose
3.) LOF
Actions:
1.) Applied foam to area
2.) Reinstalled L/R welt
3.) LOF complete

07/01/13 @ 15,430miles RO#[redacted]
Concerns:
1.) 15 K svc
2.) Random rattle from cluster area
3.) Fuel gauge drops to "E" quickly at ¼ tank
Actions:
1.) Svc complete
2.) Added flocking tape and foam to various areas
3.) No duplication

12/19/13 @ 22,327miles RO#[redacted]
Concerns:
1.) LOF
2.) ABS campaign
3.) Rattle from dash
4.) Metallic noise, from R/R, at higher speeds
5.) Fuel gauge drops to "E" when vehicle hits ¼ tank
6.) L/F door will not stay open on level ground
7.) R/F door will not stay open on level ground
8.) Replace wiper inserts
Actions:
1.) LOF complete
2.) Campaign complete
3.) Applied felt tape
4.) Adjusted and heat shield
5.) No duplication
6.) No duplication
7.) No duplication
8.) Complete

01/13/14 @ 22,948miles RO[redacted]
Concerns:
1.) Brakes are squeaking
2.) OCS: improper operation
Actions:
1.) No duplication
2.) Zero point reset

06/24/14 @ 28,679miles RO#[redacted]
Concerns:
1.) OCS reprogramming
2.) LOF
Actions:
1.) Campaign complete
2.) LOF complete

09/10/14 @ 31,487miles RO[redacted]
Concerns:
1.) OCS light: improper operation
2.) Rattling noise within the dash
3.) LOF
4.) Rattling sound from rear door
Actions:
1.) No repair noted
2.) No repair noted
3.) LOF complete
4.) No repair noted

==========

ARBS note the following:

TX
tech case[redacted]
CA case [redacted]v manager called in
veh is leased
No DTS involved

4 visits 1 repair for fuel gauge
9/6/12 camp completed
11/27/13 no repair
7/1/13 no dup
12/19/13 no dup

3 visits for rattle/noise from dash/cluster/housing near A/V housing:
applied foam
added flocking tape and foam
applied felt tape

1 noise: adj heat shield
1 both front door not staying open when on level grd

3 visits 2 OCS:
1 zero pt reset
1 campaign performed
no dup

Make Public — **Created By Albert Jimenez (9/17/2014 10 04 AM)**
DRTS rec'd the RHR. The RHR was assigned to ARBS Trisha Zamarron fore review.

Make Public — **Created By Jacklyn Capers (9/17/2014 9 42 AM)**
RCAS rec'd RO's and attached to case
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public — **Created By Jacklyn Capers (9/16/2014 3 11 PM)**
RCAS sending email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at [redacted] RCAS also requesting that RO's, open for more than 7 days, be accompanied by time stamps to verify days down.

Make Public — **Created By Elizha Colquitt (9/16/2014 10 44 AM) Last Modified By Elizha Colquitt (9/16/2014 10 44 AM)**
RCAS-EC recieved inbound call from C
Previous related cases found none
Previous unrelated cases found:none
Checked for open recalls/campaign/up grades and found:none

RCAS-EC verified C's name, VIN, home and e-mail adress, mileage, phone number and DLR
C stated that c was advised to call CA to request buyback
RCAS-EC asked why
C stated that last year the air bag lights would come on and c would have to pull over to have that turned off
C stated that c has had all recalls service and the airbag continues to malfunctioned
C stated that c has taken to RTLR multiples times and it has not been fixed so c would like to return the car
RCAS-EC advised c that a repurchase request could also be set up for c
C acknowledged
Call ended mutually
Best contact # [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/23/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Reviewed RHR	Not Started		✓	[redacted]	9/17/2014	N/A	Elizha Colquitt

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	RHR Review[redacted]	[redacted]	✓	9/17/2014	Trisha Zamarron	9/17/2014 2:47 PM
Edit | Del	RHR Assigne[redacted]		✓	9/17/2014	Elizha Colquitt	9/17/2014 10:06 AM
Edit | Del	RHR CREATION		✓	9/17/2014	Jacklyn Capers	9/17/2014 9:42 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RH[redacted]doc	64KB	9/17/2014 9:41 AM	Jacklyn Capers
Edit | View | Del	RO[redacted]pdf	1.35MB	9/17/2014 9:41 AM	Jacklyn Capers
Edit | View | Del	RHR Template- Infiniti West Region Case[redacted]oc	143KB	9/16/2014 3:17 PM	Jacklyn Capers

Case History

Case History Help

Date	User	Action
9/23/2014 1:48 PM	Elizha Colquitt	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/19/2014 5 52 PM	Elizha Colquitt	Changed **Follow Up Date** from 9/19/2014 to **9/23/2014**.
9/17/2014 10:07 AM	Albert Jimenez	Changed **DRT Support Status** from Pending to **DRT Assigned**.

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Surveys

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	April Chenault [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/26/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/17/2014 10:02 AM
CA Multiple Repairs		Date/Time Closed	9/24/2014 4:51 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C requesting reimbursement for airbag ocs reset repair.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	44,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ2NC1B[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	17
Model Line	QX	Beyond PT Warranty Miles	0
Model Code	83411	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HOLMAN NFINITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$116.63	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] N: JN8AZ2NC1B[redacted]		
Created By	Denise Doddy, 9/17/2014 10:02 AM	Root Cause Code	SDCP
Last Modified By	Veronica Moody 4/3/2015 7:36 PM	Root Cause Code (2)	
Days Closed	476	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By April Chenault (9/24/2014 4 51 PM)** *** [Added after the case is closed] *** RCAS-AC closing case. RCAS-AC notes check approved.
Make Public		**Created By April Chenault (9/23/2014 1 18 PM)** RCAS-AC setting follow up for 9/26 to check status of check request.
Make Public		**Created By April Chenault (9/23/2014 1 09 PM)** Details of the reimbursement: Reimbursement for air bag repair to reset OCS. Name of the repair facility Admiral Infiniti Mileage:44623 Date of Invoice:9/17/14 Total Reimbursable Amount:116.63 RCAS-AC Submitting Check Request: RCAS-AC verified C's address. Closing case pending check request approval. Case summary: C requests assistance with reimbursement for OCS reset of airbag. RCAS-AC advised would reimburse C. RCAS-AC closing case pending approval of check request.
Make Public		**Created By April Chenault (9/23/2014 10 43 AM) Last Modified By April Chenault (9/23/2014 10 43 AM)** RCAS-AC contact C @[redacted] RCAS-AC advised will reimburse for C's airbag repair. RCAS-AC verified C's address. RCAS-AC advised will take 3 to 5 days to process and 2 to 4 weeks for mailing time for check. C understood. C thanked RCAS-AC C states cannot get rtlr to return C's call on extended warranty. RCAS-AC apologized and advised would call RTLR to request call back for C. C had no further questions. Call ended mutually. RCAS-AC contact SLS Sal. SLS advised would reach out to C for extended warranty. RCAS-AC provided C's number of [redacted] RCAS-AC contact C to advise SLS would call C advised SLS called while on call. C had no further questions. Call ended mutually.
Make Public		**Created By April Chenault (9/22/2014 12 35 PM)** Customer's history: -C's 1st infiniti, purchased new. - Veh has 44000 miles. - OOW on basic by 1 month - C has spent $2775.39 in 8 visits at RTLR. - C purchased VSC: [redacted]
Make Public		**Created By April Chenault (9/18/2014 2 47 PM)** RCAS-AC received inbound call from C. C is seeking reimbursement for $109.00 for airbag. RCAS-AC gave C fax number of [redacted] RCAS-AC advised will review and follow up with C by COB on 9/23. Call ended mutually.
Make Public		**Created By April Chenault (9/18/2014 2 16 PM)** RCAS-AC contact C @[redacted] left vmx including case number, name, and RCAS-AC contact of [redacted] RCAS-AC requested that if c does call back and reach vmx to please leave best time and number to reach c.

RCAS-AC advised will follow up with C by 9/23.

Make Public

Created By Denise Doddy **(9/17/2014 10 11 AM)**
RCAS-DD checked -no previous cases found
RCAS-DD verified C's name, address, VIN#, mileage, phone#, and svc'ing dlr.
RCAS-DD checked for Recalls/Campaigns and found: 3 closed recalls
RCAS DD checked for VSC, found: MTNJ00838720
rcas-dd c stated noticed airbag was on had appt today
c states need airbag light reset the cost is $109 00
c states basic warranty expired on 8/25/14
c is requesting assistance with repair cost
c states veh is currently at retailer and c stated s/a-brian informed c warranty has expired.
best contact [redacted]

Rcas-dd informed c unable to guarantee assistance but the case will be reviewed.
Rcas-dd informed c an rcas will contact c within 1 business day

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	9/17/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	9/24/2014	April Chenault	9/24/2014 4:50 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	9/25/2014		Approved	$116 63	72GDWIL	Infiniti East Goodwill	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	R[redacted]pdf	176KB	9/19/2014 9:19 AM	April Chenault

Case History

Case History Help

Date	User	Action
9/24/2014 4 51 PM	April Chenault	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/23/2014 1:18 PM	April Chenault	Changed **Follow Up Date** from 9/23/2014 to **9/26/2014**.
		Changed **Description**.

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Surveys

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Case [redacted]

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Case Comments [15] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Lanesha Becton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/17/2014 10 23 AM
CA Multiple Repairs		Date/Time Closed	10/29/2014 1 37 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vehicle concern- airbag light		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	B LL GATTON NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	3
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL GATTON NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] / N: 1N4AL3AP5DC[redacted]		
Created By	Monique Joy Pablo 9/17/2014 10:23 AM	Root Cause Code	SDIN
Last Modified By	Managed Services, 7/12/2015 12 51 PM	Root Cause Code (2)	
Days Closed	441	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lanesha Becton (10/29/2014 1 35 PM) RCAS-LB called dlr & spoke to SA-Karen
Make Public		SA-Karen advised that DTS is scheduled to come look at C's vehicle tomorrow at 9:00am & will handle concern locally RCAS-LB closing case per dealership-customer concern ** case closed**
Make Public		Created By Lanesha Becton (10/29/2014 1 01 PM) vehicle concern- airbag lightRCAS-LB contacted c left vmx including case number, name, and RCAS-LB contact of 615.725.7748 .
Make Public		Created By Lanesha Becton (10/24/2014 11 56 AM) RCAS-LB called SA-Karen RCAS-LB advised SA_Karen that C wants to speak to her SA-Karen RCAS_LB advised SA_Karen that c wants me to contact SA-Karen with information to relay to the customer??? SA-Karen advised will contact c regarding concern SA-Karen advised that Gary will be in the office on Monday & can assist with c's concern then
Make Private	✓	Created By Russell Rigsby (10/21/2014 4 18 PM) RCAS-RR made outbound call to c, left vmx. RCAS-RR provided c with RCAS-LB best contact number.
Make Public		Created By Kalia Johannes (10/21/2014 9 50 AM) TL-KJ noting does not have access to RCAS-LB's email and sent request to DTS-Gary Torgerson and CC'd Sr. DTS-Larry Rowe to request any recommendations or updates available on case as DTS-GT had previously inspected the veh.
Make Public		Created By Kalia Johannes (10/21/2014 9 38 AM) TL-KJ assisting RCAS-LB as RCAS-LB is out of the office *** TL-KJ noting previous techline case: 13584320 Per techline case the c has two Samsung Intensity 2 phones, one of them remains paired with the veh and the other does not and requires occasional re-pairing. TL noted that the case indicated per the microsite that c's phones are not compatible with the veh. Previous cases: [redacted] isssue with heated seats Inquiry about heated seat function C called to request recall info for veh, specifically if a transverse link was affected by any campaigns, no campaigns applied. TL-KJ noting no response documented from DTS, no indication DTS has inspected the veh.
Make Public		Created By Lanesha Becton (10/16/2014 2 11 PM) RCAS-LB called dlr to speak to SA-Karn & was unavailable
Make Public		Created By Lanesha Becton (10/10/2014 11 21 AM) RCAS-LB called c regarding follow up C stated that DTS-Gary hasn't contacted c as of yet C stated that 15% percent of the time the light will stay on & kicks's c phone out C stated that someone keeps call ing c with broken english & want NNA to contact SA-Karen when NNA has a response and SA-Karen will let c know. RCAS-LB advised contact DTS-Gary & left message RCAS-LB advised will contact c once hear from DTS-Gary C understood and appreciated the assistance Call ended mutually
Make Public		Created By Lanesha Becton (10/10/2014 11 02 AM) RCAS-LB called DTS-Gary regarding follow up with customer and left vm
Make Public		Created By Kalia Johannes (10/9/2014 9 21 AM) TL-KJ setting follow up for 10/10 to implement 1/3 plan.
Make Public		Created By Joy Acebedo (10/3/2014 2 49 PM) C called saying that c waited but there is no callback from Nissan yet. CRR-JA check the case and apologize to c explaining that RCAS-LB is the one who handle c's case. C provided the phone number and advice c that CRR-JA will send an internal message to RCAS-LB. CRR-jA also explain that CRR-JA will transfer the call to RCAS-LB's number and if RCAS-LB is not available, c can leave a vmx. C thanked CRR-JA and the call ended mutually. CRR-JA is exiting the case.

Make Public	Created By Lanesha Becton (9/23/2014 9 54 AM) vehicle concern- airbag light
Make Public	Created By Lanesha Becton (9/23/2014 9 52 AM) RCAS-LB called dlr & spoke to SA-Karen SA-Karen advised that the airbag light keeps coming on SA-Karen advised that the field rep rode with c & the seats were changed out SA-Karen advised that the airbag light still comes on & has tried to reach DTS-Gary and couldn't get a hold of DTS-GT RCAS-LB emailed DTS-GT rgarding callback to c
Make Public	Created By Lanesha Becton (9/18/2014 10 28 AM) RCAS-LB called c C stated that the light on the passenger side stays on 40% of the time stop C stated that c has to stop the vehicle, start the engine again 7 or 8 miles it goes off C also stated when c back's out of the garage, the headlights come on automatically & the lights stay on for 3-4 or 6-7 miles C also stated that the cell phone get's kicked out of bluetooth mode & then within a week it stops working C stated that c has been taking vehicle to Bill Gatton Nissan C stated that dlr & factory tech kept vehicle overnight C stated that factory tech & dlr didn't know wht else to do and advised to call NNA RCAS-LB empathized with C RCAS-LB advised contact dlr regarding concern C understood and appreciated the assistance Call ended mutually
Make Public	Created By Monique Joy Pablo (9/17/2014 11 47 AM) crr-mp received a call from c. c is having issues with the veh on passenger airbag light stays on 15% of the time and it doesn't go off crr-mp verified c's information: c said that c went to the dealership about 3-4 times already and have been reprogramming the veh many times dlr told c that dlr doesn't know how to fixed it c said that c spoke to the manager and the factory man GARRY PORGEN and told c to call CA for assistance with the repair crr-mp told c that c will be creating a case regarding the concern crr-mp informed c that case will be forwarded to RCAS and that they will review the case and they will be calling c back before the end of the next business day crr-mp offered further assistance, c declined. crr-mp gave the case number to c. crr-mp gave name and extension number. crr-mp brand the call crr-mp forwarding case to RCAS. crr-mp exiting case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	9/17/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/29/2014 1:37 PM	Lanesha Becton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 1:30 PM	Lanesha Becton	Changed **Follow Up Date** from 10/29/2014 to **11/3/2014**.
10/29/2014 1:01 PM	Lanesha Becton	Changed **Description**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	[redacted] [change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/17/2014 6:44 PM
CA Multiple Repairs		Date/Time Closed	9/25/2014 12:10 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	GW request for air bag sensor		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	100		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHARLIE CLARK NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	9/17/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AR2MN7EC[redacted]		
Created By	Karen Maldonado-Rivera 9/17/2014 6:44 PM	Root Cause Code	SNFA
Last Modified By	System Account NNAINT, 9/25/2014 7:08 PM	Root Cause Code (2)	
Days Closed	475	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Karen Maldonado-Rivera (9/25/2014 12 07 PM) RCAS contacted C at [redacted] at 1 04 pm EST # not in service. RCAS contacted C at [redacted] at 1:04 pm EST phone rang, rang, and rang until busy tone disconnected call. RCAS send C post card. RCAS closing case due to no other follow up action is required. Summary: C contacted NNA requesting assistance with veh repairs of the OCS sensor that was not covered under warranty due to the cause of the concern. GW request was processed and C was approved for the repairs under GW assistance by FOM Jamyla Jackson. Info was provided to dlr and RCAS was unable to make contact with C by phone and or email. No C response.
Make Private	✓	**Created By Karen Maldonado-Rivera (9/24/2014 12 44 PM)** RCAS contacted dlr CHARLIE CLARK NISSAN 9564236975 RCAS spoke with SA Matius and asked for the contact # from C on dlr files because RCAS have been trying to contact C and cannot get ahold of anyone. SA stated that home # 956) [redacted] and work # 9[redacted] re the only contact #'s dlr has for C. RCAS thanked for the info and assistance and mutually ended call. RCAS contacted C at [redacted] t 1 39 pm EST # not in service. RCAS contacted C at [redacted] t 1:40 pm EST phone rang, rang, and rang until busy tone disconnected call. RCAS send to C follow up email. RCAS exiting case and setting follow up for 9/25/14
Make Private	✓	**Created By Karen Maldonado-Rivera (9/23/2014 12 14 PM)** RCAS contacted C at [redacted] at 1:11 pm EST phone rang and rang for 3 minutes and it get to a busy tone. RCAS contacted C at [redacted] at 1:14 pm EST # is not in service. RCAS sending C follow up email. RCAS exiting case and setting follow up for 9/24/14
Make Private	✓	**Created By Karen Maldonado-Rivera (9/22/2014 12 12 PM)** RCAS setting follow up for 9/23/14
Make Private	✓	**Created By Karen Maldonado-Rivera (9/22/2014 12 11 PM)** RCAS contacted C at [redacted] at 1:08 pm EST RCAS advised c that the call may be recorded for quality purposes. C understood. RCAS spoke with a lady who was at C's residence who disconnected call while RCAS was providing call back # for C. RCAS contacted C at [redacted] at 1:11 pm EST # is not in service. RCAS sending follow up email to C. RCAS exiting case.
Make Private	✓	**Created By Karen Maldonado-Rivera (9/19/2014 12 18 PM)** RCAS contacted C at [redacted] at 1:11 pm EST # is not in service. RCAS contacted C at [redacted] t 1:11 pm EST RCAS advised c that the call may be recorded for quality purposes. C understood. RCAS spoke with Manuel C's brother who stated that C's are not in the house at the time but can take a message. RCAS explained that RCAS has a decision of the GW request for veh repairs needed and requested a call back from C. C's brother took message and call back #.

RCAS thanked for info and assistance.
RCAS provided name and ext #.
RCAS exiting case.

Make Private ✓

Created By Karen Maldonado-Rivera (9/19/2014 12 07 PM)
RCAS contacted dlr CHARLIE CLARK NISSAN[redacted]
RCAS spoke with Express SA Matius who explained to RCAS that SM and SD are in a meeting at the time and offered RCAS further assistance. RCAS advise that RCAS needed to provide info about a GW request C made to NNA that was approved for the OCS repairs. SA took notes of information about the GW approval and C's info to provided to SM and SD.
RCAS thanked for the info and assistance and mutually ended call.
RCAS exiting case.

Make Private ✓

Created By Karen Maldonado-Rivera (9/19/2014 11 12 AM)
RCAS received email from FOM with the following info: GW is approve as a one time gesture of GW to the C.
RCAS exiting case.

Make Private ✓

Created By Karen Maldonado-Rivera (9/18/2014 12 19 PM)
RCAS received VMX from SA Joe from dlr CHARL E CLARK NISSAN with the following info for the warranty cost for veh repairs needed: Labor $126 & Parts $51 67 for a total of $177.67
RCAS submitting GW request to FOM Jamyla Jackson
RCAS exiting case.

Make Private ✓

Created By Kelli Souders (9/18/2014 10 40 AM)
Rcas assisting with task only.
~~~~~~
Rcas placed call to dlr. SM-Ernie advised Rcas should speak to SA-Joe.

Has the c come in for any major services? No veh is new
What repair does he customer need? OCS sensor
What is the cause of failure? Not sure but is broken in half
Is the failure due to C misuse? Not sure
Warranty pricing of parts & labor? SA will be calling RCAS-KM to provide
SM has any recommendations? None
Is dlr or SM willing to participate on GW? SA states that c was informed by SD yesterday that decision will be up to NNA for assistance
Is any related history? No

Rcas thanked SA-Joe for info and advised to call Rcas-KM back at x457242 with pricing info so that review can be sent to FOM for possible assistance.

Make Private ✓

Created By Karen Maldonado-Rivera (9/17/2014 6 51 PM)
RCAS checked for previously related cases found none
RCAS checked for previously unrelated cases found none
RCAS verified and updated C's name,address, primary & alternative phone #'s, email, VIN, mileage, how acquired veh and srv dlr.
RCAS checked for open campaigns found none
RCAS received a call from C stating C stated that C took veh to NNA dlr because the airbag light was on and C took veh to dlr for inspection and C is being charge $365 dollars for the repairs because dlr advise to C that the warranty is not going to cover the repairs because the sensor is like burned. C stated that C purchased veh about 3 weeks ago and purchased veh new to avoid having any type of issues with veh. C stated that C need assistance for the repairs. C stated that the warning light turned on on 9/16/14 and C took veh and now just went to dlr to pick up veh and was told that C had to pay for the repairs.
RCAS advised that RCAS will verify the information and will process a GW request but RCAS cannot promise to C that financial assistance will be provided. RCAS apologize with C for the inconvenience and advise to C that next follow up will be for 9/22/14 or before if decision is available.
C understood.
RCAS provided C with name, ext. 457242 , and case #.
RCAS offered further assistance. C was satisfied & declined further assistance.
RCAS thanked C for calling CA.
RCAS setting follow up for 9/22/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | De	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	PREMATURE WEAR/FAILURE	14	9/18/2014	WA	BK	234000	OA
Edit | De		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/18/2014	YX	BK	234000	OA
Edit | De		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	OOW GOODWILL ASSISTANCE REQUEST	14	9/18/2014	YI	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0QuMpY:ref]	[redacted]	✓	9/24/2014	Karen Maldonado-Rivera	9/24/2014 12:44 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0QuMpY:ref]		✓	9/23/2014	Karen Maldonado-Rivera	9/23/2014 12:15 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0QuMpY:ref]		✓	9/22/2014	Karen Maldonado-Rivera	9/22/2014 12:13 PM
Edit | Del	CHARLIE CLARK NISSAN		✓	9/19/2014	Karen Maldonado-Rivera	9/18/2014 12:11 PM

Emails

Send an Email

Emails Help

Action	Status		Subject		Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09i8L. 500F0QuMpY:ref]	[redacted]	9/24/2014 12:44 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09i8L. 500F0QuMpY:ref]		9/23/2014 12:15 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09i8L. 500F0QuMpY:ref]		9/22/2014 12:13 PM

9/24/2014 Case #1[redacted] Dear [redacted] Thank you for taking the time ...
9/23/2014 Case #[redacted] Dear [redacted] Thank you for taking the time ...
9/22/2014 Case [redacted] Dear [redacted] Thank you for taking the time ...

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	Regional GW Request	5N1AR2MN7EC[redacted]	Created					

Check Activity

Check Activity Help

No records to display
~~~~~~

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/25/2014 12:10 PM	Karen Maldonado-Rivera	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/24/2014 12:44 PM	Karen Maldonado-Rivera	Changed **Follow Up Date** from 9/24/2014 to **9/25/2014**.
9/23/2014 12:15 PM	Karen Maldonado-Rivera	Changed **Follow Up Date** from 9/23/2014 to **9/24/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [13] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Lawanda Bradley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/18/2014 1:29 PM
CA Multiple Repairs		Date/Time Closed	10/3/2014 9:05 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	2
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BROWN'S DULLES NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] [redacted] VIN: 1N4AL3AP0DC [redacted]		
Created By	Shirley Santos, 9/18/2014 1:29 PM	Root Cause Code	LCSV
Last Modified By	Bharath Tadipatri 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	467	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Lawanda Bradley (10/3/2014 9 05 AM)** ***CASE SUMMARY*** C has concern with airbag indicator light RCAS-LB left vxms with C stated veh could be taken back to DLR for further diagnosing RCAS-LB unable to reach C after 3 attempts RCAS-LB is closing the case
Make Public		**Created By Lawanda Bradley (10/3/2014 9 03 AM)** RCAS-LB made outbound call to C at [redacted] C did not answer. RCAS-LB left message containing reason for calling, case number, and contact information. ******** RCAS-LB sent 3 attempts letter
Make Public		**Created By Lawanda Bradley (10/1/2014 10 44 AM)** RCAS-LB made outbound call to C at [redacted] C did not answer. RCAS-LB left message containing reason for calling, case number, and contact information.
Make Public		**Created By Lawanda Bradley (9/29/2014 8 05 AM)** RCAS-LB made outbound call to C at [redacted] C did not answer. RCAS-LB left message containing reason for calling, case number, and contact information.
Make Public		**Created By Lawanda Bradley (9/29/2014 7 56 AM)** RCAS-LB emailed SM-Chris Peterson about status and inquiries about C's veh ******* SM-Chris stated that C is supposed to return to DLR for further diagnosing. SM-Chris stated that DTS Rodger Gettler stated that it may be normal.
Make Public		**Created By Lawanda Bradley (9/25/2014 8 29 AM)** RCAS-LB received inbound call from C PREVIOUS RELATED CASES FOUND: None PREVIOUS UNRELATED CASES: [redacted] CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None RCAS-LB verified C's name, VIN, home and E-mail address, mileage, phone # & DLR. RCAS-LB reviewed previous case notes with C C stated that that C has brought veh to DLR b efore C asked what is Nissan doing to fix the problem RCAS-LB informed C that C would need to take veh to get rediagnosed to that DLR can know exactly whats going on to be able to resolve the conern C stated that Nissan had the same problem in April and asked RCAS-LB about it RCAS-LB informed C that RCAS-LB was unaware RCAS-LB informed C that RCAS-LB is here to assist C resolve concern RCAS-LB asked C when c would be able to take veh to DLR C stated today RCAS-LB notified C that RCAS-LB will follow up with C in 3 business days

call ended mutually

Created By Lawanda Bradley (9/25/2014 7 38 AM)
RCAS-LB made outbound call to C at [redacted]

Make Public

C did not answer.

RCAS-LB left message containing reason for calling, case number, and contact information.

Created By Lawanda Bradley (9/24/2014 10 28 AM)
RCAS-LB sent 3 attempts email to C
*****
RCAS-LB received vxm from C requesting to keep case opened

Make Public

Created By Lawanda Bradley (9/24/2014 9 37 AM)
RCAS-LB made outbound call to C at [redacted]

Make Public

C did not answer.

RCAS-LB left message containing reason for calling, case number, and contact information.

Created By Lawanda Bradley (9/23/2014 3 39 PM)
RCAS-LB received email from SM-Chris Peterson stating that C will return veh for further diagnosing.
******
RCAS-LB made outbound call to C at [redacted]

Make Public

C did not answer.

RCAS-LB left message containing reason for calling, case number, and contact information.

Created By Lawanda Bradley (9/22/2014 2 51 PM)
RCAS-LB made outbound call to C at [redacted]

Make Public

C did not answer.

RCAS-LB left message containing reason for calling, case number, and contact information.

Make Public

Created By Shirley Santos (9/18/2014 1 38 PM)
Vehicle Concern

Created By Shirley Santos (9/18/2014 1 37 PM)
crr-ss received a call from c regarding a veh concern.
crr-ss verified c's name, mailing & email address,
primary and alternate phone numbers.
crr-ss informed c that the veh is not part of any veh campaign.

crr-ss asked c if the veh was already taken to an authorized dlrshp for diagnosis.
c stated yes.

crr-ss asked the Dlrshp that diagnosed the veh.
c stated BROWN'S DULLES NISSAN.

crr-ss asked when the veh was diagnosed.
c stated 09/16/14.

crr-ss asked for the the name of the Service Adviser who assisted c at the dlrshp.
c stated SM Chris.

Make Public

crr-ss asked the Failing Part on the veh.
c stated passenger airbag indicator light is on.

Occupant Classification System Module Reprogramming
Campaign ID: R1405 was performed by BROWN'S DULLES NISSAN on 5/8/2014.

crr-ss empathized and apologized for the inconvenience.

crr-ss asked for the current mileage of the veh.
c stated 19,000 miles.

c is seeking a permanent resolution to the case.

crr-ss advised c that file will be transferred to rcas for review.
crr-ss advised c to expect a call within the next business day.
c understood
crr-ss offered further assistance, c declined.
crr-ss provided name, ext and file number.
crr-ss leaving file open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/18/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0QulwQ:ref]	[redacted]	✓	10/3/2014	Lawanda Bradley	10/3/2014 9 03 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0QulwQ:ref]		✓	9/24/2014	Lawanda Bradley	9/24/2014 9 53 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0QulwQ:ref] 10/3/2014 Case # [redacted] VIN # 1N4AL3AP0DC[redacted] Dear [redacted]	[redacted]	10/3/2014 9 03 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0QulwQ:ref] 9/24/2014 Case # [redacted] VIN # 1N4AL3AP0DC[redacted] Dear [redacted]		9/24/2014 9 53 AM

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/3/2014 9 05 AM	[redacted]	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/1/2014 10:44 AM		Changed **Follow Up Date** from 10/1/2014 to **10/3/2014**.
9/29/2014 8 05 AM		Changed **Follow Up Date** from 9/29/2014 to **10/1/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [29] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Social Support Team [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Social-USA
Follow Up Date	10/15/2014	Case Origin	Facebook
Supporting Documents		Date/Time Opened	9/18/2014 3:31 PM
CA Multiple Repairs		Date/Time Closed	10/14/2014 6:44 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description: C states having several concerns with 2013 PF including: windshield wiper motor, rubber trim along passenger door deteriorating, airbag sensor. C states C has been in to dlr 3 times for airbag sensor and still experiences intermittent concerns.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BUR EN NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$515.06	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/7/2014	Vehicle Service Contract	
RHR Completed	10/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	SOCIAL: Support CUSTOMER: [redacted] VIN: 5N1AR2MM9DC[redacted]		
Created By	Marleen Yowakim, 9/18/2014 3 31 PM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 3/13/2015 7:17 PM	Root Cause Code (2)	
Days Closed	456	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Charles Adcock (10/14/2014 6 42 PM)** Case Summary: C/S that C's veh has been in the DLRSHP for multiple concerns. C/S that C wants NNA to repurchase C's veh. RCAS-CA submitted RHR. RHR was denied. RCAS-CA submitted GW request to TL-AA. TL-AA approved one months car payment reimbursement. RCAS-CA informed C of NNA's position. RCAS-CA stated NNA is going to reimburse C for one months car payment. RCAS-CA advised C to allow 2-4 weeks for the check to arrive. RCAS-CA verified C's address and first/last name. RCAS-CA closing case.
Make Public		**Created By Charles Adcock (10/14/2014 5 03 PM)** Details of the reimbursement: Monthly reimbursement due to days down - RHR denial Name of the repair facility: - Mileage: - Date of Invoice: - Part name(s): - Part Amount(s): - Labor: - Misc: - Subtotal:- Tax: - Total Reimbursable Amount: $515.06 Submitting Check Request: $515.06
Make Public		**Created By Charles Adcock (10/14/2014 4 57 PM)** TL-AA consulted with RCAM-David Foeder and approved the monthly reimbursement for $515 06.
Make Public		**Created By Charles Adcock (10/14/2014 4 53 PM)** RCAS-CA contacted NMAC and spoke to NMAC Rep Shyca NMAC Rep Shyca verified C's monthly amount to be $515.06
Make Public		**Created By Charles Adcock (10/14/2014 4 53 PM)** RCAS-CA received inbound from C RCAS-CA stated NNA has reviewed C's case and unfortunately NNA is not in a position at this time to repurchase C's veh. RCAS-CA apologized and expressed empathy. C stated C is extremely disappointed with the out come. C/S that C has taken the veh to the DLRSHP for multiple concerns within the 9 months of ownership. RCAS-CA stated RCAS-CA understands and apologizes. RCAS-CA stated NNA would like to reimburse C for a months payment to make up for the time down, as well as, the inconvenience C experienced while the veh was at the DLRSHP. C stated C is still not happy with the outcome. RCAS-CA stated RCAS-CA understands. RCAS-CA VER F ED C'S ADDRESS RCAS-CA VER F ED C'S F RST AND LAST NAME RCAS-CA advised C to allow 2-4 weeks for the check to arrive. RCAS-CA asked if there were any other questions or concerns RCAS-CA can assist C with. C stated no. RCAS-CA thanked C. C thanked RCAS-CA. RCAS-CA advised C to contact NNA CA if any questions or concerns arise. C agreed to do so. call ended mutually.
Make Public		**Created By Charles Adcock (10/13/2014 12 33 PM)** RCAS-CA contacted C via [redacted]

RCAS-CA left VXM stating name, case number, and prompted C to contact RCAS-CA at C's earliest convenience.

Make Private ✓ **Created By** Charles Adcock **(10/13/2014 12 29 PM) Last Modified By** Charles Adcock **(10/13/2014 12 32 PM)**
TL-AA approved one months reimburesment not to exceed $500

Created By Charles Adcock **(10/13/2014 12 14 PM) Last Modified By** Charles Adcock **(10/13/2014 12 32 PM)**
RCAS-CA contacted the DLRSHP and spoke to SA

Make Private ✓ SA stated C's veh has been released on 10-06-14 and is operating as intended.
SA stated C's front passenger seat base was replaced with new sensors.
RCAS-CA thanked SA.
call ended mutually.

Created By Nikita Thomas **(10/10/2014 9 23 AM) Last Modified By** Charles Adcock **(10/13/2014 11 20 AM)**
-Arbs notes in-service date of 09/16/13
-Arbs notes veh mileage of 17,877
-Arbs notes days down as 25 as an estimate
-Arbs notes dealership advised that last repair order 37459 was open days later after repair was completed due to late return of rental
-Arbs notes C veh concerns for wipers, airbag sensor, molding strip, back-up camera
Make Private ✓ -Arbs notes repairs include replacement of wiper motor, Veh Campaing 14050, reprogram of OCS

ARBS would support DTS Inspection if additional concerns arise. ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Arbs recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Created By Nikita Thomas **(10/10/2014 9 14 AM) Last Modified By** Charles Adcock **(10/13/2014 11 20 AM)**
ARBS-NT notes the following service history:

OPEN DATE: 03/06/14 MILEAGE: 12,105 RO#[redacted] DAYS DOWN: 4
CONCERN:
1. C/S wipers will quit working at times when using the intermittent function
ACTION:
1. Replaced motor
OPEN DATE: 06/17/14 MILEAGE: 15099 RO#[redacted] DAYS DOWN: 1
CONCERN:
1. Recall 14050
Make Private ✓ ACTION:
1. Complete
OPEN DATE: 07/09/14 MILEAGE: 16036 RO#[redacted] DAYS DOWN:7
CONCERN:
1. C/S when someone is sitting in passenger seat the off message for the airbag is on
2. C/S molding trip on passenger side has come out again and is flapping around
OPEN DATE: 09/30/14 MILEAGE:17877 RO#[redacted] DAYS DOWN:13*
CONCERN:
1.C/S back up camera becomes fuzzy and glitch
2.C/S airbag off light for passenger seat will come on after driving for 1.5-2 hrs with someone sitting in passenger seat

*Dealership advised that veh was repaired but C returned the rental veh days later after repairs were completed

Created By Charles Adcock **(10/8/2014 1 37 PM) Last Modified By** Charles Adcock **(10/13/2014 11 20 AM)**
RCAS-CA contacted C via [redacted]

Make Private ✓ RCAS-CA left VXM stating name, case number
RCAS-CA stated C's case is still under review
RCAS-CA requested a call back from C so that RCAS-CA can inquire about C's veh and to make sure C's veh is operating as intended

Make Public **Created By** Kate Czerwinski **(10/8/2014 8 07 AM)**
DRTS received the RHR. The RHR was assigned to ARBS Nikita Thomas for review.

Created By Charles Adcock **(10/7/2014 4 54 PM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
SM verified the following days down as follows:

Make Private ✓ RO#[redacted] 8 days This was 4 days. See the copy of the invoice where they show the signature of the pick up on 3-10-14
RO#[redacted] 12 days This was the same day and time frame as 34279. In and out in the same day. I've circled the invoice times for you on the copies
RO#[redacted] 8 days This visit they waited for the repair. We have to separate warranty and customer pay repair orders (so 2 repair orders for one visit).
RO#[redacted] 22 days This was 7 days. Evident by time part returned to parts department, invoice time stamp and loaner agreement. Also all attached.

Created By Charles Adcock **(10/7/2014 10 25 AM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA emailed SM requesting the following days down and the associated RO's be verified:

Make Private ✓ [redacted]
- 8 days
- 12 days
- 8 days
- 22 days

Created By Charles Adcock **(10/6/2014 4 16 PM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA emailed FOM-Andre Ford requesting assistance verifying the day's down for the following RO's

Make Public [redacted]
8 days
12 days
8 days
22 days

Created By Charles Adcock **(10/6/2014 3 29 PM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA contacted DLRSHP

RCAS-CA left VXM requesting the following RO's days down to be verified

Make Private ✓ [redacted]
8 days
12 days
8 days
22 days

Created By Charles Adcock **(10/2/2014 6 56 PM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA received VXM from C

Make Private ✓ C requested a call back from RCAS-CA

RCAS-CA contacted C via [redacted]

RCAS-CA left VXM stating name, case number, and prompted C to contact RCAS-CA at C's earliest convenience

Created By Charles Adcock **(10/2/2014 3 47 PM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA contacted C via [redacted]

Make Private ✓ RCAS-CA left VXM stating name, case number
RCAS-CA stated RCAS-CA was following up with C to see if C's veh has been retunred to C as of yet
RCAS-CA stated RCAS-CA was also following up with C to inform C that C's case is still under review in regards to C's repair history review
RCAS-CA advised C to contact RCAS-CA back at C's earliest convenience

Make Private ✓ **Created By** Charles Adcock **(10/2/2014 3 43 PM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA reviewed and discovered there are three missing RO's

RCAS-CA contacted DLRSHP and spoke to receptionist- Meghan

RCAS-CA requested the following RO's be forwarded to RCAS-CA via fax
35015
34278
27452
Receptionist - Meghan agreed to do so

Created By Charles Adcock **(9/30/2014 5 43 PM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA contacted SM-Jason

Make Private ✓
RCAS-CA requested all RO's be forwarded to RCAS-CA via fax
SM-Jason stated not a problem
RCAS-CA advised all RO's including open RO's be forwarded
SM-Jason stated will do
RCAS-CA thanked SM-Jason
call ended mutually

Created By Charles Adcock **(9/26/2014 11 32 AM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA received inbound

Make Private ✓
RCAS-CA stated RCAS-CA spoke to SM-Jason
RCAS-CA stated a new update has been released that should resolve C's concern
C stated C does not feel comfortable and would like to know C's options
C/S that C is not sure if C wants C's veh any longer
RCAS-CA stated C has two options
RCAS-CA wants to continue to pursue a resolution for C's concern
RCAS-CA stated RCAS-CA can submit a repair history review to determine if NNA is in a position to offer a repurchase
C stated C wants to go ahead and submit the repair history review
RCAS-CA stated very well
RCAS-CA stated RCAS-CA will move forward with the repair history review
RCAS-CA stated RCAS-CA is going to follow up with C by the COB on Thursday to see if C's veh had been repaired as of yet
C stated very well
RCAS-CA thanked C
call ended mutually

Why do you want to return the vehicle to Nissan North America? Multiple warranty repairs, 4 different times for same concern
Where is the vehicle currently? DLRSHP
Where was the vehicle purchased? Car pros Burien Nissan
Was it purchased new or used? New
If used, when was the vehicle purchased?
Where is the vehicle serviced? Burien Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? 0

Created By Charles Adcock **(9/26/2014 10 47 AM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA received VXM from C

Make Private ✓
C requested a call back from RCAS-CA

RCAS-CA contacted C via [redacted]

RCAS-CA left VXM stating name, case number, and prompted C to contact RCAS-CA at C's earliest convenience

Created By Charles Adcock **(9/26/2014 10 21 AM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
Make Private ✓
RCAS-CA contacted C via [redacted]

RCAS-CA left VXM stating name, case number, and prompted C to contact RCAS-CA at C's earliest convenieince

Created By Charles Adcock **(9/26/2014 10 19 AM) Last Modified By** Charles Adcock **(10/7/2014 4 57 PM)**
RCAS-CA received inbound from SM-Jason

Make Private ✓
SM-Jason stated the DLRSHP has attempted multiple times to duplicate C's concern, but has failed to do so
SM-Jason stated there has been a new update released by NNA that may address C's concern
SM-Jason stated SM-Jason has order the part which should arrive by Monday
SM-Jason stated SM-Jason is going to see if this repair takes care of C's concern
RCAS-CA stated great
RCAS-CA stated RCAS-CA will reach out to SM-Jason to inquire and see if the concern has been addressed
SM-Jason stated great
RCAS-CA thanked SM-Jason
call ended mutually

Created By Charles Adcock **(9/24/2014 6 08 PM) Last Modified By** Charles Adcock **(9/26/2014 10 14 AM)**
RCAS-CA contacted C via [redacted]

Make Private ✓
RCAS-CA stated RCAS-CA is still working to get in touch with the DLRSHP
RCAS-CA asked how the meeting went with the GM
C/S that C was put into a loaner veh and that C's veh is being diagnosed currently
C/S that the DLRSHP has attempted to duplicate the concern multiple times but unfortunately at this point as not been able to do so
RCAS-CA stated RCAS-CA is going to reach out to the DLRSHP and inquire about the diagnosis
RCAS-CA stated RCAS-CA will follow up with C by the COB on Friday with updated information
C thanked RCAS-CA
call ended mutually

Make Private ✓ **Created By** Charles Adcock **(9/19/2014 7 05 PM) Last Modified By** Charles Adcock **(9/26/2014 10 14 AM)**
RCAS-CA contacted C via [redacted]

C/S that C purchased a Nissan Pathfinder and had to have the veh repurchased by NNA due to the CVT being replaced at 1200 miles
C/S that C was put into another Pathfinder that has had multiple concerns
C/S that C has lost all confidence with C's veh
RCAS-CA apologized and expressed empathy
RCAS-CA explained RCAS-CA is going to do everything RCAS-CA can do to restore C's confidence
C/S that C is taking the veh to the DLRSHP tonight and is going to meet with the GM
RCAS-CA stated great
RCAS-CA stated RCAS-CA is going to contact the DLRSHP and discuss C's veh with the SM
RCAS-CA stated RCAS-CA will follow up with C by the COB on Wednesday with updated information
C stated perfect
C stated C's name is Jerromy
C stated C would appreciate it if RCAS-CA could email C's wife and CC C with RCAS-CA contact information j remyr@gmail.com
RCAS-CA stated yes
RCAS-CA stated RCAS-CA will have to forward the email on Monday
C stated that is alright
RCAS-CA stated RCAS-CA will follow up with C by the COB on Wednesday with updated information
C thanked RCAS-CA
call ended mutually
****
PREVIOUS UNRELATED FILE FOUND:4
[redacted] Sales & Service Closed Data Load 5N1AR2MM2DC[redacted]
CA Closed Phone 5N1AR2MM2DC[redacted]
Social Closed Phone 5N1AR2MM2DC[redacted]
Social Open Facebook 5N1AR2MM9DC[redacted]
PREVIOUS RELATED F LE FOUND: 0

RCASW-CA VERIFIED C'S name, home & email address, concern, phone#
RCASW-CA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: 0

Created By Marleen Yowakim **(9/18/2014 3 48 PM) Last Modified By** Charles Adcock **(9/26/2014 10 14 AM)**
**********SSA-MY ESCALAT NG CASE TO RCAS**********

Make Private ✓

SSA-MY advising C that concerns have been documented and case has been created.
SSA-MY requesting that RCAS contact C no later than COB 09/19/2014.
SSA-MY providing C with 800 number and case number for reference.

Created By Marleen Yowakim **(9/18/2014 3 46 PM) Last Modified By** Charles Adcock **(9/26/2014 10 14 AM)**
SSA-MY documenting C's social media commentary via Facebook.

****

(....cont'd)

C: After multiple attempts at trying to repair the airbag (3 times now), with their service team not being able to verify whether or not the airbag is actually working properly, we have deemed this vehicle unsafe for our family and our unborn child.
We would like to return this vehicle and walk away from Car Pros Burien Nissan AND the Nissan brand, altogether. We have had the worst car-buying AND product experience with Car Pros Burien Nissan and its team.
Appears as if Nissan chose the best team to represent their brand, as their team serves as a true reflection of their product; consistently unsafe & remarkably unreliable.
-Minh-Trang Ramert

Make Private ✓ SSA: Hello [redacted]

We'd like to apologize for the continued frustrations you've experienced with your Pathfinders and Burien Nissan and would definitely like to try to turn your experience around. To ensure these concerns you've described are addressed, we've created a case with our Consumer Affairs department on your behalf.

A Specialist will be in touch with you by close of business tomorrow, 9/19. If you'd like to speak to someone before then, please call 1-800-NISSAN-1 Monday through Friday, between the hours of 7am to 7pm CST. Please be sure to reference your case number [redacted] or the last six digits of your VIN.

Thank you for your continued patience!
Beth, Nissan Social Support

SSA: Hello, Minh-Trang. We're extremely sorry for your continued frustrations and have sent you a Private Message with more information to address your concerns. Please be sure to check there when you have a moment. Thanks! – Beth, Nissan Social Support

****

Created By Marleen Yowakim **(9/18/2014 3 45 PM) Last Modified By** Charles Adcock **(9/26/2014 10 14 AM)**
SSA-MY documenting C's social media commentary via Facebook.

****

C: Primary Problem: 2013 Nissan Pathfinder Recall Notice on Passenger Airbag
My husband and I have now purchased two Pathfinders with Car Pros Burien Nissan (first one had a bad transmission and was considered a "lemon").
Our first experience with this location was the (what was perceived to be) drug-addict salesperson; who lied about the features offered on the model that we had purchased in addition to making false statements about the non-existent damages on my husband's trade-in, to lower the price Car Pros Burien Nissan was willing to pay.
Secondly, we had SEVERAL issues with the finance department and never ended up receiving financing on our first Pathfinder for the first 4 weeks that we had it. With the second Pathfinder, we also had trouble with someone getting the lease agreement/lease contract incorrect (handwriting on the document and in the margins, erroneous data input). This led to a lengthy and involved process, in which the end resulted in Car Pros Burien Nissan making our first payment.
Now we have had countless issues with the NEW Pathfinder, which includes a windshield wiper motor, rubber trim along the passenger door deteriorating, the airbag sensor or the airbag itself (only after bringing it in for a recall notice) and now the backup camera becomes glitchy & fuzzy; take note that we've only had the vehicle for a year.
Our biggest concerns lays within the passenger airbag sensor; which only became noticeably "damaged" after submitting the care for a system adjustment/upgrade after a recall notice that we received in the mail. t has only been 3 months since that "repair" that we have found the airbag sensor to be faulty; on intermittently to let us know that the passenger will not be

Make Private ✓ protected in the unfortunate case we would be involved in an accident.
First time we brought it back, it was supposedly "repaired".
Second time, they suggested that perhaps the problem was that we "should drive around for a little while because it may take a little a bit for it to 'kick in', or to register that there is someone in the passenger seat." Is that even safe thinking?
Third time, we called when the light was on and we were traveling quite a distance home from a friend's wedding and the light was on, we were immediately instructed to drive the car straight to the dealership so that it could be diagnosed. We took photos and video clips, and thank goodness we did because the light conveniently shut off as we pulled into the service department garage... We were then told that since our car wouldn't be serviced until after the weekend, that we should just come back at that time. Why would someone send us away in an unsafe vehicle? Being 7.5 months pregnant at the time doesn't make it absolutely unacceptable either... my husband pleaded for a loaner car since we had to travel another long distance for a second wedding.
Upon returning us the vehicle, they stated that they could not diagnose the problem and could not get the light to turn on again. So the car was returned to us, in the same fashion it was received. Since then, the passenger airbag light has continued to turn on intermittently when a passenger is clearly sitting in the seat. They have been notified of each incident.
I reached out and filled out a form via the dealership's website, and someone had contacted me immediately that same day in the evening about my concern and stated that their general manager would follow up with me tomorrow. It has now been 3 days....
We are extremely unhappy with not only Car Pros Burien Nissan and their ongoing lack of concern for customer safety, product reliability & profound unprofessionalism, but also with Nissan as a brand. We have been very patient and have given Car Pros Burien Nissan innumerable opportunities to make this right.

****

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/14/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	10/14/2014	Charles Adcock	10/14/2014 6:43 PM
Edit | Del	RHR Review- [redacted]		✓	10/8/2014	Nikita Thomas	3/13/2015 1:05 PM
Edit | Del	RHR Assigned [redacted]		✓	10/8/2014	Charles Adcock	10/14/2014 6:43 PM
Edit | Del	Contact SM-Jason request missing RO's		✓	10/1/2014	Charles Adcock	10/7/2014 6:50 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	10/15/2014		Approved	$515.06	44GDW L	Southwest Goodwill	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted]	82KB	10/7/2014 4:57 PM	Charles Adcock
Edit | View | Del	RHR Template- West Region Case [redacted].doc	86KB	10/3/2014 6:47 PM	Charles Adcock
Edit | View | Del	RO2 [redacted]	236KB	10/3/2014 6:44 PM	Charles Adcock
Edit | View | Del	RO_[redacted]	733KB	9/30/2014 6:29 PM	Charles Adcock

Case History

Case History Help

Date	User	Action
10/15/2014 9:33 AM	Marleen Yowakim	Changed **Social Status** from Pending to **Resolved**.
		Closed.
10/14/2014 6:44 PM	Charles Adcock	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Case Owner** from Charles Adcock to **Social Support Team**.
		Changed **Social Status** from Escalated to **Pending**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [33] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Angie Mathis [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/18/2014	Type	CA
Follow Up Date	10/17/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/19/2014 7:45 AM
CA Multiple Repairs		Date/Time Closed	10/21/2014 3:07 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00050852

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Attorney Demand Voluntary Settlement - Settled case in the amount of $4750 due to 2 repairs regarding airbag light on, 1 repair regarding highway noise, and 14 days out of service.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,485		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ARDMORE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$4,750.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE: [redacted] VIN: 5N1AR2MM4DC[redacted]		
Created By	Angela Baase, 9/19/2014 7:45 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	449	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie Mathis (10/21/2014 3 07 PM)** Arbs-ASM notes atty receipt of settlement ck on 10/21 and signed by S. Starynski. Arbs attached POD to case.
Make Public		**Created By Angie Mathis (10/17/2014 8 30 AM)** Arbs-ASM submitted the following ck request: Ck payable to c and atty in the amount of $4750, Fed Ex[redacted]
Make Public		**Created By Angie Mathis (10/17/2014 8 13 AM)** Arbs-ASM received executed release via email from Gracie with atty office and attached to case.
Make Public		**Created By Angie Mathis (10/15/2014 11 07 AM)** Arbs-ASM received copy of veh reg via email from Gracie at atty office and attached to case. Arbs prepared release and forwarded via email to Gracie.
Make Public		**Created By Angie Mathis (10/14/2014 4 49 PM)** Arbs-ASM received email from atty-Bob: Hi Angie: Good speaking with you. Please accept this e-mail as confirmation this matter is now settled for your most gracious offer of $3,000.00 to settle the underlying claims, plus $1,750 00 to settle my firm's bill of fees and costs (or as you like to say it, $4,750 00 inclusive). Please e-mail me a proposed Release and thereafter provide a single combined settlement check payable to my client and firm. Thanks for working with me. Bob Arbs submitted email to Gracie with atty office requesting a copy of the veh reg.
Make Public		**Created By Angie Mathis (10/9/2014 3 14 PM)** Arbs-ASM submitted email to atty-Bob: Bob, This is to confirm our conversation today regarding the above case. NNA will agree to settle this case in the amount of 4750. At your earliest convenience, please forward a copy of the vehicle registration. Thank you,
Make Public		**Created By Angie Mathis (10/9/2014 3 11 PM)** Arbs-ASM spoke with atty-Bob regarding case. Arbs agreed to settle case in the amount of $4750 inclusive of atty fees.
Make Public		**Created By Angie Mathis (10/3/2014 10 19 AM)** Arbs-ASM submitted offer letter to atty-Bob Silverman via Fed Ex[redacted] Based on the information submitted, Nissan is willing to offer cash settlement in the amount of $2,750 00 to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your client and advise me of his response within 30 days. Arbs attached letter and docs to case.
Make Public		**Created By Angie Mathis (10/3/2014 10 08 AM)** Arbs-ASM updated the following visits/repairs: 1 OCS reprog 1 FW repair reg noise on hwy 4 subsequent visits for same concerns - replaced fender seals as DI Days out of service are 14, veh also at dlr additional 10 days as a result of body damage. DTS inspected and requested NTB13-101 performed 2 repairs reg roof molding

Make Public

Created By Angie Mathis (10/3/2014 9 56 AM)
Arbs-ASM received email from DTS-Mike:

Glenda,
I looked at this vehicle on 9/2 at Ardmore Nissan. I net with Mr [redacted] nd he explained his issue as a fluttering/tapping/ knocking noise coming from the left front "A" pillar area while driving at speeds of 65 mph or higher around other vehicles.
We went for a 1 hour 35 minute road test during which he heard the noise about 10 times while I heard the noise 2 times. The noise I heard was very faint and I could not tell what it was although it did only occur at over 65 mph and while driving around other vehicles. Also he states that it may not happen for a couple of weeks, it may happen for several minutes during a drive and it may only happen for a few seconds.

We went back to the dealer and I proceeded to drive the vehicle to TRY to isolate the noise.

I drove the vehicle on local highways approximately 129 miles. During this drive I heard the noise 2 times at approximately 5 seconds duration each time. I could not isolate the noise any closer than outside the vehicle in the left front. It sounds like the turbulent air is disturbing something and making it flutter.

When I got back to the shop we put the vehicle on a lift and gave it a good looking over.
We did not find anything abnormal under the vehicle but we did find the left roof molding is coming loose. This could definitely cause a noise issue and there is a TSB for this concern, NTB13-101 I advised the dealer to complete the TSB.

We also found the left front hood/cowl molding loose and deformed. There are three pieces that fit together and direct airflow around the cowl, hood and windshield. This also could case fluttering noises. I advised the dealer to replace these moldings and make sure they are fitted properly when installed.
This may resolve the concern Mr. [redacted] has indicated but I can't be certain.

With this noise only occurring at the speeds [redacted] ndicates and in the traffic he indicates as well as the infrequency this may be a very difficult to narrow down noise if the above does not resolve it.

Created By Angie Mathis (10/3/2014 9 54 AM)
Make Public
Arbs-ASM reviewed sales contract from c. C purchased veh on 9/27/13.

Arbs-ASM notes the following days out of service are 14, veh also at dlr additional 10 days as a result of body damage.

Make Public
Created By Angela Baase (10/2/2014 11 46 AM)
DRTS re-attached RHR with explanation for invoice 184837 as requested by ABRS Angie Mathis.

Created By Angie Mathis (10/2/2014 11 06 AM)
Arbs-ASM notes the following:

Make Public
2 OCS recall repairs
1 FW repair reg noise on hwy
1 FW repair reg windshield molding loose
Arbs awaiting confirmation of days down and DTS information

Created By Angie Mathis (10/2/2014 10 50 AM)
Arbs-ASM submitted email to DTS-Mike:

Mike,

Make Public
Did you ever inspect the above vehicle? I received an attorney demand on the above case and I'm unable to discern from the notes if you inspected this vehicle or were scheduled and then the customer cancelled.

Thanks,

Created By Angie Mathis (10/2/2014 10 47 AM)
Arbs-ASM reviewed CPIA, RHR, and previous cases:

4/8/13-4/18/13 Mileage: 12
Perform PC216 - replaced 2 OCS sensors

9/17/13-9/17/13 Mileage: 16
C/S dead battery - replaced battery (DI)

11/21/13-11/21/13 Mileage: 2,752
C/S LL windshield molding loose - replaced cowl panel/grille

1/9/14-1/9/14 Mileage: 4,230
1. Inspect torque member - completed
2. Reprog ABS - completed

4/17/14-4/18/14 Mileage: 9,316
1. C/S roof molding loose - ordered roof molding
2. C/S noise heard on hwy - re-secured left front A pillar
Make Public
3. C/S front light burned out - replaced left front marker and parking light
4. Reprog OCS

5/12/14-5/28/14 Mileage: 11,123
1. C/S muffled popping noise when driving on hwy - could not dup
2. C/S trim piece under RF seat fell off - re-installed (DI)
3. C/S rear hatch not working using tailgate handle - reset rear hatch control (DI)
4. C/S roof molding sticking up - replaced left and right side roof molding assy

6/2/14-6/27/14 Mileage: 12,260
1. C/S tapping popping from LS dash - could not dup
2. C/S when using A/C on high there is a humming noise - cleaned out leaves
3. C/S interior rattle from rear seat - adjusted rear seat trim (DI)

7/28/14-7/30/14 Mileage: 15,405
1. C/S noise from LS dash area at hwy speeds - scheduled with DTS

9/2/14-9/11/14 Mileage: 17,485
1. C/S noise at hwy speeds - replaced left fender seals (DI)
2. C/S squeaking noise from rear - unclear

Make Public
Created By Angie Mathis (10/2/2014 10 38 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Created By Angela Baase (10/1/2014 3 24 PM)
Make Public
DRTS in receipt of Sales Documents and repair orders received 9/30/2014 via US mail. DRTS received 10/01/2014.

Sales Documents and repair orders attached.

Make Public
Created By Angela Baase (9/30/2014 9 31 AM)
DRTS received a call from Megan at dealer 3854 that the Sales Documents have been located and they are now attached.

Make Public
Created By Angela Baase (9/30/2014 8 48 AM)
DRTS spoke to George again at dealer 3854 to get the sales documents for Richard Shaw. He stated because of the water damage where these were stored he is having a hard time finding them. He said he will send a lab person up to find them.

Make Public
Created By Angela Baase (9/30/2014 6 52 AM)
DRTS spoke to George again yesterday about getting the Sales Documents for this customer. He stated he has looked for them a couple of times but couldn't find them. DRTS told him these were time sensitive as it was a legal case and needed them in by the end of the day. He stated he was helping a customer at the time and if he had a chance he would go look again.

Make Public
Created By Angela Baase (9/25/2014 12 10 PM)
DRTS contacted George at dealer 3854 to request Sales Documents again for this vehicle. He stated he is having a problem locating these records due to a leak they had in the upstairs where files were stored and moved. He is trying to locate and will fax them when he can find them.

Make Public

	Created By Angela Baase **(9/24/2014 3 47 PM)** DRTS contacted dealer 3854 and spoke to Destiny twice about getting a message to George to please fax over the needed sales documents for this vehicle.
Make Public	**Created By** Angela Baase **(9/24/2014 8 52 AM)** DRTS attached RHR.
Make Public	**Created By** Angela Baase **(9/24/2014 8 37 AM)** DRTS contacted Michael at dealer 3854 and had to leave a message with RO questions I have to finish the RHR. Today is his first day on the job and he has to get some assistance to answer my questions.
Make Public	**Created By** Angela Baase **(9/23/2014 3 16 PM)** DRTS attached repair orders.
Make Public	**Created By** Angela Baase **(9/23/2014 2 45 PM)** DRTS contacted Gene at dealer 2936 to follow up about getting the repair Orders that need to be in today and he said the file person is gathering them to fax over.
Make Public	**Created By** Angela Baase **(9/23/2014 10 29 AM)** DRTS contacted dealer 2936 and spoke to Tom about RO's that we never received. Gene was going to have them sent yesterday but they never arrived. Tom stated he would talk to Gene and fax them himself if need be.
Make Public	**Created By** Angela Baase **(9/23/2014 7 33 AM)** DRTS contacted dealer 2936 and left a voice mail for Gene to please fax over the documents I did not receive yesterday afternoon. Also left a phone number to return my call or if he had any questions.
Make Public	**Created By** Angela Baase **(9/22/2014 9 12 AM)** DRTS contacted dealer 2936 and spoke to Gene about getting all of the RO's faxed over for this vehicle. He said when his girl comes in this afternoon she will do it then.
Make Public	**Created By** Angela Baase **(9/22/2014 9 07 AM)** DRTS contacted Matt at dealer 3854 to follow up about getting the RO's for this customer. He said he forgot Friday but will have someone fax them over today.
Make Public	**Created By** Angela Baase **(9/19/2014 9 31 AM)** DRTS contacted dealer 3854 to request Title Application and customer signed Purchase Order for this vehicle. George stated he will fax it over.
Make Public	**Created By** Angela Baase **(9/19/2014 9 10 AM)** DRTS contacted dealer 3854 to get repair orders and all documentation for this vehicle. Matt said it will take a little while to print them all and fax them over. It may be late today or early Monday before it is done.
Make Public	**Created By** Angela Baase **(9/19/2014 8 04 AM)** ***DUE TO ATTORNEY REPRESENTATION PLEASE DO NOT CONTACT THIS C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY*** Previous cases [redacted] Open recalls\campaigns-none DRTS in receipt of Attorney Letter sent 9/18/2014 sent via fax from Kimmel & Silverman P.C. signed by Robert M. Silverman. Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Nonconformity is not clearly stated. Request is not clearly stated. Time to respond is not defined. Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/17/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	10/17/2014	Angie Mathis	10/20/2014 7:44 AM
Edit | Del	Call		✓	10/2/2014	Angela Baase	10/2/2014 11:43 AM
Edit | Del	Collect Sales Documents		✓	9/29/2014	Angela Baase	9/30/2014 9:31 AM
Edit | Del	Create RHR		✓	9/25/2014	Angela Baase	9/24/2014 8:52 AM
Edit | Del	Collect RO Documents		✓	9/23/2014	Angela Baase	9/23/2014 3:17 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MM4DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		10/18/2014	Attorney	Approved	$4,750 00	DRTSETTLN	Nissan DRT Goodwill Settlement	Kimmel &	Silverman, PC and

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	74KB	12/19/2014 8:56 AM	Tammy Knotts

Edit | View | Del	[redacted]	10KB	10/21/2014 3:07 PM	Angie Mathis
Edit | View | Del		40KB	10/17/2014 8:18 AM	Angie Mathis
Edit | View | Del		22KB	10/17/2014 8:15 AM	Angie Mathis
Edit | View | Del		662KB	10/17/2014 8:13 AM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/21/2014 3:07 PM	Angie Mathis	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/17/2014 8:55 AM	Adrienne Gehrke	Changed **Follow Up Date** from 10/14/2014 to **10/17/2014**.
10/14/2014 5:02 PM	Angie Mathis	Changed **Follow Up Date** from 10/9/2014 to **10/14/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	DeLisa Taylor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/19/2014 9:28 AM
CA Multiple Repairs		Date/Time Closed	10/15/2014 2:29 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	10/10/2014 11 00 AM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	OCCUPANT CLASS SYSTEM OCS 5/13/2014 14,306 has been performed on customer's vehicle; however customer stated that airbag light continues to come on. The service manager has been contacted and confirms that campaign has be completed with no further present codes or duplication. Service manager suggests DTS request to be made to address C's safety concerns.	DTS Request Type	RCAS Request
Inspection Time/Notes	C stated that DTS proposed date is unacceptable. C is requesting DTS inspection of Oct 1-3rd 2014 @ 11 00am. Please Review and advise.		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DLR
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RAMSEY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 1N4AL3AP5DC[redacted]		
Created By	Kelli Souders, 9/19/2014 9 28 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	455	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By DeLisa Taylor (10/15/2014 2 23 PM)** **********CASE SUMMARY********** C contacted NNA seeking assistance with OCS repair. RCAS-DT requested DTS for further assistance. Following DTS inspection, DT 3rd contact attempt to reach C. No further action required, closing case.
Make Public		**Created By DeLisa Taylor (10/15/2014 2 20 PM)** RCAS-Dt called C [redacted] RCAS-DT left VXM including cas[redacted]nd contact[redacted] **********Plan of action********** DT closing case , as no further action required due to lack of c response.
Make Public		**Created By DeLisa Taylor (10/14/2014 3 19 PM)** RCAS-Dt called C @[redacted] RCAS-DT left vxm DT advised that DT will follow up with C on 10/14/2014 by COB,
Make Public		**Created By DeLisa Taylor (10/13/2014 3 50 PM)** RCAS-Dt called C [redacted] RCAS-DT left vxm DT advised that DT will follow up with C on 10/14/2014 by COB,
Make Public		**Created By DeLisa Taylor (10/1/2014 3 00 PM)** RCAS-DT called C @[redacted] RCAS-Dt advised per DTS Carlos that DTS inspection date of 10/10/2014 @ 11:00 am is the earliest date available to meet with the c. C understood C confirmed to meet with the DTS @ proposed time. C thanked RCAS-DT ********** call ended mutually. **********Plan of action********** RCAS-DT to follow up with C pending DTS inspection on 10/13/2014 COB.
Make Public		**Created By DeLisa Taylor (9/30/2014 1 39 PM)** RCAS-DT called C @ 1[redacted] RCAS-Dt left message advising that DTS is out of office, and will return on 10/01/2014 RCAS-Dt advised that DT will follow up with C on 10/01/2014 by COB pending DTS feedback.
Make Public		**Created By DeLisa[redacted]14 3 48 PM)** RCAS-Dt called C @[redacted] RCAs-Dt advised C that proposed date of DTS inspection remains 10/10/2014 RCAS-Dt advised that DT will reattempt to reach DTS for possible alternate date and time. C understood. RCAS-DT to follow up with C on 9/30/2014 by COB. **********Plan of Action********** RCAS-DT to follow up with C on 9/30/2014 by COB.
Make Public		**Created By DeLisa Taylor (9/26/2014 4 52 PM)** RCAS-DT called C @ 2[redacted] RCAS-DT advised C of proposed DTS inspection of 10/10/2014 @ 11am. C stated that proposed date is unacceptable. C stated that C would prefer Oct 1-3rd. RCAS-Dt advised that DT would not be able to confirm that DTS would be able to meet that the C's proposed date. RCAS-DT advised that DT will advise DTS of C's request and await DTS feedback.

C understood.
C thanked RCAS-DT
****
call ended mutually,
**********Plan of Action**********
RCAS-DT to advise DTS of C's requested time.

Make Public — **Created By Jennifer Edwards (9/25/2014 3 16 PM)**
RCAS-JE called C at [redacted] no ans left vmail with case number [redacted] and callback number [redacted] will follow up on 9/26

Make Public — **Created By DeLisa Taylor (9/24/2014 2 03 PM)**
RCAS-DT called S/M Michael C.
RCAS-Dt recapped C's concerns
S/M stated that airbag reprogramming campaign was performed.
S/M stated that no further codes have been detected nor duplicated.
S/M stated that tech line was contacted to assist in closing of campaign.
S/M is suggesting that DTS request be made, to further assist in C's concerns.

Make Public — **Created By DeLisa Taylor (9/22/2014 3 55 PM)**
RCAS-DT verified C's name, V N, home and E-mail address, mileage, phone # & DLR.
RCAS-DT called C and recapped C's concerns.
C stated that veh is currently at dlr for repair.
RCAs-Dt advised that DT will follow up with C on 9/25/2014 COB.

Make Private ✓ — **Created By Kelli Souders (9/19/2014 9 41 AM)**
Rcas received incoming call from c. C states that c has been having ongoing concerns with OCS. C states there was a CM done for concern in May and then again in July another fix had to be done. C states that c is currently having same concern happen for a 3rd time and is concerned as is a safety issue. Rcas understood and apologized for concerns. Rcas inquired if veh has been taken to dlr? C states that veh has been at the dlr since 9/16/14 and c is currently in a loaner. C states that SM-Mike has been wonderful but seems that dlrs hands are tied. C states that if c doesn't get resolution that c will go to the local news. Rcas understood and apologized for concerns. Rcas advised that case will be transferred to regional dept for further review and that c will receive call back by eod 9/22/14. C understood and thanked.

OCCUPANT CLASS SYSTEM OCS 5/13/2014 14,306
LAST TIME TECHL NE CONTACTED: 9/16/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/15/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0QvC5q ref]	[redacted]	✓	10/15/2014	DeLisa Taylor	10/15/2014 2 28 PM
Edit | Del	New DTS Request		✓	9/26/2014	Carlos Ferreira	9/24/2014 4:24 PM

Emails

Send an Email — Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	RE: Your inquiry to Nissan [ref: 00DA09j8L. 500F0QvC5q ref] *On Oct. 16, I called [redacted] back and left a message with an alternate number ...*	[redacted]	10/20/2014 8:17 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0QvC5q:ref] *10/15/2014 Case # [redacted] VIN # 1N4AL3AP5DC[redacted]*		10/15/2014 2:28 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/15/2014 2:29 PM	DeLisa Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 3:19 PM	DeLisa Taylor	Changed **Follow Up Date** from 10/14/2014 to **10/15/2014**.
10/13/2014 3:50 PM	DeLisa Taylor	Changed **Follow Up Date** from 10/13/2014 to **10/14/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Goss [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/19/2014 11 06 AM
CA Multiple Repairs		Date/Time Closed	9/22/2014 9:47 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	multiple repair attempts		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JENK NS NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP4DC[redacted]		
Created By	Otto Von Lendhl Franco 9/19/2014 11:06 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 7 51 PM	Root Cause Code (2)	
Days Closed	478	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jessica Goss (9/22/2014 9 45 AM) RCAS-JG closing case pending diagnosis.
Make Public		Created By Jessica Goss (9/22/2014 9 45 AM) CASE SUMMARY: C contacted NNA regarding intermittent OCS concerns. C did not have current diagnosis. RCAS-JG referred C to dlrship to get current diagnosis. SM-Tom stated would help C personally.
Make Public		Created By Jessica Goss (9/22/2014 9 43 AM) RCAS-JG made outbound call to C. RCAS-JG advised C to call and make an appointment at dlr to have passenger airbag concerns diagnosed. RCAS-JG advised to ask for SM-Tom and that SM-Tom was going to help C personally. C thanked RCAS-JG and advised would call and schedule an appointment. RCSA-JG closing case pending diagnosis.
Make Public		Created By Jessica Goss (9/22/2014 9 30 AM) RCAS-JG made outbound call to dlr. RCAS-JG spoke to SM-Tom. SM-Tom advised to have call and schedule an appointment. SM-Tom advised to have C ask for Tom when arrives to appointment.
Make Public		Created By Jessica Goss (9/22/2014 8 52 AM) RCAS-JG made outbound call to C. C stated that has brought vehicle in numerous times and to two different dealers to address air bag concerns. C stated has had to recalls performed on the vehicle. C stated that airbag sensor comes on intermittently. C stated is the only one who ever sits in the passenger seat. C stated that the last time that was in the shop was on May 29th. C stated has never noticed a pattern in the light sensor. C stated that every time takes vehicle into the dlrship just does the reprogram. C stated that has never owned a vehicle with so many airbag concerns. C stated that Jenkins Nissan told C that C didn't weigh enough. C stated that Jenkins Nissan told C that C wasn't sitting properly. RCAS-JG advised that needs a current diagnostic from dlr. RCAS-JG advised C to go into dlr as soon as possible for diagnosis. RCAS-JG advised would make a courtesy call to dlr on C's behalf to let dlrship manager know whats going on with veh. RCAS-JG advised would ask dlr to please schedule an appointment with C to have airbag concerns diagnosed. RCAS-JG advised C that would be closing case pending diagnosis. RCAS-JG provided phone number and case number.
Make Public		Created By Jessica Goss (9/22/2014 8 24 AM) RCAS-JG notes previous CA case [redacted] campaign inquiry.
Make Public		Created By Otto Von Lendhl Franco (9/19/2014 11 16 AM) C is calling in because c has brought back the veh to a nissan DLR numerous times after the campaign was performed. C said that the warning light always comes on. CRR-OF transferring case to RCAS, moving follow up date on 09/22 C is also requesting RCAS to call [redacted] CRR-OF offered further assistance, c declined. CRR-OF provided case#, name and ext # CRR-OF exiting case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del CC-7974557	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	9/22/2014	WT	BK	263000	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/22/2014 9:47 AM	Jessica Goss	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/19/2014 11:17 AM	Otto Von Lendhl Franco	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000022PSm**.

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Case [redacted]

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Case Comments [35] | Case Categorizations [3] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Betsy Nickoloff [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/19/2014 11:49 AM
CA Multiple Repairs		Date/Time Closed	11/14/2014 1:05 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Please schedule inspection for 10/29 at 10:00am. Mr. [redacted] should plan to spend about 30 min. with me to discuss his concern. Please send confirmation once dealer and Mr. Siniako agree to appointment.		
Description	Passenger side airbag light is inconsistent.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Nissan Marin
# Vehicles Owned	1	Previous Repair Date	9/19/2014
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AZ0CP6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	LEAF	Beyond PT Warranty Miles	0
Model Code	17113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN MAR N	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N:		
Created By	Lauren Bowling, 9/19/2014 11:49 AM	Root Cause Code	SCSV
Last Modified By	NNAETL, 10/14/2015 12:22 AM	Root Cause Code (2)	
Days Closed	425	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Betsy Nickoloff (11/14/2014 1 04 PM) LAS contacting c on [redacted] at 2:01PM and spoke with c. LAS inquired if c has had a chance to get the repair scheduled. c states no, c is unsure of when c will be able to because c has been so busy. LAS understood and inquired if LAS could close the case and if c requires further assistance, c can call LAS back. c agreed. call ended mutually.
Make Private	✓	LAS closing case SUMMARY RECEIVED CALL OF C STATING C'S A RBAG LIGHT IS NOT OPERAT NG NORMALLY - light stays off when no one is in the seat, or light illuminates when passenger is in the seat LAS REVIEWED MOST RECENT DIAG WITH DLR AND TECH SUPPORT AND FOUND CONCERN TO BE NORMAL OPERATION OF VEH DTS SUGGESTED REPLAC NG SEAT FRAME C HAS NOT YET SCHEDULED APT. WILL FOLLOW UP F C REQUIRES FURTHER ASSISTANCE
Make Private	✓	**Created By Betsy Nickoloff (11/13/2014 5 24 PM)** LAS received vmx from SA-Sarah advising that SA has reached out to c multiple times and left vmxs requesting c follow up with dlr to schedule appt and has not received a response from c. LAS noting vmx was sent 11/12 night.
Make Private	✓	**Created By Betsy Nickoloff (11/12/2014 6 24 PM)** LAS contacting c on [redacted] at 7:23PM and reached vmx. LAS left vmx including case number, name, and contact info. LAS requested that if c does call back in and reach LAS' vmx to please leave best time and number to reach c and LAS will attempt next follow up at that time. LAS setting follow up for Friday 11/14 pending c callback.
Make Private	✓	**Created By Betsy Nickoloff (11/12/2014 3 06 PM)** LAS contacting dlr at 4 04PM and reached vmx. LAS left vmx including case info and LAS contact info requesting callback to discuss current status of veh.
Make Private	✓	**Created By Betsy Nickoloff (11/12/2014 12 18 PM)** LAS contacting dlr at 1:15PM and reached vmx. LAS left vmx including case info and LAS contact info requesting callback to discuss current status of veh.
Make Private	✓	**Created By Betsy Nickoloff (11/7/2014 6 17 PM)** LAS contacting c on [redacted] at 7:14PM and spoke with c. LAS inquired if the dlr has gotten in contact with c at this time. c states the dlr left c a message and c will call the dlr back tomorrow. LAS advised LAS will touch base Wednesday 11/12. c agreed. call ended LAS setting follow up for Wednesday 11/12
Make Private	✓	**Created By Betsy Nickoloff (11/7/2014 12 47 PM)** LAS contacting dlr at 1:45PM and spoke with SM-Jay LAS inquired if c has been contacted. SM stated that SA-Sarah is handling this and SM will have SA follow up with LAS. LAS agreed. LAS provided contact info. call ended mutually.
Make Private	✓	**Created By Betsy Nickoloff (11/5/2014 5 59 PM)** LAS received vmx from dlr stating the part arrived and c would be contacted to get the repair scheduled. LAS contacting c on [redacted] at 6:56PM and spoke with c. LAS inquired if the dlr has contacted c. c states no. LAS advised the part has arrived. LAS advised c that LAS will follow up with c Friday 11/7. c agreed and requested callback between. 9:30-11am LAS agreed. call ended LAS setting follow up for Friday 11/7
Make Public		**Created By Betsy Nickoloff (11/4/2014 4 48 PM)** LAS contacting dlr at 5:47PM and reached service department's vmx. LAS left vmx including case info and LAS contact info requesting callback for ETA.
Make Public		**Created By Chelsea Parsons (10/31/2014 1 49 PM)** las assisting las - Betsy Nickoloff

las made outbound call to c on [redacted] at 2:41pm
c states everything went well with DTS
c states the operation of the OCS is confusing
c states c knows that the OCS is operating the way it is designed to but the way the OCS is designed to operated is essentially flawed
c states c feels like c keeps making nna see a concern that nna does not want to see
las understood and apologized
las advised c las will work on getting part ETA and contact c on 11/05
c understood
call ended mutually

las exiting file and changing follow up date

Make Public

Created By Betsy Nickoloff (10/30/2014 10 20 AM)
LAS noting DTS results: Based on c's description of the incident, DTS ordered a seat frame for the vehilce per NTB14-084. c will return to the dealer for repairs once the parts arrive.

Make Public

Created By Betsy Nickoloff (10/28/2014 3 34 PM)
LAS contacting c o[redacted]t 4:32PM and reached vmx. LAS left vmx including case number, name, and ext. LAS reminded c of the appointment with DTS tomorrow 10/29 and advised that LAS will follow up with c after LAS receives the DTS report, no later than Friday 10/31.

LAS setting follow up for Friday 10/31 with task to review DTS inspection results prior.

Make Public

Created By Jason Bortner (10/21/2014 3 32 PM)
las-jason called svc dealer at 4157559800

las-jason spoke to Nichole in svc dept and informed of DTS inspection on 10/29/14, at 10 a m. Nichole stated she will inform the svc manger.

las-jason thanked Nichole and call was ended.

Make Public

Created By Jason Bortner (10/21/2014 3 25 PM)
las-jason called c at [redacted]

las-jason spoke to c who confirmed c can be at the dealership on 10/29/14 at 10 a m. to discuss vehicle concern with DTS.

las-jason informed c that c can plan to spend at least 30 minutes with dealer and DTS, c understood.

las-jason informed c that las-BN will follow up with c again on 10/28/14, c understood, call was ended.

Make Public

Created By Jason Bortner (10/21/2014 2 57 PM)
las-jason sent email to SRDTS-DG requesting verification of what time DTS inspection is scheduled.

Make Private ✓

Created By Chelsea Parsons (10/20/2014 1 00 PM)
las noting DTS date of 10/29

Please schedule inspection for 10/29 at 10:00am. Mr. Sinaiko should plan to spend about 30 min. with me to discuss his concern.

Make Private ✓

Created By Betsy Nickoloff (10/16/2014 1 25 PM)
LAS contacting c on [redacted] at 2:23PM and spoke with c.
LAS advised that the DTS request has been sent and LAS will receive a scheduled date and followup with c no later than Tuesday 10/21 to see if that date would work with c's schedule. c agreed. call ended mutually.

LAS setting followup for Tuesday 10/21 pending scheduled DTS date

Make Public

Created By Betsy Nickoloff (10/16/2014 1 23 PM)
LAS submitting DTS request

Make Public

Created By Michael Ames (10/16/2014 8 39 AM)
TL-MA sent internal email to SRDTS-DG to inquire if C should have DTS inspection. SRDTS-DG replied with affirmation that DTS request should be made. TL-MA returning case to LAS for DTS request and resolution.

Make Public

Created By Michael Ames (10/13/2014 6 31 PM)
TL-MA called C and listen to C's issue C would like clarification on why the airbag light is on does that mean the airbag is off or on. TL-MA will investigate issue and recommended C's LEAF be taken to dealer to have Seat sensor diagnosed and not just DTC checked. TL-MA will also suggest DTS be available to aid in diagnosis.

Make Public

Created By Michael Ames (10/1/2014 4 16 PM)
TL-MA called C and left Vmail informed that concern has been noted and if there are any other issues to please call back provided call back number and ext.

Make Private ✓

Created By Betsy Nickoloff (9/30/2014 5 31 PM)
LAS noting ESCALATION SUMMARY
RECEIVED CALL OF C STATING C'S A RBAG LIGHT IS NOT OPERAT NG NORMALLY - light stays off when no one is in the seat, or light illuminates when passenger is in the seat
LAS REVIEWED MOST RECENT DIAG WITH DLR AND TECH SUPPORT AND FOUND CONCERN TO BE NORMAL OPERATION OF VEH

Make Private ✓

Created By Betsy Nickoloff (9/30/2014 5 29 PM)
LAS contacting c on [redacted] at 6:24PM and spoke with c.
LAS advised c that the veh is operating normally and the feature is operating as designed. c states that this does not make sense. c states c has video tapes showing how this is a malfunctioning safety feature.
LAS recommended further diagnosing with the dlr. c states that this is not acceptable. c states c would like to speak with LAS' manager.
LAS explained that LAS is the supervisor for the LEAF consumer affairs department. c states there has to be someone above LAS. c states LAS is not grasping that c's airbag is not functioning normally.
LAS apologized and advised c that with the most recent diagnosis results showing that the veh is operating as designed there is no further recourse available at this time.
LAS suggested further diag with the dlr. c states that c wants to speak with LAS' manager.
LAS agreed to escalate the case and advised supervisor follow up will occur by end of business day tomorrow. c agreed. call ended.

LAS escalated case to TL-Michael Ames and sending email advising of escalation.

Make Private ✓

Created By Betsy Nickoloff (9/30/2014 4 27 PM)
LAS contacting technical support at 5:24PM and spoke with agent. LAS explained c's concerns. agent advised LAS that most cases, the light will not reset until the ignition is cycled on/off. agent states that if the veh is running, there are only few instances where reclassifying the weight in the seat will occur. agent states that an old system would work in real time classification, but this would create scenarios where the light would not be consistent.
LAS thanked agent for info, call ended mutually.

Make Private ✓

Created By Betsy Nickoloff (9/30/2014 4 23 PM)
LAS received RO from dlr.
LAS attaching doc to case.

Make Private ✓

Created By Betsy Nickoloff (9/30/2014 3 58 PM)
LAS contacting dlr at 4:47PM and spoke with SM-Rob.
LAS inquired into c's most recent diag. SM advised LAS that c's concern is that when c gets out of the veh, the stays off when c is out of the seat. SM states that the way the system works is that the light will stay on/off until the key cycle is completed. SM states that everything is working properly on the veh. SM states that the system is working as intended, c just wants the system to work differently than designed.
LAS requested the RO be faxed to LAS at 615 984.5297. SM agreed. call ended mutually.

Make Private ✓

Created By Chelsea Parsons (9/29/2014 5 28 PM)
las assisting las - Betsy Nickoloff

las made outbound call to c on [redacted] at 6 27pm
las advised c las - Betsy is working with dlr and will contact c on 09/30
c understood
call ended mutually

las exiting file and changing follow up date

Make Private ✓

Created By Betsy Nickoloff (9/29/2014 1 03 PM)
LAS contacting dlr at 2 01PM and reached SM-Rob's vmx. LAS left vmx including customer/case info and LAS contact information requesting callback ASAP to discuss details of c's most recent diag.

Make Private ✓

Created By Betsy [redacted]2014 6 49 PM)
LAS contacting c on [redacted]t 7:45PM and spoke with c.
LAS explained that there is no update at this time and LAS will be reviewing with the dlr and will be following up with c on Monday 9/29. c agreed. c states that this has happened two more

times this week.
LAS understood. c inquired if other customers are having this concern because c believes that this is a common issue and a design flaw.
LAS explained that there was a campaign on c's veh for the OCS but this has been closed. c understood.

LAS setting follow up for Monday 9/29 with task to review with dlr prior.

Make Private ✓ **Created By Betsy Nickoloff (9/24/2014 3 51 PM)**
LAS contacting dlr at 4 50PM and reached SA-Adam's vmx. LAS left vmx including case/customer info and requested callback to discuss details of recent diags.

Make Private ✓ **Created By Betsy Nickoloff (9/23/2014 3 36 PM)**
LAS contacting dlr at 4:35PM and reached service department's vmx. LAS left vmx including case/customer info and requested callback to discuss details of recent diags.

Make Private ✓ **Created By Betsy Nickoloff (9/22/2014 5 39 PM)**
*****LAS UNABLE TO DATA NET*****

Make Private ✓ **Created By Betsy Nickoloff (9/22/2014 5 31 PM) Last Modified By Betsy Nickoloff (9/22/2014 5 39 PM)**
LAS received call from c.
LAS inquired into c's concerns. c states c has been to the dlr multiple times for the airbag lights. c states that c is very satisfied with the dlr. c states that this is not a complaint with the dlr in any way. c states that the behavior of the airbag lights are not isolated and this is a common, inconsistent concern. c states that c has experienced this multiple times. c states that the dlr is advising c that there are no codes/concerns present. c states that the airbag stays activated when no one is in the seats. c states that c has video where the airbag is off when there is someone in the seat. c states that this safety feature is inconsistent. c states that there are no repairs that are applicable for this concern. c states that c wants c's concerns documented. c states that the reason c is calling back from the first conversation c had, c was advised that the concern would be 'passed up the chain'. c states c wants to know what will happen with c's case.
LAS understood and apologized.
LAS explained that LAS has documented LAS' and c's concerns.
LAS explained that NHTSA does get reports of all the cases NNA creates.
LAS advised that the specifics of how cases are reviewed is not able to be released to customers and any actions taken with the case must remain internal with Nissan. c inquired if c would receive notification.
LAS explained that if there is any campaign released, c would be notified. c states that c understands that, but c's veh has a concern. c states that c understands if there is no code, there is nothing the dlr can do. c states that c needs c's veh repaired.
LAS explained that if there is no code/concern found or repair applicable, there is no further recourse that NNA has. c states that c has evidence showing that the concern exists. c states c wants to know of the normal behavior.
LAS advised c that there is a DTS review that LAS can look into for inspection, but LAS cannot promise that a DTS inspection would be applicable.
LAS explained that LAS cannot promise a DTS inspection and LAS cannot promise a resolution because if the DTS states that the veh is operating normally, there is no further recourse. c states that c has a problem with that. c states that c finds it crazy that NNA is not trying to resolve this. c states that the veh is not operating normally. c states that c also wants to know why with a safety concern, NNA does not trust the customer - NNA trusts the computer reporting. c states Nissan needs to have a better response than "the computer is stating the veh is operating normally".
LAS understood and apologized.
LAS advised c that LAS will review the case with the dlr and technical assistance and LAS will see what LAS can find out for c.
LAS advised c that LAS will follow up Thursday 9/25. c agreed.
LAS provided case number and contact information. c understood. call ended mutually.

LAS taking ownership of case.

LAS setting follow up for Thursday 9/25 with task to review with dlr prior.

Created By Bryan Buganski (9/19/2014 2 06 PM)
SUMMARY:

C ci to stage a formal complaint with NNA
LAS documented concern
LAS closed case

Make Private ✓
LAS placed a call to C or[redacted]
LAS read OB script and C agreed
C stated how is C to know if the airbag is going to activate if someone is sitting there or not sitting there the airbag light lights up intermittently both ways.
LAS asked C if the DLR has done the reprogramming as per the campaign
C stated that after the campaign service that the light situation has not changed.
LAS asked C what C is requesting from NNA
C replied for NNA to change this in future VEH as it is frustrating.
LAS assured C that this concern is well documented and call ended mutually.

Make Private ✓ **Created By Lauren Bowling (9/19/2014 12 02 PM) Last Modified By Lauren Bowling (9/19/2014 12 02 PM)**
CRT-LB VERIF ED C's name, home & email address, concern, phone#, VIN#, mileage
CRT-LB CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
CRT-LB ADVISED "This call may be recorded for quality and training purposes."

****
C stated C has concern with the passenger airbag light intermittently turning on and off.
C stated C has been very satisfied with C's service with Nissan overall and just wanted to file the complaint about the airbag light.
C stated a technician at his dealership stated that the tech has seen this problem in newer LEAF vehicles.
CRT-LB apologized for C's inconvenience.

CRT-LB provided C with Case #[redacted]
CRT-LB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day <9/22/14> regarding the C concern
C understood and appreciated the assistance
Best Contact #[redacted]
Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NISSAN PRODUCT INQUIR ES	LEAF	CRITICISM	QA	9/19/2014	ZH	AZ	307000	OF
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/22/2014	YE	BK	234000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/22/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	NISSAN MAR N	[redacted]	✓	11/6/2014	Betsy Nickoloff	11/7/2014 1:05 PM
Edit | Del	NISSAN MAR N - parts		✓	11/4/2014	Betsy Nickoloff	11/4/2014 4:49 PM
Edit | Del	check DTS date		✓	10/20/2014	Chelsea Parsons	10/20/2014 1:00 PM

Edit | Del	New DTS Request		✓	10/18/2014	Keith Tompkins	10/16/2014 4:09 PM
Edit | Del	NISSAN MAR N	[redacted]	✓	9/26/2014	Betsy Nickoloff	9/29/2014 1:02 PM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	52KB	9/30/2014 4:24 PM	Betsy Nickoloff

Case History

Case History Help

Date	User	Action
11/14/2014 1:05 PM	Betsy Nickoloff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2014 6:26 PM	Betsy Nickoloff	Changed **Follow Up Date** from 11/12/2014 to **11/14/2014**.
11/10/2014 10:19 AM	Betsy Nickoloff	Changed **Follow Up Date** from 11/7/2014 to **11/12/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [14] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Jimenez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/19/2014 1:04 PM
CA Multiple Repairs		Date/Time Closed	10/7/2014 2:49 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	10/1/2014 3:00 PM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes			
Description	*Summary* Concerns with Airbag DTS inspected veh, no duplication of concern, no repairs performed		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	33,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF MONTCLAIR	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AL0MN7D[redacted]		
Created By	Lakisha Benedict, 9/19/2014 1 04 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7:52 PM	Root Cause Code (2)	
Days Closed	463	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heather Jimenez (10/7/2014 2 49 PM)** RCAS-HJ closing case, no further assistance provided
Make Public		**Created By William Crockett (10/7/2014 1 39 PM)** TL-WC placed call to c @[redacted] spoke to c. TL advised c that TL was calling at c's request to speak to a spvr. C stated c is concerned that NF is not addressing c's concern related to the pass airbag light. TL apologized to c and explained that c's concern has been well documented. TL explained the technicians at the rtlr as well as INF's DTS have inspected the veh and have been unable to duplicate the concern. C asked about the photo c showed to the DTS. TL advised c that the existence of the photo has also been documented but NF requires that the concern be duplicated before there are any recommendations for repair. C understood. TL advised c to have the veh inspected again during c's next service visit and request a short road test with an advisor or SM. C agreed. TL thanked c for c's time and call ended. - Trans case to Rcas-HJ for closure.
Make Public		**Created By Heather Jimenez (10/2/2014 11 15 AM)** Concerns with Airbag
Make Public		**Created By Heather Jimenez (10/2/2014 11 14 AM)** RCAS-HJ rec'd incoming call from C RCAS-HJ advised C RCAS-HJ contacted C yesterday RCAS-HJ advised C RCAS-HJ rec'd inspection results from DTS RCAS-HJ advised C DTS was unable to duplicate concerns and no repairs were made to the veh C states C showed DTS a photo and DTS saw the light on RCAS-HJ advised C it is noted DTS viewed a photo of concern, however DTS was not able to determine how person was seated in seat RCAS-HJ advised C no repairs are able to be performed if duplication does not occur C states INF will be responsible if C gets into an accident RCAS-HJ advsied C RCAS-HJ understands C's frustration RCAS-HJ advised C if concerns occur again, to take veh to RTLR while light is on C states C wants to speak to someone else RCAS-HJ advised C RCAS-HJ is C's point of contact for NF C states C wants to speak to supervisor RCAS-HJ advised C RCAS-HJ will have supervisor contact C to reiterate inspection results C became irate C ended call ********** RCAS-HJ escalating case to TL-WC for call back
Make Public		**Created By Heather Jimenez (10/1/2014 2 15 PM)** RCAS-HJ contacted C at[redacted] 10/1/14 at 2:14pm CENTRAL RCAS-HJ left vxm containing case number [redacted] and call back number [redacted] **********
Make Public		**Created By Heather Jimenez (9/30/2014 9 24 AM)** RCAS-HJ noting DTS inspection results are noted in case ********** No duplication of concern
Make Public		**Created By Heather Jimenez (9/29/2014 1 55 PM)** RCAS-HJ rec'd email from DTS-Angel advising RCAS-HJ DTS meant to schedule inspection at 1pm Pacific time ********** RCAS-HJ contacted C a[redacted] 9/29/14 at 1:53pm CENTRAL RCAS-HJ left vxm containing case number [redacted] and call back number [redacted] RCAS-HJ requested C call back to see if C can meet DTS at 1pm instead of 3pm **********
Make Public		**Created By Heather Jimenez (9/26/2014 3 45 PM)** RCAS-HJ rec'd transfer call C states C was suppose to be contacted by EOB 9/24 RCAS-HJ apologized to C and advised C RCAS-HJ was out of the office ill RCAS-HJ advised C RCAS-HJ has a DTS inspection date of 9/29 at 3pm at NF of Montclair if C is able to confirm

C states if appt can be changed to Thursday at 1 30pm
RCAS-HJ apologized to C and advised C RCAS-HJ is not able to request appt date and times as DTS travels to many regions for inspections
RCAS-HJ advised C if C is not able to make it on Monday RCAS-HJ will gladly request next available appt
C states no C will be at RTLR on Monday 9/29 at 3pm
RCAS-HJ advised C RCAS-HJ has confirmed DTS inspection
RCAS-HJ advised C RCAS-HJ will contact C once RCAS-HJ rec'v inspection results from DTS
C understood
RCAS-HJ thanked C
call ended mutually
****

Make Public

Created By Elizha Colquitt (9/26/2014 3 41 PM)
RCAS-EC received a call from c
C stated that c has a case # and gave # [redacted]
RCAS-EC pulled up case and advised c that RCAS-HJ was unavailable currently
C stated that RCAS-HJ was supposed to call c 9/24/14
RCAS-EC advised c that RCAS-HJ was out sick for a few days and apologized for lack of contact
C wants update on case
C states that c will remain on hold until RCAS-HJ is available
C waits
RCAS-EC transferred c to RCAS-HJ

Make Public

Created By Heather Jimenez (9/23/2014 9 23 AM) Last Modified By Heather Jimenez (9/23/2014 9 23 AM)
RCAS-HJ sent email to CXM-Bob for advisement
****
RCAS-HJ rec'd email from CXM-Bob advising RCAS-HJ to create DTS request

RCAS-HJ submitting DTS Request

Make Public

Created By Heather Jimenez (9/22/2014 11 04 AM) Last Modified By Heather Jimenez (9/22/2014 11 04 AM)
RCAS-HJ contacted C at [redacted], 9/22/14 at 11:03am CENTRAL
RCAS-HJ left vxm containing case number [redacted] and call back number [redacted]
RCAS-HJ advised C RCAS-HJ is researching C's concern and will contact C by EOB 9/24
****

Make Public

Created By Heather Jimenez (9/22/2014 11 02 AM)
RCAS-HJ contacted RTLR and left vxm for SM-Joe requesting call back
****

Make Public

Created By Heather Jimenez (9/22/2014 11 02 AM)
RCAS-HJ searched VROI and found the following:

R[redacted]01 9/17/14
C/S air bag off light is on when someone is in the passenger seat
RTLR found system working properly, no faults found
****

Make Public

Created By Lakisha Benedict (9/19/2014 1 14 PM)
RCAS-KB checked for previous related/unrelated cases, found: [redacted]
RCAS-KB verified c's name, address, contact info, VIN#, current mileage, and svc RTLR.
RCAS-KB checked for open veh campaigns, found: none
RCAS-KB found closed recalls:
RCAS asked c for c's preferred contact #, c advised: [redacted]

****
Rcas-KB received a call from c.
C states c is having concerns with the airbag not operating as it should.
C states c has taken the vehicle to the Rtlr several times, and the Rtlr just resets the light.
C states c is very concerned with the comp, and the c wants the vehicle fixed.
C states c is afraid for the cs family with a airbag not working or functioning properly.

Rcas-kb advised the c that the c will receive a call by the cs Regional Rep by the end of business on: 9/22/14
Rcas-kb advised the c that assistance is not guaranteed; however the case will be thoroughly reviewed by a Regional Manager.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/19/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	9/25/2014	Jose Santiago	9/23/2014 8:12 PM
Edit | Del	New DTS Request		✓	9/25/2014	Jose Santiago	9/23/2014 7:13 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/7/2014 2:49 PM	Heather Jimenez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/7/2014 1:40 PM	William Crockett	Changed **Case Owner** from William Crockett to **Heather Jimenez**.
10/7/2014 1:40 PM	William Crockett	Changed **Follow Up Date** from 10/3/2014 to **10/7/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [8] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jordan Atchley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/19/2014 2:03 PM
CA Multiple Repairs		Date/Time Closed	10/14/2014 12:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vsc concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	74,561		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ2KR1AT[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles	38,561
Make	NISSAN	Beyond Basic Warranty Months	30
Model Line	CUBE	Beyond PT Warranty Miles	14,561
Model Code	21210	Beyond PT Warranty Months	6

Dealer Access

Case Servicing Dealer	EMP RE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	[redacted]
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AZ2KR1AT[redacted]		
Created By	Celedonio Evalyn, 9/19/2014 2:03 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 7/14/2015 9:14 PM	Root Cause Code (2)	
Days Closed	456	Action Code	NT1E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jordan Atchley (10/14/2014 12:04 PM) RCAS-JA placed outbound call to C at [redacted] RCAS-JA informed C to contact Jennifer at Empire Nissan. RCAS-JA informed C that part is covered as per Jennifer.
Make Public		C states C was getting frustrated as this is a major safety issue. C states C had a 2009 Nissan that saved C's wife and daughter's life. C states veh did not even break window. RCAS-JA thanked C for contacting NNA and being patient. Call ended mutually. RCAS-JA closing case as no further assistance needed.
		Created By Jordan Atchley (10/14/2014 11:47 AM) RCAS-JA placed outbound call to VSC specialist-Jennifer.
Make Public		VSC-Jennifer states repair will cost $562. VSC-Jennifer states plan does not cover repair. VSC-Jennifer states not covered under any flat rate manual guide. VSC-Jennifer checking under security plus guide and part is listed as covered component. VSC-Jennifer states part is covered and to send C to VSC-Jennifer. RCAS-JA thanked Jennifer for assistance. Call ended mutually.
		Created By Jordan Atchley (10/10/2014 12:01 PM) RCAS-JA placed outbound call to C at [redacted]. RCAS-JA spoke with C's husband AJ now referred to as C. C states C is frustrated this is occurred this long. RCAS-JA recaps C's concerns.
Make Public		C states C paid a lot for VSC. C states C was given list of things not covered. C states C requested to know what is or is not covered. C states C has been unable to find where electronic control unit is not covered. C states C does not have paperwork on this. C states C made a big issue of mini-computers are covered. C states C loves veh. C states C wanted to double check all computers are covered. C states C found that if it is an external switch, it is not covered. C states C contacted dlrshp and RO has been open too long. C states C's order has been open so long, SA needs to close out. C states C was told this should not take more than a couple days. C states corporate told dlrshp that this should not have taken long. C states airbag saved daughter's life in previous veh. C states C will beyond angry if something comes of that. C states C's cell number is [redacted] in the event that C does not answer home phone. RCAS-JA setting follow-up for 10/14/14. Call ended mutually. [redacted]
Make Public		**Created By Roxanne Tee (10/9/2014 11:54 AM)** RCAS case follow up. Crr-rt rec a call from C reg related case[redacted]

Crr-rt verified to C if there is any changes on the acct the last time she called C said none.

C called in and requesting for a callback for the case.
C stated that the last time he was contacted was 9-22.
C stated case has beeen going on for almost a mo now and would realy wanted a follow up.

Crr-rt apologized and adv C that i will send an IM to RCAS for a call back.
C agreed.
C also added that if this case was not resolved he will contact his attorney.

C req to be called at 9094188378

crr-rt provided empathy, further assistance,name, extension#.

Make Public

Created By Quincey Hill (9/22/2014 1 13 PM)
RCAS-QH contacted c @[redacted]and spoke with c
c stated that c was advised the c bought the best VSC
c states that c does not feel safe in vehicle
c states that c wants NNA to cover repairs
c states that c does not c in the notes that VSC does not cover airbag light
RCAS apologized to c for inconvenienc
RCAS advised that RCAS will reseacrh c's acount
c agreed
call ended mutually

Make Public

Created By Celedonio Evalyn (9/19/2014 10 22 PM)
vehicle concern
dealer concern
vsc concern

Make Public

Created By Celedonio Evalyn (9/19/2014 10 21 PM)
Servicing Dealership: Empire Nissan - 91761
SA Gary Worley

sop: vsc reprint

Make Public

Created By Celedonio Evalyn (9/19/2014 10 21 PM)
crr ec received a call from c 's husband , who is now c
c initiated to give the vin JN8AZ2KR1A[redacted]
c stated when c purchased the veh and the vsc , c selected the highest type of plan and given the dealership a condition that c will purchase vsc that will cover everything
c stated veh been at the dealership 5 times for airbag light is in the dashboard is flashing, passenger seat would come on, occupant detection control unit and dealership telling c not covered by c's vsc
c stated under Work Order [redacted] c is charged over $500

crr ec empathized
crr ec completed account verification

c stated nissan should investigate the dealership and cover the repair

crr ec advised c that c's concern will be reviewed at the regional dept,
and the, RCAS specialist will call c on the next business,
adv c that the decision is at the discretion of RCAS specialist,, c understood and agreed

CRR-EC offered further assistance, c declined
CRR-EC stated the closing script, gave name , ext number and case number
CRR-EC forwarding case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	SEC+ COVERAGE NQUIRY	QA	10/14/2014	WN	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	10/9/2014	Jordan Atchley	11/5/2014 6:57 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/14/2014 12:11 PM	Jordan Atchley	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.

		Closed.
10/10/2014 12:02 PM	Jordan Atchley	Changed **Follow Up Date** from 9/25/2014 to **10/14/2014**.
9/29/2014 1:41 PM	Arma Andon	Changed **Case Owner** from Quincey Hill to **Jordan Atchley**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [22] | Case Categorizations [3] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Adrienne Gehrke [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/19/2014	Type	CA
Follow Up Date	12/1/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/19/2014 2:18 PM
CA Multiple Repairs		Date/Time Closed	12/4/2014 9:09 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY*****		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	26,413		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP9DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	UNIVERSAL CITY NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	9/24/2014	Vehicle Service Contract	
RHR Completed	9/24/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] N: 3N1AB7AP9DL[redacted]		
Created By	Sara Dorazio 9/19/2014 2:18 PM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	405	Action Code	NL4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Adrienne Gehrke (12/4/2014 9 08 AM)** Arbs closing case as no further contact from C's atty in 30 days
Make Public		**Created By Adrienne Gehrke (10/30/2014 4 36 PM)** Arbs rec'd call from C's atty. Arbs and Atty discussed Atty's concerns. Arbs provided NNa's final cash offer of $6,500 00 inclusive of atty fees. Atty will let Arbs know of clients decision.
Make Public		**Created By Adrienne Gehrke (10/22/2014 3 30 PM)** Arbs notes additional letter is merely a copy of the fax Arbs already responded to.
Make Public		**Created By Kate Czerwinski (10/20/2014 2 35 PM)** DRTS in receipt of attorney letter from Zolonz & Associates, dated October 13, 2014, signed by Adam M Zolonz, sent via US mail, received on October 20, 2014. The letter is attached to the case for review. Letter is a notice of rejection of offer of $4,000.00 and renewal of request for repurchase of the vehicle. Non-conformities of transmission malfuntions as well as airbag system, TPMS lights, and radio. Requesting NNA response to repurchase the vehicle by October 23, 2014.
Make Public		**Created By Adrienne Gehrke (10/14/2014 4 42 PM)** Arbs responded to Fax via email Hello Mr. Zolonz, I received your response to Nissan's cash settlement offer of $4,000 00, inclusive of fees. At this time, Nissan is not in a position to repurchase the vehicle. We are willing to negotiate a cash and keep. Please let me know if your client is open to that option at all.
Make Public		**Created By Adrienne Gehrke (10/13/2014 4 08 PM)** Arbs rec'd fax response from C's atty Adam Zolonz Atty reiterated that C requests repurchase due to several substantial non-conformities, transmission, airbag system, TPMS lights and radio. Atty states that c continues to experience related transmission problems.
Make Public		**Created By Adrienne Gehrke (10/2/2014 11 12 AM)** Arbs provided NNA's offer via FedEx: [redacted] October 2, 2014 Zolonz & Associates 1680 N. Vine Street, Suite 315 Los Angeles, CA 90028 Attn: Adam M. Zolonz RE: [redacted] 2013 Nissan Sentra /V N: 3N1AB7AP9DL[redacted] Dear [redacted] This office is in receipt of your letter dated September 16, 2014 regards to the above-referenced Nissan customer and her Nissan vehicle. I have taken the time to review the complaint. Based on the information available, Nissan is willing to offer cash settlement in the amount of $4,000.00 to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your clients and advise me of her response within 30 days. Thank you for allowing Nissan to review this matter.
Make Public		**Created By Adrienne Gehrke (10/1/2014 6 30 PM)** Arbs notes days down for FW repairs: 11 Arbs notes 1 FW for click noise from axle Arbs notes 2 FW repairs for trans noise, not acceleration, or going forward or backward

	Arbs notes 1 FW repair for airbag lamp coming on in dash Arbs notes 1 FW repair for no start
	Created By Adrienne Gehrke (10/1/2014 6 25 PM) Arbs rev'd RHR and CPIA 2/10/14... Mileage: 3,663... RO: [redacted]...Days Down: 34* - DI for scratch on bumper (days not verified) 1. Hold off on leather for now. - No work performed. 2. C/s repair scratch on bumper- rental car for duration of service - Veh was sublet to Haddicks to have work completed. - DI 6/20/14... mileage: 15,656... RO: [redacted]...Days Down: 1 1. C/s perform recall R1405 NTB14-027 OCS Reprogram - complete 2. Upon service inspection found clicking noise coming from axles - Lubricated axles, verified repairs. 9/8/14... Mileage: 26,109... RO: [redacted]... Days Down: 2 1. C/s trans won't go and bumps into gear doesn't shift properly on acceleration - no problem found. Performed consult test and reprogrammed TCM and apply molykote grease to both front wheel bearing hubs. 2. C/s airbag lamp comes on dash - Performed consult test and reprogrammed airbag system. 3. C/s radio doesn't function properly, snaps out of Bluetooth mode, happens all the time - no problem found. 4. C/s tire lamp on dash - Need 3 tires- declined Recommendations: Need 3 tires, need wheel alignment, need right front wheel is bent 9/12/14... Mileage: 26,413... RO: [redacted]...Days Down: 8* 1. C/s that there is a loud humming noise while driving and also veh lost power while driving more when going up hills, will not go more than 35-45mph - Replaced trans assy 2. C/s that veh stop and will not move forward or backwards - Replaced trans assy 3. C/s that passenger airbag light is on while driving - no problem found. 4. C/s that tire indicator light is coming on while driving - Vehicle needs tires- declined 5. C/s car won't start - Replace with genuine Nissan battery. Recommendations: Need 4 tires and wheel alignment
Make Public	**Created By Sara Dorazio (9/24/2014 9 33 AM)** DRTS completed and attached the RHR.
Make Public	**Created By Sara Dorazio (9/24/2014 9 28 AM)** DRTS called dealer #5258 to verify days down on RO# [redacted] SA-Louie stated that the SA on the RO no longer works there. He could not verify if the days were accurate. He stated that it does not make sense the car would be there that long for the repairs listed on the RO.
Make Public	**Created By Sara Dorazio (9/24/2014 9 23 AM)** DRTS called dealer #042B to verify days down on RO# [redacted] SA-Anolte verified days down and stated a rental was provided.
Make Public	**Created By Sara Dorazio (9/23/2014 4 42 PM)** DRTS received RO's from dealer #5258 and attached to case.
Make Public	**Created By Sara Dorazio (9/23/2014 4 20 PM)** DRTS called dealer #5258 to follow up on RO's. Cashier-Beth said she had not heard from SA-Jared, but transferred me to him. Left a message on SA-Jared's vm. Provided name, number, fax, reason for calling, customer's name, and vin.
Make Public	**Created By Sara Dorazio (9/23/2014 9 56 AM)** DRTS received RO's from dealer #042B and attached to case.
Make Public	**Created By Sara Dorazio (9/23/2014 9 43 AM)** DRTS called dealer #042B to follow up on RO's. SA-Carlos said he had cashiers fax and transferred me to Cashier-Lilly. Cashier-Lilly agreed to fax. Provided name, fax, vin, and customer's name.
Make Public	**Created By Sara Dorazio (9/23/2014 9 39 AM)** DRTS called dealer #5258 to follow up on RO's. Cashier-Beth said she needs to wait until SA-Jared comes in to talk about what needs to be sent. DRTS provided information again and mentioned it was time sensitive. Cashier-Beth said she will fax after talking with SA-Jared.
Make Public	**Created By Sara Dorazio (9/23/2014 7 13 AM)** DRTS received sales documents and attached to case.
Make Public	**Created By Sara Dorazio (9/19/2014 3 38 PM)** DRTS emailed BM-Brianne Yoon to request sales documents.
Make Public	**Created By Sara Dorazio (9/19/2014 3 23 PM)** DRTS called dealer #042B to request RO's. SA-Carlos agreed to fax. Provided name, fax, and vin.
Make Public	**Created By Sara Dorazio (9/19/2014 3 17 PM)** DRTS called dealer #5258 to request RO's. Cashier-Beth agreed to fax. Provided name, fax, and vin.
Make Public	**Created By Sara Dorazio (9/19/2014 2 25 PM)** *****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY**** Previous cases- None Open recalls/campaigns- None DRTS in receipt of Attorney letter from Zolonz & Associates, signed by Adam Zolonz, dated 9/16/14, received via certified mail (tracking# [redacted] on 9/19/14. This letter is attached to the case for your review. Please be advised that this office has been retained to represent the interests of Mr [redacted] egarding his Song-Beverly Warranty Act claim against NNA. Please consider this letter as formal demand that you repurchase Mr. [redacted] vehicle pursuant to the Act. Vehicle defects are with the TPMS warning system, airbag system, axel, transmission, and radio. Please be advised that this offer to resolve this matter on a pre-litigation basis will remain open for a period of 14 days in order to allow you sufficient time to conduct your investigation.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	9/19/2014	YX	BG	302500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/19/2014	YX	BK	233500	OA
Edit | Del		AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	POOR OR MPROPER OPERATION	11	9/19/2014	YX	AA	103500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]		✓	10/20/2014	Adrienne Gehrke	10/20/2014 2 36 PM
Edit | Del			✓	9/30/2014	Sara Dorazio	9/23/2014 7:13 AM
Edit | Del			✓	9/26/2014	Sara Dorazio	9/24/2014 9:33 AM
Edit | Del			✓	9/24/2014	Sara Dorazio	9/23/2014 4:42 PM

Edit | Del	[redacted]	✓ 9/19/2014	Adrienne Gehrke	9/19/2014 2:38 PM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	65KB	10/20/2014 2 36 PM	Kate Czerwinski
Edit | View | Del		35KB	10/13/2014 4 09 PM	Adrienne Gehrke
Edit | View | Del		144KB	10/2/2014 11:14 AM	Adrienne Gehrke
Edit | View | Del		29KB	9/24/2014 9:32 AM	Sara Dorazio
Edit | View | Del		221KB	9/23/2014 4:42 PM	Sara Dorazio

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/4/2014 9 09 AM	Adrienne Gehrke	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/26/2014 8:26 AM	Adrienne Gehrke	Changed **Follow Up Date** from 11/1/2014 to **12/1/2014**.
10/2/2014 11:13 AM	Adrienne Gehrke	Changed **Follow Up Date** from 10/2/2014 to **11/1/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [31] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/19/2014	Type	CA
Follow Up Date	11/5/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/19/2014 3:01 PM
CA Multiple Repairs		Date/Time Closed	12/26/2014 1:41 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00052560

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	BBB Auto Line Voluntary Repurchase: NNA is repurchasing the vehicle due to 7 repairs related to transmission shudder and 56 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,728		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP6Dt[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TROTTER NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$31,732.50	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /VIN: 1N4BL3AP6DN[redacted]		
Created By	Gloria Holman, 9/19/2014 3 01 PM	Root Cause Code	SCCV
Last Modified By	NNAETL 10/14/2015 12:22 AM	Root Cause Code (2)	
Days Closed	383	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/24/2014 2 15 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Transmission Shudder
Make Public		**Created By Ricardo Garcia (11/5/2014 2 06 PM)** ARBS-RG submitted Morley Packet #[redacted] via FEDEX #[redacted] on 11/5/14
Make Public		**Created By Ricardo Garcia (11/5/2014 7 18 AM)** BBB Auto Line Voluntary : NNA is offering to buyback vehicle due to 7 repair visits and 56 days out of service.
Make Public		**Created By Ricardo Garcia (11/4/2014 7 27 AM)** ARBS-RG received signed agreement letter from customer via fax on 11/4/14. ARBS-RG submitted check request for approval on 11/4/14 check to customer : $31,732 50
Make Public		**Created By Ricardo Garcia (11/3/2014 1 54 PM)** ARBS-RG notes the following Call Made : 11/3/14 Phone # : [redacted] Spoke with customer's husband Reason : To notify customer notification will be sent once signed agreement letter has been received. Customer understood.
Make Public		**Created By Ricardo Garcia (10/29/2014 1 43 PM)** ARBS-RG notes the following Call Made : 10/29/14 Phone # : [redacted] Spoke with customer's husband Reason : To notify customer that revised repurchase letter has been sent for review via email. Customer understood and notify ARBS-RG that wife would give ARBS-RG call to discuss letter. ARBS-RG understood.
Make Public		**Created By Ricardo Garcia (10/29/2014 1 29 PM)** ARBS-RG sent repurchase agreement letter to customer via email on 10/29/14
Make Public		**Created By Ricardo Garcia (10/29/2014 7 24 AM)** ARBS-RG notes the following figures (+) Base Price $29,816.00 (+) SecureNet Maintenance and Service Contract $2,766 00 (+) Sales Tax and County Tax $1,846.70 (+) Registration Fee $27.75 (+) Service and Handling Fee $129.00 (=) Subtotal of Credits $34,585.45 (-) *Less a Reasonable Allowance for Use $371.71 (-) Less Pro-Rated Refund $2,481.24 (=) Total refund to customer from NNA at surrender $31,732.50
Make Public		**Created By Ricardo Garcia (10/27/2014 1 55 PM)** ARBS-RG notes the following Call Made : 10/27/14 Phone # : [redacted] Left Message with customer Reason : To discuss revised repurchase agreement letter.
Make Public		**Created By Ricardo Garcia (10/27/2014 1 50 PM)** ARBS-RG notes the following figures

(+) Base Price $29,816.00
(+) SecureNet Maintenance and Service Contract $2,766 00
(+) Sales Tax $1,796 00
(+) Registration Fee $27.75
(+) Service and Handling Fee $129.00
(=) Subtotal of Credits $34,534.75

(-) *Less a Reasonable Allowance for Use $371.71
(-) Less Pro-Rated Refund $2,481.24
(=) Total refund to customer from NNA at surrender $31,681.80

Make Public

Created By Ricardo Garcia (10/27/2014 1 42 PM)
ARBS-RG received sales tax document from customer via email on 10/26/14. Attached to case file

Make Public

Created By Ricardo Garcia (10/21/2014 3 47 PM)
ARBS-RG sent email to customer on 10/20/14 regarding sales tax documents needed in order to revise repurchase agreement letter.

ARBS-RG made outbound call to customer at [redacted] and left message requesting copy of sales tax

Make Public

Created By Ricardo Garcia (10/8/2014 10 57 AM)
ARBS-RG received email from customer regarding repurchase agreement letter on 10/6/14. ARBS-RG replied on 10/8/14 and advised dealership has been contacted to verify purchase contract information and verify service contract were separate purchase from purchase contract.

Call Made : 10/7/14
Dealership : TROTTER NISSAN
Phone # : (870) 864-4700
Spoke with Finance Advisor: Jerod
Reason : To obtain purchase contract from TROTTER NISSAN to compare to customer copy. ARBS-RG provided purchase date of vehicle and phone # to call back.

Make Public

Created By Ricardo Garcia (10/6/2014 8 59 AM)
Usage - Notes

(1,931 miles / 120,000) x $27,050 00 == $435 28

Make Public

Created By Ricardo Garcia (10/6/2014 8 42 AM)
ARBS-RG notes the following figures

(+) Base Price $27,050.00
(+) SecureNet Maintenance Service Contract $2,766.00
(+) Service and Handling Fee $129.00

(=) Total Credits $ 29,945 00

(-) Less Usage $435.28
(-) Less Pro-Rated Refunds $2,481.24

(=) Total Refund to customer from NNA $27,028.48

Make Public

Created By Ricardo Garcia (10/6/2014 8 18 AM)
ARBS-RG received the following documents from customer via email on 10/5/14

- Purchase Contract
- Certificate of Title
- Current Registration
- Vehicle Service Contract
- Maintenance Contract

Make Public

Created By Ricardo Garcia (10/3/2014 2 25 PM)
ARBS-RG notes the following

Call Made : 10/3/14
Phone # : [redacted]
Spoke with Customer's husband
Reason : To discuss offers. **Waiting on call back**

Make Public

Created By Ricardo Garcia (10/2/2014 11 19 AM)
ARBS-RG received voicemail from customer on 10/2/14 to expect phone call later today on 10/2/14 before 4PM CT.

Make Public

Created By Ricardo Garcia (9/29/2014 12 51 PM)
ARBS-RG notes the following

Call Made : 9/29/14
Phone # : [redacted]
Spoke with Customer's husband
Reason : To discuss offers. ARBS-RG verified customer's email address. ARBS-RG notes customer has title to vehicle and did not have loan financed for vehicle. ARBS-RG requested from customer purchase contract, current registration, and certificate of title. ARBS-RG sent offer letter to customer via email on 9/29/14

Make Public

Created By Ricardo Garcia (9/29/2014 11 11 AM)
ARBS-RG notes the following

ROs provided on Case # 10774133
11/7/12 @ 1,496 miles — RO # [redacted] — 1 day down
Issue:
1) Loud noise during shifting. Transmission shudder's in low speeds after take off. Doesn't do it all the time
Action:
1) Unable to duplicate

11-19-12 @ 1, 931 miles — RO # [redacted] — 25 days down**
Issue:
1. Customer states not shifting properly
Action:
1. Replaced CVT

2/15/13 @ 3,286 miles — RO # [redacted] — 1 day down
Issue:
1) Transmission slipping
Action:
1) Test drove vehicle while recording. Could not duplicate concern at this time.

3/13/13 @ 3,458 miles — RO # [redacted] 1 day down
Issue:
1) Mr. Bryant came by and wanted documentation that vehicle is slipping around 20 MPH. C/s you can hear a noise when trying to change gears. C/s he is still having the same problem after new transmission has been installed
Action:
1) No action taken

Days Down verified on Case # [redacted]
04-09-13 @ 4, 418 miles — RO # [redacted] — 5 days down
Issue:
1. Vehicle not shifting correctly, Rick with Nissan engineering sent torque converter to be replaced
2. Perform PC218
Action:
1. Replaced torque converter, O-ring, and seal
2. Complete

03/17/14 - Mileage: 10,900 - RO: [redacted] Days Down: 4

56 days down
7 visits - 3 repairs related to transmission judder

NO ADDITIONAL CASES FOUND
- Case # [redacted] CLOSED
- Case # [redacted] CLOSED - DTS Rick Nguyen inspected vehicle on 4/9/13 at TROTTER NISSAN. Please refer to RO # [redacted] and 37614 - Replaced torque converter, O-ring, and seal
- Case # [redacted] CLOSED - DTS Rick Nguyen inspected vehicle on 7/31/14 at TROTTER NISSAN . Please refer to RO # [redacted] Replaced CVT

NO TECH L NE CASE FOUND
- Case # [redacted] - Related to RO # [redacted]

DTS FOUND
- Case # [redacted] CLOSED - DTS Rick Nguyen inspected vehicle on 4/9/13 at TROTTER NISSAN. Please refer to RO [redacted] - Replaced torque converter, O-ring, and seal
- Case # [redacted] CLOSED - DTS Rick Nguyen inspected vehicle on 7/31/14 at TROTTER NISSAN . Please refer to RO # [redacted] Replaced CVT

NO ADDITIONAL WARRANTIES FOUND

Created By Ricardo Garcia (9/29/2014 10 47 AM)
ARBS-RG notes the following repairs

11-19-12 @ 1, 931 miles — RO # [redacted] – 25 days down**
Issue:
1. Customer states not shifting properly
Action:
1. Replaced CVT

04-09-13 @ 4, 418 miles — RO # [redacted] 22 — days down
Issue:
1. Vehicle not shifting correctly, Rick with Nissan engineering sent torque converter to be replaced
2. Perform PC218
Action:
1. Replaced torque converter, O-ring, and seal
2. Complete

05-23-13 @ 5, 037 miles — RO # [redacted] — 1 day down
Issue:
1. Perform PC212
2. Perform PC228
Action:
1. Complete
2. Complete

06-14-13 @ 5,711 miles — RO # [redacted] — 1 day down
Issue:
1. Perform PC216
Action:
1. Complete

Make Public

03-17-14 @ 10, 901 miles — RO [redacted] — 15 days down
Issue:
1. Heater making a loud noise. Customer wanted documentation that transmission is not shifting correctly.
2. General Diagnostics, blower motor
Action:
1. Tech test drove and could not duplicate abnormal concern, normal operation of transmission
2. Replaced blower motor

05-28-14 @ 12, 194 miles — RO # [redacted] — 2 days down
Issue:
1. Perform R1405 : OCS Reprogramming
Action:
1. Complete

07-31-14 @ 12, 772 miles — RO # [redacted] — 20 days down
Issue:
1. Trans judder at slow take off
2. Customer states will not start
Action:
1. Replaced CVT
2. Replaced battery

08-18-14 @ 12, 834 miles — RO # [redacted] — 2 days down
Issue:
1. C/S there is a clear liquid leaking by pass frt tire
Action:
1. Customer could not find anything leaking and all fluids are good

Make Public

Created By Gloria Holman (9/29/2014 9 56 AM)
DRTS received the sale documents from Dealer #5359 on September 29, 2014 at 10:51 am and attached to the case.

Make Public

Created By Gloria Holman (9/29/2014 9 42 AM)
DRTS called Dealer #5359 on September 29, 2014 at 10:38 am and spoke with Jared, Finance Dept., regarding sales documents. Jared stated he will send the documents via fax before lunch.

Make Public

Created By Gloria Holman (9/25/2014 1 51 PM)
DRTS completed the RHR and attached to the case.

Make Public

Created By Gloria Holman (9/23/2014 10 02 AM)
DRTS called Dealer #5359 on September 23, 2014 at 10:58 am and left a message for Jared, Finance Dept., with the Receptionist regarding sales documents.

Make Public

Created By Gloria Holman (9/23/2014 9 43 AM)
DRTS called Dealer #2958 on September 23, 2014 at 10:38 am and spoke with Richard, Service Dept., requesting repair orders. Richard stated he will send the documents via fax.

Make Public

Created By Gloria Holman (9/23/2014 9 24 AM)
DRTS received the RO's from Dealer #5359 and attached to the case.

Make Public

Created By Gloria Holman (9/19/2014 3 52 PM)
DRTS called Dealer #5359 on September 19, 2014 at 4:48 pm and spoke with Jared, Finance Dept., requesting sale documents. Jared stated he will send the documents via fax.

Make Public

Created By Gloria Holman (9/19/2014 3 45 PM)
DRTS called Dealer #2958 on September 19, 2014 at 4:42 pm and spoke with Richard, Service Dept., requesting repair orders. Richard stated he will send the documents via fax.

Make Public

Created By Gloria Holman (9/19/2014 3 36 PM)
DRTS called Dealer #5359 on September 19, 2014 at 4:32 pm and spoke with Jamie, Service Dept., requesting repair orders. Jamie stated she will send the documents via fax.

Make Public

Created By Gloria Holman (9/19/2014 3 27 PM)
Previous Cases - [redacted] EMA L NISSAN, 13424683 TECH L NE, 10085360 DPIC
Open Recalls / Campaigns - None
DRTS in receipt of Consumer Letter, signed by Renee Bryant, sent via certified mail [redacted] dated 09/15/14, DRTS received 09/19/14. The letter has been attached to the case for your review.

C/S she previously wrote to Nissan concerning her 2013 Nissan Altima detailing the problems experienced with the vehicle since purchasing in October 2, 2012. C/S in the letter dated July 19, 2014, "we believe our vehicle is a "lemon" and requested relief under the Arkansas New Motor Vehicle Quality Assurance Act (ACT 297 OF 1993)." The defects on the vehicle include: CVT transmission replaced (2012), Torque Converter replaced (2013), Passenger Air Bag (computer problem resolved-2014) and CVT transmission and Torque Converter replaced (2014). C is requesting Nissan provides relief of this vehicle under the Arkansas New Motor Vehicle Quality Assurance Act)ACT 297 of 1993), requesting a full refund of the purchase price, sales tax and other costs incurred in the purchase of this vehicle. C can be contacted at the following numbers: [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	9/22/2014	YX	BG	302500	OA
Edit | Del		POWERTRAIN	TORQUE CONVERTER	POOR OR MPROPER OPERATION	10	9/22/2014	YX	BG	229000	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/22/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/26/2014	Robert Underwood	11/24/2014 8:33 PM
Edit | Del	Review Approved Check Request		✓	11/4/2014	Ricardo Garcia	11/5/2014 7:39 AM
Edit | Del	Call Dealership		✓	10/27/2014	Gloria Holman	10/17/2014 8:19 AM
Edit | Del	Bryant - Renee - Customer Letter		✓	9/29/2014	Ricardo Garcia	9/29/2014 9:59 AM
Edit | Del	Collect Sales Documents		✓	9/29/2014	Gloria Holman	9/29/2014 9:54 AM

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Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4BL3AP6DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		11/5/2014	Customer	Approved	$31,732.50	32BUYBACK	Nissan South Central Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales tax packet.pdf	349KB	2/25/2015 8:05 AM	Rebecca Martin
Edit | View | Del	[redacted] Morley Packet.pdf	190KB	11/5/2014 2:06 PM	Ricardo Garcia
Edit | View | Del	Signed Agreement Letter.pdf	112KB	11/4/2014 7:27 AM	Ricardo Garcia
Edit | View | Del	Sales Tax.pdf	87KB	10/29/2014 7:45 AM	Ricardo Garcia
Edit | View | Del	Service Contract.pdf	74KB	10/6/2014 8:28 AM	Ricardo Garcia

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/26/2014 1:41 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/24/2014 2:13 PM	Jim Land	Changed **Case Owner** from Ricardo Garcia to **Jim Land**.
11/24/2014 2:12 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [25] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Julia Sharp [Change]
Letter Sent Date	10/13/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/23/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	9/19/2014 6:29 PM
CA Multiple Repairs		Date/Time Closed	10/23/2014 7:41 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date	10/21/2014 1:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)	OCS concerns Idle jumps AC turns off	DTS Request Type	RCAS Request
Inspection Time/Notes	11 AM PST Customer needs to be present		
Description	OCS concern/Repurchase request		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	22,000	Related Vehicle Make	Nissan
Current Mileage	33,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF BAKERSFIELD	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/7/2014	Vehicle Service Contract	
RHR Completed	10/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N4AL3AP7DC[redacted]		
Created By	Diana Maniquis, 9/19/2014 6 29 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:46 AM	Root Cause Code (2)	
Days Closed	447	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Johannie Resto-Gonzalez (10/23/2014 7 39 PM)** RCAS JRG placed call to C at [redacted] C - Maria stated fixed the veh. C stated that it if was explained the way DTS explained from beginning it would have not been as stressful. RCAS-acknowledged. C- does not need further assistance. ********** RCAS will close the case since no further assistance is required.
Make Private	✓	**Created By Karen Walker (10/22/2014 10 28 AM)** RCAS KW received an update from DTS TZ. DTS T met with C and C son, who talked to DTS T about the OCS system and the misinformation C has been getting as well as the idle concern where the idle jumps at times, and the main concern, the AC turning off on its own. DTS T advised DTS T talked to C at length and explained how the OCS worked and C seemed to understand the explanation and did not request any repairs. DTS T advised the idle concern was the AC compressor turning ON and OFF. DTS T advised this concern is related to the AC OFF concern. DTS T advised C complaint was the buttons turning off but also AC blowing warm air. DTS T advised DTS T verified the AC MAX cold and recirc buttons would light up after being pushed ON. DTS T advised that after driving several minutes, the Max Cold and Recirc turned OFF. DTS T advised it performed this way time after time. DTS T advised DTS T brought the vehicle into the shop and checked some readings and found the AC pressure sensor voltage reading was spiking, not smooth. DTS T advised this caused the AC compressor to shut off constantly (turning OFF the Max Cold and Recirc lights and causing warm air to come out the vents and causing the idle to jump). DTS T advised tech Bob touched the AC pressure sensor connector and it came off easily and once pushed on tight, the AC pressure sensor voltage stabilized. DTS T advised the Max AC stays on and the recirc button stays ON. DTS T advised the connector does not appear to be holding tight so DTS T is looking into replacing the connector and should have more info today.
Make Private	✓	**Created By Karen Walker (10/20/2014 10 49 AM)** **SUMMARY** C contacted NNA requesting a repurchase due to OCS, AC, and brake concerns. RCAS KW notes RHR was completed and reviewed and ARBS AM advised NNA is not in a position to repurchase vehicle. RCAS KW explained the same to C and a DTS appointment is set for Tuesday, 10/21, at 11AM.
Make Private	✓	**Created By Karen Walker (10/20/2014 10 47 AM)** RCAS KW placed call to C at [redacted] remind of DTS appointment - no answer, no VMX.
Make Private	✓	**Created By Karen Walker (10/15/2014 11 06 AM)** RCAS KW emailed DTS TZ, SM Dave and SD Ryan at DLR to confirm appointment.
Make Private	✓	**Created By Karen Walker (10/15/2014 11 02 AM)** RCAS KW notes DTS availability on Tuesday, 10/21, at 11AM PST. RCAS KW placed call to C at [redacted] C states C husband or son will bring vehicle to inspection. C states both are familiar with the vehicle concerns.
Make Public		**Created By Mae Strenciwilk (10/13/2014 2 11 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Karen Walker (10/13/2014 1 44 PM)** RCAS KW notes denial letter was requested and correspondence request has been sent. RCAS KW placed call to C at [redacted]

RCAS KW explained letter will be mailed.

C states C would like a tech to look at C vehicle.
C states something wrong with vehicle, electrical maybe.
C states AC turning off by self and OCS sensor concern.

RCAS KW explained that RCAS KW will request DTS availability and follow up with C.

RCAS KW notes DTS request has been sent.

Make Public

Created By Roselle Beconia (10/10/2014 4 19 PM)
crr received a call from c

c requesting to speak with rcas-Karen
crr-reiterate rcas decision on the case
c states c would like to get a denial letter from rcas
crr informed c that crr will update c's case
crr informed c that crr will try to transfer c to rcas
c agreed to leave a message in case rcas is unavailable

crr-rb offered further assistance
c declined
crr-rb provided c with crr name and extension number
crr transferred c to rcas direct line and was routed to voice mail
crr exits case

Make Private ✓

Created By Karen Walker (10/10/2014 12 59 PM)
RCAS KW closing case as no further assistance can be offered at this time.

SUMMARY

C contacted NNA requesting a repurchase due to OCS, AC, and brake concerns.
RCAS KW notes RHR was completed and reviewed and ARBS AM advised NNA is not in a position to repurchase vehicle.
RCAS KW explained the same to C and explained DTS appointment, which C declined and C advised C getting attorney.

Make Public

Created By Karen Walker (10/10/2014 12 56 PM)
airbag light concern

Make Private ✓

Created By Karen Walker (10/10/2014 12 56 PM)
RCAS KW placed call to C a[redacted]

RCAS KW explained case has been reviewed and NNA is not in a position to offer a repurchase at this time.
RCAS KW explained that RCAS KW would like to send a DTS to look at vehicle to attempt to resolve any outstanding concerns.

C states DLR told C that DTS already inspected vehicle.
C states that if NNA is not going to repurchase C is going to get an attorney.

RCAS KW apologized that RCAS KW could not be of more assistance and C ended call.

Make Public

Created By Angie McVey (10/10/2014 10 42 AM)
ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time.

ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Make Public

Created By Angie McVey (10/10/2014 10 41 AM)
History as provided by RCAS:

11/26/13 at 23,150 miles-4 days down
Concern
1. C/S brakes squeak.
2. C/S passenger airbag off light on when someone in passenger seat.
3. C/S driver front door inner weather stripping coming loose.
4. Tire inspection.
5. C/S front brakes squeak.
6. OCS sensor faulty.
Action
1. Rear brake job.
2. Replaced OCS sensor.
3. Replaced weather stripping.
4. Completed.
5. Front brake job.
6. Replaced OCS sensor.

2/10/14 at 26,194 miles-3 days down
Concern
1. Airbag light is on.
2. C/S passenger front inner door seal by A pillar is warped.
Action
1. Techline advised to check and clean grounds, cleaned grounds.
2. Replaced front body side welt/weatherstrip.

2/13/14 at 26,200 miles-5 days down
Concern
1. C/S passenger airbag light comes on randomly when driving.
Action
1. Unable to duplicate.

4/7/14 at 27,846 miles-1 day down
Concern
4. C/S noise upon acceleration.
5. C/S brakes squeaking.
7. OCS recall.
Action
4. Unable to duplicate.
5. Replace pad sets – both sides.
7. NTB14-027.

6/23/14 at 30,647 miles-2 days down
Concern
1. C/S grinding noise.
2. C/S A/C will blow warm air.
3. C/S RPM will fluctuate on own.
4. C/S brakes squeaking.
Action
1. Replace alternator assy.
2. Replace heater and A/C control assy.
3. Unable to duplicate.
4. Turn both brake rotors, replace rear.

8/12/14 at 32,693 miles-2 days down
Concern
1. C/S passenger airbag light stays on when seat occupied.

2. C/S AC button pops off when recirc.
3. C/S right signal comes on by self when turning wheel right.
Action
1. Performed zero point reset.
2. Unable to duplicate.
3. Ordered part to correct.

9/8/14 at 33,839 miles-2 days down
Concern
1. C/S right signal comes on by self when turning wheel right.
2. C/S AC will blow cold on high and then warm.
3. C/S AC recirculation will turn off on own.
4. C/S when coming to a stop or driving, idle will drop and engine feels like will die.
5. C/S glove box hanging out from last visit.
Action
1. Replace combination switch assy.
2. No concerns found at this time.
3. AC operating as designed.
4. Reset idle at this time.
5. Adjusted panel to correct.

No other CA file, +1 tech line, No DTS, Purchased used from independent dealer, No contract purchased
4 complaints for airbag light on.
No impairment of use found as evidenced by 34K miles in 1 ½ years.
No visits prior to 18K miles.
No visits for the airbag since August.

Make Public

Created By Ronald Cabatbat (10/9/2014 2 20 PM)
crr-rc received call from c
crr-rc c states that c want to know the status of the case
crr-rc advised c that c will get a call back from the ARBS who is handling the case by 10/10/2014 within business hrs
c agreed

Crr-rc offered further assistance, c declined
Crr-rc provided Case no.
Crr-rc provided crr-rc's name, and extension no [redacted]
Crr-rc exiting the case

Make Public

Created By Ashley Fiting (10/7/2014 1 55 PM)
DRTS received RHR. The RHR has been assigned to ARBS- Angie McVey for review.

Make Private ✓

Created By Karen Walker (10/7/2014 1 16 PM)
RCAS KW placed call to NISSAN OF BAKERSF ELD at 661-835-8600 and spoke with SM Dave and confirmed drop off/pick up dates for RHR.

RCAS KW notes RHR has been submitted for review.

Make Private ✓

Created By Karen Walker (10/7/2014 12 12 PM)
RCAS KW notes ROs have been attached to case.

RCAS KW placed call to NISSAN OF BAKERSF ELD at 661-835-8600 and spoke with SA Evelyn.

SA E agreed to fax RO [redacted] for review.

Make Private ✓

Created By Karen Walker (10/3/2014 3 02 PM)
RCAS KW notes RCAS KW spoke with SM D who advised DLR just got a new system and SM D is having a hard time getting ROs to send.

RCAS KW notes RCAS KW emailed SM Dave requesting ROs.

Make Private ✓

Created By Karen Walker (9/30/2014 2 04 PM)
RCAS KW emailed SM D and SD R requesting ROs for RHR.

Make Private ✓

Created By Karen Walker (9/26/2014 4 58 PM)
RCAS KW notes RCAS KW received an email from SM D with DLR advising V N is showing as owned by Family Motors.

RCAS KW placed call to C at [redacted]

C states C purchased vehicle from Family Motors and that is who takes car in for C.

Make Private ✓

Created By Karen Walker (9/25/2014 6 26 PM)
RCAS KW emailed SM Dave at NISSAN OF BAKERSFIELD requesting ROs for RHR.

Make Private ✓

Created By Karen Walker (9/22/2014 12 21 PM)
RCAS KW emailed SM Dave at NISSAN OF BAKERSFIELD requesting ROs for RHR.

RCAS KW notes region has been notified of repurchase request.

Make Private ✓

Created By Karen Walker (9/22/2014 12 21 PM)
RCAS KW placed call to C at [redacted]

C states C does not feel vehicle is safe and is frustrated about having to take vehicle to DLR repeatedly for same concerns.
C states there is an OCS concern and the repairs work about 2 weeks and then the concern comes back.
C states the AC is the same way, repairs are completed and then the concern occurs again.
C states C has also had the brakes replaced twice and the concern is still present.
C states C purchased vehicle preowned on 11/3/2013 from Family Motors.
C states C purchased a newer vehicle so C would not have all these concerns.

RCAS KW apologized that C is experiencing concerns.
RCAS KW explained RCAS KW will request ROs for the RHR.
RCAS KW explained RHR can take up to 10 days to see if trade is an option.

Make Public

Created By Diana Maniquis (9/19/2014 6 37 PM)
crr-dm received a call from c's wif[redacted]a k.a c) who was calling about a multiple repair issues with the airbag light been on while someone was sitting on the passenger side seat. Also, the a/c is turning off by itself, the veh seemed that it wanted to turn off while the a/c is on. c also stated that the a/c is blowing hot air too.
c took the veh 5 times but c is still not able to fix it. c is not safe and c do not want the veh anymore if its not. c have minor kids and c is afraid of this veh and the fact that it may not be safe. c was asking if this veh can be replaced with a safe veh to use or help c with a discount for another veh c can purchase.
As per SOP 6.10, crr-dm stated that the case needs to escalated to rcas for review. then c will get a call from rcas within the next business day to discuss c's concern
crr-dm offered further assistance, c declined.
crr-dm provided case #, crr's name and ext #.
crr-dm leaving case open and forwarding case to rcas because c wanted for either if this veh can be replaced with a safe veh to use or help c with a discount for another veh c can purchase.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/19/2014	YX	BK	233500	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/19/2014	YE	BK	233500	OA
Edit | Del	[redacted]	HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR MPROPER OPERATION	11	9/19/2014	YX	AJ	159000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/24/2014	Tim Zingerman	10/22/2014 10:21 PM
Edit | Del	New DTS Request		✓	10/15/2014	Tim Zingerman	10/14/2014 9:57 AM
Edit | Del	Customer Letter Sent		✓	10/13/2014	Karen Walker	10/13/2014 3:15 PM
Edit | Del	Correspondence Request	[redacted]	✓	10/13/2014	Karen Walker	10/13/2014 2:12 PM
Edit | Del	Review RHR Recommendation		✓	10/10/2014	Karen Walker	10/10/2014 2:21 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	20KB	12/19/2014 11 03 AM	Karen Walker
Edit | View | Del		31KB	12/19/2014 11 03 AM	Karen Walker
Edit | View | Del		217KB	12/19/2014 11 03 AM	Karen Walker
Edit | View | Del		650KB	12/19/2014 11 03 AM	Karen Walker

Case History

Case History Help

Date	User	Action
12/19/2014 11:04 AM	Arma Andon	Changed **Case Owner** from Johannie Resto-Gonzalez to **Julia Sharp**.
10/23/2014 7:41 PM	Johannie Resto-Gonzalez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/23/2014 10:29 AM	Arma Andon	Changed **Case Owner** from Karen Walker to **Johannie Resto-Gonzalez**.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Goss [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	9/23/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	9/22/2014 10:37 AM
CA Multiple Repairs		Date/Time Closed	9/23/2014 7:51 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CAPITAL NISSAN OF W LM NGTON	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Service	Case Type	Nissan Service

Survey Request Date		Receipt Date	9/11/2014
Survey-Source		Survey NPS Score 1	0
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	SERVICE ADVISOR COMMENTS Problem was not fixed!	Hot Alert Type	CA T5
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name[redacted], Hampstead, NC, 2[redacted] - DayTime Phone: - Evening Phone[redacted] - Preferred Email:[redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]VIN: 1N4AL3AP5DC[redacted]		
Created By	Alvergei Glenn Cruz, 9/22/2014 10:37 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:00 PM	Root Cause Code (2)	
Days Closed	477	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jessica Goss (9/22/2014 4 14 PM) CASE SUMMARY: C's case was created by T5 feedback. C is having intermittent airbag concerns that dlrship is unable to duplicate. RCAS-JG advised C to take vehicle back into dealership next time concern happens. C understood. RCAS-JG closing case pending diagnosis.
Make Public		Created By Jessica Goss (9/22/2014 4 11 PM) RCAS-JG notes previous case:[redacted]unrelated RCAS-JG made outbound call to C. C stated that is having concerns with the passenger side airbag. C stated that sometimes when there is a passenger in the seat, the airbag sensor light comes on. C stated that has vehicle has been in the shop 3 times for the same concern. C stated that concern happens when C starts the vehicle. C stated that concerns are intermittent. C stated that the passenger seat not close to the dashboard. C stated would be open to taking vehicle back into shop next time sees the concern. C stated this concern happened the very first day C had the vehicle. C stated other than airbag concern, C loves vehicle. RCAS-JG advised C that next time sees concern to take vehicle into dlr. RCAS-JG advised would make a courtesy call to dlr to advised that concern is still happening intermittently. RCAS-JG advised if C ever needs NNA CA again in the future to please call 1800nissan1 and give NNA opportunity to work for C. RCAS-JG thanked C for feedback. C thanked RCAS-JG for taking time to call C. RCAS-JG closing case as C stated will take vehicle in for diagnosis when concern happens again.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/23/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/23/2014 7 51 AM	Jessica Goss	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/22/2014 10:58 AM	Leslee Koleszar	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zQi7**.

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Surveys Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [36] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/22/2014 12:49 PM
CA Multiple Repairs		Date/Time Closed	12/22/2014 2:31 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050728

DTS Inspection

DTS Inspection Date	12/10/2014 12:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Inspection cancelled by CA agent. CVT replaced last week. unknown until today. No need for inspection		
Description	Consumer Affairs Voluntary repurchase due to 4 repairs regarding hesitation upon acceleration and 10 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF BAKERSF ELD
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF BAKERSF ELD	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$31,889.61	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/1/2014	Vehicle Service Contract	
RHR Completed	10/1/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 5N1AR2MN4DC[redacted]		
Created By	Mark Chester Carpio 9/22/2014 12:49 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:24 AM	Root Cause Code (2)	
Days Closed	387	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (12/8/2014 1 46 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: hesitation upon acceleration
Make Public		**Created By Kara Kabobel (11/25/2014 7 34 AM)** Morley case #[redacted]
Make Public		**Created By Annice Hill (11/21/2014 2 45 PM)** Received check made payable to C in the amount of $3,566 29 and also a check made payable to TD Auto Finance in the amount of $28,323.32. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Kara Kabobel (11/19/2014 7 27 AM)** Overnight address for bank: TD Bank Lockbox TD Auto Finance- 16039 Mailstop ME2-074-017 6 Atlantis Way Lewiston, ME 04240
Make Public		**Created By Kara Kabobel (11/19/2014 7 17 AM)** RC extending payoff good through 30 days: 21days x 2.78 = 58.38 + 28,264.94= $28,323.32 good through 12/19
Make Public		**Created By Kara Kabobel (11/19/2014 7 16 AM)** RC extending payoff good through 30 days: 21days x 2.78 = 58.38 + 28,264.94= $28,323.32
Make Public		**Created By Kara Kabobel (11/18/2014 10 47 AM)** Emailed updated offer letter to C.
Make Public		**Created By Kara Kabobel (11/18/2014 9 30 AM)** Adjusted repurchase figures including additional payment: 9 Payments paid @ $547.82: $4,930 38 7 Payments paid @ $550.00: $3,850 $8,780.38 Down Payment: $3,000.00 Registration Renewal: $295 00 Total: $12,075.38 Less Negative Equity: ($4,710 91) Less Gap: ($499 00) Less usage fee at 13,092 miles: ($3,299.18) Refund to Customer: $3,566.29 Lien Payoff good to (11/28/14): $28,264 94
Make Public		**Created By Kara Kabobel (11/18/2014 9 23 AM)** RC spoke to C and C is in agreement with figures. C advised that C just made another payment. RC called TD auto finance and confirmed C made an additional payment of $550 and current payoff amount is $28,264.94 good through 11/28 with per diem amount $2.78
Make Public		**Created By Kara Kabobel (11/7/2014 9 31 AM)** RC spoke to C and C is not understading why C is not getting downpayment back. RC explained the figures and advised RC would put figures together using the payment method. 9 Payments paid @ $547.82: $4,930 38 6 Payments paid @ $550.00: $3,300 $8,230.38

Down Payment: $3,000.00
Registration Renewal: $295 00
Total: $11,525.38
Less Negative Equity: ($4,710 91)
Less Gap: ($499 00)
Less usage fee at 13,092 miles: ($3,299.18)
Refund to Customer: $3,016.29
Lien Payoff good to (11/1/14): $28,724.27

Make Public

Created By Kara Kabobel (11/4/2014 12 25 PM)
RC emailed C offer letter

Make Public

Created By Angie Mathis (11/4/2014 11 24 AM)
Arbs-ASM reviewed and approved repurchase figures below:

Base Price: $31,240.00
Sales Tax: $2,505 60
License Fees: $203 00
Registration Fees: $141 00
Dealer Doc Fee: $80 00
CA Tire Fees: $8.75
Registration Renewal: $295 00
Finance Charges: $1,566.39
Total: $36,039.74
Less usage fee at 13,092 miles: ($3,299.18)
Less Rebates: ($1,000.00)
Less Lien Payoff good to (11/1/14): ($28,724.27)

Total Amount to Customer $3,016.29

Make Public

Created By Christine Wilsey (10/30/2014 2 17 PM)
Worksheet notes

usage 13092/120000 x (31240-1000)
payoff (good thru 11/29) 28days x 2.82 = 78.96 + 28724.27
accrued interest (last pymt 10/14) 18 x 2.82 = 50.76

Make Public

Created By Christine Wilsey (10/30/2014 2 17 PM)
Customer repurchase letter

Base Price: $31,240.00
Sales Tax: $2,505 60
License Fees: $203 00
Registration Fees: $141 00
Dealer Doc Fee: $80 00
CA Tire Fees: $8.75
Registration Renewal: $295 00
Finance Charges: $1,566.39
Total: $36,039.74
Less usage fee at 13,092 miles: ($3,299.18)
Less Rebates: ($1,000.00)
Less Lien Payoff good to (11/1/14): ($28,724.27)

Total Amount to Customer $3,016.29

Make Public

Created By Kara Kabobel (10/30/2014 8 05 AM)
Consumer Affairs Voluntary Repurchase/Replacement/Settlement - due to 4 repairs regarding hesitation upon acceleration and 10 days out of service.

Make Public

Created By Kara Kabobel (10/21/2014 4 00 PM)
RC spoke to [redacted] behalf of C and he is working on getting the necessary documentation. C advised that they would like to see figures for a straight repurchase.

Make Public

Created By Michelle Henares (10/21/2014 1 09 PM)
CRR-MH received a call from C's son in law [redacted] who is referred to as C in the case. C stated that C is following up on the case. Case no. provided.
CRR-MH confirmed no change in C's contact information.The best no. to reach C is [redacted]
C stated that c had received a phone call from a 615 no. last week.
CRR-MH stated that RC-KK is still handling the case.
CRR-MH advised C that CRR will send an internal message to RC regarding contact with C. C agreed.
CRR-MH offered further assistance, C declined
CRR-MH provided CRR's name and EXT#.
CRR-MH exiting case.

Make Public

Created By Lester Bellen (10/21/2014 12 56 PM)
c called in to follow up on the case.
c requested to be transferred to rcas for a return call.
crr-lb verified that there are no changes on contact information.
c will leave vmx if rcas is not available.
crr-lb offered further assistance. c declined. crr-lb exiting the case.

Make Public

Created By Kara Kabobel (10/17/2014 3 34 PM)
RC is dealing with C's son [redacted], who is the driver of the vehicle.

Make Public

Created By Kara Kabobel (10/17/2014 2 45 PM)
RC spoke to C and went over replacement, repurchase, and settlement options. C is considering all options but would like to see figures for a repurchase. RC emailed C letter of intent and requested documentation.

Make Public

Created By Angie Mathis (10/7/2014 9 26 AM)
REASON: due to 4 repairs regarding hesitation upon acceleration and 10 days out of service.

LEMON LAW: Yes, CA.

USAGE: 13,092

RETENTION GOODWILL: NNA would waive 1/2 usage for replacement

OPTIONS: NNA would offer $3,000.00 as a cash settlement in lieu of a repurchase

Make Public

Created By Angie Mathis (10/7/2014 9 23 AM)
Arbs-ASM submitted email to region and attached email to case.

Make Public

Created By Angie Mathis (10/7/2014 9 17 AM)
Vehicle Concern

Make Public

Created By Angie Mathis (10/7/2014 9 17 AM)
Abs-ASM notes the following:

4 repairs reg judder/slow accel
10 days out of service

Make Public

Created By Angie Mathis (10/7/2014 9 16 AM)
Arbs-ASM reviewed CPIA and RHR:

1/14/14-1/14/14 Mileage: 10,528
Reprog ABS per R1308

2/25/14-2/25/14 Mileage: 13,092
1. C/S intermit when making a left turn veh jerks and shakes - NTB13-086, reprog TCM
2. C/S when stopping at bottom of the driveway veh would not go up drive - unable to dup

3. C/S pulsation with brakes downhill - unable to dup

4/21/14-4/21/14 Mileage: 15,417
1. C/S when making left turn there is a judder - unable to dup
2. Reprog OCS

9/5/14-9/10/14 Mileage: 22,535
1. C/S veh lacks accel - see line 2
2. C/S veh shudders at times - reprog TCM
3. C/S when driving down grade brakes pulsate - resurfaced front rotors
4. C/S psgr side sunvisor will not stay up - ordered part
5. C/S rear cargo clip pops out

(New repair in CPIA)
9/22/14 Mileage: 22,535
1. Replaced sunvisor clips from previous visit
2. C/S veh continues to judder - CVT replacement

Make Private ✓ **Created By Karen Walker (10/6/2014 4 46 PM)**
RCAS KW emailed SM Dave with DLR requesting 9/22 RO.

Make Private ✓ **Created By Karen Walker (10/3/2014 4 55 PM)**
RCAS KW placed call to C [redacted] - no answer, left VMX.

Make Public **Created By Joan Arrieta (10/2/2014 5 06 PM)**
crr-ja received a follow up call from c's son in law adam referred as c asking update on the case c said the veh is already with c but c wants to know the next steps
crr-ja asked if any of c's # changed c said no
crr-ja advised c if rcas line isnt available c will be routed to the vmx and may leave name call back number and message and crr-ja will just send an internal message to rcas about the follow up, c agreed
crr-ja asked for further assistance c declined
crr-ja provided name ext case
crr-ja exitng case

Make Private ✓ **Created By Karen Walker (10/1/2014 10 29 AM)**
RCAS KW placed call to NISSAN OF BAKERSF ELD at 661-835-8600 and spoke with SM Dave.

SM D advised there is a new RO for 9/22, the transmission was replaced.
SM D advised DLR just got a new system and SM D does not know how to get RO to RCAS KW for review.
SM D advised SM D cannot see the amount of days down, will try again in a couple of days.

RCAS KW notes RCAS KW emailed DTS TZ to advise that DTS assignment can be canceled.

Make Public **Created By Angela Baase (10/1/2014 10 09 AM)**
DRTS received RHR submitted for review to ARBS Angie Mathis

Make Private ✓ **Created By Karen Walker (10/1/2014 9 59 AM)**
RCAS KW notes RHR has been submitted for review.

RCAS KW notes case was reviewed with TL AA who approved a DTS request.

RCAS KW notes DTS request has been submitted.

Make Private ✓ **Created By Karen Walker (9/26/2014 7 03 PM)**
RCAS KW notes ROs have been attached to case.

Make Private ✓ **Created By Karen Walker (9/23/2014 10 45 AM)**
RCAS KW notes RCAS KW emailed SM Dave and SD Ryan with NISSAN OF BAKERSFIELD requesting ROs for RHR.

RCAS KW notes region has been notified of repurchase request.

Make Private ✓ **Created By Karen Walker (9/23/2014 10 39 AM)**
RCAS KW placed call to C son in law [redacted] who will now be referred to as C, a [redacted]

C states C is the owner of vehicle but in mother in law's name.
C states C vehicle is at NISSAN OF BAKERSFIELD for a transmission replacement.
C states vehicle has not been to any other DLRs for service.
C states vehicle has been to DLR about 5 times for repairs and C has read on lemon law and wants a repurchase or replacement.
C states C does not feel safe driving vehicle, jerks alot and airbag light is not working properly.
C states C weighs about 236 lbs and sensor says airbag off.
C states C is paying for vehicle that is not working properly and C does not want it anymore.
C states if NNA unwilling to repurchase, C will have to get attorney.

RCAS KW apologized C is experiencing concerns and thanked C for patience in going back to DLR again for this concern.
RCAS KW explained RCAS KW will follow up with DLR for ROs for RHR to see if repurchase/trade would be an option.
RCAS KW explained review can take about 10 days and RCAS KW will follow up with C with status.

Make Public **Created By Mark Chester Carpio (9/22/2014 12 57 PM)**
Vehicle Concern

Make Public **Created By Mark Chester Carpio (9/22/2014 12 56 PM)**
CRR-MC rcv a call from c
CRR-MC verify and updated c's account information
Name: Adam Ledesma C's son who is now referred to as C

C's calling to file a claim about c's veh concern
C stated that the veh is Lemon and requesting for Buyback
C stated that the veh is at the NISSAN OF BAKERSF ELD
C stated that SA-Alex of NISSAN OF BAKERSFIELD
advised that the veh needs transmission replacement
C stated that c had the veh at the dlr 5x for the transmission issues and now needs to be replaced
C stated that c's veh is also having issues with the OCS
had encountered 3 OCS issues
C stated that the veh is not safe c stated that c does not want the ve to be fixed c want NNA to replace the veh

CRR-MC told c that c's case will be escalated to RCAS for further review and assistance,
CRR-MC advised c that will receive a call back before the end of the next business day c agreed.
CRR-MC ask c to provide the best number,
c provided contact # [redacted]
CRR-MC offered further assistance, c declined.
CRR-MC provided a brief call recap, name, case number, and ext number
CRR-MC thanked C for calling Nissan Consumer Affairs
CRR-MC forwarding the case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	PREMATURE WEAR/FAILURE	10	9/22/2014	WA	BG	302500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/22/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/10/2014	Tim Zingerman	12/9/2014 6:55 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	11/20/2014	Kara Kabobel	11/25/2014 8 53 AM
Edit | Del	Review Approved Check Request		✓	11/20/2014	Kara Kabobel	11/25/2014 8 52 AM
Edit | Del	Review [redacted] repurchase figures		✓	11/4/2014	Kara Kabobel	11/11/2014 7:41 AM
Edit | Del	Review [redacted] repurchase figures		✓	10/30/2014	Angie Mathis	11/4/2014 11 25 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MN4DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		11/21/2014	Lienholder	Approved	$28,323.32	44BUYBACK	Nissan South West Buyback/Trade		
	[redacted]		11/21/2014	Customer	Approved	$3,566.29	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	1.13MB	5/1/2015 10 55 AM	Rebecca Martin
Edit | View | Del	[redacted]eck 2.pdf	74KB	1/27/2015 10:42 AM	Tammy Knotts
Edit | View | Del	[redacted]eck.pdf	71KB	1/27/2015 9 53 AM	Tammy Knotts
Edit | View | Del	[redacted]signed offer letter.pdf	100KB	11/19/2014 7:13 AM	Kara Kabobel
Edit | View | Del	Letter of Intent CA.pdf	110KB	10/30/2014 7:50 AM	Kara Kabobel

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/22/2014 2:31 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/8/2014 1:44 PM	Jim Land	Changed **Case Owner** from Kara Kabobel to **Jim Land**.
12/8/2014 1:44 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Holly Allen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/22/2014 1:53 PM
CA Multiple Repairs		Date/Time Closed	9/29/2014 10:35 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	MULTIPLE REPAIR ATTEMPTS - passenger airbag		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,200		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ROBERT WOODALL NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP5EC[redacted]		
Created By	Joan Arrieta, 9/22/2014 1 53 PM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	471	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Holly Allen (9/29/2014 10 32 AM) RCAS-HA is closing case due to no further assistance available at this time
Make Private	✓	**********CASE SUMMARY******* c contacted NNA regarding an OCS light concern dlr had done multiple repairs on the vehicle and found vehicle is operating as designed RCAS-HA closing case
Make Private	✓	**Created By Holly Allen (9/29/2014 10 29 AM)** RCAS-HA contacted c at [redacted] about case RCAS-HA advised c that RCAS-HA had spoken with the SM Allen about the vehicle and was advised that the vehicle is operating as designed c stated that the light comes on and off RCAS-HA advised c that if the passenger is using a pillow in the seat the this can affect whether the light comes on or off and the vehicle is operating as designed trying to determine if there is an adult or child in the seat c stated that c is concerned about the light coming on and off and will not let c's wife ride in the car RCAS-HA advised c that the OCS light is working and the sensor is working by the guidelines set by the vehicle traffic and safety administration c stated that the vehicle is not fixed RCAS-HA advised c that Nissan has determine that the vehicle is performing normally c stated c can see that c is not getting anywhere, stated goodbye and hung up on RCAS-hA
Make Private	✓	**Created By Holly Allen (9/29/2014 10 04 AM)** RCAS-HA contacted dlr and spoke with SM Allen SM advised that c has back problems and using a pillow in the seat SM Advised that dlr has done everything to repair vehicle and vehicle is operating as designed
Make Private	✓	**Created By Holly Allen (9/23/2014 9 45 AM)** RCAS-HA sent follow up- email with case # and contact info as c requested
Make Private	✓	**Created By Holly Allen (9/23/2014 9 42 AM)** RCAS-HA contacted c at ([redacted] about vehicle concern PREVIOUS UNRELATED FILE FOUND: None PREVIOUS RELATED F LE FOUND: None RCAS-AA VERIFIED C'S name, home & email address, concern, phone#, vin#, mileage ********** RCAS-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None c stated that dlr reprogrammed the OCS then replaced the sensor, then replaced something else c stated that the dlr advised c that the light comes on and goes out c stated that the light comes on and off c stated that c's wife weighs a little over 100 pounds c stated that c's SA Alan c stated that c needs a fix for this c stated that c spent a lot of money for the vehicle and wants to make sure the light is working c stated that since the dlr replaced everything this has happened twice and it was three weeks ago c stated that this make c nervous c stated that c went online and read that the airbag did not deploy when the light was out RCAS-HA apologized to c for c's experience RCAS-HA advised c that RCAS-HA will contact dlr and speak with SM about vehicle and research case RCAS-HA offered case # and contact info c requested RCAS-HA email c the info RCAS-HA advised c that RCAS-HA will contact c back by 9/26/2014 with more info RCAS-HA advised c to have a good day call ended mutually
Make Public		**Created By Joan Arrieta (9/22/2014 1 56 PM)** crr-ja received a call from c stating that the passenger side airbag light illuminates at different times c took the veh back to the dlr and the dlr replaced 3 parts/units c said the light went out but light came back on and off again after driving few miles c said the last time the light stayed on for 28 miles but before c got at the dlr the light went out dlr said dlr has done all the dlr could and dlr asked c to call nca about the issue crr-ja asked for c's sa c said sa-alan pyles

crr-ja asked when the veh was last at the dlr c said on friday or thursday
crr-ja forwarding case to RCAS for MULTIPLE REPA R ATTEMPTS
crr-ja advised c case will be sent to rcas for review and will get the call before the end of the next business day
crr-ja asked for further assistance c declined
crr-ja provided name ext case
crr-ja leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7983456	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/29/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09j8L._500F0Qwabp:ref]	[redacted]	✓	9/23/2014	Holly Allen	9/23/2014 9:44 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0Qwabp:ref] *9/23/2014 Case # [redacted] IN # 1N4AL3AP5EC[redacted] Thank yo...*	[redacted]	9/23/2014 9:44 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/29/2014 10:35 AM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/29/2014 10:33 AM	Holly Allen	Changed **Follow Up Date** from 9/26/2014 to **9/29/2014**.
9/23/2014 9:45 AM	Holly Allen	Changed **Follow Up Date** from 9/23/2014 to **9/26/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [87] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Janelle Cantrall [Change]
Letter Sent Date	10/9/2014	Status	Closed
Letter Received Date	11/4/2014	Type	CA
Follow Up Date	1/14/2015	Case Origin	Letter/Fax
Supporting Documents	✓	Date/Time Opened	9/22/2014 2:38 PM
CA Multiple Repairs		Date/Time Closed	7/27/2015 9:36 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	2
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date	4/12/2015 9 00 AM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	The BBB Hearing has been Rescheduled for Tuesday, May 12, 2015 @ 9 00 am Texas Dept. of Transportation 4615 NW Loop 410 San Antonio, TX 78213	DTS Request Type	BBB Hearing
Inspection Time/Notes			
Description	Pass Air Bag Light Concern 1) @ 3,740 Miles 5/13/13 / Campaign OCS Sensors PC216 2) @10,701 Miles 11/9/13 / Zero Point Reset 3) @ 16,273 Miles 5/15/14 / OCS Reprogram 4) @ @ 20,884 Miles 9/11/14 / Zero Point Reset 5) @ 22,104 Miles 10/17/14 / Per DTS Inspection- Could Not Duplicate C concern 1) Vibration felt from Driver's Side floor board when Accel & Decel. @ 22,104 Miles 10/17/14 / Per DTS Updated TCM but could not duplicate on Test Drive 1) Upper Roof Molding coming off @ 22,104 Miles 10/17/14 / Per DTS RPL Roof Molding		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GUNN NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0

IIR Date		VCAN	
RHR Started	9/26/2014	Vehicle Service Contract	
RHR Completed	9/26/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN2DC[redacted]		
Created By	Sheena Marie Dela Cruz, 9/22/2014 2 38 PM	Root Cause Code	SNMV
Last Modified By	NNAETL, 7/31/2015 9:08 PM	Root Cause Code (2)	
Days Closed	170	Action Code	NL9F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Michele LaMore (7/31/2015 7 05 AM)** *** [Added after the case is closed.] *** DRTS: Letter received from Texas Department of Motor Vehicles, Office of Administrative Hearings, Order No. 4: Denying Motion for Rehearing, signed by Edward Sandoval, Cheif Hearings Examiner. Letter is dated July 27, 2015, received July 30, 2015, via certified mail, tracking number [redacted] Letter is attached for your review. Conclusion is the issue was properly decided and the motion for Rehearing is denied. NNA may file an appeal within 30 days.
Make Public		**Created By Michele LaMore (7/28/2015 9 53 AM)** *** [Added after the case is closed.] *** DRTS: Letter received from Texas Department of Motor Vehicles, Office of Administrative Hearings, copy of the Decision and Order, signed by Andrew Kang, Hearings Examiner. Letter is dated June 26, 2015 and received July 24, 2015, via certified mail, tracking number [redacted] Letter is attached fro your review. C omplaint is air bag light. Decision is vehicle does not qualify for replacement or repurchase. NNA needs to file for rehearing within 20 days.
Make Public		**Created By Janelle Cantrall (7/27/2015 9 35 AM)** Arbs Rec'd notification from TX DMV that Rehearing Was DENIED. Arbs closing Case file.
Make Public		**Created By Janelle Cantrall (7/13/2015 3 27 PM)** Arbs Rec'd emila from Alice Carmona - Legal Asst. Ms. Cantrall, That would be a question for the Chief Hearings Examiner who will be the decision maker of the Motion for Rehearing. If after reviewing the Motion for Rehearing and response (if any) the Chief Hearings Examiner grants a new hearing, we can definitely ask him that question at that point. Right now all we have is Complainant's Motion for Rehearing filed and our office is just inquiring whether Nissan plans on filing a response to the Motion for Rehearing? Thank you. Alice S. Carmona || Legal Assistant Office of Administrative Hearings E: Alice.Carmona@TxDMV.gov O: 512.465.4215 F: 512.465 5656 ARBS reply: Alice, The customer is disputing the Arbitrators decision and stating it is wrong. Please explain how you would like for me to proceed.

Thanks,

Make Public

Created By Janelle Cantrall (7/13/2015 1 23 PM)
Arbs Reply to ALL:
Hello Ms. Carmona,

Does the Dealer Technical Specialist have to return for the rehearing?

Created By Janelle Cantrall (7/13/2015 1 23 PM)
Arbs Rec'd Email from Alice Carmona / Legal Asst. Texas Dept. of Motor Veh.

Thank you for this filing and for copying Nissan as well. It will be forwarded to the Hearings Examiner.

Ms. Naraeva/Cantrall ~ please advise our office if you plan on responding to this motion for rehearing.

Make Public

Thank you.

Alice S. Carmona || Legal Assistant
Office of Administrative Hearings
E: Alice.Carmona@TxDMV.gov O: 512.465.4215 F: 512.465 5656

4000 Jackson Ave || Austin TX 78731 || www.TxDMV gov

Make Public

Created By Janelle Cantrall (7/13/2015 1 21 PM)
Arbs Reopening Case due to C requesting a Rehearing.

Good morning to all,
This is a request for rehearing of the case No[redacted] Attached is a request letter for your review. If questions arise please contact me; and thank you for your time and consideration.
Please reply to this e-mail stating you have received the attached document (document contain 3 pages).

Sincerely,

[redacted]

Make Public

Created By Janelle Cantrall (6/26/2015 3 16 PM)
Arbs closing Case File.

Created By Janelle Cantrall (6/26/2015 3 16 PM)
Arbs Rec'd Hearing decision from TEXAS Dept. of Motor Vehicles / Grace Moody: DISMISSED

Good afternoon,

Attached please find a courtesy copy of the Decision and Order issued today by the Hearings Examiner in the above-referenced case.

Please be advised that all correspondence needs to be in a word document to be filed in this office. This document can either be faxed to our office at [redacted] or it can be attached to an email and sent to OfficeAdminHearings@txdmv.gov

Make Public

If you have any questions, please feel free to contact this office a[redacted]

Grace Moody
Legal Assistant
Office of Administrative Hearings
4000 Jackson Avenue
Austin, Texas 78731
Phone: (512) 465-4220

Make Public

Created By Janelle Cantrall (6/23/2015 3 11 PM)
Arbs notes: No Decision yet.

Make Public

Created By Janelle Cantrall (6/19/2015 11 00 AM)
Arbs Notes: No Decision from hearing yet.

Make Public

Created By Janelle Cantrall (6/9/2015 8 18 AM)
Arbs Notes: Still have not Rec'd Decision from TxDMV hearing.

Make Public

Created By Janelle Cantrall (6/4/2015 7 50 AM)
Arbs Notes: No Decision yet from Texas on hearing Hearing scheduled for Tuesday, May 12, 2015 at 9 00am.

Created By Janelle Cantrall (5/13/2015 10 29 AM)
Arbs Notes:

The pictures came from the C and arbs was cc on the Email that was sent to Dear Texas Department of Motor Vehicles
Attn: Mr Andrew Kang @ OfficeAdminHearings@TxDMV.gov

Make Public

Attached are the pictures requested by Mr. Andrew Kang, Oah Hearings Examiner; in reference to the Case Number: [redacted] Please contact me if you have any questions.

Thank you!

[redacted]

Make Public

Created By Janelle Cantrall (5/13/2015 10 28 AM)
Arbs Rec'd Pictures of Air Bag light not working with Passenger in the seat.

Make Public

Created By Albert Jimenez (4/21/2015 7 23 AM)
DRTS rec'd TXDOT, via Certified Mail [redacted] signed by Andrew Kang, dated April 15, 2015, rec'd April 20, 2015. Letter is attached for your review.

Hearing scheduled for Tuesday, May 12, 2015 at 9 00am.

Make Public

Created By Janelle Cantrall (4/16/2015 8 36 AM)
Arbs Notes: FedEx Label for Hearing Packet: [redacted]

Make Public

Created By Janelle Cantrall (4/15/2015 3 24 PM)
Arbs Rec'd new Hearing date

Tues. May 12, 2015 @ 9 00am.

Arbs forwarded information to DTS-AS

Make Public

Created By Janelle Cantrall (4/2/2015 2 53 PM)
Arbs notes Revised RHR

5/13/13... 3,740 miles... 2 days down
-Concern:
1. Campaign: OCS sensors.

2. Campaign: brake torque member.
-Action Taken:
1. No repairs needed.
2. No repairs needed.

11/09/13... 10,701 miles... 3 days down
-Concern:
1. Airbag light is off when someone is in seat.
2. Seat belt light is on.
3. Campaign: ABS reprogramming.
-Action Taken:
1. Zero point reset.
2. No code/no duplication.
3. Complete.

5/15/14... 16,273 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
-Action Taken:
1. Completed.

9/11/14... 20,884 miles... 1 day down
-Concern:
1. P/S airbag light is not operating correctly.
-Action Taken:
1. Zero point reset.

10/17/14... 22,104 miles... 21 days down
-Concern
1. C/s Pass Air Bag light comes on when seat is occupied.
2. C/s Upper Roof Molding are coming loose.
3. C/s Feels a Vibration from Drivers Floor board area when accelerating & decelerating.
4. C/s At times driver's seatbelt light will come on while driving. Has to unbuckle & buckle again.
-Action Taken:
1. DTS-AS test drove veh with C Could not duplicate. No Codes Stored. Remove Seat and Tested sensors – OK Re-torqued sensors & Seat Frame to Spec.
2. RPL One Roof Molding without Roof Rack.
3. Updated TCM Could not duplicate on Test Drive.
4. See Line 1.

3/16/15.. 25,345 miles ....1 day down
-Concern:
1. Recall Performed PC343.
2. Campaign performed PC357.
3. Steering/Suspension. Tech Noticed R shock is leaking.
-Action Taken:
1. Complete hood latch campaign.
2. CVT reprogram. No Work performed. C Declined.
3. Repl. One Shock Absorber. / Spring Ass'y.

Make Public

Created By Janelle Cantrall (4/2/2015 2 45 PM)
Arbs Rec'd Most Recent RO 806101247 from Gunn Nissan

Make Public

Created By Janelle Cantrall (4/2/2015 7 37 AM)
Arbs Called GUNN Nissan @ 2104960806
Arbs left VXM for Service Director – J M MUNN to send Arbs last RO [redacted]

Created By Janelle Cantrall (4/2/2015 6 27 AM)
Arbs was CC in Email to Grace Moody, Legal Asst. From C

Make Public

Dear Ms. Moody
This is to inform you that the vehicle has not been repaired and settlement agreement has not been established. Please schedule Hearing.
Thank you!

Andris
andrisb2@att net

Created By Janelle Cantrall (3/31/2015 10 55 AM)
Arbs was CC on Email to C - from Grace Moody, legal asst. from TDOMV

Make Public

Good morning,

Please confirm the status of the repairs on the vehicle, and/or any settlement agreements. If the vehicle has been repaired to the Complainant's satisfaction, please inform our office and a Motion to Dismiss will be forwarded to the Complainants to sign and close the case. If the parties wish to proceed to hearing, our office will schedule a prehearing phone conference soon to confirm a new hearing date. If you have any questions, please let me know. Thank you.

Grace Moody
Legal Assistant
Office of Administrative Hearings
4000 Jackson Avenue
Austin, Texas 78731
Phone: (512) 465-4220

Make Public

Created By Janelle Cantrall (3/16/2015 2 14 PM)
Arbs forwarded email to DTS-AS

Created By Janelle Cantrall (3/16/2015 2 13 PM)
Arbs Was cc on Email from Grace Moody-txdmv to C

Make Public

Good afternoon,

Thank you, we will take these dates into consideration when scheduling the new hearing date. If you have any questions, please let me know.

Grace Moody
Legal Assistant
Office of Administrative Hearings
4000 Jackson Avenue
Austin, Texas 78731
Phone: (512) 465-4220

Make Public

Created By Janelle Cantrall (3/16/2015 2 11 PM)
Arbs Was CC on an Email from C to Grace Moody with the txdmv

Dear Ms. Moody
This is to update you on my work schedule. I am scheduled to work (not available) on the following weeks, I am sorry for the inconvenience. Please contact me if you have any questions.
• March 22 - April 26, 2015
• May 31 - June 7, 2015
Thank you!
Andris Baez
(210)410-0416

On Sunday, March 8, 2015 10:12 AM, "Grace.Moody@txdmv gov" <Grace.Moody@txdmv.gov> wrote:

Created By Janelle Cantrall (3/2/2015 12 58 PM)
Arbs Rec'd Update from TDOMV

Good afternoon,

Our office is sending an update on your case. The Hearings Examiner (Ms. [redacted] retired and as soon as a replacement Hearings Examiner is hired, we will reschedule this case. If you have any questions, please let me know. If anything has changed in the status of this case, (repairs completed satisfactorily or settlement), please inform our office so we can send out a Motion to Dismiss and close the case. Thank you.

Make Public

Grace Moody
Legal Assistant
Office of Administrative Hearings
4000 Jackson Avenue
Austin, Texas 78731
Phone: (512) 465-4220

Created By Albert Jimenez (2/13/2015 2 12 PM)
Previous cases- None
Recalls/Campaigns- None

Make Public

DRTS received a TXDOT Letter, via Certified Mail [redacted] signed by Edward Sandoval, dated February 09, 2015, received February 13, 2015. Letter is attached for your review.

Hearing scheduled for March 04, 2015, has been cancelled. The hearing will be rescheduled for a mutually convenient date.

Make Public

Created By Janelle Cantrall (2/9/2015 10 37 AM)
Arbs Rec'd Letter from Texas Dept. of MV acknowledging cancellation of hear for March 4th and that the hearing will be rescheduled for a mutually convenient date.

Created By Janelle Cantrall (2/6/2015 1 53 PM)
Arbs Emailed GM- Legal Asst. with TDOMV And CC DTS- Adam S. That c has informed arbs that c needs to move hearing date.

Make Public

Grace Moody
Legal Assistant
Office of Administrative Hearings
4000 Jackson Avenue
Austin, Texas 78731

Created By Janelle Cantrall (2/6/2015 1 51 PM)
Arbs Rec'd vxm from C asking arbs to call c @ [redacted]

Make Public

Arbs Called C back and C advised arbs that C can't make hearing date 3-4-2015 and C has to work. C asked for the Date to be moved. Arbs asked C to call the TX dept. of Motor Veh. - Grace Moody and let GM know to rescedule. C stated C already has but needs NNA to agree to move the date. Arbs agreed.

Make Public

Created By Janelle Cantrall (1/14/2015 10 06 AM)
veh issue- transmission

Make Public

Created By Albert Jimenez (12/29/2014 11 36 AM)
DRTS rec'd TXDOT, via Certified Mail [redacted] signed by Anne Perez, dated December 22, 2014, rec'd December 29, 2014. Letter is attached for your review.

Hearing rescheduled for March 04, 2015, at 10:00 a.m.

Make Public

Created By Janelle Cantrall (12/23/2014 8 07 AM)
Arbs Emailed Copy of New hearing order to DTS-AS

Make Public

Created By Janelle Cantrall (12/22/2014 10 37 AM)
Arbs Concluded Pre Hearing with Hearing Advocate- Ann Perez
Hearing has been Reset for

WED - March 4, 2015 @ 10:00 CST

Make Public

Created By Albert Jimenez (12/2/2014 10 07 AM)
Previous cases- None
Recalls/campaigns- None

DRTS rec'd a TXDOT Letter, via Certified Mail [redacted], signed by Anne K. Perez, dated November 25, 2014, rec'd December 01, 2014. Letter is attached for your review.

Hearing date: Wednesday January 14, 2015 at 1:00pm

Make Public

Created By Janelle Cantrall (12/2/2014 7 44 AM)
Arbs Confirmed Hearing date in Sales Force and FedEx hearing packet to DTS-Adam Sackner.

Make Public

Created By Janelle Cantrall (12/1/2014 8 22 AM)
Arbs Submitted DTS Hearing Request for Jan. 14, 2015 @ 10:00 AM

Make Public

Created By Janelle Cantrall (12/1/2014 8 21 AM)
Arbs Called GUNN Nissan @ 210.410 0416 and spoke to SA-JOHN
Arbs asked SA-J to fax RO [redacted]

Created By Albert Jimenez (11/25/2014 2 41 PM)
Previous cases- None
Recalls/campaigns- None

DRTS rec'd Customer Letter, via Certified Ma [redacted], from Andris Baez-JImenez, dated November 29, 2014, DRTS rec'd November 24, 2014. Letter is attached for your review.

Make Public

This to notify you that the concerns I reported to you on September 23, 2014 of Nissan Pathfinder mention above has not been fixed.

C complaint: After many inspections, including the last one perform by a manufacture specialist on 10/28/14. Nissan has not been able to identify/duplicate the problem that causes the passenger air bag to deactivate while someone older is on the passenger seat. Your offer of $3,000 00 settlement does not justify the safety of my family.

C request: Repurchase the veh.

Docs included: TXDOT Complaint form.

Created By Janelle Cantrall (11/19/2014 2 54 PM)
Arbs Rec'd Letter and TX LL Form completed

Make Public

Hello Ms. Janelle Cantall
Please review the attached documentation in regard to the Nissan pathfinder VIN: 5N1AR2MN2DC [redacted] Please contact me if you have any questions of concerns.
Thank you,

[redacted]

Make Public

Created By Janelle Cantrall (11/19/2014 12 52 PM)
Arbs emailed

John Dufour
Case Advisor
Texas Department of Motor Vehicles
512-465-4080

512-302-2328 fax

John,

I just spoke to [redacted] and offered her a cash settlement of $3,000 and she refused the offer.

Thank You,

Make Public

Created By Janelle Cantrall (11/19/2014 12 50 PM)
Arbs Rec'd VXM from C @ [redacted]
Arbs called C Back
Arbs Offered A Cash Settlement of $3000 to C
C refused NNA offer
The Call ended Mutually.

Make Public

Created By Janelle Cantrall (11/18/2014 7 07 AM)
Arbs Rec'd reply email from

Janelle,

Thank you for the reminder. I will forward your response to [redacted] I anticipate a hearing will be scheduled soon.

Regards,

John Dufour
Case Advisor
Texas Department of Motor Vehicles
512-465-4080
512-302-2328 fax

ARBS reply email to C

John,

I tried calling the customer yesterday to offer a settlement, but I had to leave a voice message. I did not want to offer the settlement on her answering machine, but Nissan North America is offering a cash settlement of $3,000. Thank you for your quick reply.

Regards,

Make Public

Created By Janelle Cantrall (11/17/2014 3 07 PM)
Arbs Called C @ [redacted]
Arbs Left VXM for C to call

Make Public

Created By Janelle Cantrall (11/17/2014 3 06 PM)
Arbs Emailed John Dufour@txdmv gov

John,

In response to your email to:

Hello Anna,

In speaking with [redacted] she states the air bag light is still coming on when an adult is riding in her vehicle. She said a Nissan field tech inspected the vehicle and found no problems. Our office has not yet received a response from Nissan. Can you please provide a response with Nissan's position? Let me know if you would like to discuss further.

Thank you,

John Dufour
Case Advisor
Texas Department of Motor Vehicles
512-465-4080
512-302-2328 fax

I responded to you on 11/5/2014 with the attached letter.

Regards,

Make Public

Created By Janelle Cantrall (11/17/2014 3 05 PM)
Arbs Was forwarded Email From Arbs II - AN

Hi John,

Janelle is responsible for this case. I copied her on this email.

Thanks!

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

From: John Dufour@txdmv gov [mailto:John.Dufour@txdmv.gov]
Sent: Monday, November 17, 2014 12 35 PM
To: Naraeva, Anna (EXTERNAL)
Subject: [redacted] vs Nissan, Docket# [redacted]

Hello Anna,

In speaking with Ms. [redacted] she states the air bag light is still coming on when an adult is riding in her vehicle. She said a Nissan field tech inspected the vehicle and found no problems. Our office has not yet received a response from Nissan. Can you please provide a response with Nissan's position? Let me know if you would like to discuss further.

Thank you,

John Dufour
Case Advisor
Texas Department of Motor Vehicles
512-465-4080
512-302-2328 fax

Make Public

Created By Albert Jimenez (11/10/2014 7 49 AM)
DRTS rec'd Sales Docs from Dlr # (986) & attached to the case.

Make Public

Created By Albert Jimenez (11/6/2014 10 17 AM)
DRTS called Dlr # (986) spoke with Business Manager (Sheliah) requested Sales Docs & Title Application, Business Manager (Sheliah) agreed to fax.

Make Public

Created By Albert Jimenez (11/5/2014 10 31 AM)
DRTS called Dlr # (986) left VMX for Business Manager (Sheliah) requesting Sales Docs & Title Application, Provided C name, V N, Year, Make, Model, fax #, call back #.

Make Public

Created By Janelle Cantrall (11/5/2014 9 42 AM)
Arbs Rec'd Email reply from Bob Swarts

Ms. Cantrall:

John Dufour is the assigned Case Advisor for this case and I am copying him on this message.

Bob

Bob Swarts
Case Advisor/Investigator
Lemon Law Section
Texas Department of Motor Vehicles
Phone: 512-465-4077
Fax: 512-465-5653

Created By Janelle Cantrall (11/5/2014 9 36 AM)
Arbs Emailed Bob Swarta @ Bob.Swarts@txdmv gov

Make Public

Good Morning Bob,

I have attached Nissan's response letter for Andris Baez-Jimenez. Please let me know if you need anything else.

Sincerely,

Created By Janelle Cantrall (11/4/2014 3 48 PM)
Arbs Called GUNN Nissan @ 2104960806
Arbs spoke to SA-Tim
Arbs asked SA-T when was the last time C was in the Dealer?
SA-Tim stated 9/11/14 RO# [redacted]

Make Public

Created By Albert Jimenez (11/4/2014 2 01 PM)
DRTS called Dlr # (986) left VMX for Laura (Business) requesting Sales Docs & Title Application. Provided C name, VIN, Year, Make, Model, fax #, call back #.

Created By Albert Jimenez (11/4/2014 12 13 PM)
Previous cases- None
Recalls/campaigns- None

DRTS rec'd TXDOT Letter, via US Mail, signed by Bob Swarts, dated October 29, 2014, rec'd November 04, 2014. Letter is attached for your review.

A file has been opened with the Texas Department of Motor Vehicles. Please review the enclosed copy of the complaint.

Make Public

C complaint: Passenger airbag light turns on unexpectedly while the veh is running & someone older is in the seat, vibration in the car while I am driving during acceleration or braking, they checked once & said it test ok, veh computer is getting use to my driving habits, still happening, sometimes the seat belt light comes on dashboard while driving & seat belt is buckled. I have to unbuckle & buckle back to turn it off.

C request: Repurchase/Replacement

Send your written comments along with the repair history, repair orders, & any other info available to the above address within 20 days.

Created By Kelli Ross (10/31/2014 5 06 PM)
RCAS-KR contacted C on behalf of RCAS-AC placed outbound call to C [redacted]

RCAS-KR advised C that DTS inspection was completed and there are no further repairs needed at this time.

Make Private ✓ RCAS-KR advised C to return rental veh to dlr and pick up C's veh.

C states C will contact BBB and attorney at this time.

C ended call by hanging up on RCAS-KR

RCAS-KR closing case.

Make Private ✓ Created By Amethyst Cantrell (10/30/2014 9 14 AM)
RCAS-AC placed outbound call to C [redacted] 9:13
RCAS-AC left VM providing direct line and follow up of 11/4

Make Private ✓ Created By Amethyst Cantrell (10/28/2014 4 12 PM)
RCAS-AC placed outbound call to C [redacted] 4:11
RCAS left VM advising C that RCAS had spoken with DTS about inspection and would like to check in on C.
RCAS provided direct line and follow up of 10/30

Make Private ✓ Created By Amethyst Cantrell (10/28/2014 2 37 PM)
RCAS-AC received inbound call from SM-Adrian Guevera.

SM stated that TCM was updated but could not duplicate seatbelt light concern.

Make Private ✓ Created By Amethyst Cantrell (10/22/2014 10 13 AM)
Not set up for datanet

Created By Amethyst Cantrell (10/22/2014 10 12 AM)
RCAS-AC placed outbound call to C [redacted] 10:10
RCAS advised call may be monitored.

RCAS asked if C had gotten rental.

Make Private ✓ C stated yes.

RCAS reminded C of DTS on 10/28 and advised RCAS would follow-up on 10/29

C agreed.

Call ended mutually

Make Private ✓ Created By Amethyst Cantrell (10/17/2014 11 41 AM)
Per email from SM-AG
C will be provided a Rogue

Created By Amethyst Cantrell (10/16/2014 2 49 PM)
RCAS placed outbound call to DLR

Make Private ✓ RCAS advised SM of rental approval.

SM stated that all rentals were currently out and was hoping one would come in the next day and if not, SM could get C a Hertz rental.

RCAS stated RCAS would call back 8 00 10/17

Created By Amethyst Cantrell (10/16/2014 11 13 AM)
RCAS-AC placed outbound call to C [redacted] 11:09
RCAS advised call may be monitored.

RCAS advised DTS inspection of 10/28 10 am.
RCAS advised that rental had been approved.

Make Private ✓ C asked if C would leave veh at DLR.

RCAS stated that would be up to the DLR.

RCAS stated would continue attempting to reach DLR.

Call ended mutually.

Make Private ✓ Created By Amethyst Cantrell (10/16/2014 11 07 AM)
Per FOM-ML- rental approved until 10/28

Make Private ✓ **Created By Amethyst Cantrell (10/15/2014 12 54 PM)**
RCAS-AC placed outbound call to DLR.
RCAS spoke with SM-Adrian Gueverra

RCAS asked if DLR would be able to do DTS inspection on 10/28 at 10 00 am

DLR set appointment

Created By Amethyst Cantrell (10/14/2014 1 07 PM)
RCAS-AC placed outbound call to C a[redacted]1:06
RCAS advised call may be monitored

Make Private ✓ RCAS stated RCAS did not have date for inspection but had emailed to push for a date.
RCAS stated RCAS had emailed for approval for a rental.

RCAS set follow-up for 10/17.

Call ended mutually

Created By Amethyst Cantrell (10/9/2014 2 36 PM)
RCAS-AC placed outbound call to C at[redacted]2:30
RCAS advised call may be monitored

Make Private ✓ RCAS stated DLR may be able to provide loaner.
RCAS stated RCAS would schedule DTS and then asses if DLR could provide veh.
RCAS stated if DLR could not provide rental, RCAS would reach out further to see who might be able to give prior approval.

C thanked RCAS

Call ended mutually

Created By Amethyst Cantrell (10/9/2014 11 45 AM)
RCAS-AC placed outbound call to DLR.
Make Private ✓ RCAS spoke with SM-Jim Munn

SM advised that depending on length of time DLR cmay be able to provide loner.

Make Private ✓ **Created By Mae Strenciwilk (10/9/2014 11 14 AM) Last Modified By Amethyst Cantrell (10/13/2014 3 49 PM)**
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Created By Amethyst Cantrell (10/9/2014 11 10 AM)
RCAS-AC received inbound call from C

C inquired if C could dispute resolution.

RCAS advised that RCAS could provide number to 3rd party dispute resolution.
Make Private ✓ RCAS provided number BBB Auto-Line

C asked if C could be provided with a rental.

RCAS stated that RCAS could not approve rentals in advance of the inspection but that RCAS could review for reimbursement.
RCAS stated RCAS would reach out to see if there was a way rental could be provided.

Call ended mutually

Created By Amethyst Cantrell (10/9/2014 10 29 AM)
RCAS made outbound call to C[redacted] 10:16
RCAS advised that call may be monitored.

RCAS advised that NNA was not in a position to repurchase C's veh.

Make Private ✓ C expressed disappointment and that C believed NNA should repurchase.

RCAS stated that RCAS would be sending a letter with more details.
RCAS stated that C could utilize Auto Line, but that RCAS would follow up with DLR concerning scheduling a DTS inspection.

Call ended mutually

Created By Amethyst Cantrell (10/9/2014 10 00 AM)
RCAS-AC placed outbound call to DLR.
Make Private ✓ RCAS spoke with SM-Jim Munn

SM stated that C has not returned to have moldings put on.
SM stated that SM has been unable to contact C to set appointment.

Created By Anthony Zacharyasz (10/6/2014 2 14 PM) Last Modified By Amethyst Cantrell (10/7/2014 4 36 PM)
ARBS notes the following:

2 visits for PABI light on.
1 visit for Seat Belt light is on.
Make Private ✓ 7 days down.

–
Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends DTS inspection if the issue persists. ARBS recommends if DTS inspection occurs, please follow up with ARBS after DTS inspection to advise of the results.

Make Private ✓ **Created By Anthony Zacharyasz (10/6/2014 2 08 PM) Last Modified By Amethyst Cantrell (10/7/2014 4 36 PM)**
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

5/13/13... 3,740 miles... 2 days down
-Concern:
1. Campaign: OCS sensors.
2. Campaign: brake torque member.
-Action Taken:
1. No repairs needed.
2. No repairs needed.

11/09/13... 10,701 miles... 3 days down
-Concern:
1. Airbag light is off when someone is in seat.
2. Seat belt light is on.
3. Campaign: ABS reprogramming.
-Action Taken:
1. Zero point reset.
2. No code/no duplication.
3. Complete.

5/15/14... 16,273 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
-Action Taken:
1. Completed.

9/11/14... 20,884 miles... 1 day down

-Concern:
1. P/S airbag light is not operating correctly.
-Action Taken:
1. Zero point reset.

Created By Amethyst Cantrell (10/6/2014 12 03 PM)
RCAS made outbound call to C 2104100416; 11 57
RCAS advised that call may be monitored

C asked what would be the requirements for repurchase

Make Private ✓ RCAS stated that lemon laws vary greatly state to state and that C could research but RCAS would be unable to speculate.

C asked what C should expect if the veh is repurchased.

RCAS stated that RCAS could not speculate on that information, that it would be determined if it was determined the veh would be repurchased.

Call ended mutually

Created By Amethyst Cantrell (10/1/2014 1 56 PM)
RCAS made outbound call to [redacted]
RCAS advised call may be monitored.

RCAS stated veh repurchase is not a guarantee and that repair attempts are recommended.

C stated that C has veh.

Make Private ✓

C asked if there was anything C could do to speed up the process.

RCAS stated that all documents had been submitted and were currently under review.

C thanked RCAS.

Call ended mutually.

Make Private ✓ Created By Albert Jimenez (9/29/2014 8 09 AM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
DRTS rec'd the RHR. The RHR was assigned to ARBS Anthony Zacharyasz for review.

Created By James Kleppinger (9/26/2014 9 43 AM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
RCAS-JK called C at [redacted] at 9:30am

Make Private ✓ RCAS-JK greeted C and advised that RCAS was simply following up every three days during RHR process, per previous discussion.
C acknowledged.
RCAS-JK advised that RCAS-JK was moving to another position and that RCAS-Aimee will continue to follow up with C no later than 10/1.
RCAS-JK asked if any further assistance could be provided.
C declined and call ended mutually.

Make Private ✓ Created By Jacklyn Capers (9/26/2014 9 30 AM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Private ✓ Created By James Kleppinger (9/25/2014 4 31 PM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
RCAS-JK created RHR template, uploaded sorted ROs, and created task for JC.

Make Private ✓ Created By James Kleppinger (9/25/2014 4 02 PM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
RCAS-JK sent email notifying FOM or C request

Make Private ✓ Created By James Kleppinger (9/24/2014 9 10 AM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
Emailed acting SM Jim Munn at DLR requesting all ROs be faxed to RCAS.

Created By James Kleppinger (9/23/2014 5 03 PM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
RCAS-JK called C at [redacted] at 4:40pm

RCAS-JK greeted C.
C stated veh sometimes exhibits vibration in pedals during acceleration or deceleration.
C stated passenger airbag light still comes on when someone in in passenger's seat.
C stated C does not want the vehicle any more.

Per SOP 3.19
Why do you want to return the vehicle to Nissan North America? C does no trust it any more. Multiple repair attempts for airbag light concerns. Veh vibrates while driving.
Make Private ✓ Where is the vehicle currently? with C, but soon to visit DLR.
Where was the vehicle purchased? Gunn Nissan
Was it purchased new or used? New
If used, when was the vehicle purchased?
Where is the vehicle serviced? Gunn Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?

RCAS advised RCAS would follow up with C throughout the 2 week repair history review process until determination on repurchase decision is reached.
RCAS advised C to continue with all repairs as normal while this process is going on, as the answer may be no.
C understood.
RCAS-JK asked if any further assistance could be provided.
C declined and call ended mutually.

Created By James Kleppinger (9/23/2014 4 42 PM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
RCAS-JK called DLR and spoke to SM Jim Munn

Make Private ✓

SM advised DLR currently has 2 roof moldings on order, due to arrive tomorrow.
SM advised C was in for airbag light concern on 11/9/13 and performed a program reset.

Make Private ✓ Created By Sheena Marie Dela Cruz (9/22/2014 2 46 PM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
Vehicle Concern

Created By Sheena Marie Dela Cruz (9/22/2014 2 46 PM) Last Modified By Amethyst Cantrell (10/2/2014 8 22 AM)
Crr-sd received call from c.
c stated c have been experiencing ongoing issues on the veh.
c stated c was at the nna dlr in 9/11/2014.
c stated the dlr finds the issue Normal.
c stated c called DMV but c was referred to call nna ca first to file a complaint.

c's experiencing the following symptoms on the veh:

Make Private ✓ 1. c stated the veh is vibrating.
2. the seatbelt light comes on.
3. the passenger airbag light comes on when someone is sitting.

Crr-sd asked how can nna help c.
C stated c no longer want the veh. c want nna to buy the veh back.

Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agreed. crr-sd offered further assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number.
Crr-sd transferring case to RCAS.

C stated the best number to contact c is [redacted]

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7975477	POWERTRAIN	AUTOMATIC TRANSMISSION	POOR OR IMPROPER OPERATION	10	9/22/2014	YX	BG	224500	OA
Edit | Del	CC-7975478	POWERTRAIN	AUTOMATIC TRANSMISSION	UNABLE DIAGNOSE/DUPLICATE	10	9/22/2014	WT	BG	224500	OA
Edit | Del	CC-7975479	RESTRAINT SYSTEM	SEAT BELT MOTOR	BROKEN/CRACKED	15	9/22/2014	ZB	BK	239000	OA
Edit | Del	CC-7975480	RESTRAINT SYSTEM	SEAT BELT MOTOR	POOR OR IMPROPER OPERATION	15	9/22/2014	YX	BK	239000	OA
Edit | Del	CC-7975481	RESTRAINT SYSTEM	SEAT BELT MOTOR	UNABLE DIAGNOSE/DUPLICATE	15	9/22/2014	WT	BK	239000	OA

Show 2 more » | Go to list (7) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	7/28/2015	Janelle Cantrall	7/27/2015 9:35 AM
Edit | Del	Call		✓	6/29/2015	Janelle Cantrall	6/26/2015 3:18 PM
Edit | De[redacted]	TXDOT Letter		✓	4/21/2015	Janelle Cantrall	4/21/2015 7:25 AM
Edit | Del	New DTS Request		✓	4/18/2015	Adam Sackner	4/16/2015 9:05 AM
Edit | Del	Call		✓	4/7/2015	Janelle Cantrall	4/6/2015 4:14 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	192KB	7/31/2015 7:07 AM	Michele LaMore
Edit | View | Del		706KB	7/28/2015 9:54 AM	Michele LaMore
Edit | View | Del		58KB	7/27/2015 9:34 AM	Janelle Cantrall
Edit | View | Del		128KB	7/13/2015 1:22 PM	Janelle Cantrall
Edit | View | Del		365KB	6/26/2015 3:15 PM	Janelle Cantrall

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
7/27/2015 9:36 AM	Janelle Cantrall	Changed **Status** from Open to **Closed**.
		Closed.
7/13/2015 1:20 PM	Janelle Cantrall	Changed **Reopen Date** to **7/13/2015**.
		Changed **Status** from Closed to **Open**.
6/26/2015 3:18 PM	Janelle Cantrall	Changed **Status** from Open to **Closed**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [44] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/22/2014 2:49 PM
CA Multiple Repairs		Date/Time Closed	12/29/2014 2:04 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00050782

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	October 18 at 10 AM		
Description	NNA is repurchasing the vehicle due to the 5 repairs and 63 days down for vehicle passenger off light stays on.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BLUE RIDGE NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Checks Approved/Repurchase
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BLUE RIDGE NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$28,192.90	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/7/2014	Vehicle Service Contract	
RHR Completed	10/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4BL3AP1DC[redacted]		
Created By	Roxanne Tee 9/22/2014 2:49 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:23 AM	Root Cause Code (2)	
Days Closed	380	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/10/2014 8 11 AM)** DRTS TK: Check(s) from NMAC for OVERPAYMENT in the amount of $749.44 sent to LOCKBOX #54457; FED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (12/10/2014 8 06 AM)** DRTS TK: Check(s) from NMAC for OVERPAYMENT in the amount of $259 07 sent to LOCKBOX #54457; FED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Amanda Simcox (11/12/2014 10 13 AM)** C called and inquired about refund of overpayment on loan. RC confirmed with NMAC that loan has been paid off and overage sent back to NNA. C's last payment of $344 36 was received on 10/30/0214. RC requested refund check for C.
Make Public		**Created By Jim Land (11/4/2014 1 41 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: Repurchase due to vehicle passenger off light staying on.
Make Public		**Created By Annice Hill (10/21/2014 2 18 PM)** Received check made payable to C in the amount of $9,255 61 and also a check made payable to NMAC in the amount of $18,592 93. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Amanda Simcox (10/21/2014 6 57 AM)** Correction: Morley case # 216701
Make Public		**Created By Amanda Simcox (10/21/2014 6 55 AM)** Checks approved. Case transmitted in VSPC. Morley case # [redacted]
Make Public		**Created By Amanda Simcox (10/20/2014 8 33 AM)** Updated payoff good through 11/19/2014 for $18,592 93. 4 x 1.21 = 4.84 + 18,588.09 = 18,592 93
Make Public		**Created By Amanda Simcox (10/20/2014 8 14 AM)** RC received signed acceptance. RC requested checks.
Make Public		**Created By Amanda Simcox (10/20/2014 7 44 AM)** RC emailed C inquiring how C would like to proceed as C had received repurchase letter.
Make Public		**Created By Amanda Simcox (10/16/2014 10 51 AM)** C inquired about mileage for usage as vehicle has more miles on it. RC advised that mileage was obtained from RO when C first had complaint of airbag light malfunctioning.
Make Public		**Created By Amanda Simcox (10/16/2014 9 39 AM)** RC sent C repurchase letter.
Make Public		**Created By Trisha Zamarron (10/16/2014 9 33 AM)** ARBS note reviewed the following calculations and approved. Base Price /sales tax $31,204.68 Doc Fee $299.00 Lic/Reg $72.99 Interest paid $619.79 Total Purchase Price $32,196.46 Less Usage $1,852.76 Less Rebate $2,500.00 Loan Payoff $18,588 09 Total Deductions $22,940.85

Refund Amount $9,255 61

Make Public

Created By Christine Wilsey (10/16/2014 8 47 AM)
Worksheet notes

Usage: 1/2 RS rate x mileage
Usage: $0.28 x 6,617 = $1,852.76

Finance charges: Interest paid $619.79

Make Public

Created By Christine Wilsey (10/16/2014 8 47 AM)
Customer letter

Base Price: $29,993.00
Sales Tax: $1,211 68
Lic/Reg/Fees: $72.99
Dealer Doc Fee: $299 00
Finance Charges: $619.79
Less Usage @ 6,617 miles: ($1,852.76)
Less Lien Payoff (good through 11/15/2014) ($18,588.09)
Less Rebates: ($2,500.00)

Total Refund To Customer $9,255.61

Make Public

Created By Amanda Simcox (10/15/2014 3 22 PM)
RC received copy of electronic title.

RC sent repurchase figures to quality.

Make Public

Created By Amanda Simcox (10/15/2014 9 46 AM)
RC sent request to NMAC for title or title app.

Make Public

Created By Amanda Simcox (10/15/2014 9 28 AM)
SR[redacted]
Account[redacted]
Custome[redacted]
30 day payoff $18588.09 good thru 11/15/2014
Per diem 1.21
# of scheduled payments received 15
Scheduled Payment amount 344 36
Total Principal paid 4,545 61
Total Interest paid 619.79
Late fees paid 0.00
Recent payment received on 9/29/2014 in the amount of $344.36

Make Public

Created By Amanda Simcox (10/15/2014 8 50 AM)
RC received registration, driver's licenses, and purchase contract from C.

Make Public

Created By Amanda Simcox (10/14/2014 8 10 AM)
NNA is repurchasing/replacing the vehicle due to the 5 repairs and 63 days down for vehicle passenger off light stays on.

Make Public

Created By Amanda Simcox (10/14/2014 8 09 AM)
C returned RC's call.

C is financed through NMAC. RC advised that RC will request payoff info, purchase contract, and payment history.

RC offered replacement or settlement. C is not interested in either of these and inquired if there were any other options. RC advised that repurchase was an option. C would like to proceed with repurchase. C has been unable to find a replacement vehicle that C would be satisfied with. C's vehicle is continuing to have problems and C would not be comfortable with settlement.

RC advised C to send in registration, driver's licenses, and copy of title application. RC advised that once RC has received docs RC will put together repurchase figures.

C provided email address and work phone number and requested that email be primary contact method. RC emailed C copy of LOI.

Call ended mutually.

Make Public

Created By Amanda Simcox (10/14/2014 7 34 AM)
RC left VM for C requesting call back to discuss how C would like to proceed.

Make Public

Created By Amanda Simcox (10/9/2014 8 03 AM)
Veh Concern - Multiple repair issue

Make Public

Created By Amanda Simcox (10/9/2014 8 02 AM)
RC left C VM regarding LOI and providing contact info.

Make Public

Created By Amanda Simcox (10/9/2014 7 52 AM)
RC sent C LOI via FedEx tracking # [redacted]

October 9, 2014

[redacted]
Wytheville, VA [redacted]

Re: 2013 Nissan Altima / V N: 1N4BL3AP1DC[redacted]

Dear [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your vehicle. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your appeal and after a review of all available facts, Nissan offers to voluntarily assist you with your request.

In order to complete the process, Nissan requires particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me as soon as possible, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's title(if in your possession) or title application
- A legible copy of the vehicle's current registration
- A legible copy of the driver's license for all vehicle owners
- A copy of the purchase contract for the vehicle
- A payoff confirmation statement from your lienholder(10 day payoff referencing account number, collateral, amount of interest you pay per day, and overnight payoff address)
- A detailed payment history from your lien holder

Please return the requested information to me via fax at (615) 967-2244 or scan and email. We anticipate completing the process within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you decide you would prefer to keep your vehicle, Nissan would be willing to provide a settlement for $2,000 00. In exchange for this check, you will retain ownership of your vehicle and will sign a Confidential Settlement Agreement and Release of Nissan North America, Inc., all Nissan entities, dealers and suppliers, though all warranties will remain in effect.

If you have any questions you are welcome to call me at [redacted] though email is preferred at amanda.simcox@nissan-usa.com. I am generally in the office 8 a.m. – 5 p.m. EST Monday-Friday.

Sincerely,

Amanda Simcox
Customer Quality
Repurchase Coordinator
Nissan North America, Inc.
Phone: (989) 497-8959
Fax: (615) 967-2244

Make Public

Created By Tri[redacted]amarron (10/8/2014 4 00 PM)
ARBS note Mr. [redacted] provided two contact numbers. Ce[redacted]

Make Public

Created By Trisha Zamarron (10/8/2014 11 05 AM)
ARBS note left msg @ (2[redacted]NNA will provide options with the buyback program a repurchase coordinator will be in contact with 24 to 48 hours.

Created By Trisha Zamarron (10/8/2014 10 55 AM)
ARBS note NNA offers to voluntarily repurchase or replace the above referenced vehicle under the terms of the VA State Lemon Law, due to the 5 repairs and 63 days down for vehicle passenger off light stays on.

Make Public

First visit for SOC light: 11/05/13 @ 6,617 miles
ARBS note reasonable allowance for use applies to a refund and a replacements.

ARBS note if c does not want a repurchase or replacement, NNA will offer $2,000.00 as a cash settlement in lieu of the buyback.

Make Public

Created By Trisha Zamarron (10/8/2014 10 41 AM)
ARBS note the following repair history per CPIA, ROs, RHR:

08/15/13 @ 3,126 miles RO#0[redacted]
Concerns:
1. LOF
2. C states strip on roof loose/pulled up
3. MPI
Actions:
1. Completed
2. Molding deformed, part on order
3. Completed

10/07/13 @ 5,457 miles RO#[redacted]
Concerns:
1. MPI
2. C stated Molding
3. C states while sun-roof is open they are hearing bad rattle
Actions:
1. Completed
2. Tech found that D/S Roof moulding would not stay down, repaired moulding assembly
3. Verified concern, will need to set another appointment that will accommodate customer

11/05/13 @ 6,617 miles RO#[redacted]
Concerns:
1. LOF
2. Rotate Tires
3. MPI
4. C states while there are people in passenger seat, air bag light will come on and off intermittently and for different lengths of time-check and advise
5. C states sunroof has wind noise and rattling
6. Check Tire Tread
7. Check Brakes
8. Check battery
Actions:
1. Completed
2. Completed
3. Completed
4. Could not duplicate and found no codes stored in airbag, performed zero point reset function and cleared dtc set by that, no concerns present at this time
5. Verified customer concern-ordered parts and will call customer when they arrive
6. Tires are 6/32
7. Brakes are good
8. Tested good

01/24/14 @ 10,858 miles RO#[redacted]
Concerns:
1. LOF
2. MPI
3. Courtesy Car Wash
4. Battery Test
5. Check Tires
6. Check Brakes
Actions:
1. Completed
2. Completed
3. Completed
4. Tested Good
5. Treat 6/32
6. Brakes are ½ worn

04/03/14 @ 15,627 miles RO#[redacted]
Concerns:
1. LOF
2. Rotate Tires
3. MPI
4. Check alignment from shimmy
5. State Inspection
6. C states OCS reprogram campaign
7. C states there is a rattle in the roof area
Actions:
1. Completed
2. Completed
3. Completed
4. Since rotation, shaking stopped
5. Completed
6. Performed
7. Replaced moonroof frame, upper B pillar finishers and green clips for A pillar, installed new seatbelt, retest drove, concern no longer present

07/23/14 @ 19,109 miles RO#[redacted]
Concerns:
1. C states there is a rattling noise while driving, drivers side door
2. C states that the air bag light on passenger side is coming on while passenger is seat
3. LOF
Actions:
1. Removed door panel, tightened everything in door, problem corrected
2. Operating normally, checked for codes none found
3. Completed

07/29/14 @ 19,422 miles RO[redacted]
Concerns:

1. MPI
2. C states from 30mph and up, can hear a noise that sounds like something loose near driver door
3. C states air bag light comes on when driving with passenger in seat
4. Check Tires
Actions:
1. Completed
2. Found bulletin NTB13-005B, Performed steps in bulletin,
Installed foam block and reinstalled mirror, tape test and noise is gone
3. Replaced both sensors per dts call
4. Tires 6/32

08/05/14 @ 19,909 miles RO#[redacted]
Concerns:
1. C states that passenger side air bag light comes on when passenger is sitting in seat
Actions:
1. Performed OCS Reprogram, 200 point reset confirmed rest working properly

09/09/14 @ 21,687 miles RO#[redacted]
Concerns:
1. MPI
2. C states air bag warning comes on with passenger in car driving down the road
Actions:
1. Completed
2. Pulled codes found B00A0-00 stored, replaced OCS control unit and OCS sensors, removed OCS sensors and replaced with new torque specs, then replaced OCS control unit, performed zero point reset and cleared codes, concern no longer present

==========

ARBS note the following:

VA
veh has been in service for 1 yr and 3 mths
sale
no other ca cases
no tech case
no VSC

63 days down

5 visits 4 repairs for the passenger airbag off light.
*no dup
*operating normal
*repl both sensors DTS contacted
*OCS reprogram/200 point reset
*repl OCS control unit and OCS sensors

2 visits noise sunroof 1 repairs
*rpl moonroof frame

Make Public — **Created By Ashley Fiting (10/7/2014 10 11 AM)**
DRTS received RHR. The RHR has been assigned to ARBS- Trisha Zamarron for review.

Make Private ✓ — **Created By Holly Allen (10/7/2014 9:45 AM)**
RCAS-HA contacted c at [redacted] got no answer, left a voicemail
RCAS-HA advised c in a message that repurchase request had been submitted and dts inspection was scheduled for 10/16/14 at 10am and to let RCAS-HA know if this date was good

Make Private ✓ — **Created By Holly Allen (10/7/2014 9 32 AM)**
RCAS-HA completed RHR and attached to case
RCAS-HA submitted RHR for review

Make Private ✓ — **Created By Holly Allen (10/7/2014 8 03 AM)**
RCAS-HA notified region CSM and FOM of c's repurchase request

Make Private ✓ — **Created By Holly Allen (10/2/2014 2 50 PM)**
RCAS-HA submitted the dts request

Make Private ✓ — **Created By Holly Allen (10/2/2014 2 44 PM)**
RCAS-HA reviewed case with TL-KJ and TL supports a dts inspection of the vehicle

Make Private ✓ — **Created By Holly Allen (10/2/2014 2 44 PM)**
RCAS-HA contacted c at ([redacted] about case
RCAS-HA advised c that RCAS-HA had gotten the repair orders from dlr
c stated that the vehicle is still having the same concern and the OCS light came on and stayed on for 20 minutes while driving down the road and c has it on video
c stated that c's wife and daughter are upset and c is about to the point to contact a lawyer
RCAS-HA requested c give Nissan the opportunity to repair the vehicle
c stated c does not know what else can be done
RCAS-HA advised c that all technical resources will be used to repair the vehicle
c stated c hopes so
RCAS-HA advised c that RCAS-HA will follow up with c in a few days once there is an update in the case
c thanked RCAS-HA
RCAS-HA advised c to have a nice day
call ended mutually

Make Private ✓ — **Created By Holly Allen (10/2/2014 1 07 PM)**
RCAS-HA received the repair orders and attached them to case

Make Private ✓ — **Created By Holly Allen (10/2/2014 11 22 AM)**
RCAS-HA contacted dlr and requested the repair orders on c's vehicle

Make Private ✓ — **Created By Holly Allen (9/29/2014 4 06 PM)**
RCAS-HA contacted c at ([redacted] about case
RCAS-HA advised c that RCAS-HA had spoken with c about the case
c stated that c has driven the vehicle and was not sure what to do next
c stated that c wants out of the vehicle at this point

•Why do you want to return the vehicle to Nissan North America? because I do not feel safe in this car, when vehicle tells you the airbag light is off and this is a reoccurring problem since 11/5/13
•Where is the vehicle currently? in our possession not being driven
•Where was the vehicle purchased? Blue Ridge Nissan
•Was it purchased new or used? new
•If used, when was the vehicle purchased?
•Where is the vehicle serviced? Blue Ridge Nissan
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? No

RCAS-HA advised c that the whole repurchase review can take up to 10 days to make a decision
RCAS-HA advised c that RCAS-HA has 5 days to pull the repair orders and then the next department has 5 days to come to a decision but regardless Nissan will be here to make sure vehicle is repaired
c thanked RCAS-HA
RCAS-HA advised c to have a nice day and RCAS-HA will contact c back once review is submitted
call ended mutually

Make Private ✓ — **Created By Holly Allen (9/25/2014 11 06 AM)**
RCAS-HA contacted dlr and SM
SM advised that dlr has done everything dlr can do and contacted dts about the vehicle

SM advised that dlr put new sensors in vehicle
SM advised that c does not feel safe in the vehicle at this point

Make Private ✓

Created By Holly Allen (9/24/2014 10 42 AM)
RCAS-HA received a call from c about the case

PREVIOUS UNRELATED FILE FOUND: None
PREVIOUS RELATED F LE FOUND: None
RCAS-AA VERIFIED C'S name, home & email address, concern, phone#, vin#, mileage
****
RCAS-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None

c stated that c took vehicle to dlr last November for air bag light concerns in November of last year
c stated that vehicle has been to dlr 11 times and light comes on again
c stated that c got the notice in the mail about the reprogramming of the ocs light
c stated that c has spoken with several people at the dlr including the GM
c stated that c has been told that dlr will fix this issue
c stated that the dlr has wrote c's wife down and wife is 120 lbs
c stated that dlr has been keeping vehicle days at time
c stated that dlr cannot fix vehicle
c stated c has the vehicle now and dlr had vehicle again 9/15/14
c stated the light still comes on and dlr
c stated that this is a safety issue

RCAS-HA apologized to c for c's experience
RCAS-HA advised c that RCAS-HA will contact SM for repair attempts and review case
RCAS-HA provided c with case # and contact info
RCAS-HA advised c that RCAS-HA will follow up with c by 9/29/2014
RCAS-HA advised c to have a nice day
call ended mutually

Make Private ✓

Created By Holly Allen [redacted]0 AM)
RCAS-HA contacted c at [redacted] got no answer, left a voicemail with a case # and contact info
RCAS-HA will attempt contact again 9/29/2014

Make Private ✓

Created By Holly Allen (9/23/2014 1 18 PM)
RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info
RCAS-HA will attempt contact again 9/24/2014

Make Public

Created By Roxanne Tee (9/22/2014 2 53 PM)
C called in reg the persistent issue with the veh.

C state dthat he had the veh serviced 6x already reg the safety issue about airbag turning off.
C stated that he brought it to BLUE RIDGE NISSAN and even spoke to GM: JOHN POWERS reg the issue but the problem keeps coming back.
C also stated that the veh was just serviced last week but here comes saturday and c had the same issue.

Crr-rt adv C that ill have the case escalated to RCAS.
Crr-rt adv c that RCAs will call back for the case by the end of the next bus day.

crr-rt provided further assistance, case #, name, extension#

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7975523	NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL INQUIRY	QF	9/22/2014	ZR	AZ	204500	OF
Edit | Del	CC-7975524	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/22/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	11/14/2014	Amanda Simcox	11/14/2014 1:28 PM
Edit | Del	New DTS Request		✓	11/6/2014	Anthony Panno	11/4/2014 10:29 PM
Edit | Del	Review Approved Check Request		✓	10/20/2014	Amanda Simcox	10/21/2014 6:54 AM
Edit | Del	Review Approved Check Request		✓	10/20/2014	Amanda Simcox	10/21/2014 6:53 AM
Edit | Del	Approved-Repurchase Figures		✓	10/16/2014	Amanda Simcox	10/16/2014 9:38 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00050782	DRT Resolution	1N4BL3AP1DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137184	526004	11/15/2014	Customer	Approved	$344 36	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	
	CR0135470	521883	10/21/2014	Lienholder	Approved	$18,592 93	34BUYBACK	Nissan South East Buyback/Trade		
	CR0135472	521890	10/21/2014	Customer	Approved	$9,255.61	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check 2.pdf	70KB	12/19/2014 10:05 AM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	71KB	12/19/2014 10:04 AM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	74KB	12/18/2014 9:43 AM	Tammy Knotts
Edit | View | Del	[redacted]Check 2.pdf	121KB	12/10/2014 8:15 AM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	120KB	12/10/2014 8:07 AM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/29/2014 2:04 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2014 1 39 PM	Jim Land	Changed **Case Owner** from Amanda Simcox to **Jim Land**.
11/4/2014 1 38 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [19] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kelli Ross [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/22/2014 3:00 PM
CA Multiple Repairs		Date/Time Closed	10/30/2014 8 21 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Please schedule for 10/21/14 @ 10am EDT. Please inform the customer it is mandatory they meet with me and that they allow enough time for a test drive. Please ask if there is a particular passenger that is most likely to trigger the condition and see if that person would be available to attend the inspection.		
Description	OCS issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	FRED MART N NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	38,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	2,000
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FRED MART N NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	10/2/2014
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted]		
Created By	Rachel Anne Ocampo 9/22/2014 3:00 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 7 55 PM	Root Cause Code (2)	
Days Closed	440	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Kelli Ross (10/30/2014 8 20 AM)** RCAS is closing Case as no further assistance can be offered at this time. RCAS contacted C at [redacted] listed left VMX including Case number, name, and RCAS contact of [redacted] RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (10/27/2014 8 24 AM)** RCAS contacted C at mobile number listed left VMX including Case number, name, and RCAS contact of [redacted] RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (10/23/2014 8 07 AM)** DTS was not able to duplicate the customers concern. DTS however retrieve a B00A0-00 in the air bag system when checked using consult3+. DTS instructed the dealer to replace the OCS sensors and the OCS control unit per TSB 14-084. DTS states the dealer did not have the OCS control unit in stock. DTS states the dealer order the part VOR. DTS states part should be in on 10/22/14 and the repairs should be completed the same day.
Make Private	✓	**Created By Kelli Ross (10/23/2014 8 05 AM)** RCAS contacted C at ([redacted] left VMX. RCAS informed C that veh is ready for pick up.
Make Private	✓	**Created By Kelli Ross (10/23/2014 8 02 AM)** RCAS-KR contacted Fred Martin Nissan RCAS-KR spoke with SA-Patrick SA states veh has been repaired based on DTS Inspection recommendations. SA states that C has been contacted and will pick of veh this evening.
Make Private	✓	**Created By Kelli Ross (10/20/2014 3 07 PM)** RCAS-KR contacted C on cell C dropped off veh earlier that morning. C states C does have loaner veh while C's veh is being inspected. RCAS-KR confirmed that DTS inspect will remain on 10/21/14
Make Private	✓	**Created By Kelli Ross (10/14/2014 11 49 AM)** RCAS-KR contacted C on cell RCAS-KR confirmed that DTS inspect will remain on 10/21/14 C states C will drop veh off on the evening of 10/20/14
Make Private	✓	**Created By Kelli Ross (10/14/2014 10 23 AM)** RCAS-KR received inbound call from C C states that 10/21/14 DTS inspection will not work with schedule. C is requesting appt for 10/20/14 instead. RCAS-KR emailed DTS-Bill McCrae for update.
Make Private	✓	**Created By Kelli Ross (10/6/2014 9 39 AM)** RCAS-KR contacted C on listed mobile number. RCAS-KR lvm regarding DTS request information for 10/21/14 @ 10am EDT
Make Private	✓	**Created By Kelli Ross (10/3/2014 10 30 AM)** RCAS-KR contacted C on listed mobile number. RCAS-KR lvm regarding DTS request information
Make Private	✓	**Created By Kelli Ross (10/2/2014 8 38 AM)** Datanet Dealer Date 10/2/2014
Make Public		**Created By John Michael Dela Cruz Ibanez (9/30/2014 4 31 PM)** c called in referencing case # [redacted] c called in and wanted to be transfered to the person who handles the c's case regarding a claim. crr-mi informed c that an RCAS specialist tried to call c but was able to reach VMX. c said that c is aware of that and just returning the call. crr-mi tried to transfer c to the RCAS specialist who handles c's case trice but was able to reach VMX for RCAS. c said that c doesnt want to be transfered to a VMX.

crr-mi informed c that crr-mi can send an internal message to RCAS person who handle c's case and c can just leave a VMX message.
c declined and asked for a manager.
crr-mi informed c that the person who handle c's case is higher than crr-mi's supervisor.
c asked to be transfered to ext 457249.
crr-mi transfered c to ext 457249.
crr-mi exiting the case.

Make Private ✓

Created By Kelli Ross (9/30/2014 3 32 PM)
RCAS-KR received inbound call from C.
C states the OCS comes on intermittently.
C states that FRED MART N NISSAN advised that the dealership has done everything.

RCAS-KR offered DTS Request
RCAS-KR informed C of the DTS process and the purpose of visit.

C agreed to DTS request
C's call dropped

RCAS-KR will follow up with C regarding appt

Make Public

Created By Rachel Anne Ocampo (9/30/2014 3 24 PM)
crr-ro received a call from c. c is requesting to be transferred to the extension number.
c requesting for an update.
crr-ro asked c if any of c's info changed since the last time c called, c stated none.
crr advised c that crr will try to check if rcas-kr is available to take call.
crr advised c that rcas-kr is engaged in a call and crr was routed to a vmx.
crr-ro advised c that crr will send an internal message to RCAS.
crr-ro advised crr already sent an internal message too that c is on the line and advised c that crr is waiting for a response.
scrr-ro received a response from rcas to transfer call.
scrr advised c that scrr will transfer call to rcas.
crr-ro offered further assistance, c said no. crr-ro provided name,case,extension number to c. crr-ro exiting case.

Make Private ✓

Created By Kelli Ross (9/26/2014 2 19 PM)
RCAS contacted C at ([redacted] left VMX including Case number, name, and RCAS contact of 615.725.7542. RCAS stated on VMX that RCAS will continue to follow up with C no later than 10/01/14
RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Make Private ✓

Created By Kelli Ross (9/23/2014 4 32 PM)
RCAS contacted C at ([redacted] left VMX including Case number, name, and RCAS contact of 615.725.7542. RCAS stated on VMX that RCAS will continue to follow up with C no later than 09/26/14
RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Make Private ✓

Created By Kelli Ross (9/23/2014 4 31 PM)
RCAS-KR contacted dlr
SA- Steve 07/09/14 RO#[redacted] campaign was closed out
SA stated there is 130-140 lbs for that passenger sensor light to go off

Make Public

Created By Rachel Anne Ocampo (9/22/2014 3 13 PM)
Vehicle Concern

Make Public

Created By Rachel Anne Ocampo (9/22/2014 3 12 PM)
crr-ro received a call from c
c said that there was a campaign for the veh
c said c is having same issue with the passenger sensor light
c said that the passenger side sensor light is off when someone is sitting in the passenger seat
crr-ro empathized and apologized for inconvenience.
crr-ro verified c's information:
name of registered owner, address, phone number and alternate number, email address, if the veh was brand new or preowned, mileage and servicing dlr.
crr-ro advised c that there was a campaign for OCS and it was completed at FRED MARTIN NISSAN on 7/9/2014
c said c is at FRED MARTIN NISSAN today for an oil change, c was assisted by SA- Pat.
c was advised that the dlr already followed what needs to be done on the veh and the dlr can not do anything else
c is asking an assistance for the veh concern to be addressed, c said that it is a safety issue
crr-ro checked 2.9
crr-ro informed c that the case will be forwarded to a higher department/RCAS for review and c will get an update by the end of the next business day.
crr advised c that the RCAS will be checking for a possible resolution to help c with the request/case and crr advised c that there is no guarantee for the assistance but the case will be reviewed.
crr-ro verified the best contact number to reach c at, which is [redacted]
crr-ro offered further assistance to c. c declined.
crr-ro gave name, extension number and case number to c.
crr-ro forwarding case to rcas. crr-ro exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7975577	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	9/22/2014	YX	BK	234000	OA
Edit | Del	CC-7975578	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	9/22/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call DTS	[redacted]	✓	10/22/2014	Kelli Ross	10/23/2014 7:52 AM
Edit | Del	Email: DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Qwd4p:ref]		✓	10/14/2014	Kelli Ross	10/14/2014 11:47 AM
Edit | Del	New DTS Request		✓	10/4/2014	Bill McRae	10/2/2014 4:30 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Qwd4p:ref] *10/14/2014 Case #[redacted] VIN # 1N4AL3AP7DC[redacted]*	[redacted]	10/14/2014 11:47 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/30/2014 8:21 AM	Kelli Ross	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/27/2014 8:25 AM	Kelli Ross	Changed **Follow Up Date** from 10/27/2014 to **10/30/2014**.
10/23/2014 8:07 AM	Kelli Ross	Changed **Follow Up Date** from 10/23/2014 to **10/27/2014**.

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Surveys Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Eboni Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	9/24/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/22/2014 5:33 PM
CA Multiple Repairs		Date/Time Closed	9/25/2014 2:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : 1[redacted]
address2 :
city : Lafayette
twitter :
state : TN
zip : 37083
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP3EC[redacted]
dealerstate : TN
dealername : NEWTON NISSAN
comments : In March there was a recall on my passenger airbag, the dealer reprogrammed & thought it was corrected. Light came on again with passenger in seat, they tried reprogramming again & light still came on, in August they replaced a pressure sensor for my passenger air bag. Light continues to come on with passenger in seat. They have tried to be very helpful and correct issue. Now they are telling us that if a person in the seat weighs less than 150 the air bag may or may not work. This is very concerning to myself & my husband. We have a daughter in law that rides with me to work and she is carrying our soon to be grandchild, and we almost had a head on collision last week. She does not weigh 150 lbs, but is 23 years old. I have grown nieces 21 & 17 and they also do not weight 150lbs. Is it correct that if the passenger airbag light is on, that it will NOT deploy? If this is correct it is very concerning to me that you would sale a vehicle without letting the customer know that these restrictions apply when it comes to the safety of the vehicle. Can you please follow up on the above information and let me know if this information is correct. Newton Nissan has tried to be extremely helpful, but this is a huge concern not only for my family & friends that may be riding in my car, but for every Nissan owner where these restrictions apply.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NEWTON NISSAN OF GALLATIN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 9/22/2014 5 33 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 7:54 PM	Root Cause Code	SCIN
Days Closed	475	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Eboni Smith (9/25/2014 2 35 PM) RCAS-ES reached out to customer regarding c veh concerns @ [redacted] RCAS-ES encourage c to visit nhtsa.gov and look at the FAQ section which stated There is no precise height and weight at which an individual is considered to be at risk. The primary determinant as to whether an individual will be injured by a deploying air bag is the distance from which the individual is seated from the air bag. RCAS-ES advised that if the airbag deploying could do more harm to someone of a smaller stature
Make Public		C stated understood C thanked RCAS-ES for the call RCAS-ES offered further assistance C Declined RCAS-ES noted call ended with mutual agreement with C RCAS-ES closing case
Make Public		**Created By Eboni Smith (9/25/2014 2 21 PM)** RCAS-ES reached out to Techline and advised that There is no precise height and weight at which an individual is considered to be at risk. The primary determinant as to whether an individual will be injured by a deploying air bag is the distance from which the individual is seated from the air bag.
Make Public		**Created By Eboni Smith (9/24/2014 1 10 PM)** **RCAS-ES tried to reach out to TECH line for a better explanation of c concern**
Make Public		**Created By Jessie Villanueva (9/23/2014 11 26 AM)** tl-jv noting Techline-Patrick FG advise in case: "Please forward this to an RCAS and have them contact the customer to explain the system operation. If they are not making progress they can forward it to us and we will attempt to provide additional details. "
Make Public		**Created By Grace Marie Yu (9/23/2014 11 21 AM)** case moved
Make Public		

Created By Grace Marie Yu (9/23/2014 11 21 AM)
Email case logged
E-mail addressed to: nnaconsumeraffairs@nissan-usa.com
Method of contact: E-mail
crr-gmy checked for open recalls/campaigns/upgrades found: none
crr-gmy checked for previous/related case found: none

Response Details

crr-gmy responded to c's address;[redacted]

crr-gmy made outbound call to c at the following phone numbers:

[redacted] @ 12 05 PM
@ 12 08 PM

crr-gmy noting that crr-gmy reached vmx on both phone numbers.
crr-gmy left message for c.
crr-gmy informed c that call may be recorded for training and quality assurance purposes.
crr-gmy acknowledged receipt of email from c.
crr-gmy informed c that case will be forwarded to RCAS for assistance and c will be contacted by RCAS before the end of the next business day.
crr-gmy also advised c to call NNACA at 1-800-647-7261 if c have any further question.
crr-gmy gave name, extension and case number.
crr-gmy exiting case.

Make Public

Created By Grace Marie Yu (9/23/2014 11 11 AM)
crr-gmy received response from Techline to forward case to RCAS for assistance.
crr-gmy exiting case.

Make Public

Created By Grace Marie Yu (9/23/2014 10 53 AM)
CRR-GMY SENT INQU RY TO TL-JV REGARDING C'S CONCERN TO FORWARD TO TECHL NE, AS FOLLOWS:

"Now they are telling us that if a person in the seat weighs less than 150 the air bag may or may not work."

"Is it correct that if the passenger airbag light is on, that it will NOT deploy?"

CRR-GMY EXITING CASE.

Make Public

Created By Grace Marie Yu (9/23/2014 9 48 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : Lafayette
twitter :
state : TN
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP3EC[redacted]
dealerstate : TN
dealername : NEWTON NISSAN
comments : In March there was a recall on my passenger airbag, the dealer reprogrammed & thought it was corrected. Light came on again with passenger in seat, they tried reprogramming again & light still came on, in August they replaced a pressure sensor for my passenger air bag. Light continues to come on with passenger in seat. They have tried to be very helpful and correct issue. Now they are telling us that if a person in the seat weighs less than 150 the air bag may or may not work. This is very concerning to myself & my husband. We have a daughter in law that rides with me to work and she is carrying our soon to be grandchild, and we almost had a head on collision last week. She does not weigh 150 lbs, but is 23 years old. I have grown nieces 21 & 17 and they also do not weight 150lbs. Is it correct that if the passenger airbag light is on, that it will NOT deploy? If this is correct it is very concerning to me that you would sale a vehicle without letting the customer know that these restrictions apply when it comes to the safety of the vehicle. Can you please follow up on the above information and let me know if this information is correct. Newton Nissan has tried to be extremely helpful, but this is a huge concern not only for my family & friends that may be riding in my car, but for every Nissan owner where these restrictions apply.

Make Public

Created By Managed Services (9/22/2014 5 33 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : Lafayette
twitter :
state : TN
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP3EC[redacted]
dealerstate : TN
dealername : NEWTON NISSAN
comments : In March there was a recall on my passenger airbag, the dealer reprogrammed & thought it was corrected. Light came on again with passenger in seat, they tried reprogramming again & light still came on, in August they replaced a pressure sensor for my passenger air bag. Light continues to come on with passenger in seat. They have tried to be very helpful and correct issue. Now they are telling us that if a person in the seat weighs less than 150 the air bag may or may not work. This is very concerning to myself & my husband. We have a daughter in law that rides with me to work and she is carrying our soon to be grandchild, and we almost had a head on collision last week. She does not weigh 150 lbs, but is 23 years old. I have grown nieces 21 & 17 and they also do not weight 150lbs. Is it correct that if the passenger airbag light is on, that it will NOT deploy? If this is correct it is very concerning to me that you would sale a vehicle without letting the customer know that these restrictions apply when it comes to the safety of the vehicle. Can you please follow up on the above information and let me know if this information is correct. Newton Nissan has tried to be extremely helpful, but this is a huge concern not only for my family & friends that may be riding in my car, but for every Nissan owner where these restrictions apply.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7976508	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/23/2014	YX	BK	233500	OA
Edit | Del	CC-7976509	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/23/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09i8L. 500F0QwiHM:ref]	[redacted]	✓	9/23/2014	Grace Marie Yu	9/23/2014 11:26 AM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	Re: Regional Specialist [ref: 00DA09i8L 500F0QwiHM ref] *Please call after 6pm at home number. Thanks. [redacted] On Sept...*	[redacted]	9/24/2014 12 33 PM
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09i8L 500F0QwiHM ref] *9/23/2014 Case # 1[redacted] VIN # 1N4AL3AP3EC[redacted] Thank yo...*		9/23/2014 11 26 AM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname :[redacted]*	nissanconsumeraffairs@my-nissan-usa.com	9/22/2014 5:33 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/25/2014 2 36 PM	Eboni Smith	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/23/2014 11:26 AM	Grace Marie Yu	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zR22**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jose Mari Gozar .Jr [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/23/2014 8:11 AM
CA Multiple Repairs		Date/Time Closed	9/23/2014 8:27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Campaign Inquiry		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	1
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP3DC[redacted]		
Created By	Jose Mari Gozar Jr 9/23/2014 8:11 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	477	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Jose Mari Gozar Jr (9/23/2014 8 16 AM) Recall Inquiry
Make Public		Created By Jose Mari Gozar Jr (9/23/2014 8 16 AM) CRR-JG received a call from c asking if the veh has any open campaigns CRR-JG advised c that recalls are vin specific; C understood. CRR-JG informed c that the veh has no open campaigns. CRR-JG asked if c has any veh concerns; C said that the veh is having problems with the passenger airbags CRR-JG asked if c has had the concern Diagnosed by a nissan dlrshp. C said no CRR-JG advised that c would need to have the veh diagnosed by a certified nissan dlrshp. CRR-JG advised that this is so that NNA will have the latest information on the veh's condition, as there are a lot of factors that can cause breakdown of a specific part. C understood. CRR-JG advised c that once a diagnosis has been performed on the veh then just callback. C understood CRR-JG offered further assistance. C declined Call ended mutually. CRR-JG closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7976302	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	9/23/2014	VG	AZ	204500	OF
Edit | Del	CC-7976303	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/23/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
9/23/2014 8 27 AM	Jose Mari Gozar .Jr	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/23/2014 8:12 AM	Jose Mari Gozar .Jr	Changed **Description**.
9/23/2014 8:11 AM	Jose Mari Gozar .Jr	Changed **Work Phone** to [redacted]

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No records to display

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Case [redacted]

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Case Comments [5+] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/22/2014	Type	CA
Follow Up Date	11/17/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/23/2014 2:10 PM
CA Multiple Repairs		Date/Time Closed	1/8/2015 9:14 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00053048

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	10 00 AM EST I will need to meet with the customer to hear her concerns with the vehicle. Please have whomever is in the passenger seat when improper PABI is observed be present during inspection.		
Description	Attorney Demand Voluntary Repurchase - 4 repairs regarding passenger airbag light on with adult in seat 5 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,016		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HALL NISSAN VIRGINIA BEACH	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$28,992.83	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP5EC[redacted]		
Created By	Angela Baase 9/23/2014 2:10 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:24 AM	Root Cause Code (2)	
Days Closed	370	Action Code	NLEE
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/31/2014 9 10 AM)** DRTS TK: Check(s) from Customer for Customer Funds Due at Repurchase in the amount of $1692.02 sent to LOCKBOX #54457; FED EX TRACKING #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/17/2014 11 42 AM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: airbag light on with passenger in seat
Make Public		**Created By Angie Mathis (11/21/2014 8 47 AM)** *** [Added after the case is closed.] *** Arbs-ASM received email from Gracie with atty office: HI Angie: Ms. [redacted] is a bit nervous about the process. Is there anything else you need on our end? Have the final documents been sent to Morley? Thank you. Arbs responded: Gracie, The documents were sent to Morley via Fed Ex overnight on 11/19. The process can take approximately 1-2 weeks before contact. You can contact Morley directly at 866-780-7222 and reference the case number [redacted] Thank you,
Make Public		**Created By Angie Mathis (11/19/2014 2 30 PM)** Arbs-ASM notes the following: Ck [redacted] payable to Navy Fed in the amount of $27,242.83 Ck [redacted] payable to atty in the amount of $1750 Morley case 217811, Fed Ex[redacted]
Make Public		**Created By Angie Mathis (11/17/2014 4 31 PM)** Arbs-ASM submitted the following ck request: Ck payable to Navy Fed in the amount of $27,242 83 Ck payable to atty in the amount of $1750
Make Public		**Created By Angie Mathis (11/17/2014 4 21 PM)** Arbs-ASM received executed repurchase agreement from Gracie via email and attached to case.
Make Public		**Created By Angie Mathis (11/14/2014 4 01 PM)** Arbs-ASM prepared repurchase letter and forwarded to Gracie with atty office via email: $24,305.15 - Base Price : $599.00 - Maintenance Fee: $17 97 - Sales Tax: $20 81 - Dealer Business Tax: $956.17 - Titling Tax: $60.75 - Registration Fee: $599.00 - Processing Fee: $301.00 - Finance Charges: $26,859.85 - Total Purchase Price: $579.04 - Less Usage: (2,068 x .28) $1,000 00 - Less Rebate: $27,242.83 - Less Lien Payoff:

$28,821.87 - Total Deductions:
$1,962 02 - Amount Owed to NNA:
$1,750 00 - Attorney Fees:
$27,030.81 - Total Repurchase:

Make Public

Created By Angie Mathis (11/14/2014 3 46 PM)
Arbs-ASM received loan payoff information from Navy Federal:

Payoff of $27,222.11 good to 11/28/14
Per diem $1.48
Interest paid to date $301.00

Arbs extended payoff good to 12/12/14 - $27,242.83

Make Public

Created By Josh Wegener (11/14/2014 8 20 AM)
DRTS- Retrieved & attached Invoice.

Make Public

Created By Angie Mathis (11/13/2014 3 23 PM)
Arbs-ASM responded to atty-Bob:

Hi Bob,

I will need the payoff, per diem, and finance charges paid to date on the loan. Payment of the negative balance would be up to you and Ms. [redacted]. Ultimately, Ms. [redacted] negative equity would be included in the deductions from her refund. Therefore, she would essentially be paying either the lender or NNA the amount of negative equity owed.

Thanks,

Make Public

Created By Angie Mathis (11/13/2014 3 21 PM)
Arbs-ASM received email from atty-Bob:

This will confirm this matter is now settled for the statutory repurchase of the subject vehicle with a $579.04 usage charge. Attorney fees and costs are separately settled for the reduced sum of $1,750 00 payable directly to our firm.

This is a slightly upside-down transaction as there is $4,284.00 in negative equity, plus a $599 00 maintenance plan and zero cash down. When I add the N/E and maintenance plan and usage charge the total deductions are $5,462.04.

On the plus side, the client has made 6 payments of $527.14 (actually directly drawn bi-weekly) through the 11/16/14 payment for a total of $3,162 84.

The negative balance to date is $2,299.20 and my client said she will pay that herself prior to closing so no money need change hands at that time.

Gracie will get started working with [redacted] tomorrow to get you the Credit Union Statement for payments to date; interest to date; and a pay-off with per diem. Since the client is paying the negative balance in advance, do you want her to do so now before we pull the Credit Union numbers ?

Gracie is going to keep this settlement until our client is out of the vehicle as she is a VIP.

Thanks for working with me .

Bob

Make Public

Created By Angie Mathis (11/13/2014 2 36 PM) Last Modified By Angie Mathis (11/13/2014 2 36 PM)
Arbs-ASM spoke with atty-Bob regarding case. Arbs advised NNA would repurchase veh under terms of LL. Arbs advised use $579 04. Atty advised will consult with client and provide Arbs response.

Make Public

Created By Angie Mathis (11/13/2014 1 46 PM)
Arbs-ASM notes the following:

4 repairs reg passenger airbag light on with adult in seat
5 days out of service

Make Public

Created By Angie Mathis (11/13/2014 1 38 PM)
Atty demand requesting repurchase due to airbag light on with psgr in seat. Arbs reviewed repair history and notes only 1 repair (OCS reprog) regarding concern. Arbs offered DTS. DTS-Pete inspected veh and determined veh operating as designed and no repairs made. Arbs advised atty no other offers will be made at this time.

Make Public

Created By Angie Mathis (11/13/2014 1 37 PM)
*** [Added after the case is closed.] ***
Arbs-ASM received additional RO via email from Joan with atty office:

11/11/14-11/11/14 Mileage: 7,256
1. C/S airbag light comes on/off with psgr in seat - performed zero point reset
2. C/S radio will cut out from time to time - unable to dup
3. C/S fuel gauge will sometimes bounce around - unable to dup

Arbs attached RO to case.

Make Public

Created By Angie Mathis (11/6/2014 2 27 PM)
Arbs-ASM spoke with atty-Bob regarding case. Arbs advised based on inspection results from DTS veh is operating as designed. Arbs advised atty Arbs forwarded recent videos and photos to DTS, but reiterated video does not display all information to make a determination. Arbs advised atty to request c consult the owners manual regarding the airbag light. Arbs advised no other offers will be made at this time. Atty understood and advised will contact the BBB. Arbs agreed.

Make Public

Created By Angie Mathis (11/6/2014 2 21 PM)
Arbs-ASM received email from DTS-Larry:

Angie, unfortunately some customers may have expectations for PABI system arming that deviate from normal operation. The Owner's Manual provides some useful guidance but Nissan also recently released a technical bulletin, NTB14-084 (attached) to help dealer and Nissan personnel when attempting to describe normal operation. Pages 6-8 are intended to be provided to customers. Please ensure the customer has been provided with these pages. A follow up DTS visit can be requested however it's unlikely to result in a different outcome. Please explain this to the customer and provide the bulletin pages. If a follow up is needed to help ensure the customer understands this normal operation then please forward via normal process.

Make Public

Created By Angie Mathis (11/6/2014 2 20 PM)
Arbs-ASM received email from DTS-Pete:

Angie,
I opened her videos on my laptop and my tablet and had video but no audio.
What I was able to see in the video was the OCS lamp illuminated(with I'm assuming her) in the passenger seat which can be caused by several things as stated in the owner's manual. I indicated these items to C during my follow up phone call and provided the related pages from the owner's manual to her. She felt these normal characteristics were unacceptable.

With the OCS concern the dealer was never able to confirm a failure. My inspection indicated the system was operating as designed.

She has spent the time to make and send videos and make many phone calls but was unable to meet with me for the inspection. Videos can sometimes confirm an issue but in this case it doesn't provide the necessary or all of the information needed to make a determination.

What is the picture of the display supposed to indicate?

Are we looking for another DTS inspection?

Pete

Make Public

Created By Angie Mathis (11/3/2014 3 49 PM)
Arbs-ASM received 2 video's of airbag light illuminating when adult in psgr seat via email from Joan with atty office. Arbs also received 1 photo of bluetooth photo from veh via email from Joan with atty office.

Arbs forwarded all to DTS-Pete to obtain review.

Make Public

Created By Angie Mathis (10/31/2014 1 41 PM)
Arbs-ASM reviewed DTS notes:

I inspected Jennifer Bailey's 2014 Altima to evaluate her concerns with her car. C declined to be present for inspection. Per DTS request concerns are the display screen freezes at times and the OCS light will illuminate when her son is in the passenger seat.
The display concerns were addressed with a software update per NTB 14-079. Per CA notes C is using a phone not on the approved list.

DTS checked for SRS codes and none were found. Confirmed zero point reset was completed. Found nothing obstructing seat from classifying correctly. Found system classified above and below threshold in under 7 seconds. SRS/OCS system is operating as designed and as outlined in owner's manual.
DTS called C to discuss results of inspection. C was not satisfied with findings. DTS discussed that her son (5'1" 118lbs.per C) is in the threshold of classification. DTS tried to discuss characteristics of OCS but C was not satisfied. DTS advised C that OCS operation from owner's manual will be provided.
At this point C stated OCS light would illuminate with C's husband in seat (6'1" 225lbs. per C) and C in seat (5'3" and over 120lbs per C). DTS couldn't find mention of this in CA notes. C refused to pull son out of school for DTS inspection but if OCS was illuminating with C in R/F seat her presence would have been sufficient.
C questioned DTS about fuel gauge. DTS was unaware of issue and stated that it wasn't included in inspection request. C stated C sent pictures of fuel gauge swinging between "Full" and "3/4" tank. DTS inquired if vehicle were parked on an incline/decline/tilt because this could cause the gauge to temporarily read inaccurate until vehicle position is stabilized. C stated no and that she was driving for 10 minutes before the issue occurred.
C stated fuel gauge concern WAS included in inspection. DTS did not see issue listed in CA notes or RHR but did review pictures provided.
After speaking with C DTS made the following observations.
DTS confirmed first inspection on 10/8/2014
Pics are dated 10/15/2014
4:23 PM pic 338 shows gauge at "Full"
4:28 PM pic 339 shows gauge at 7/8
4:30 PM pic 340 shows gauge over ¾
4:34 PM pic 341 shows gauge over ¾
This appears to be a normal correction if vehicle is not parked on level surface.

Make Public

Created By Angie Mathis (10/29/2014 11 40 AM)
Arbs-ASM received email and photo from Joan at atty office:

Good Morning Angie,

Attached is a picture of paint peeling for Jennifer Bailey v Nissan North America, Inc..

Arbs attached photo to case.

Make Public

Created By Angie Mathis (10/24/2014 9 59 AM)
Arbs-ASM placed call to dlr at 757-631-7600 and advised SM Jeff Evans is on vacation until Mon. Arbs transferred to shop foreman, Bernard, and advised of DTS inspection on Mon and c will need loaner on Sat. Bernard understood and agreed.

Arbs submitted confirmation to Joan at atty office and DTS-Pete.

Make Public

Created By Angie Mathis (10/24/2014 9 51 AM)
Arbs-ASM received email from Joan at atty office:

Hello Angie,

Client will not be able to attend on Monday, but she will be reachable for questions by phone it that will help. She will pick the loaner up on Saturday.

Thank you for your help with this.

Make Public

Created By Angie Mathis (10/22/2014 9 53 AM)
Arbs-ASM submitted email to Joan with atty office:

Joan,

Please advise if Monday 10/27 @ 10AM at Hall Nissan Virginia Beach is acceptable for the DTS inspection. We would strongly recommend she meet with the Specialist; however, if she is unable to meet with him she can drop off her vehicle on 10/25 and obtain a loaner from the dealer until the inspection is completed on Monday.

Please advise.

Thank you,

Make Public

Created By Angie Mathis (10/22/2014 9 48 AM)
Arbs-ASM received email from DTS-Pete:

Angie,
I have rescheduled this inspection for Monday October 27th at 10 A.M. EST. I will need to meet with the customer and the person who is in the passenger seat when she has a PABI concern. I know she stated it is only with her son in the seat and she doesn't want to take him out of school for the inspection. If she refuses I can inspect the vehicle and confirm it will classify and explain proper PABI operation but that will be the extent of my inspection for PABI.

Pete

Arbs responded:

Peter,

I have been advised by her attorney that neither she nor her son will be able to meet with you regarding the inspection. She continues to forward photos and videos in hopes those will suffice. I have advised her attorney on numerous occasions these do not provide all the information required for your inspection analysis.

I will contact the both the attorney and dealer regarding the inspection date/time and advise when confirmed.

Thank you,

Make Public

Created By Angie Mathis (10/17/2014 3 38 PM)
Arbs-ASM placed call to DTS-Pete and lm on DTS's vm advising inspection scheduled for Mon will need to be rescheduled.

Peter,

This is to follow my voice mail I left regarding the above customer. We will need to reschedule this inspection scheduled for Monday, 10/20. Please provide me your next available date.

Thank you,

Make Public

Created By Angie Mathis (10/17/2014 3 20 PM)
Arbs-ASM received a call from Joan with atty office regarding inspection. Joan advised c will be unable to attend inspection on Mon and c demanded to pick up a rental at dlr on Sat. Arbs advised Joan Arbs will need to cancel inspection for Mon and reschedule as Arbs has been unable to get in touch with DTS. Joan understood and advised will notify client.

Make Public

Created By Angie Mathis (10/17/2014 9 52 AM)
Arbs-ASM placed call to DTS-Pete and lm on DTS vm requesting a return call and provided Arbs return contact info.

Make Public

Created By Angie Mathis (10/16/2014 1 49 PM)
Arbs-ASM notes Joan with atty office will inquire with client regarding rescheduling inspection later in the day to allow c to attend. Joan also forwarded more photos and Arbs attached to case.

Arbs forwarded photos via email to DTS-Pete:

More photos for [redacted] This inspection may need to be rescheduled but I will let you know. She's allowing her child to sit in the alleged defective passenger seat with the airbag light. I advised the attorney at least [redacted] will need to be present. She advised she will not pull her son from school. I will keep you updated.

Thanks,

Make Public

Created By Angie Mathis (10/16/2014 1 25 PM)
Arbs-ASM received email from Joan with atty office stating c would not be able to be in attendance. Arbs advised Arbs could request DTS schedule as late in the day as possible.

Make Public

Created By Angie Mathis (10/16/2014 1 23 PM)
Arbs-ASM responded to Joan with atty office:

Hi Joan,

I apologize for the delay. I know the DTS's do prefer the person to be present in order to attempt to duplicate the concern. I know she's sent several photos and videos, but these in themselves aren't detailed enough for the DTS to determine a diagnosis. Let me check with him and I will let you know ASAP.

Thank you,

Make Public

Created By Angie Mathis (10/16/2014 1 20 PM)
Arbs-ASM received email from Joan with atty office:

Hello Angie,

I spoke with our client, she will be able to have the vehicle at the dealership for the inspection on the 20th. She will not be able to have the passenger that was in the vehicle there, it is her son and she will not pull him at of school.

Do you know will she be given a loaner?

Just let me know when you can.

Thank you,

Created By Angie Mathis (10/8/2014 12 38 PM)
Arbs-ASM submitted email to Joan with atty office:

Good afternoon Joan,

Make Public

Our DTS would like to meet with [redacted] 10/20 at 10:00 AM EST at Hall Nissan Virginia Beach. Please have whomever is in the passenger seat when improper PABI is observed be present during inspection.

Please advise if this is acceptable.

Thanks,

Created By Angie Mathis (10/8/2014 12 31 PM)
Arbs-ASM received confirmation from DTS-Peter:

Make Public

10 00 AM EST
I will need to meet with the customer to hear her concerns with the vehicle. Please have whomever is in the passenger seat when improper PABI is observed be present during inspection.

Created By Angie Mathis (10/6/2014 2 29 PM)
Arbs-ASM received email from atty-Bob:

Good Morning Angie:

Make Public

I just spoke to our client and she is thrilled to allow a DTS inspection. Please work with Joan to arrange same and please make sure the dealer provides our client with a free loaner or an agreement is reached as to a set time and that the inspection will only take an hour or so.

For the record, my client never, ever refused a DTS inspection. In fact, my client left the car at Hall Nissan for a week and they never got the DTS out. Thereafter, my client received a last minute call to try to schedule the DTS and when she couldn't accommodate the one date and time due to her work, Hall Nissan told her they were done with the car, would not schedule the DTS inspection and in fact would no longer even work on the car as the client retained an attorney !

If in the future Hall Nissan refuses service I will reach out to you to hopefully intervene on behalf of your customer.

Bob

Created By Angie Mathis (10/2/2014 2 34 PM)
Make Public
Arbs-ASM received a call from atty-Bob regarding case. Arbs advised atty NNA willing to offer a DTS at this time. Arbs advised SM informed Arbs c did not have recent complaint reg airbag concerns. Arbs advised SM stated c concerns with bluetooth as result of phone not compatible. Atty advised will discuss with client and notify Arbs.

Make Public

Created By Angela Baase (9/29/2014 10 58 AM)
DRTS received RO's and Sales Documents from NNA. All appear to be what has already been attached to this case.

Make Public

Created By Angela Baase (9/29/2014 10 34 AM)
DRTS attached Sales Documents.

Make Public

Created By Angela Baase (9/29/2014 10 23 AM)
DRTS contacted Chris at dealer 5044 to request Sales Documents. He stated he will fax them right over.

Make Public

Created By Angela Baase (9/29/2014 10 06 AM)
DRTS completed and attached RHR.

Created By Angie Mathis (9/29/2014 9 57 AM)
Arbs-ASM received photos from Joan with atty office of airbag light concerns. Arbs attached photos to case.

Arbs submitted email to Joan with atty office:

Hi Joan,

Make Public

I spoke with Jeff Evans this morning regarding Ms. [redacted] vehicle. He advised Ms. [redacted] vehicle concerns have been related to the Bluetooth in the vehicle. He advised he scheduled a DTS to inspect the vehicle and [redacted] later contacted [redacted] and declined the inspection.

I would be glad to schedule a DTS inspection for Ms. Bailey to address concerns with the Bluetooth and airbag light. If this is acceptable, I will submit the request today to provide a proposed date/time.

Please advise,

Thank you,

Created By Angie Mathis (9/29/2014 9 53 AM)
Make Public
Arbs-ASM placed call to dlr at 757-631-7600 and spoke with SM-Jeff. SM advised c major complaint has been bluetooth concerns. SM advised SM contacted techline and techline stated c's 5S phone is not compatible with the bluetooth. SM advised SM contacted DTS-Pete to assist c with bluetooth concerns and DTS agreed. SM advised SM contacted c and advised DTS will inspect veh. SM advised c contacted SM later and declined inspection. Arbs thanked SM for assistance.

Created By Angie Mathis (9/29/2014 9 31 AM)
Arbs-ASM reviewed previous case and notes RHR previously reviewed by Arbs-Ashley:

ARBS notes the following repair history:

Make Public

06/14/14 - Mileage: 2,068 - RO[redacted] Days Down: 1
Concerns:
1. Radio black out and reset
2. Recall R14050 – OCS Reprogram
Actions:
1. Unable to duplicate
2. Completed Campaign

07/31/14 - Mileage: 4,016 - RO:[redacted] - Days Down: 2
Concerns:
1. Radio blacks out
2. Air bag light still coming on
3. Bluetooth connect is horrible
Actions:
1. Reprogrammed
2. Operating as designed
3. Could not duplicate

Created By Angie Mathis (9/29/2014 9 31 AM)
Make Public
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public

Created By Angie Mathis (9/29/2014 9 30 AM)
Arbs-ASM received email fro Joan with atty office:

Hello Angie,

Here are new documents for Jennifer Bailey v Nissan North America, Inc.

Also the client has informed me that at DTS was supposed to come look at her car. Now since we have been contacted he said he will not be out to look at her car. She had told them she would make the car available to them anytime for him to look at it. She also has been told by the Service Manager (Jeff Evans) not to come back to the dealership, they will not be working on her car anymore, since she contacted us. She just picked the car up on Saturday (9/20) after they had the car for a week and with in few hours the airbag lights are back on and she is not permitted to bring it back for service.

Would you be able to check into this?

Joan Hammer

Arbs submitted RO's to be stamped and scanned.

Make Public — **Created By Angela Baase (9/25/2014 8 32 AM)**
DRTS attached repair orders to this case.

Make Public — **Created By Angela Baase (9/25/2014 8 13 AM)**
DRTS contacted dealer 5044 and spoke to Minnie to get this final repair order faxed over. She stated she faxed it yesterday but DRTS never received it. She said she will re-fax it.

Make Public — **Created By Angela Baase (9/24/2014 2 27 PM)**
DRTS contacted dealer 5044 to request one final repair order [redacted] The operator said she will fax it over.

Make Public — **Created By Angela Baase (9/24/2014 1 19 PM)**
DRTS called Joel at dealer 5044 to request Title Application and customer signed Purchase Order and left a voice mail with fax and phone number.

Make Public — **Created By Angela Baase (9/24/2014 11 58 AM)**
DRTS contacted Jeff at dealer 5044 and requested RO's for this customer. Jeff said he will fax all of them over.

Make Public — **Created By Angela Baase (9/23/2014 2 23 PM)**
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases [redacted]
Open recalls\campaigns-none

DRTS in receipt of Attorney Letter received 9/22/14 sent via fax from Kimmel & Silverman P.C. signed by Robert P. Stenzhorn. DRTS received 9/23/2014.

Laws being cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim

Nonconformity is not clearly stated.
It is unclear of the customers request.
Response time is not clearly defined.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8035181	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	9/23/2014	WT	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/19/2014	Peter Rusin	12/17/2014 8 02 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	11/18/2014	Angie Mathis	11/19/2014 8:45 AM
Edit | Del	Review Approved Check Request		✓	11/18/2014	Angie Mathis	11/19/2014 8:45 AM
Edit | Del	Collect Factory Invoice		✓	11/14/2014	Angela Baase	11/14/2014 8 20 AM
Edit | Del	New DTS Request		✓	10/8/2014	Peter Rusin	10/7/2014 2:56 PM

Show more » | Go to list »

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053048	DRT Resolution	1N4AL3AP5EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137569	[redacted]	11/19/2014	Lienholder	Approved	$27,242 83	34BUYBACK	Nissan South East Buyback/Trade	Navy Federal	Credit Union
	CR0137570		11/19/2014	Attorney	Approved	$1,750.00	34BUYBACK	Nissan South East Buyback/Trade	Kimmel &	Silverman, PC

Forms

Forms Help

No records to display

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	106KB	12/31/2014 9:10 AM	Tammy Knotts
Edit | View | Del		27KB	11/21/2014 8:48 AM	Angie Mathis
Edit | View | Del		870KB	11/19/2014 2:44 PM	Angie Mathis
Edit | View | Del		360KB	11/17/2014 4:25 PM	Angie Mathis
Edit | View | Del		172KB	11/14/2014 3:16 PM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/8/2015 9:14 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/17/2014 11:41 AM	Jim Land	Changed **Case Owner** from Angie Mathis to **Jim Land**.
12/17/2014 11:41 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [16] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kalia Johannes [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/24/2014 10:24 AM
CA Multiple Repairs		Date/Time Closed	10/17/2014 1:46 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Infield case opened per FOM-Ryan-- OCS light will not turn off with passenger in passenger seat.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM9EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HEADQUARTER NISSAN OF COLUMBUS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/8/2014	Vehicle Service Contract	
RHR Completed	10/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MM9EC[redacted]		
Created By	Nakayya Fletcher, 9/24/2014 10:24 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 10/17/2014 7:09 PM	Root Cause Code (2)	
Days Closed	453	Action Code	NT9T
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Damilola Lawal (10/17/2014 1 44 PM)** CRT closing case Details in CA #[redacted]
Make Private	✓	**Created By Damilola Lawal (10/17/2014 1 03 PM)** CRT contacted C CRT left vxm
Make Public		**Created By Kalia Johannes (10/17/2014 12 09 PM)** TL-KJ sent email request to RCAS-DL to contact c and advise case is still under review. TL sent request to determine if ARBS requested case re-creation based on wrong account.
Make Public		**Created By Nina Woodruff (10/14/2014 9 23 AM)** Arbs called C and left a message
Make Public		**Created By Damilola Lawal (10/13/2014 4 02 PM)** C contacted CRT CRT advised C that C had started the repurchase request process CRT stated that CRT would like to know if C still had concerns after the last fix C stated that since the last replacement of the seat , the concern has continued and C no longer trusted veh CRT understood and explained CRT had to keep trying to work on veh, and CRT would look into sending technical specialist C understood CRT would follow up with C in 3 business days Call ends
Make Public		**Created By Sara Dorazio (10/13/2014 3 51 PM)** DRTS received the RHR. The RHR was assigned to ARBS- Nina Woodruff for review.
Make Public		**Created By Damilola Lawal (10/13/2014 3 44 PM)** CRT contacted DLR SM was unavailable Call ends
Make Private	✓	**Created By Damilola Lawal (10/13/2014 3 43 PM)** CRT contacted DLR CRT asked SA-Carson how many times C's veh had been diagnosed for the airbag light because CRT could not tell from the RO's Carson could not properly assist C but stated that OCS reprogram had to do with the airbag light CRT thanked SA Call ends
Make Public		**Created By Damilola Lawal (10/10/2014 1 19 PM)** CRT contacted C CRT left vxm
Make Public		**Created By Damilola Lawal (10/7/2014 4 21 PM)** CRT contacted C CRT stated CRT would be taking over C's cases CRT stated that CRT would need 10 days to work on repurchase request C stated that RCAS should repurchase decision tomorrow CRT apologized for delay CRT stated that CRT would look into sending DTS to look at veh C stated that C did not want another repair C mentioned lemon law C stated that C could no longer trust veh CRT explained that CRT had to try to fix veh even though C wants a repurchase C understood CRT following up with C in 3 business days Call ends
Make Public		**Created By Damilola Lawal (10/7/2014 1 36 PM)** CRT contacts C CRT notes leaving voicemail

Make Public

Created By Kalia Johannes (10/6/2014 11 41 AM)
TL-KJ changing follow up date to 10/7/14, to implement 1/3 plan per RCAM-Dave Foeder.
Case to be worked by CRT-Damilola Lawal.

Make Private ✓

Created By Nakayya Fletcher (10/6/2014 10 36 AM)
RCAS placed outbound call to C at [redacted]
RCAS advised C rcas will contact C once repurchase review complete.
RCAS provided C with rcas contact#.

Make Private ✓

Created By Nakayya Fletcher (9/25/2014 3 38 PM)
RCAS placed outbound call to C a[redacted]
C states C has been experiencing concerns since C purchased veh.
C states C experiencing concerns with passenger airbag.
C states C unsure if airbag light working.
C states C addressed concerns with dlr.
C states C advised c's concerns may be due to weight of c's wife.
C states shortly after,campaign issues regarding c's concerns.

C states dlr has replaced sensor and performed software updates, C states C still experiencing concerns.
C states C requesting repurchase.

RCAS apologized for c's concerns.
RCAS advised C that rcas will submitt repurchase request, repurchase request takes up to 10 business days.
C states understood.

RCAS asked C the following:
•Why do you want to return the vehicle to Nissan North America? airbag sensor concerns
•Where is the vehicle currently? C's possession
•Where was the vehicle purchased? Headquarters of Columbus
•Was it purchased new or used? New
•If used, when was the vehicle purchased?
•Where is the vehicle serviced? Headquarters of Columbus
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?N/a

Make Private ✓

Created By Nakayya Fletcher (9/24/2014 4 29 PM)
RCAS placed outbound call to C at 7[redacted] (cell)
RCAS left VXM advising C RO's received from dlr. RCAS will submitt reurchase request.
RCAS advised C to contact RCAS a[redacted]

Make Private ✓

Created By Nakayya Fletcher (9/24/2014 1 24 PM)
RCAS placed outbound call to C a[redacted]
C states C currently in a meeting and will contact RCAS in 30 min.
RCAS provided C with RCAS contact#.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8007226	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/17/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	10/13/2014	Nina Woodruff	10/16/2014 8 04 AM
Edit | Del	[redacted]		✓	10/13/2014	Kalia Johannes	10/13/2014 3 52 PM
Edit | Del	[redacted]		✓	10/8/2014	Damilola Lawal	10/14/2014 9 22 AM
Edit | Del	[redacted]		✓	10/8/2014	Damilola Lawal	10/14/2014 7:44 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	83KB	10/13/2014 3:46 PM	Damilola Lawal
Edit | View | Del		115KB	10/10/2014 8:45 AM	Damilola Lawal
Edit | View | Del		6 67MB	10/7/2014 1:24 PM	Nakayya Fletcher

Case History

Case History Help

Date	User	Action
10/17/2014 1:46 PM	Damilola Lawal	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

10/17/2014 12:07 PM	Kalia Johannes	Changed **Follow Up Date** from 10/16/2014 to **10/20/2014**.
10/13/2014 4:02 PM	Damilola Lawal	Changed **Follow Up Date** from 10/14/2014 to **10/16/2014**.

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Surveys Surveys Help

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	David Henry [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Infiniti
Follow Up Date	9/30/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/24/2014 11:13 AM
CA Multiple Repairs		Date/Time Closed	9/30/2014 10:54 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C concern: C states continuous concern with airbag warning light		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1CL0MM3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BERMAN'S INFINITI CHICAGO	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Infiniti Vehicle		
Created By	Managed Services, 9/24/2014 11:13 AM	Web Email	infiniticonsumeraffairs@my-infiniti.com
Last Modified By	Bharath Tadipatri, 4/3/2015 7:58 PM	Root Cause Code	SCIN
Days Closed	472	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By David Henry (9/30/2014 10 05 AM)** Rcas-dh called C and discussed case CS C's husband and older son is setting off the airbag light CS C is upset about the airbag light coming on CS C's husband gains weight for the winter, and was 200LBS CS C had questions about Blue Engine Hot light, and EV light Rcas-dh discussed lights that come on are comeing on when stopping, and no AC and the other is coming on when windshield wiper fluid is low Rcas-dh asked C call RTLR for discussion about airbag light to schedule appointment Rcas-dh thanked C rcas-dh and C ended call mutually Due to the delivery of this information Rcas-dh is Closing and exiting the case
Make Public		**Created By David Henry (9/29/2014 2 35 PM)** Rcas-dh received call from SM-TB who has stated that no codes are present or stored, and when someone sits in the seat, the light is illuminating as it should SM-TB stated no fault was found in the classification system for the veh
Make Public		**Created By David Henry (9/29/2014 1 36 PM)** Rcas-dh called SM-CC the SM for Berman's Chicago CC stated C has not taken the veh to the RTLR Rcas-dh called SM-TB's Phone no answer Left Message on Voice Mail Rcas-dh researched and found the last time that the veh had been brought in to the RTLR for issue was 6/20/14, findings of trip to the RTLR RO[redacted]: C/S: passanger air bag light is not functioning correctly. s on is 98lbs and it doesn always read properly BROCK D: BROC01 NO DTC. TEST DROVE, MOVING AROUND IN SEAT AND SITTING CORRET LY, ALL FUNCTIONING AS DESIGNED. NO PROBLEM FOUND. Rcas-dh called C's Phone[redacted] no answer Left Message on Voice Mail
Make Public		**Created By Kelly Maier (9/26/2014 12 26 PM)** PREVIOUS RELATED FILE(S) FOUND: [redacted] PREVIOUS UNRELATED F LE(S) FOUND: [redacted] RCAS-KI VER FIED C'S name, home & email address, concern, phone#, VIN # ********** RCAS-KI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None RCAS-KI RESOLUTION sending the SENT TO RCAS template RCAS-KI EXIT NG AND TRANSFERR NG CASE
Make Public		**Created By Kelly Maier (9/26/2014 12 25 PM)** greeting : firstname : [redacted] lastname : [redacted] methodofcontact : true email : [redacted] homephone : workphone [redacted] twitter : address1 : [redacted] address2 : unit : city : Chicago state : IL

zip : [redacted]
source : InfinitiContactUs
comments : I have read the 2015 Infiniti Consumer Safety and Air Bag Information Guide the field representative sent to me. My family sits in the seat as as shown on page 13. The "airbag off light" stills illuminates intermittently. My husband is 5'10" 180lb. The older son is 5'10" 155lb. I am 5"4 130lb. Younger son is 5'2" 98lb.

I am told that the weight and height of my husband and older son is not in the grey area for calcution purposes by the Infiniti computer. However the the "airbag light off" still comes on intermittently on my husband and older son despite of reading the Consumer Safety Manual and following the sitting instructions.

Is there a solution to the issue?
year : 2014
make : Infiniti
model : QX60 Hybrid
vin : 5n1cl0mm3ec[redacted]
retailername :
retailerstate : L
retailerzip : 60637
retailerlocation : IL,60637
mileage :

Created By Kelly Maier (9/26/2014 12 25 PM)
greeting :
firstname [redacted]
lastname [redacted]
methodofcontact : true
email : [redacted]
homepl[redacted]
workphone : [redacted]
twitter :
address1 : [redacted]
address2 :
unit :
city : Chicago
state : Il
zip : [redacted]

Make Public

source : InfinitiContactUs
comments : I have read the 2015 Infiniti Consumer Safety and Air Bag Information Guide the field representative sent to me. My family sits in the seat as as shown on page 13. The "airbag off light" stills illuminates intermittently. My husband is 5'10" 180lb. The older son is 5'10" 155lb. I am 5"4 130lb. Younger son is 5'2" 98lb.

I am told that the weight and height of my husband and older son is not in the grey area for calcution purposes by the Infiniti computer. However the the "airbag light off" still comes on intermittently on my husband and older son despite of reading the Consumer Safety Manual and following the sitting instructions.

Is there a solution to the issue?
year : 2014
make : Infiniti
model : QX60 Hybrid
vin : 5n1cl0mm3ec[redacted]
retailername :
retailerstate : L
retailerzip : 60637
retailerlocation : IL,60637
mileage :

Created By Managed Services (9/24/2014 11 13 AM)
greeting :
firstname [redacted]
lastname [redacted]
methodofcontact : true
email : [redacted]
homephone [redacted]
workphone : [redacted]
twitter :
address1 [redacted]
address2 :
unit :
city : Chicago
state : Il
zip : [redacted]

Make Public

source : InfinitiContactUs
comments : I have read the 2015 Infiniti Consumer Safety and Air Bag Information Guide the field representative sent to me. My family sits in the seat as as shown on page 13. The "airbag off light" stills illuminates intermittently. My husband is 5'10" 180lb. The older son is 5'10" 155lb. I am 5"4 130lb. Younger son is 5'2" 98lb.

I am told that the weight and height of my husband and older son is not in the grey area for calcution purposes by the Infiniti computer. However the the "airbag light off" still comes on intermittently on my husband and older son despite of reading the Consumer Safety Manual and following the sitting instructions.

Is there a solution to the issue?
year : 2014
make : Infiniti
model : QX60 Hybrid
vin : 5n1cl0mm3ec[redacted]
retailername :
retailerstate : L
retailerzip : 60637
retailerlocation : IL,60637
mileage :

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7981800	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/26/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QxbAP ref]	[redacted]	✓	9/26/2014	Kelly Maier	9/26/2014 12 27 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date

Reply | To All | Del	Sent	Your inquiry to Infiniti [ref: 00DA09j8L. 500F0QxbAP:ref] *9/26/2014 Case # [redacted] VIN # 5N1CL0MM3EC[redacted] Thank ...*	[redacted]	9/26/2014 12 27 PM
Reply | To All | Del	New	My Infiniti Vehicle *greeting : firstname [redacted] : true email : jz...*	infiniticonsumeraffairs@my-infiniti com	9/24/2014 11:13 AM

Customer Support Tools — Customer Support Tools Help

No records to display

Check Activity — Check Activity Help

No records to display

Forms — Forms Help

No records to display

Attachments — Attach File — Attachments Help

No records to display

Case History — Case History Help

Date	User	Action
9/30/2014 10:54 AM	David Henry	Changed **Case Record Type** from CA Email Infiniti to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/29/2014 2 35 PM	David Henry	Changed **Follow Up Date** from 9/29/2014 to **9/30/2014**.
9/26/2014 12:26 PM	Kelly Maier	Changed **Transferred to RCAS** from false to **true**.

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Surveys — Surveys Help

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Case [redacted]

Customize Page | Printable View | Help for this Page

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kelly Maier [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Infiniti
Follow Up Date	9/25/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/24/2014 8:50 PM
CA Multiple Repairs		Date/Time Closed	9/25/2014 12:56 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C concern: C submitting e-mail for related case # [redacted] Resolution: C advised e-mail sent to RCAS in related ase		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM2DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INTERNATIONAL NFINITI NORTH SHORE	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Re: My Infiniti Vehicle		
Created By	Managed Services, 9/24/2014 8 50 PM	Web Email	[redacted]
Last Modified By	System Account NNAINT, 9/25/2014 7:08 PM	Root Cause Code	SCIN
Days Closed	475	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Kelly Maier (9/25/2014 12 54 PM) PREVIOUS RELATED F LE(S) FOUND: None PREVIOUS UNRELATED FILE(S) FOUND: None RCAS-KI VERIFIED C'S name, home & email address, concern, phone#, V N # ********** RCAS-KI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None RCAS-KI RESOLUTION sending the SENT TO RCAS template in related case RCAS-KI EXITING AND CLOSING CASE
		Created By Kelly Maier (9/25/2014 12 52 PM) Just picked up my JX35. The dealer had to order parts to try to fix the airbag light problem. How safe is this to drive since when we just picked it up the light went back on????? We have to drive over 200 for service 50 miles to dealer 50 home 50 back to pick it up 50 back home... This is the fourth time. we have had the jx for 15 months with only 9400 miles because we dont trust it on long trips... VERY UNhappy with this JX35 On Sunday, September 14, 2014 7:07 AM, "infiniticonsumeraffairs@my-infiniti.com" <infiniticonsumeraffairs@my-infiniti.com> wrote:
Make Public		Submitted Message Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this email for your records. Contact Information Name: [redacted] Email: [redacted] Daytime Telephone: Evening Telephone: [redacted] Twitter: Preferred Method of Contact: true [redacted] Kenosha, WI [redacted] Comments: Passenger airbag light states OFF when a person is sitting in seat.. suv had recall to fix the the problem but every so often it still happens.. very worried airbag wont deploy in accident.. Dealer does not know how to refix this problem.. Please help.
Make Public		Created By Kelly Maier (9/25/2014 12 52 PM) Just picked up my JX35. The dealer had to order parts to try to fix the airbag light problem. How safe is this to drive since when we just picked it up the light went back on????? We have to drive over 200 for service 50 miles to dealer 50 home 50 back to pick it up 50 back home... This is the fourth time. we have had the jx for 15 months with only 9400 miles because we dont trust it on long trips... VERY UNhappy with this JX35 On Sunday, September 14, 2014 7:07 AM, "infiniticonsumeraffairs@my-infiniti.com" <infiniticonsumeraffairs@my-infiniti.com> wrote:

Submitted Message

Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this email for your records.
Contact Information

Name: [redacted]
Email: [redacted]
Daytime Telephone:
Evening Telephone: [redacted]
Twitter:
Preferred Method of Contact: true
Address: [redacted]

Kenosha,
WI
[redacted]
Comments: Passenger airbag light states OFF when a person is sitting in seat.. suv had recall to fix the the problem
but every so often it still happens.. very worried airbag wont deploy in accident.. Dealer does not know how to refix this problem.. Please help.

Created By Managed Services (9/24/2014 8 50 PM)
Just picked up my JX35. The dealer had to order parts to try to fix the airbag light problem. How safe is this to drive since when we just picked it up the light went back on????? We have to drive over 200 for service 50 miles to dealer 50 home 50 back to pick it up 50 back home...
This is the fourth time. we have had the jx for 15 months with only 9400 miles because we dont trust it on long trips...

VERY UNhappy with this JX35

On Sunday, September 14, 2014 7:07 AM, "infiniticonsumeraffairs@my-infiniti.com" <infiniticonsumeraffairs@my-infiniti.com> wrote:

Make Public

Submitted Message

Thank you. We will respond to your question as soon as possible. The details of your message are below. Please print this email for your records.
Contact Information

Name: [redacted]
Email: [redacted]
Daytime Telephone:
Evening Telephone: [redacted]
Twitter:
Preferred Method of Contact: true
Address: [redacted]

Kenosha,
WI
[redacted]
Comments: Passenger airbag light states OFF when a person is sitting in seat.. suv had recall to fix the the problem
but every so often it still happens.. very worried airbag wont deploy in accident.. Dealer does not know how to refix this problem.. Please help.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7980302	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	9/25/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	Re: My Infiniti Vehicle *Just picked up my JX35. The dealer had to order parts to try to fix the airb...*	[redacted]	9/24/2014 8:12 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/25/2014 12:56 PM	Kelly Maier	Changed **Case Record Type** from CA Email Infiniti to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/25/2014 12:52 PM	Kelly Maier	Changed **Case Servicing Dealer** to **INTERNATIONAL INFINITI NORTH SHORE**.
		Changed **Follow Up Date** from 9/24/2014 to **9/25/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [12] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	LaPourche White [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/25/2014 12:15 PM
CA Multiple Repairs		Date/Time Closed	10/14/2014 4:42 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	multiple repairs for seat belt light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AS1MW3CM[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	FX35	Beyond PT Warranty Miles	0
Model Code	82212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RAY CATENA INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/8/2014	Vehicle Service Contract	
RHR Completed	10/8/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AS1MW3CM[redacted]		
Created By	Elizha Colquitt 9/25/2014 12:15 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:00 PM	Root Cause Code (2)	
Days Closed	456	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By LaPourche White (10/14/2014 4 42 PM) RCAS-LO placed outbound call @ [redacted] RCAS-LO spoke with Louis - C RCAS-LO advised that after careful review, NNA is not in the position to repurchase vehicle at this time. Vehicle is operating as designed. Advised if concerns re-occur to bring to attention of retailer to attempt to duplicate concerns to address for resolution. C states power of FB will make INF complete repairs needed. RCAS-LO apologized for concerns with vehicle.
Make Public		call ended mutually RCAS-LO closing case as no further assistance required at this time ***CASE SUMMARY*** C called with continuous concerns with seat belt light illuminating C request repurchase RCAS-LO provided statement of decision: NNA is not in the position to offer repurchase of vehicle. Recommended to bring concerns to retailer when re-occur to address for possible resolution
Make Public		**Created By Ricardo Garcia (10/9/2014 11 11 AM)** ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS discuss goodwill options among CSM and CA Management. ARBS-RG recommends DTS inspection to verify concerns.
Make Public		**Created By Ricardo Garcia (10/9/2014 11 04 AM)** ARBS-RG notes the following 5 days down for warrantable concerns 4 visits - 0 repairs related to transmission concerns 3 visits - 1 repair related to passenger airbag light concern ADDITIONAL CASES FOUND - Case #[redacted] - CLOSED - DTS Nicholas Flamini inspected vehicle at RAY CATENA NFINTI on 11/112013 - Case #[redacted] - CLOSED NO TECH LINE CASE FOUND NO DTS FOUND NO ADDITIONAL WARRANTIES FOUND
Make Public		**Created By Ricardo Garcia (10/9/2014 10 57 AM)** ARBS-RG notes the following repairs 01/31/13 @ 6,635 miles — RO # [redacted] — 1 day down Issue: 1.) Perform LOF 2.) D/S floor mat is loose 3.) P/S seat is loose Action: 1.) Completed 2.) Reconnect floor mat to clip 3.) No duplication 06/20/13 @ 10,735 miles — RO # [redacted] — 1 day down Issue: 1.) Noise from R/F seat 2.) L/R sensor is inoperable 3.) Anchor for floor mats is off

4.) Vehicle is sluggish
5.) Perform LOF
Action:
1.) No duplication
2.) t appears when bodywork done the wires were crossed to opposite sides.
3.) Re-secured floor mat
4.) No update available
5.) Complete

09/10/13 @ 13,532 miles — RO # [redacted] — 2 days down
Issue:
1.) Cracking noise from P/F area
2.) Vehicle has hesitation
3.) I-Key remote is weak
4.) L/R tire is low
5.) Rental provided
Action:
1.) Replaced right front seat frame
2.) No duplication
3.) Replaced battery
4.) Found nail in left rear tire. Plugged hole.
5.) Completed

11/09/13 @ 15,213 miles — RO # [redacted] 3 days down
Issue:
1.) Vehicle bogs down at 30 MPH
2.) Perform LOF
Action:
1.) Operating as designed
2.) Complete

04/02/14 @ 20,014 miles — RO # [redacted] — 1 day down
Issue:
1.) Perform LOF
2.) C hears squealing noise in brakes
3.) Airbag will go on and off
Action:
1.) Complete
2.) Lubricated shims and all contact points
3.) Zero point reset

07/29/14 @ 24,120 miles — RO # [redacted] — 1 day down
Issue:
1.) Perform LOF
2.) Vehicle hesitates before accelerating
3.) Airbag light stays illuminated with Psgr in seat
Action:
1.) Complete
2.) No DTC stored – no duplication
3.) C to reschedule for further diagnosis

08/11/14 @ 24,392 miles — RO # [redacted] — 2 days down
Issue:
1.) Red airbag light is flashing
2.) Rental Provided
Action:
1.) No duplication
2.) Complete

Make Public

Created By Kate Czerwinski (10/8/2014 10 38 AM)
DRTS has received the RHR. The RHR has been assigned to ARBS Ricardo Garcia for review

Make Public

Created By Jacklyn Capers (10/8/2014 8 38 AM)
RCAS rec'd RO's and attached to case
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public

Created By LaPourche White (10/7/2014 10 18 AM)
RCAS-LO placed outbound call to C @ [redacted]
RCAS-LO unable to speak with Louis - C
RCAS-LO advised NF still pending review for C's request of repurchase. Explained awaiting report from retailer for completion of thorough review. Advised would keep C advised within the process.
RCAS-LO provided both case number and contact number for further assistance.

Make Public

Created By Jacklyn Capers (10/6/2014 9 14 AM)
RCAS sending email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at 615.984.5739. RCAS also requesting that RO's, open for more than 5 days, be accompanied by time stamps to verify days down.

Make Public

Created By LaPourche White (10/2/2014 1 52 PM)
RCAS-LO placed outbound call to C @ [redacted]
RCAs-LO spoke with Louis - C
RCAS-LO advised that after thorough review, INF not in position to offer recommended repairs needed for vehicle without retailer being able to duplicate concerns. Veh is operating as designed
C states seat was repaired when C first purchased vehicle and since then all concerns with seat.
C request buyback of vehicle.
RCAS-LO advised would be able to submit repurchase request of vehicle. Explained would submit for further review and contact to remain in contact with C during processing.
C understood

call ended mutually

Make Public

Created By LaPourche White (9/26/2014 4 30 PM)
RCAS-LO placed outbound call to C @ [redacted]
RCAs-LO spoke with Louis - C
C states light came back on however C did not take to Rtlr. C is frustrated that retailer would advise once again unable to duplicate
RCAS-LO states that if concerns had re-occurred would have recommended C take to Rtlr immediately to see and address concerns while happening
RCAS-LO explained would need retailer to be able to duplicate to determine what, if any, repairs that would be recommended. Unable to repair without exact understanding of what is causing concerns
C states wants repairs done and INF needs to authorize. Unwilling to continue to deal with concerns.
RCAS-LO advised would inform Rtlr once more and check for any further options available to address C's concerns.

call ended mutually

Make Public

Created By Elizha Colquitt (9/25/2014 12 18 PM)
Reference previous case # [redacted]

Make Public

Created By Elizha Colquitt (9/25/2014 12 16 PM)
RCAS-EC recieved inbound call from C
Previous related cases found none
Previous unrelated cases found:none
Checked for open recalls/campaign/up grades and found:none
RCAS-EC verified C's name, VIN, home and e-mail adress, mileage, phone number and DLR
RCAS-EC received an incoming call from c
C stated that c was driving veh and c went to RTLR and the passenger seatbelt light is flashing on the dashboard
C states that the seat occupation light does not come on when c's wife is in veh

C needs this fixed
C states that this is the 4th or 5th time and c wants help from INF for a resolution
RCAS-EC advised c that RCAS-LO would contact c by eob 9/29/14
C acknowledged
Call ended mutually
Best contact # [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7989140	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/2/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review RHR Decision and Recommendation completed	[redacted]	✓	10/9/2014	LaPourche White	10/15/2014 5:47 PM
Edit | Del	[redacted]		✓	10/8/2014	LaPourche White	10/15/2014 5:47 PM
Edit | Del			✓	10/8/2014	Ricardo Garcia	10/9/2014 11:12 AM
Edit | Del			✓	10/7/2014	Jacklyn Capers	10/8/2014 8 38 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	60KB	10/8/2014 8:37 AM	Jacklyn Capers
Edit | View | Del		527KB	10/8/2014 8:37 AM	Jacklyn Capers
Edit | View | Del		99KB	10/6/2014 9:28 AM	Jacklyn Capers

Case History

Case History Help

Date	User	Action
10/14/2014 4:42 PM	LaPourche White	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/8/2014 3 06 PM	LaPourche White	Changed **Follow Up Date** from 10/9/2014 to **10/14/2014**.
10/8/2014 10:39 AM	Kate Czerwinski	Changed **DRT Support Status** from Pending to **DRT Assigned**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [17] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Vance Walden [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/16/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/25/2014 5:54 PM
CA Multiple Repairs		Date/Time Closed	10/14/2014 5:25 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern / buyback		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MOMENTUM NISSAN
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	40,684		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP8D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	4,684
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOMENTUM NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP8DL[redacted]		
Created By	Kim Katrina Tan 9/25/2014 5:54 PM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	456	Action Code	NT9J
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Vance Walden (10/14/2014 5 24 PM)** RCAS closing c's case pending interim repair
Make Public		**Created By Vance Walden (10/14/2014 5 23 PM)** RCAS-VW received call from c C stated that c does not have the money to pay up-front for c's veh repair C advised RCAS how long does RCAS offer stand RCAS advised c that RCAS has documented c's offer and advised c to have veh repaired as soon as c is able to have c's veh repaired RCAS advised c to contact RCAS back once c has completed c's repairs and RCAS would reimburse c C thanked RCAS for assistance Call ended mutually
Make Public		**Created By Vance Walden (10/13/2014 1 26 PM)** RCAS-VW contacted c @ [redacted] RCAS left vmx advising c if c's veh has been repaired RCAS advised c to contact RCAS back @[redacted] RCAS advised c that RCAS would follow up Thursday 10/16
Make Public		**Created By Vance Walden (10/7/2014 5 22 PM)** RCAS-VW contacted c @ [redacted] RCAS left vmx advising c if c's veh has been repaired RCAS advised c to contact RCAS back @[redacted] RCAS advised c that RCAS would follow up Friday 10/10
Make Public		**Created By Vance Walden (10/7/2014 5 20 PM)** RCAS-VW contacted SA-Pat @ 7[redacted] RCAS left vmx advising SA to contact RCAS back @ [redacted] RCAS advised SA to verify if c's veh has been repaired RCAS advised SA to fax c's invoice to RCAS as POP if c's veh has been repaired so RCAS can reimburse c
Make Public		**Created By Vance Walden (10/2/2014 4 35 PM)** RCAS-VW received vmx from c 10/2 @ 4:21pm C stated c just missed RCAS call C advised RCAS to contact c back RCAS-VW contacted c @ [redacted] RCAS apologized to c that RCAS missed c's call RCAS advised c that RCAS would like to reimburse c for c's veh repair C thanked RCAS for assistance RCAS advised c to schedule an appointment with SA-Patrick to have c's veh repaired RCAS advised c that once c's veh has been repaired, RCAS would have SA forward RCAS c's information stating that c has performed c's repairs RCAS advised c that RCAS would then submit for c's check reimbursement C thanked RCAS for assistance and stated that c would contact DLR RCAS advised c that RCAS would follow up with c on Tuesday 10/7 C understood Call ended mutually
Make Public		**Created By Vance Walden (10/2/2014 4 17 PM)** RCAS-VW contacted c @ 7[redacted]

RCAS left vmx apologizing to c that RCAS was not able to follow up with c yesterday
RCAS advised c that RCAS has update to c's case
RCAS advised c to contact RCAS back @[redacted]
RCAS advised c that RCAS would follow up tomorrow

Created By Vance Walden (10/2/2014 4 05 PM)
RCAS-VW contacted SA-Patrick @ 7074023200
RCAS advised SA if SM-Mike is available
SA stated that SM is not at DLR today

Make Public

RCAS advised SA that RCAS would be offering c to reimburse c for c's repair if DLR performs repairs at warranty rate
SA stated that SA will vouch for SM and approves performing repairs at warranty

RCAS thanked SA for assistance

Call ended mutually

Created By Vance Walden (10/2/2014 10 24 AM)
RCAS-VW received email from TL-AA

TL advised RCAS to reimburse c's for c's veh repair in full under the warranty rate

Make Public

RCAS-VW contacted SM-Mike @ 7074023200
RCAS left vmx advising SM to contact RCAS back @ [redacted] to discuss c's veh concern

RCAS advised SM that NNA would reimburse c for c's veh repair if SM performs c's repairs at warranty rate

Created By Vance Walden (10/1/2014 6 39 PM)
RCAS-VW sent email to TL-AA to review the below information for possible FA for c's airbag repair

C has '13 Sentra w/approx. 40,684 miles. C is requesting FA for c's airbag concern. SA provided repair cost at warranty rate is parts $333.75 & labor $250. SM recommends GW towards c.

Make Public

Vehicle purchased (if pre-owned what was the mileage?)- New
Current vehicle mileage- 40,684 miles
Warranty status- OOW for basic
VSC status- None
Is C a good servicing C?- Yes
Total CP – Not provided

Created By Vance Walden (9/26/2014 4 08 PM)
RCAS-VW noting previous case note were saved incomplete

RCAS applying complete call information

RCAS-VW contacted c @[redacted]n 9/26/2014 3:42
RCAS advised c that RCAS spoke with DLR regarding c's concern
RCAS advised c to revisit DLR to have c's veh further diagnosed and DLR would contact internal tech group to diagnose c's veh

Make Public

C understood
C stated that c has had several concerns with c's veh and just wants c's veh repaired
C stated that c has already had c's transmission replaced already
C stated that c is handicapped and has difficulty getting around

RCAS apologized to c for c's inconvenience
RCAS advised c that RCAS would follow up with DLR and have someone contact c to schedule another diagnosis
C understood and thanked RCAS for assistance

Call ended mutually

Created By Vance Walden (9/26/2014 3 42 PM)
RCAS-VW contacted c @[redacted]

c stated that c has had several concerns
c has had c's transmission replaced already

RCAS apologized to c for c's inconvenience
RCAS advised c that RCAS would follow up with DLR and have someone contact c to schedule an

RCAS-VW contacted SA-Patrick @ 7074023200
RCAS advised SA to follow up with c to schedule another diagnosis and contact Techline

Make Public

SA stated that c's veh has been diagnosed as needing an airbag control module to be replaced
SA stated that c's veh was first diagnosed on 9/24 and c's veh was reprogrammed
SA stated that c came back in on 9/25 with same fault codes and DLR recommend airbag control unit

SA stated that c is a good servicing customer with DLR
SA stated that c's repair is too much to fully GW
RCAS advised SA to provide c's repair cost at warranty rate and c's total CP with DLR

SA advised RCAS c's repair cost at warranty rate is parts $333.75 & labor $250
SA stated SA does not have total CP, but advised that SM-Mike recommends GW towards c

RCAS thanked SA for assistance

Call ended mutually

Created By Vance Walden (9/26/2014 1 50 PM)
RCAS-VW contacted SM-Mike @ 7074023200
RCAS advised SM for more information about c's veh concern

SM stated that c's veh is currently at approx 40,000 miles and is OOW
RCAS advised SM that RCAS would follow up with c and advise c to visit DLR again and have DLR contact Techline to further review c's veh

Make Public

SM understood

RCAS advised SM that c is requesting veh buyback due to c's concerns
RCAS advised SM to fax c's RO information to[redacted]
SM understood

Call ended mutually

Created By Kim Katrina Tan (9/25/2014 6 15 PM)
additional comments

Make Public

c stated c's veh has campaign on OCS that was performed last July
c is wondering why c has the problem if campaign was already performed

Make Public

Created By Kim Katrina Tan (9/25/2014 6 13 PM)
crr-kt checked 2013 Nissan Sentra Owner's Manual

Make Public

Created By Kim Katrina Tan (9/25/2014 6 12 PM)
veh concern

Make Public

Created By Kim Katrina Tan (9/25/2014 6 11 PM)
c stated air bag light came on on c's veh
c had diagnosis from dlr and dlr told c that veh is OOW
c is asking how NNA can assist c

crr-kt verified name, address, phone numbers, email

crr-kt informed c that dlr is in the best position to determine if failed part is warrantable or not
c wants veh repaired, or wants a repurchase since c stated c has nothing but problems with a veh that is not even 2 yrs old

crr-kt apologized for the inconvenience
crr-kt informed c that crr-kt will escalate case to rcas and rcas will call c before the end of the next business day
c understood
c's best phone number is [redacted]

crr-kt offered further assistance, c declined
crr-kt provided case #, name, extension number to c
crr-kt transferring the case to RCAS and set follow up date to 09/26/14
crr-kt exiting case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7980979	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	9/25/2014	YI	BK	233500	OA
Edit | Del	CC-7980980	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/25/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/14/2014 5:25 PM	Vance Walden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/13/2014 1:27 PM	Vance Walden	Changed **Follow Up Date** from 10/10/2014 to **10/16/2014**.
10/7/2014 5 23 PM	Vance Walden	Changed **Follow Up Date** from 10/7/2014 to **10/10/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Joshua Lemus [Change]
Letter Sent Date	10/9/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/9/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	9/26/2014 11:50 AM
CA Multiple Repairs		Date/Time Closed	10/9/2014 3:14 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	UNIVERSAL CITY NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/7/2014	Vehicle Service Contract	
RHR Completed	10/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP6EC[redacted]		
Created By	Joshua Lemus 9/26/2014 11 50 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	461	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Joshua Lemus (10/9/2014 3 13 PM)** RCAS closing case **Summary** C called in stating that the C took the veh to the dlrshp for the airbag sensor campaign & the C had to take the veh back because the sensor wasn't working C states that the C took the veh to the dlrshp & the dlrshp told the C that there was nothing wrong with the veh & yesterday there were technicians at the dlrshp & the veh was inspected & the technicians found that the veh was fine & the C states that the C was able to show the SM the concern that the light turns on & off C states that the SM informed the C that there was nothing found wrong with the veh C states this morning the C went to work & the passenger air bag light was on with no one sitting there C asked for RHR because the C stated that the C did not feel safe with the veh RCAS processed RHR & C was declined C was informed of decision & provided with the BBB's #
Make Private	✓	**Created By Karen Maldonado-Rivera (10/9/2014 2 53 PM)** RCAS Karen Maldonado received a call from c stating wants to speak with RCAS-Joshua Lemus RCAS asked c if any contact information such as address or phone #'s have changed, c stated no RCAS explained that RCAS is not available at the time RCAS JL is assisting another C at the time. RCAS offered C further assistance. C stated that C is waiting for RCAS JL call with a decision of the case. RCAS advise to C that after a careful review of the veh repair history NNA is not in a position to repurchase the vehicle at this time. C state that C do not agree and C would like to know if C is supposed to have a new veh that do not work properly. RCAS apologize with C for the inconvenience and advise to C that if C do not agree with the decision provided C can contact BBB line at 1-800-955-5100 and if at the time C continue with concerns C would have to take veh back to dlr for inspection and if repairs are needed dlr will be on the best position to assist C with veh concerns. C state that C already took veh to different dlr and C was told that veh concerns are a normal thing of veh. C stated that C already spoke with an attorney to sue NNA. RCAS apologize once again and provided C with NNA address NNA Consumer Affairs P3C. P.O. BOX 685003 Franklin, TN 37068 C understood and disconnected call. RCAS exiting case.
Make Private	✓	**Created By Joshua Lemus (10/9/2014 12 53 PM)** RCAS received email from the CSM advising RCAS no goodwill
Make Public		**Created By Mae Strenciwilk (10/9/2014 12 08 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Joshua Lemus (10/9/2014 11 49 AM)** RCAS emailed CSM-Fernando Hernandez, FOM-Craig Adrain, DOM-Phil Cady & SM RHR decision RCAS emailed CSM for goodwill recommendation
Make Public		**Created By Angie McVey (10/9/2014 11 35 AM)** ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time. ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.
Make Public		**Created By Angie McVey (10/9/2014 11 35 AM)** History as provided by RCAS: 5/31/14 at 10,033 miles-1 day down Concern 1. Campaign Action 1. OCS reprogram completed 9/6/14 at 15,274 miles-1 day down Concern 1. Engine makes a humming noise coming from engine compartment. It also wants to shut off. 2. Sometimes vehicle does not want to start when pushing ignition button. 3. Air bag light in the center dash is on sometimes saying "airbag off" even when an adult is sitting on passenger seat. 4. Seat belt light on odometer is on sometimes even when driver has the seat belt on. Action 1. Performed self learned and idle air volume learn.

2. Adjusted shift control cable.
3. Vehicle had past code, erased past code.
4. Unable to duplicate concern.

9/13/14 at 15,590 miles-1 day down
Concern
1. Passenger air bag light on when passenger in seat.
2. Vehicle shaking as if going to stall when at stop.
3. Vehicle wobbling while driving specially at freeway speeds.
Action
1. Unable to duplicate clients concern at this time. NO malfunction codes stored in CVT data monitor
2. See line 3
3. No problem found at this time

9/24/14 at 16,314 miles-2 days down
Concern
Center air bag light on turns on intermittently
2 Humming sound like air leaking in or out coming from engine compartment
2. Vehicle vibrates when stop and red light with shifter in drive
3. MPI
Action
1. Factory rep came out, road tested vehicle no codes, no codes stored zero point reset performed. System working as designed print out on explanation on how system works.
2. Factory rep road tested vehicle unable to duplicate concern at this time. Visually inspected engine compartment nothing abnormal or out of place.
3. Factory rep road tested vehicle, no abnormal vibration noted or felt vehicle will vibrate at idle at times due to control unit controlling fuel mixture at idle this is normal.
4. Completed

No other CA file, +1 tech line, DTS inspected and found no concern, LEASE vehicle, No contract

Make Public — **Created By Ashley Fiting (10/7/2014 10 14 AM)**
DRTS received RHR. The RHR has been assigned to ARBS- Angie McVey for review.

Make Private ✓ — **Created By Joshua Lemus (10/7/2014 9 25 AM)**
RCAS emailed CSM-Fernando Hernandez, FOM-Craig Adrian & DOM-Phil Cady RHR details

Make Private ✓ — **Created By Karen Dorner (10/7/2014 6 21 AM)**
SRD-KD attached all RO's to case

SRD advised RCAS JL to send email to CXM, DOM and FOM in regards to Cs request for repurchase.

SRD completed and submitted RHR

Make Private ✓ — **Created By Joshua Lemus (10/6/2014 3 11 PM)**
RCAS made out bound call to (818) 787-8400 (Nissan of Van nuys) at 4 03pm Est
RCAS spoke with SA- Kerry
RCAS asked to speak with the SM
SA transferred RCAS to SM's VMX
RCAS called back & spoke with SA-Kerry & asked for veh diagnostic information
SA advised RCAS that nothing was found
SA states that the dlrshp has someone sit in the veh & everything was working as designed
RCAS asked for the C copy of the RO
SA understood & asked for fax # & advised RCAS that the RO is not closed yet
RCAS understood & provided 615-984-5753
SA understood

Make Private ✓ — **Created By Joshua Lemus (10/6/2014 2 46 PM)**
RCAS received call from the C
RCAS advised the C that RCAS was unable to speak with the dlrshp & asked the C what was the diagnostic result
C states that the dlrshp told the C that the veh is normal
C states that the C has on video that the airbag light was off yesterday with someone sitting on the passenger side seat
C states that the C has video of the C driving & no one in the passenger side but the airbag was on
RCAS understood & advised the C that RCAS will continue to contact the dlrshp for details on the diagnostic & advised the C that the case is still under review
C understood

RCAS advised the C that RCAS will contact the C on 10/09/14
C understood

Make Private ✓ — **Created By Karen Maldonado-Rivera (10/6/2014 2 39 PM)**
RCAS Karen Maldonado received a call from c stating wants to speak with RCAS-Joshua Lemus
RCAS asked c if any contact information such as address or phone #'s have changed, c stated No
RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS is available, c accepted.
RCAS came back to c & thanked c for hold time.
RCAS explained that RCAS is on the line and will provide further assistance.
RCAS provided c with Name, Case and EXT #.
RCAS exiting case.

Make Private ✓ — **Created By Joshua Lemus (10/6/2014 2 21 PM)**
RCAS made out bound call to (818) 769-8100 (Universal City Nissan) at 3:10pm Est
RCAS spoke with SA-Nasario
RCAS asked for RO # [redacted]
SA transferred RCAS to cashier [redacted]
RCAS asked for RO # [redacted]
Cashier asked for fax #
RCAS provided fax # 615-984-5753
Cashier understood

Make Private ✓ — **Created By Joshua Lemus (10/6/2014 2 05 PM)**
RCAS made out bound call to (818) 787-8400 at 3 01pm Est
RCAS spoke with SA-Bobby
RCAS asked to speak with the SM
SA transferred RCAS to SM's VMX
RCAS called dlrshp again & spoke with SA-Bobby
RCAS asked for veh information
SA states that all SA's are with C's & transferred RCAS to SM-Jim Bishop's VMX
RCAS left VMX requesting call back at 1-800-343-6913 ext 457364

Make Private ✓ — **Created By Karen Dorner (10/6/2014 7 21 AM)**
SRD received wrong RO for C SRD received 159530 SRD needs 149530

Make Private ✓ — **Created By Karen Dorner (10/6/2014 5 52 AM)**
SRD-KD received Ro for another C not Ro [redacted] cashier Lily to be contacted if can't reach Lily ask for warranty clerk Cynthia

Make Private ✓ — **Created By Karen Dorner (10/3/2014 12 13 PM)**
SRD-KD called Universal City Nissan 8187698100 at1:04 Pm Est, SRD unable to reach cashier Krista or Lily SRD spoke with WC Cynthia. SRD advised WC RO's were sent but missing RO 149530. WC stated will advise cashier to fax immediately to SRD at 615 984 5005. SRD thanked WC Cynthia

Make Private ✓ — **Created By Karen Dorner (10/3/2014 6 04 AM)**
SRD-KD received RO's stilling missing RO [redacted]

Make Private ✓ — **Created By Karen Dorner (10/2/2014 1 22 PM)**
SRD-KD called Universal City Nissan 8187698100 at 2:16 Pm Est, SRD advised Cashier Lily not in today. SRD spoke with cashier Krista provided last 6 of vin and advised needed all acctng copies of Ros for C faxed to SRD at 615 984 5005. Krista stated will fax to SRD. SRD thanked Krista.

Make Private ✓ — **Created By Karen Dorner (10/2/2014 10 41 AM)**
SRD-KD called Universal City Nissan 8187698100 at 11:35 Am Est, SRD advised Cashier Lily not in yet. SRD spoke with Cashier Marlene and advised printer still down, repair man coming today to fix printer. SRD provided SRDs name,800 343 6913 ext 458173 and advised Marlene to have Lily fax RO's requested 10/1 once printer repaired.

Make Private ✓

Created By Karen Dorner (10/1/2014 11 52 AM)
SRD spoke with cashier Lily. SRD provided Cs name, last 8 of vin and requested all acctng copies of RO's be faxed to SRD at 615 984 5005. SRD provided Lily with SRD name, 800 343 6913 ext 458173. Lily stated dlrshp having problems with printer at this time with no ETA of when it will be repaired. Lily stated as soon as printer fixed will fax docs. SRD thanked Lily.

SRD setting task 10/2

Created By Joshua Lemus (10/1/2014 11 11 AM)
RCAS made out bound call to [redacted] 11:59am Est
RCAS informed the C that the case is still under review & advised the C that RCAS will contact the C on 10/06/14
C understood & states that the veh continues to have the same concern
RCAS asked the C if the C has taken the veh to the dlrshp
C states the last time the C took the veh to the dlrshp was about 8 days ago & the C was advised that the dlrshp cannot do anything which is why the C called NNA
RCAS understood & asked the C if the C has taken the veh to another Nissan dlrshp for a second opinion
C states the C has not
Make Private ✓ RCAS recommended the C take the veh to NISSAN OF VAN NUYS
C understood
RCAS offered to transfer the C to the dlrshp
C accepted
RCAS transferred the C & the C's appointment is for 10/04/14
RCAS advised C that RCAS will be contacting the dlrshp on 10/06/14 for diagnostic information
C understood
RCAS informed the C that RCAS will contact the C on 10/06/14 with a case update
C understood

Created By Karen Dorner (9/30/2014 8 52 AM)
SRD-KD assisting with task

Make Private ✓ [redacted]iled SM Melvin copies FOM Craig Adrain requesting ROs
[redacted]

Created By Karen Dorner (9/29/2014 1 23 PM) Last Modified By Karen Dorner (9/29/2014 1 23 PM)
SRD called Universal City Nissan 818 769 8100 at 2:17 Pm Est, SRD asked to speak with WC. SRD spoke with WC Cynthia and advised WC of Ro's needed. WC stated does not have access to send RO's aske for Ro's needed for C and stated will go advise cashier Lily to send RO's to SRD. SRD provided Cs name, last 8 of vin SRD fax 615 984 5005.
Make Private ✓ RO's needed
[redacted]
SRD advised WC to send acctng copies and any Ro after 9/12 due to not showing anything in SF after 9/12. WC stated will have cashier Lily send to SRD, SRD thanked WC

Created By Karen Dorner (9/29/2014 12 59 PM) Last Modified By Joshua Lemus (10/1/2014 10 16 AM)
SRD-KD assisting RCAS JL with task

Make Private ✓ SRD called Universal City Nissan 818 769 8100 at 1:51 Pm Est. SRD asked to speak with cashier, phone rang 10 times no answer did not return to operator. SRD disconnected call.

SRD called Universal City Nissan 818 769 8100 at 1:58 Pm Est SRD asked to speak with cashier due to SM Melvin does not take phone calls or respond to emails. Phone rang 15 times no answer unable to go back to operator.

Make Private ✓ **Created By Joshua Lemus (9/26/2014 12 03 PM)**
RCAS could not datanet case because No users are associated with the selected dealer to share the case with.

Created By Joshua Lemus (9/26/2014 12 03 PM)
RCAS-JL checked for previous related cases: None
RCAS-JL checked for previously unrelated cases: None
RCAS-JL verified name, address, primary and alternate phone #, C's VIN number, email address, mileage, how veh was acquired, Srv Dlr
RCAS-JL checked for open recalls/campaign found: None

RCAS-JL received call from C stating that the C took the veh to the dlrshp for the airbag sensor campaign & the C had to take the veh back because the sensor wasn't working
C states that the C took the veh to the dlrshp & the dlrshp told the C that there was nothing wrong with the veh & yesterday there were technicians at the dlrshp & the veh was inspected & the technicians found that the veh was fine & the C states that the C was able to show the SM the concern that the light turns on & off
C states that the SM informed the C that there was nothing found wrong with the veh
C states this morning the C went to work & the passenger air bag light was on with no one sitting there
RCAS asked the C what is the C seeking from Nissan
C states the C wants the veh repaired or to have the veh changed
RCAS asked the C what is the solution the C seeking from NNA
C states the C wants the veh repaired or changed
RCAS advised the C that RCAS will contact the dlrshp
C understood
RCAS called the dlrshp
RCAS spoke with SA-Maricella & asked for how many times the veh has gone in for the airbag light on
Make Private ✓ SA states the C went to the dlrshp with the Nissan rep drove the veh & found nothing wrong
RCAS understood & advised the C that the dlrshp was unable to find the concern & the veh is operating normally
C understood & states that the C wants the veh changed & doesnt feel safe in the veh
RCAS understood & asked the following

Why does c want to return the vehicle to Nissan North America? C states the C does not feel safe with the veh anymore
Where is the vehicle currently? With the C
Where was the vehicle purchased? UNIVERSAL CITY NISSAN
Was it purchased new or used? New
If used, when was the vehicle purchased?
Where is the vehicle serviced? UNIVERSAL CITY NISSAN
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?

RCAS advised the C that the RHR process takes up to 10 business days & advised the C that the decision will be ready on 10/10/14
RCAS advised the C that RCAS cannot guarantee that the veh will be bought back & advised the C that RCAS will contact the C on 10/1/14 with a case update
C understood

RCAS-JL provided C with name, extension 457364, & case number #
RCAS-JL offered further assistance C was satisfied and declined the further assistance
RCAS-JL thanked C for calling Nissan C.A

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7997093	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/9/2014	YX	BK	234000	OA
Edit | Del	CC-7997094	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/9/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	review case comments	[redacted]	✓	10/9/2014	Joshua Lemus	10/9/2014 3:13 PM
Edit | Del	Customer Letter Sent		✓	10/9/2014	Joshua Lemus	10/9/2014 3:13 PM
Edit | Del	Correspondence Request		✓	10/9/2014	Joshua Lemus	10/9/2014 12:09 PM
Edit | Del	Review RHR Recommendation		✓	10/9/2014	Joshua Lemus	10/9/2014 11:49 AM
Edit | Del	[redacted]		✓	10/7/2014	Angie McVey	10/9/2014 11:36 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	17KB	10/9/2014 11:41 AM	Joshua Lemus
Edit | View | Del		29KB	10/7/2014 6 21 AM	Karen Dorner
Edit | View | Del		394KB	10/7/2014 6 20 AM	Karen Dorner
Edit | View | Del		77KB	10/7/2014 6 07 AM	Karen Dorner
Edit | View | Del		88KB	10/6/2014 2:48 PM	Joshua Lemus

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/9/2014 3:14 PM	Joshua Lemus	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/9/2014 12:06 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **10/9/2014**.
		Changed **Supporting Documents** from false to **true**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Monique Joy Pablo [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	9/26/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/26/2014 12:39 PM
CA Multiple Repairs		Date/Time Closed	9/26/2014 12:47 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	vehicle concern- paint		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	TOWN NORTH NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TOWN NORTH NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP1DN[redacted]		
Created By	Monique Joy Pablo, 9/26/2014 12:39 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:02 PM	Root Cause Code (2)	
Days Closed	474	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Monique Joy Pablo (9/26/2014 12 46 PM)** crr-mp received a call from c. c stated that c is having issues with the veh regarding the paint in the bumper that is starting to peel off. c added that c is also having issues with the passenger front door that has rust and passenger airbag light that is still coming on even though c have it fixed at the dlr. crr-mp verified c's information crr-mp ask c if the vehicle has been diagnose already. c said no. crr-mp told c to take the vehicle to the dealership and that have the vehicle diagnose first c understood. crr-mp offered further assistance, C declined. crr-mp gave case number crr-mp gave name, extension number crr-mp brand the call crr-mp provide voc script crr-mp closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7981846	BODY	PAINT	POOR APPEARANCE	QA	9/26/2014	YU	AB	108000	OA
Edit | Del	CC-7981847	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/26/2014	YX	BK	233500	OA
Edit | Del	CC-7981848	BODY	DOOR HANDLE/LATCH	POOR OR MPROPER OPERATION	17	9/26/2014	YX	AB	105000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
9/26/2014 12:47 PM	Monique Joy Pablo	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/26/2014 12:39 PM	Monique Joy Pablo	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **VIN 1N4AL3AP1DN**[redacted]

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Social Support Team [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Social-USA
Follow Up Date	10/17/2014	Case Origin	Facebook
Supporting Documents		Date/Time Opened	9/26/2014 3:38 PM
CA Multiple Repairs		Date/Time Closed	10/17/2014 10:17 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	C has lost faith in veh after multiple concerns with the veh. C is seeking reassurance that the veh is alright and does not have any major concerns.	DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	VEHICLE CONCERN- airbag sensor light continually coming on		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	3
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TEXAS NISSAN OF GRAPEV NE	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	SOCIAL: Product CUSTOMER [redacted] VIN: 1N4AL3AP4DN[redacted]		
Created By	Charles Harrison 9/26/2014 3:38 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 10/17/2014 7:04 PM	Root Cause Code (2)	
Days Closed	453	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Darian Little (10/17/2014 10 16 AM) RCAS-DL contacted C via [redacted] RCAS-DL requested for C to call back at [redacted] Very bad connection RCAS-DL received incoming call from C RCAS-DL asked if C required any further assistance from RCAS-DL since veh. has been repaired C states at this moment C has no further questions or concerns and requires no further assistance RCAS-DL advised to C that case would be closed C understood Phone call ended mutually RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with inconsistent airbag sensor light and master cylinder for brakes. DLR has repaired and addressed C concerns. C requires no further assistance.
Make Public		
Make Private	✓	**Created By Lauren Strode (10/6/2014 12 40 PM) Last Modified By Lauren Strode (10/6/2014 12 41 PM)** RCAS-LS placed outbound call to SM. SM unavailable at the moment. RCAS-LS spoke with Service Advisor Greg SA states that c was in the dlr on Sept 14 replaced airbag module and airbag pressure detection sensor and master cylinder was replaced because brake light kept coming on. RCAS-LS provided contact information for SM returned call and call ended mutually.
Make Private	✓	**Created By Lauren Strode (10/6/2014 12 32 PM) Last Modified By Lauren Strode (10/6/2014 12 32 PM)** RCAS-LS placed outbound call to c a[redacted] C states that c has been not only getting the airbag light on but also the brake light as well. C states that c was told that brakes were leaking into the master cylinder. C states that c is concerned about all of the concerns with c's veh at this moment. C states that c has had the multipoint inspection on c's veh and concerns have gone on undiagnosed. C requests a technician to come out and inspect c's veh to ensure that nothing serious is going on with c's veh. RCAS-LS understood and advised that the dlr hooks up the veh to computer during the multipoint inspection and it reads the codes of whatever concern is going on with the veh. C states that c understood but a lot was missed the last time around so C would like a technician to come out and look at c's veh. RCAS-LS understood, RCAS-LS states that RCAS-LS will request for c and advised follow up for 3 business days. Call ended mutually.
Make Private	✓	**Created By LaShondra Mason (9/29/2014 1 42 PM) Last Modified By Lauren Strode (10/6/2014 12 07 PM)** VEHICLE CONCERN SSA-CH documenting additional social commentary
Make Private	✓	**Created By LaShondra Mason (9/29/2014 1 40 PM) Last Modified By Lauren Strode (10/6/2014 12 07 PM)** CRT VERIF ED C's name, home & email address, concern, phone#, V N#, mileage CRT CHECKED for open recalls/campaigns and found:None CRT UNRELATED Case(s) Found: 0 CRT RELATED Case(s) Found: 0 RCAS ADVISED "This call may be recorded for quality and training purposes." ********** C stated thayt airbag passenger seat light comes on and off C stated c has had it checked several times C stated c posted concern on facebook and NNA contacted c back via facebook and adv that RCAs will call follow up

C stated took veh to Texs Nissan of Grapevine 2 weeks and had airbag light sensor replaced and asked about brake light coming on as well
C adv SA (unk name) stated that break fluid was leaking and fixed the issue
C stated c has had problems with veh for 2 yrs since purchased
C stated problems started 1 month after purchase
C wants veh fixed

CRT apologized for the inconvenience of continually going to dlr to resolve same concerns
CRT adv c that CRT will contact dlr and look into situation for review
CRT adv c that will follow-up in 3 business days
CRT gave c case # [redacted] and contact info
CRT adv c if has any future concerns before CRT calls to call CRTs direct line
C agreed and appreciative
call ended mutually

Make Private ✓

Created By Arma Andon **(9/26/2014 5 12 PM)** **Last Modified By** Lauren Strode **(10/6/2014 12 08 PM)**
TL-AA noting case was escalated to incorrect district

TL changing follow up to 9/29 as per SOP

Make Private ✓

Created By Valarie Russell **(9/26/2014 4 45 PM)** **Last Modified By** Lauren Strode **(10/6/2014 12 08 PM)**
SSA-VR response to C's Social Media comments.
****
C:"1N4AL3AP4DN[redacted]

Here is my VIN.
My last daignostics was done on Sep 17th

SSA: "Susheel,

Thank you for providing your VIN. We have documented your concerns, and scheduled a Specialist to contact you by close of business (7PM CT) on 9/29. Should you prefer to speak with someone prior to that date, you may call 1-800-NISSAN-1 between 7AM – 7PM CT, Monday through Friday. Please be sure to reference your case number ([redacted], or the last six digits of your VIN.

All the best,
Belle, Nissan Social Support"

Make Public

Created By Valarie Russell **(9/26/2014 4 34 PM)**
SSA-VR documenting C's recent Social Media interaction and reopening case due C's complaint that the concern in which he was previously denied a buy-back for is happening again.
Previous ARBS case #[redacted]
****

Created By Charles Harrison **(9/26/2014 3 43 PM)**
SSA-CH documenting C's comments via Facebook

****

Make Private ✓

C: "What is theProblem"

C: " t happened again!"

SSA-CH attaching photos via Facebook to case

*****

Created By Charles Harrison **(9/26/2014 3 41 PM)**
SSA-CH documenting Private Messages via Facebook

****

C: "This is even more good. they said my break fluid is leaking and replaced master cylinder. Can you expect a break fluid leak on a new car?"

C: "Hello Charlie,

My Contact no is [redacted] My Dealer is Texas Nissan of Grapevine. I have gave my car in today for the same.
I don't have my V N no at this time."

SSA: [redacted]

Unfortunately without your VIN, we are unable to locate your vehicle account. We're glad to hear you were able to get your Nissan in to Texas Nissan of Grapevine today. We highly recommend working closely with them, as they are in the best position to diagnose your airbag sensor concern.

Make Private ✓

If you continue to encounter the same concern after today's visit, please reach back out to us with your V N, and we will create a case with our Consumer Affairs department on your behalf.

Thank you,"

C: "I have contacted consumer affair early this year . They just extended with electrical equipment warranty. t doesn't help me . A passenger bag not working at the time of danger , a extended warranty on it is of no use"

C: "1N4AL3AP4DN[redacted]

C: "Here is my V N."

SSA: "Good afternoon, [redacted]

Once your service is completed and you feel that you need further assistance with your concerns, please call 1-800-NISSAN-1 and be sure to reference the last six digits of your VIN. They will be able to address any further questions you may have. Please keep us updated and reach out to us anytime. We wish you the best in finding a resolution to your Altima's concerns.

Have a great rest of your day."

****

Make Public

Created By Charles Harrison **(9/26/2014 3 38 PM)**
SSA-CH documenting C's comments via Facebook

*****

C: "I had been a fan of Nissan . But this is ridiculous about the warning light for passenger side air bag that comes often . I had noticed this in the initial days of my Purchase and had several trips to dealer on this regard . They tried changing sensors and others . I even took it when I got the recall notice. The problem still persists . Would nissan be responsible , when something unexpected happens and airbags doesn't work. I am so much disappointed being a owner of 2 nissan cars in my life time recently got the break light on while was driving . I am pairing pictures of the same."

SSA: "Good morning, Susheel. We are sorry to hear of your concerns and would like to look into this for you further. Could you please send us a Private Message with your best contact number, the name of your servicing dealer, the date of your last diagnostic and your V N to https://www.facebook.com/messages/nissanusa? Thank you."

****

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8006763	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/17/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/6/2014	Glen Nakagawa	10/6/2014 1 59 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	53KB	9/26/2014 3:44 PM	Charles Harrison
Edit | View | Del		44KB	9/26/2014 3:44 PM	Charles Harrison
Edit | View | Del		53KB	9/26/2014 3:44 PM	Charles Harrison
Edit | View | Del		36KB	9/26/2014 3:44 PM	Charles Harrison
Edit | View | Del		31KB	9/26/2014 3:44 PM	Charles Harrison

Case History

Case History Help

Date	User	Action
10/17/2014 10:27 AM	Charles Harrison	Changed **Social Status** from Pending to **Resolved**.
		Closed.
10/17/2014 10:17 AM	Darian Little	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Case Owner** from Darian Little to **Social Support Team**.
		Changed **Social Status** from Escalated to **Pending**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [64] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	2/10/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/29/2014 12:13 PM
CA Multiple Repairs		Date/Time Closed	2/9/2015 3 38 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00056730

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	DRT Request
Inspection Time/Notes	Appointment Time: 2:00pm ET		
	Notes to Agent:		
Description	BBB Autoline voluntary settlement due to 3 visits and 5 days out of service for airbag light illumination.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SUTHERLIN NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	9/29/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$1,000.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/2/2014	Vehicle Service Contract	
RHR Completed	10/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP3DC[redacted]		
Created By	Adrianne Pauline de Leon, 9/29/2014 12:13 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:28 AM	Root Cause Code (2)	
Days Closed	338	Action Code	NT9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Amanda Johnson (2/9/2015 3 37 PM) ARBS notes FedEx tracking: 2/09/2015 - Monday 1 52 pm Delivered Signed for by: [redacted] ARBS closing case
Make Public		**Created By Amanda Johnson (2/6/2015 3 11 PM)** ARBS notes check out
Make Public		**Created By Amanda Johnson (2/5/2015 9 44 AM)** BBB Autoline voluntary settlement due to 3 visits and 5 days out of service for airbag light illumination. CST00056730 - BBB Autoline Voluntary Settlement CR0142327 in the amount of $1,000.00 made payable to [redacted] Fedex Tracking [redacted] (out 2/6, overnight, indirect signature req'd) ARBS setting follow up for 2/10 pending delivery of check
Make Public		**Created By Amanda Johnson (2/5/2015 9 38 AM)** Vehicle Complaint
Make Public		**Created By Amanda Johnson (2/5/2015 9 37 AM)** ARBS discussed settlement agreement with TL-AG ARBS not sending out settlement agreement, as settlement is under $1,500 ** ARBS called c @ [redacted] to confirm rec'd of fax and advise that c should have check next week. C thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (2/4/2015 3 32 PM)** ARBS spoke with SG, was advised that settlement check would have to be made out in both c's names if registration is in both names.
Make Public		**Created By [redacted] (2/4/2015 3 27 PM)** ARBS called c @ [redacted] Spoke to c. C states she tried to call back but she called and got a busy signal ARBS asked if she was calling the number on caller ID C states yes ARBS apologized and advised that c would have to call the 7278 number left in the vmx, as this is the direct line C thanked. C states she was going to call earlier and figure out ARBS' number earlier, but she could not find the car registration. C states she looked everywhere and then she did find it with her husband's BBB paperwork C states she is not quite sure if the fax is working ARBS asked if c has a scanner C states c does not know how to work the scanner C states she will fax it now and asks that ARBS call back to confirm. ARBS agreed and thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (2/3/2015 1 51 PM)** ARBS called c @ [redacted] Expressed sympathy for passing of husband. Advised ARBS is calling to ask for registration/title so ARBS can send out the settlement agreement. Left this and contact information (phone and fax) in vmx.
Make Public		**Created By Amanda Johnson (2/3/2015 9 42 AM)** ARBS rec'd thank you email from BBB
Make Public		**Created By Amanda Johnson (2/3/2015 7 32 AM)** ARBS rec'd vmx from BBB @ 1418 on 2/3 advising the case had been closed because of no contact but c's wife just called BBB to apologize and advise that Mr. C had died and this is

why there was no contact. Mrs. C would like to accept offer of $1,000. BBB asked for a call or email as BBB knows without a BBB case open, a settlement will have to be signed. BBB does not want to reopen the case. Both names on title.

**

ARBS emailed BBB advising ARBS would contact c but will have to see the registration and title and discuss putting check only in Mrs. C's name

Make Public
Created By Josh Wegener (1/16/2015 2 32 PM)
NIS1430226 - DRTS rcv'd e-mail from BBB on 1-16-2015 stating case closed. No case closed document was found on BBB site & BBB case close date shows as 12-5-2014

Make Public
Created By Amanda Johnson (1/14/2015 12 50 PM)
ARBS notes BBB sent no contact letter on 1/9, attached to case

Make Public
Created By Amanda Johnson (1/9/2015 9 32 AM)
ARBS notes no additional information from BBB, no additional information on BBB manu website.
ARBS notes case now open for 24 days with BBB

Make Public
Created By Amanda Johnson (1/8/2015 10 54 AM)
ARBS notes no additional information from BBB, changing follow up to 1/16

Make Public
Created By Amanda Johnson (1/5/2015 7 22 AM)
ARBS rec'd email from BBB:

Sorry Mandy but I have not had chance to call on it yet. With people out on vacation I have been working 3 case loads.

Rhonda Eakins, Mediation Specialist

Make Public
Created By Amanda Johnson (12/31/2014 8 11 AM)
ARBS emailed BBB:

Rhonda,

I send in the MRF on this one on 12/16/2014. Any word?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public
Created By Amanda Johnson (12/16/2014 2 17 PM)
ARBS completed and attached MRF - denial, offered $1,000 for inconvenience

Make Public
Created By Heathre Vanriper (12/16/2014 12 16 PM)
NIS1430226-1R. DRTS rec'd Case Reopened Letter from BBB 12/16/14 dated same. See attached for review.

Make Public
Created By Amanda Johnson (12/11/2014 11 20 AM)
ARBS notes no contact from c; closing case

Make Public
Created By Amanda Johnson (11/24/2014 10 50 AM)
ARBS notes FedEx tracking:

11/22/2014 - Saturday
11:00 am Delivered CAPE CORAL, FL
Left at front door. Package delivered to recipient address - release authorized

Make Public
Created By Amanda Johnson (11/21/2014 12 42 PM)
ARBS sent attached no contact letter via FedEx [redacted]

Make Public
Created By Amanda Johnson (11/21/2014 12 38 PM)
ARBS called c @ [redacted] Left vmx with contact information.

Make Public
Created By Ama[redacted] (11/19/2014 10 18 AM)
ARBS called c @ [redacted] Left vmx with contact information.

Make Public
Created By Amanda Johnson (11/17/2014 9 54 AM)
ARBS called c @ [redacted] Left vmx with contact information

****DTS determined veh is op as designed, no repairs made or recommended. NNA is not in the position to repurchase veh at this time but will offer $1,000 with signed settlement agreement for inconvenience.****

Make Public
Created By Amanda Johnson (11/14/2014 1 00 PM)
ARBS notes 7 days down with
1 visit for fuel cap broken – replaced
1 visit for AC not blowing cold immediately – NPF
3 visits for airbag light – reprogrammed OCS, recalibrated, op as designed
1 visit for brake pad came off pedal – reinstalled
1 visit for cargo hook in trunk came off – reinstalled
1 visit for fuel door barely opens – adjusted spring
ARBS notes 6 visits with 6 warrantable repairs

Make Public
Created By Amanda Johnson (11/14/2014 1 00 PM)
DTS notes:

Meeting with the customer occurred on 11/13/14 @ 2:00 pm at Sutherlin Nissan. RO [redacted] Performed a diagnostic on the OCS no codes are present light was not on. Collected data shows vehicles OCS is operating as designed. No repairs are needed and no repairs were performed.

Make Public
Created By Heathre Vanriper (11/10/2014 12 10 PM)
NIS1430226. DRTS rec'd Case closed due to settlement from BBB 11/10/14 dated same. Settlement states: NNA to repair veh under terms of NVW, terms to be carried out no later than 30 days post date of this letter. See attached for review.

Make Public
Created By Amanda Johnson (11/7/2014 1 17 PM)
ARBS rec'd vmx from BBB advising that they spoke to c and c agrees to DTS inspection, so they will be sending settlement letter out and following up in 30 days. Also advised c that the brake pedal is not something that is eligible for arbitration

Make Public
Created By Amanda Johnson (10/28/2014 7 37 AM)
ARBS confirmed in SF

ARBS emailed DTS:

Kevin,

CONFIRMED:
11/13/14
1400
SUTHERLIN NISSAN
[redacted]
1N4AL3AP3DC[redacted]
2014 Altima

****
ARBS notes adjusted history for substantial concerns:
ARBS notes 3 days down with
2 visits for airbag light – reprogrammed OCS, recalibrated
1 visit for brake pad came off pedal – reinstalled
ARBS notes 3 visits with 3 warrantable repairs

****

MRF states: Intermittent use of passenger side airbag x 4 visits, cover came off brake pad causing my foot to slip x 1 visit
ARBS notes brake pad addressed in 15116928 – IIR Case

NO MVDN rec'd

(BTW, we were told the notes would carry over from the notes for DTS when we confirmed... they did not, which is why I copied and pasted them in this email.)

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/28/2014 7 33 AM)
ARBS rec'd confirmation vmx from c advising that he will be @ SUTHERLIN NISSAN with Kevin Burkett on 11/13 @ 2pm

ARBS called dlr @ 239.415.8600 to advise of DTS inspection, spoke to SM, provided date and time, c and DTS name. Dlr thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/27/2014 8 25 AM)
ARBS called c @ [redacted] to advise that we would like to meet on 11/13 @ 2pm @ SUTHERLIN NISSAN with Kevin Burkett. Left this and contact information in vmx asking for call back to confirm

Make Public

Created By Amanda Johnson (10/24/2014 3 46 PM)
ARBS rec'd vmx from c left prior to call at 1258. No need to call again.

Make Public

Created By Amanda Johnson (10/24/2014 1 53 PM)
ARBS rec'd email from I R advising photos will be requested.
ARBS rec'd copy of request for photos

Make Public

Created By Amanda Johnson (10/24/2014 1 52 PM)
ARBS discussed with IIR-VA

Make Public

Created By Amanda Johnson (10/24/2014 12 58 PM)
ARBS called c @ [redacted], ARBS spoke to c.
C states the inspector who looked it over and the inspector states the pad was off for a while and the metal was worn down. C wants pictures of this.
ARBS apologized and advised that this was handled by a different department and ARBS does not have information about that. ARBS had gotten information about the letter and was calling to advise that letter was left at front door on 9/8 @ 1040 in Cape Coral, FL.
C states they never got the letter. ARBS confirmed address. ARBS advised that ARBS would ask I R to send the letter out again. C thanked.
C states it cost them $800 to repair the other person's vehicle and... c stopped and said she understood that was a different department and wouldn't go into detail.
ARBS thanked and advised ARBS would follow up with I R and also contact c with a date and time for the inspection ARBS was trying to set up. C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/24/2014 12 52 PM)
ARBS rec'd rexponse from IIR-VA:

I checked the tracking, he received it and I remember this case very well. He got the letter but was not happy..

Make Public

Created By Amanda Johnson (10/24/2014 11 21 AM)
requested DTS

Make Public

Created By Amanda Johnson (10/24/2014 11 18 AM)
ARBS emailed IIR-VA:

Vicky,

In your notes on case [redacted] state you sent a letter via FedEx to this c regarding the outcome of the case. The c states he never received that letter. Could you confirm and/or resend?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/24/2014 11 16 AM)
ARBS rec'd vmx from c @ 1644 on 10/23 states "we're playing phone tag. Call [redacted]
ARBS found case by phone number

ARBS called c @ [redacted]. Spoke to c. Asked if c would allow a DTS inspection. C states he has been calling ARBS back. ARBS apologized and advised ARBS got c's voicemails. ARBS asked if c would allow DTS inspection. C states this should not be necessary but whatever. ARBS thanked and confirmed that the concerns are the airbag light and the brake pad. C states yes. ARBS confirmed that c had filed for the accident with us before. C states yes but c did not receive any paperwork. ARBS advised that ARBS would follow up with that case handler and contact the DTS to get availability and call c back. C said whatever. ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/23/2014 3 12 PM)
ARBS rec'd call from c asking for call back

ARBS called c @ [redacted]. Left vmx with contact information advising that we would like to do DTS inspection.

Make Public

Created By Amanda Johnson (10/22/2014 10 58 AM)
ARBS called c @ [redacted] to request DTS inspection. Left vmx with contact information.

Make Public

Created By Amanda Johnson (10/22/2014 10 56 AM)
ARBS emailed BBB:

Rhonda,

No MVDN
"Cover came off brakepad causing foot to slip" – customer filed a claim with us for an accident due to this

Calling to set up a DTS inspection, NOT final repair.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/22/2014 10 55 AM)
****
ARBS notes adjusted history for substantial concerns:
ARBS notes 3 days down with
2 visits for airbag light – reprogrammed OCS, recalibrated
1 visit for brake pad came off pedal – reinstalled
ARBS notes 3 visits with 3 warrantable repairs
****

Make Public

Created By Amanda Johnson (10/22/2014 10 53 AM)
ARBS notes 5 days down with
1 visit for fuel cap broken – replaced
1 visit for AC not blowing cold immediately – NPF
2 visits for airbag light – reprogrammed OCS, recalibrated
1 visit for brake pad came off pedal – reinstalled
1 visit for cargo hook in trunk came off – reinstalled
1 visit for fuel door barely opens – adjusted spring
ARBS notes 5 visits with 6 warrantable repairs

Make Public

Created By Amanda Johnson (10/22/2014 10 53 AM)
ARBS notes the following repair history:

Open date 12/10/13... Mileage 8,542... RO [redacted] 1 day down
Concern: Fuel cap strap is broken
Action: Replaced fuel cap.

Open date 5/8/14... Mileage 12,573... RO [redacted] 1 day down
Concerns:
1. Recall 1405
2. A/C will blow hot air for 15 minutes before blowing cold air.
Actions:
1. Complete
2. NPF

Open date 6/17/14... Mileage 13,404... RO [redacted] 1 day down
Concern: Air bag light reads off when there is a passenger.
Action: Re-programmed OCS

Open date 8/15/14... Mileage 14,819... RO [redacted] 1 day down
Concerns:
1. Brake pedal pad came off pedal.
2. Cargo hook in trunk came off.
3. Fuel door barely opens
Actions:
1. Reinstalled pad
2. Reinstalled left cargo hook.
3. Adjusted fuel door spring

Open date 9/17/14... Mileage 15,559... RO [redacted] 1 day down
Concern: Veh show air bag off with someone in passenger side seat.
Action: Performed recalibration of passenger side airbag.

ARBS notes in-service date of 10/31/2012
ARBS notes retail sale
ARBS notes New Gold Preferred VSC

ARBS notes no techline cases
ARBS notes previous CA case [redacted] I R - C stating C was the one driving during the incident and C stated that C was travelling about 5 miles an hour, there was a car in front of C's veh. C stepped on the brake but the brake pedal's pad fell off caused C's foot to slip and not to step on the pedal and so C hit veh in front of C. C stated that he did not file a claim with his insurance and that he paid for the damages to the other vehicle out of pocket and the dealership repaired the pedal pad. CLOS NG CASE, C HAS HAD REPAIRS MADE TO C'S BRAKE. PEDAL PAD BY DEALERSHIP AND C DID NOT REPORT CLAIM TO C'S INSURANCE. ARBS SENT C A LETTER VIA FED EX AND ATTACHED TO CASE.

Make Public

Created By Heathre Vanriper (10/22/2014 8 15 AM)
NIS1430226. DRTS rec'd MRF from BBB 10/22/14 dated same. C seeks: Buyback. CCF states: Intermittent use of passenger side airbag*4, cover came off brake pad causing my foot to slip. See attached for review.

Created By Russell Rigsby (10/10/2014 8 59 AM)
RCAS-RR closing case due to no further assistance.

Make Private ✓

Case Summary:
C called NNA requesting repair of veh.
RCAS-RR informed c that dlr diagnosis is that c's veh is operating as designed.
C requested re-purchase.
RCAS-RR informed c that NNA is not in a position to re-purchase the veh.

Created By Russell Rigsby (10/10/2014 8 59 AM)
RCAS-RR made outbound call to c.

Make Private ✓

RCAS-RR informed c that NNA is not in a position to re-purchase or replace the veh.
C stated c wanted to know why.
RCAS-RR informed c that RCAS is not expert on lemon law.

C stated c has filed lemon law with attorney general.

RCAS-RR offered further assistance.
C declined further assistance.
Call ended mutually.

Make Public

Created By Ashley May (10/8/2014 2 20 PM)
ARBS notes after careful review, NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Created By Ashley May (10/8/2014 2 15 PM)
ARBS notes the following vehicle summary:

In-service date 10/31/12
Additional CA cases: [redacted]
No Tech Line case
VSC RCNE06390999 - New Gold Preferred – Expires 10-31-18 @ 100,000

Make Public

Days down: 5

1 visit broken fuel cap strap
2 visits for air bag light
1 visit for A/C blowing hot air
1 visit brake pedal pad
1 visit cargo hook in truck came off
1 visit fuel door barely opens

Make Public

Created By Ashley May (10/8/2014 2 09 PM)
ARBS notes the following repair history:

12/10/13 - Mileage 8,542 - RO [redacted] Days Down 1
Concern
1. Fuel cap strap is broken
Action
1. Replaced fuel cap.

5/8/14 - Mileage 12,573 - RO [redacted] Days Down 1
Concern
1. Recall 1405
2. A/C will blow hot air for 15 minutes before blowing cold air.
Action
1. Complete
2. NPF

6/17/14 - Mileage 13,404 - RO [redacted] Days Down 1
Concern
1. Air bag light reads off when there is a passenger.
Action
1. Re-programmed OCS

8/15/14 - Mileage 14,819 - RO [redacted] - Days Down 1
Concern
1. Brake pedal pad came off pedal.
2. Cargo hook in trunk came off.
3. Fuel door barely opens
Action
1. Reinstalled pad
2. Reinstalled left cargo hook.
3. Adjusted fuel door spring

9/17/14 - Mileage 15,559 - RO [redacted] -Days Down 1
Concern
1. Veh show air bag off with someone in passenger side seat.
Action
1. Performed recalibration of passenger side airbag.

Make Public

Created By Kate Czerwinski (10/8/2014 11 01 AM)
DRTS received the RHR. The RHR was assigned to ARBS Ashley May for review

Make Private ✓

Created By Russell Rigsby (10/7/2014 4 18 PM)
RCAS-RR informed CXM-DM and FOM-CR of RHR submission.

Make Private ✓

Created By Russell Rigsby (10/7/2014 9 49 AM)
RCAS-RR made outbound call to c, left vmx.
RCAS-RR informed c of no updates in re-purchase request.
RCAS-RR provided c with RCAS best contact number.

Make Public

Created By Russell Rigsby (10/7/2014 9 43 AM)
RCAS-RR made outbound call to dlr, spoke with SM-Tony.
SM-Tony stated that SM would FAX RCAS RO's.

Make Private ✓

Created By Russell Rigsby (10/2/2014 9 34 AM)
RCAS-RR made outbound call to c.

RCAS-RR confirmed with c that c would like to move forward with RHR.

RCAS-RR asked and received answers to the following questions:
Why do you want to return the vehicle to Nissan North America?
--C stated c's veh is unsafe to drive.
Where is the vehicle currently?
--C stated In c's possession.
Where was the vehicle purchased?
--C stated Sutherlin nissan
Was it purchased new or used?
--C stated New
Where is the vehicle serviced?
--C stated Sutherlin Nissan
Has the vehicle been taken to multiple Nissan dealers?
--C stated No

RCAS-RR set follow-up for 10/7.
Call ended mutually.

Make Public

Created By Sarah Jane Iglesia (10/1/2014 3 44 PM)
CRR-SI received call from c stating that c would like to speak with RCAS-RR regarding the RHR Request.
CRR-SI confirmed that no contact info has changed. C gave ([redacted]s the best phone number to reach c.

C said c was told that c's case was closed.
C stated that c would like Nissan to repurchase the veh.
CRR-SI told c that c advised RCAS-RR that c will retain c's attorney that's why the case was closed.
C stated c would like to coordinate with RCAS-RR first.
C requested to be transferred to RCAS-RR.
CRR-SI advised c that crr-si will try to reach rcas first,
CRR-SI advised c that crr-si will transfer c directly if rcas is reached, c understood.
CRR-SI informed c that c will still be transferred so c can leave msg in VMX. C agreed and internal msg will sent to resp RCAS
CRR-SI told c that the case will be reopened and will be forwarded to RCAS.
CRR-SI offered further assistance, c declined.
CRR-SI provided name, ext.
CRR-SI exiting case.

Make Private ✓

Created By Russell Rigsby (10/1/2014 9 11 AM)
RCAS-RR closing case due to no further assistance.

Make Private ✓

Created By Russell Rigsby (10/1/2014 9 11 AM)
RCAS-RR made outbound call to c, spoke with c's wife.

C's wife stated that c was just heated after converstation.
C's wife stated that c will be okay.
C's wife apologized for husband.
C's wife stated that c would visit another dlr.
Call ended mutually.

Make Public

Created By Monique Joy Pablo (9/30/2014 10 33 AM)
crr-mp receive a call from c. c wants to follow up case
c stated that c wanted to speak to rcas regarding the case
crr-mp asked c if there is any changes in c's contact info
c said no
crr-mp told c that crr-mp will follow up case
crr-mp transfer c to rcas. rcas was not available.
crr-mp provided name extension, brand the call
crr-mp exiting case

Created By Russell Rigsby (9/30/2014 10 11 AM)
RCAS-RR closing case due to no further assistance.

Make Private ✓

Case Summary:
C called NNA requesting assistance.
RCAS-RR informed c that per SM, c's veh is operating as designed.
C stated c is retaining attorney.

Make Private ✓

Created By Russell Rigsby (9/30/2014 10 10 AM)
RCAS-RR made outbound call to c.
RCAS-RR confirmed c's concerns.

RCAS-RR informed c that NNA's position is the c's veh is operating as designed.
C stated c wanted c's money back.
RCAS-RR offered to go through RHR process.
C stated c wanted money back now.
C stated c is retaining attorney.

RCAS-RR offered further assistance.
C declined further assistance.
Call ended mutually.

Make Private

✓ **Created By** Russell Rigsby **(9/30/2014 10 00 AM)**
RCAS-RR made outbound call to dlr, spoke with SM-Tony.

SM-Tony stated that dlr has done zero-point resets, performed recall, read literature to c.
SM-Tony stated that if customer sits in seat, light is fine, but if wife sits in seat, light occasionally comes on.
SM-Tony stated that c's veh operates as designed.
SM-Tony stated SM cannot change this.
SM-Tony stated that c does not want to hear that it is because c's wife is light.
Call ended mutually.

Make Public

Created By Adrianne Pauline de Leon **(9/29/2014 12 17 PM)**
c called in and stated that c wanted to file a vehicle complaint.
c said that the passenger side airbag in c's 2013 nissan altima has a problem and c said that it was a safety issue and it was dangerous. c said that sometimes the airbag was off. c said that c wanted nissan to fix the airbag or give a refund back to the c. c stated that the dealership was sutherlin nissan FL.
crr-pd verified c's name, mailing add, contact info/alternate phone number, and email address.
crr-pd stated that the case will be transferred to RCAS.
crr-pd advised c that c will be contacted by rcas by the end of the next business day.
c understood.
crr-pd provided case # to c.
c acknowledged.
crr-pd offered further assistance.
c declined.
crr-pd provided name and extension number.
crr-pd exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7983791	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	9/29/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	2/5/2015	Amanda Johnson	2/6/2015 7 26 AM
Edit | Del	Call about settlement		✓	2/5/2015	Amanda Johnson	2/4/2015 3 28 PM
Edit | Del	Check BBB website		✓	1/20/2015	Amanda Johnson	1/16/2015 2 38 PM
Edit | Del	[redacted]		✓	1/16/2015	Amanda Johnson	1/16/2015 2 34 PM
Edit | Del			✓	12/16/2014	Amanda Johnson	12/16/2014 12:17 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00056730	DRT Resolution	1N4AL3AP3DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0142327	[redacted]	2/6/2015	Customer	Approved	$1,000.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	718KB	2/12/2015 9:45 AM	Amanda Johnson
Edit | View | Del		72KB	2/6/2015 2:40 PM	Tammy Knotts
Edit | View | Del		46KB	2/5/2015 9:34 AM	Amanda Johnson
Edit | View | Del		829KB	1/16/2015 2 37 PM	Amanda Johnson
Edit | View | Del		55KB	1/14/2015 12:50 PM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/9/2015 3 38 PM	Amanda Johnson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/5/2015 9:46 AM	Amanda Johnson	Changed **Follow Up Date** from 2/6/2015 to **2/10/2015**.
2/5/2015 9 38 AM	Amanda Johnson	Changed **Description**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

Back To Top Always show me more records per related list

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/21/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/29/2014 12:37 PM
CA Multiple Repairs		Date/Time Closed	6/5/2015 2 27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052491

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs voluntary replacement due to 4 visits for airbag light illumination with 39 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DREXEL HILL NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$39,168.83	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/31/2014	Vehicle Service Contract	
RHR Completed	10/31/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM8DC[redacted]		
Created By	Jose Mari Gozar Jr 9/29/2014 12 37 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:28 AM	Root Cause Code (2)	
Days Closed	222	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/19/2015 12 43 PM)** DRTS TK: Check(s) from NNA for Overpayments in the amount of $134.60 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/12/2014 12 30 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #2[redacted] The reason for repurchase is: airbag light illumination
Make Public		**Created By Annice Hill (11/25/2014 3 38 PM)** Received check made payable to Drexel Hill Nissan in the amount of $18,023.69 and also a check made payable to NMAC in the amount of $21,145.14. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Kara Kabobel (11/24/2014 8 12 AM)** RC extending payoff good through 30days: 17days x 1.84= 31 28 + 21113 86= $21,145.14 good through 12/24
Make Public		**Created By Kara Kabobel (11/24/2014 8 09 AM)** Payoff information from NMAC: Account# [redacted] 30 day payoff $21,113 86 good thru 12/7/2014 Per diem 1.84 # of scheduled payments received 23 Scheduled payment amount 459 67 Total Principal paid 9,032 01 Total Interst paid 1,462.83 Late fees paid 5.16 Recent payment received on 11/4/2014 in the amount of $500
Make Public		**Created By Kara Kabobel (11/24/2014 8 02 AM)** RC received signed offer letter from C.
Make Public		**Created By Kara Kabobel (11/21/2014 2 03 PM)** RC emailed C offer letter and emailed Kevin dealer letter.
Make Public		**Created By Amanda Johnson (11/21/2014 1 42 PM)** ARBS notes HB is included on invoice but NOT included on buyers order. ARBS notes approved calculations: (+) New Vehicle Invoice: $38,560 00 (+) Sales Tax: $2,314 00 (+) Tags & Doc Fee: $293.55 (=) Total due to Dealer: $41,167 55 (-) Customer responsibility to Dealer: ($23,143 86) (=) Total NNA Pays to Dealer: $18,023.69
Make Public		**Created By Kara Kabobel (11/21/2014 1 28 PM)** RC confirmed with C that [redacted] is an error on reg and title.
Make Public		**Created By Christine Wilsey (11/21/2014 1 17 PM)** No worksheet notes (+) New Vehicle Invoice: $38,560 00 (+) Sales Tax: $2,314 00

(+) Tags & Doc Fee: $293.55
(=) Total due to Dealer: $41,167 55
(-) Customer responsibility to Dealer: ($23,143 86)
(=) Total NNA Pays to Dealer: $18,023.69

Make Public

Created By Christine Wilsey (11/21/2014 1 16 PM)
Dealer letter

(+) New Vehicle Invoice: $38,560 00
(+) Sales Tax: $2,314 00
(+) Tags & Doc Fee: $293.55
(=) Total due to Dealer: $41,167 55
(-) Customer responsibility to Dealer: ($23,143 86)
(=) Total NNA Pays to Dealer: $18,023.69

Make Public

Created By Christine Wilsey (11/21/2014 1 16 PM)
Customer replacement letter

MSRP of new vehicle: $41,545 00
MSRP of old vehicle: $37,295 00
Total Upgrade Cost: tech package: ($2,030) $2,030.00
+Usage: $0
+Current Payoff(good through 12/7/14): $21,113 86
Total Customer Participation: $23,143 86

Make Public

Created By Tracy Ehrlinger (11/20/2014 4 11 PM)
Team lead RC-TE using empowerment for the following: charging the C for the $2,030 tech package and waiving the other options:

Splash guards $160
Cross bars $305
Rear bumper protector $205
Floor mats $210
Total $880

Make Public

Created By Kara Kabobel (11/20/2014 3 36 PM)
RC spoke to Kevin at dealer and he is having a hard time finding a comparable 2015 Pathfinder for C. RC received mock buyers and invoice for most comparable.

Make Public

Created By Kara Kabobel (11/13/2014 4 04 PM)
RC spoke to Kevin at dealer and he will send over mock buyers order and replacement invoice.

Make Public

Created By Sara Dorazio (11/13/2014 11 05 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Kara Kabobel (11/13/2014 10 55 AM)
RC received email from C that they are working with Kevin Eliason at dealer on a replacement.

Make Public

Created By Kara Kabobel (11/10/2014 10 40 AM)
RC called C and left voicemail regarding which option they are interested in.

Make Public

Created By Kara Kabobel (11/10/2014 10 25 AM)
RC received requested documentation from C.

Make Public

Created By Kara Kabobel (11/4/2014 3 33 PM)
RC sent letter of intent to C via FedEx tracking # [redacted]

Make Public

Created By Kara Kabobel (11/4/2014 3 25 PM)
RC called C at [redacted] and left voicemail regarding vehicle options and asked for a call back to discuss. RC emailed letter of intent.

Make Public

Created By Amanda Johnson (11/3/2014 8 13 AM)
****
REASON: 4 visits for airbag light illumination with 39 days out of service

LEMON LAW: YES, PA

USAGE: 239 (first report) x $0.10 = $23.90

RETENTION GOODWILL: no usage on replacement

OPTIONS: If the c is not interested in a repurchase or replacement, NNA will offer $4,000 as cash settlement in lieu of the buyback

CST00052491
****

Make Public

Created By Amanda Johnson (11/3/2014 8 09 AM)
****
ARBS notes 39 days down with
4 visits for airbag light illumination – no codes, replaced right seat cushion frame assembly, NPF, replaced front seat belt buckle assembly
1 visit for seat trim loose – replaced front seat side finisher
2 visits for CVT shutter – reprogrammed AT unit, replaced CVT
1 visit for delay when shifting in reverse – installed software
1 visit for stop lamp on acceleration – reprogrammed AT unit
1 visit for oil leak – replaced differential side oil seal
1 visit for seat belt light on – see 4th visit for airbag light
1 visit for excessive plan in right side tie rod end – replaced outside rod outer socket assembly
ARBS notes 12 visits with 9 warrantable repairs and 3 campaign completions
****

Make Public

Created By Amanda Johnson (11/3/2014 8 09 AM)
ARBS notes the following repair history:

Open date 01/31/13... Mileage 239... RO [redacted] day down
Concern: Air bag off light comes on with someone in seat
Action: No codes stored

Open date 03/14/13... Mileage 2,081... RO [redacted]. 13 days down
Concern: Air bag light intermittent
Action: Replace right seat cushion frame assy

Open date 04/11/13... Mileage 2,495... RO [redacted]. 1 day down
Concern: PC216 OCS campaign
Action: Completed

Open date 06/07/13... Mileage 4,482... RO [redacted] 1 day down
Concern: Campaign PC225
Action: Completed

Open date 07/12/13... Mileage 6,160... RO [redacted] 1 day down
Concern: Seat trim loose
Action: Replace front seat side finisher

Open date 11/01/13... Mileage 10,663... RO [redacted]. 1 day down
Concerns:
1. Transmission bucks
2. Recall ABS Reprogram
Actions:
1. Reprogram A/T unit

2. Completed

Open date 11/11/13... Mileage 10,960... RO [redacted] 2 days down
Concern: Veh shudders when driving
Action: Replace automatic CVT transaxle assy

Open date 11/18/13... Mileage 11,349... RO [redacted] 3 days down
Concern: Veh delays when shifting in reverse
Action: Installed software

Open date 02/28/14... Mileage 14,797... RO [redacted] 1 day down
Concern: Air bag light on
Action: No problems found

Open date 05/23/14... Mileage 17,453... RO [redacted] 1 day down
Concern: Recall OCS Reprogram
Action: Completed

Open date 07/14/14... Mileage 19,273... RO [redacted] 3 days down
Concern: On acceleration from stop lamp
Action: Reprogram A/T unit

Open date 09/22/14... Mileage 21,856... RO [redacted] 11 days down
Concerns:
1. Oil leak
2. Air bag light is on
3. Seat belt light on
4. Excessive play in right side tie rod end
Actions:
1. Replace diff. side oil seal
2. Replace front seat belt buckle assy
3. Replace front seat belt buckle assy
4. Replace onside rod outer socket assy

ARBS notes in-service date of 1/24/2013
ARBS notes retail sale
ARBS notes Goodwill Powertrain ECW provided 11/14/2013 (provided case [redacted])

ARBS notes:
Techline cases [redacted]
DPIC case [redacted]

ARBS notes previous CA cases:
[redacted] goodwill ECW provided
resend goodwill ECW letter

Make Public — **Created By Amanda Johnson (11/3/2014 8 03 AM)**
Multiple Repair Attempts

Make Public — **Created By Amanda Johnson (11/3/2014 8 01 AM)**
ARBS corrected case mileage

Make Public — **Created By Sara Dorazio (11/3/2014 7 10 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Amanda Johnson for review.

Make Private ✓ — **Created By Jessica Lee (10/31/2014 3 45 PM)**
RCAS-JL assisting RCAS-LB.

RCAS-JL completed RHR and attached RHR to case.
RCAS-JL submitted RHR.

RCAS-JL exiting case.

Make Private ✓ — **Created By Lauren Bowling (10/30/2014 11 05 AM)**
RCAS-LB made outbound call to C a[redacted]
RCAS-LB left vmx for C with case update.

Make Private ✓ — **Created By Lauren Bowling (10/29/2014 12 53 PM)**
RCAS-LB made outbound call to SM Matt of Drexel Hill Nissan.
RCAS-LB requested ROs faxed to RCAS.
SM agreed.
Call ended mutually.

Make Private ✓ — **Created By Jessica Lee (10/24/2014 4 03 PM)**
RCAS-JL placed outbound call to DREXEL H LL NISSAN.
RCAS-JL was forwarded to service department's vmx:

RCAS-JL states that RCAS-JL needs all ROs for VIN DC635079.
RCAS-JL provided fax number- 615.984 5967.

Make Private ✓ — **Created By Lauren Bowling (10/24/2014 11 15 AM)**
RCAS-LB made outbound call to SM Matt of Drexel Hill Nissan.
RCAS-LB requested ROs sent to RCAS.
Call ended mutually.

Make Private ✓ — **Created By Lauren Bowling (10/24/2014 11 12 AM)**
RCAS-LB made outbound call to SM Matt of Drexel Hill Nissan.
RCAS-LB asked for more information regarding C's veh concerns.
SM states buy it back please because there's been a whole load of problems with the veh.
SM/s SM replaced the seat frame, transmission, trans acting up with the differential, reprogrammed tranny before that, seat finisher, etc. all between 03/26/13 and 10/2/14.
RCAS-LB thanked SM for the confirmation.
Call ended mutually.

Make Private ✓ — **Created By Lauren Bowling (10/24/2014 10 58 AM)**
case opening template
PREVIOUS RELATED F LE(S) FOUND: None
PREVIOUS UNRELATED FILE(S) FOUND: None
RCAS-LB VER F ED C'S name, home & email address, concern, phone#, vehicle, mileage
RCAS-LB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: none
RCAS-LB advised this call may be recorded for quality and training purposes.
Best point of contact # [redacted]

RCAS-LB made outbound call to C a[redacted]
RCAS-LB asked what RCAS could do for C.
(John, not Jennifer)
C/s the issue is the airbag because seat frame and sensor have been replaced and the issue is still unresolved.
C/s 3 visits for the transmission concern and 4 visits for the airbag light.
C/s C wants NNA to take this veh back and give C another one.
RCAS asked RHR questions:
Why do you want to return the vehicle to Nissan North America? C/s C does not believe the veh is safe.
Where is the vehicle currently? With C's wife
Where was the vehicle purchased? Drexel Hill Nissan
Was it purchased new or used? New
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? Drexel Hill Nissan

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? No, only Drexel Hill
RCAS-LB informed C that the repurchase process takes about 10 business days to complete and RCAS would keep C updated throughout the process.
C thanked RCAS.
Call ended mutually.

Make Public

Created By Raven Giddens (10/21/2014 4 36 PM)
RCAS-RG placed outbound call to c at [redacted]
****
No answer RCAS-RG left vmx informing c that c will be receiving a call back about case from case owner Lauren

Make Public

Created By Lester Bellen (10/9/2014 12 25 PM)
c's husband, John, called in to follow up on the case.
c requested to be transferred to rcas for updates.
crr-lb verified that there are no changes on contact information.
c will leave vmx if rcas is not available.
crr-lb offered further assistance. c declined. crr-lb exiting the case.

Make Public

Created By Mark Chester Carpio (10/8/2014 3 49 PM)
CRR-MC received call from c following up on the case.
C requesting to be transferred to c's RCAS
CRR-MC verified if any of c's contact info changed.
C said no
C stated that c is unable to rcv any RCAS call since 09/30
C stated that c need to speak to c's RCAS,
CRR-MC advised that a supervisor will contact c within 4-8 business hours.
CRR-MC ask c to provide the best number,
C provided contact #[redacted]
CRR-MC offered further assistance, c declined.
CRR-MC provided name, ext and case number.
CRR-MC thanked C for calling Nissan Consumer Affairs

Make Public

Created By Dianne Picar (10/7/2014 8 43 AM)
crr-dp received a call from c following up on the case
crr-dp confirmed no contact information has been changed
crr-dp informed C that CRR will send an internal message to RCAS regarding contact with c
c agreed.
c provided best number to call is [redacted]
crr-dp offered further assistance
c declined
crr-dp provided case number, name and EXT#
crr-dp exiting case

Make Public

Created By Heidelyn Mariano (10/6/2014 9 59 AM)
c's husband John called following up on his case.
c provided case number
crr-hm asked if there is any changes in contact info, c said none
crr-hm checked and shows that the case is already handled by RCAS-LB and scheduled for a follow up date 9/30/14 however c still haven't receive any calls yet.
crr-hm advised c that will be sending M to RCAS-LB, c understood.
crr-hm asked further assistance
crr-hm provided closing spiel such as name and ext
number.
crr-hm exiting the case

Make Public

Created By Jose Mari Gozar Jr (9/29/2014 12 52 PM)
CRR-JG received a call from c asking for assistance with c's veh
CRR-JG verified c's name, address, phone number, email address, & vin.
CRR-JG checked for open safety & service campaigns/upgrades found: 0
C states that c's veh is currently at the dlr and has been there since 09/16/2014
C states that c's veh is currently at the dlr for its differential
C states that a few months ago the dlr replaced the transmission of the veh however it did not resolve the concern and when c brought the veh back the dlr told c that it was the differential
C states that c is also concerned that the Passenger Side Airbag as well as the Seat belt light keeps coming on in the veh
C states that c had already had the dlr look into it 3 times
C is asking for assistance from NNA
CRR-JG advised c that the case will be transferred to rcas for review.
CRR-JG escalating case to RCAS for Multiple Repair Attempts
CRR-JG advised c to expect a call before the end of the next business day. C understood.
CRR-JG offered further assistance. C declined.
CRR-JG provided name, case and extension number.
CRR-JG leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8052556	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/29/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	1/15/2015	Mike Wetherill	12/15/2014 7:15 AM
Edit | Del	Review Approved Check Request		✓	11/24/2014	Kara Kabobel	11/25/2014 8:56 AM
Edit | Del	Review Approved Check Request		✓	11/24/2014	Kara Kabobel	11/25/2014 8:56 AM
Edit | Del	APPROVED!		✓	11/21/2014	Kara Kabobel	11/25/2014 8:56 AM
Edit | Del	Review Cipollone replacement		✓	11/21/2014	Amanda Johnson	11/21/2014 1:42 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052491	DRT Resolution	5N1AR2MM8DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137961	527143	11/25/2014	Dealer	Approved	$18,023.69	26BUYBACK	Nissan North East Buyback/Trade		
	CR0137963	527179	11/25/2014	Lienholder	Approved	$21,145.14	26BUYBACK	Nissan North East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	2.85MB	8/27/2015 4:49 PM	Rebecca Martin
Edit | View | Del		145KB	8/27/2015 1:35 PM	Rebecca Martin
Edit | View | Del		115KB	1/19/2015 12:43 PM	Tammy Knotts
Edit | View | Del		70KB	1/9/2015 11:15 AM	Tammy Knotts
Edit | View | Del		71KB	1/9/2015 11:15 AM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
6/5/2015 2 27 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
12/12/2014 12:28 PM	Jim Land	Changed **Case Owner** from Kara Kabobel to **Jim Land**.
12/12/2014 12:28 PM	Jim Land	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to CA.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [13] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Darian Little [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/2/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/29/2014 8:05 PM
CA Multiple Repairs		Date/Time Closed	10/2/2014 11:37 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname [redacted] lastname [redacted] email : [redacted] homephon[redacted] address1 [redacted] address2 : city : chillicothe twitter : state : L zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 5N1AR2MM0DC[redacted] dealerstate : IL dealername : UFTR NG NISSAN comments : VERY DISSAPO NTED WITH SERVICE DEPARTMENT EXPERIENCES AND DO NOT WANT TO HEAR FROM SERVICE MANAGER CAUSE HE ACCEPTS NO BLAME FOR ANYTH NG... HAD OIL CHANGE DONE TODAY AND FORGOT TO REATTACH AIR FILTER HOUSING COVER CAUSED VEHICLE TO DIE WHILE DRIVING NO APOLOGY FROM SERVICE MANAGER HIS RESPONSE WAS WELL F RST TIME WE SCREWED UP N 8 YEARS SO BEEN A LOYAL NISSAN CUSTOMER TIL NOW ALSO AIR BAG LIGHT ON PASSENGER SIDE STAYS ON WHEN SOMEONE SITTING IN SEAT HIS RESPONSE IS WE D D RECALL SHOULD BE WORK NG SO AS FAR AS I AM CONCERNED CAR STALLED N TRAFFIC COULD HAVE CAUSED AN ACCIDENT DUE TO A NCOMPLETE SERVICE INSPECTION NCLUDING NOT TOPPING OFF OF ALL FLUIDS BUT I GUESS WE ARE SUPPOSE TO ASSUME THE AIR BAG WILL DEPLOY IN AN ACCIDENT BUT F IT DOESNT HO WILL BE LIABLE FOR THAT???? I GUESS WE JUST HOPE WE DONT HAVE AN ACCIDENT AND TEST THE THEOR THAT ITS FIXED EVEN THOUGH LIGHT DOESNT GO OFF WHEN SOMEONE SITT NG N SEAT. I AM SURE NO ONE W LL CARE READ NG THIS BUT IT IS VERY FRUSTRAT NG KNOW NG THAT THE SERVICE MANAGER AT THIS DEALER DOESNT CARE AND PROBABLY NOONE AT NISSAN CARES. ESPECIALLY SINCE HAVE A 2013 NISSAN PATHFINDER THAT HAS 29,000 MILES AND NEEDS 4 NEW TIRES AND REAR BRAKES... BEEN VERY LOYAL TO THE BRAND T LL THSES ISSUES AND FIND IT HARD TO KEEP SPENDING MONEY WITH NISSAN FROM THIS PO NT FORWARD CAUSE MAYBE ITS NISSANS MOTO WERE THERE FOR YOU FOR THE SALE OF THE VEHICLE BUT NOT AFTERWARDS. LIKE I SAID NO ONE W LL CARE AND SURE I WILL NEVER HEAR FROM SOMEONE AND THATS FINE. BUT F SOMETHING HAPPENS WHERE THE PASSENGER A RBAG DOESNT DEPLOY IF GOD FORBID WE HAVE AN ACCIDENT YOU WILL BE HEAR NG FROM ME AGAIN AND YOU CAN THANK YOUR SHOTTY SERVICE MANAGER THAT REPRESENTS YOUR BRAND AT THIS DEALER. THANK YOU AND HAVE A GOOD DAY!!!		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0DC[redacted]	Part Number 1	

Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	UFTR NG NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	10/1/2014
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 9/29/2014 8 05 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	System Account NNAINT, 10/3/2014 7:10 PM	Root Cause Code	SCIR
Days Closed	468	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Darian Little (10/3/2014 9 29 AM) Last Modified By Darian Little (10/3/2014 9 29 AM)** *** [Added after the case is closed.] *** RCAS-DL contacted DLR and spoke with SM-Mark SM states the DLR forgot to close the air filter lid properly SM states the DLR addressed the concern SM states the DLR advised to C that the tires and brakes needed to be replaced SM states that C was concerned that tires and brakes needed to be replaced at 30,000 SM states the C agreed to come into DLR to have the services done then cancelled the appt. the next day SM states the DLR offered goodwill of $100 off of tires RCAS-DL thanked SM Phone call ended mutually
Make Public		**Created By Darian Little (10/2/2014 11 36 AM)** RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA to file a complaint against DLR for discourteous service and incomplete repair. RCAS-DL thanked C for feedback and apologized for C experience with DLR. DLR is trying to contact C wife but C wife does not take DLR calls. When asked for C could be assisted further, C did not know how C could be assisted. RCAS-DL closing case
Make Private	✓	**Created By Darian Little (10/2/2014 11 34 AM) Last Modified By Darian Little (10/3/2014 9 29 AM)** RCAS-DL contacted C via [redacted] RCAS-DL VERIFIED C's name, home & email address, concern, phone#, mileage: RCAS-DL CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none ********** C states a little over 29,000 C states there was a recall for the airbag light C states the light still goes on and off if someone sits in the passenger seat

C states C was advised that because the DLR did the recall the airbag light is operating as designed
RCAS-DL advised to C that the owner's manual would provide C with all the information needed regarding the airbag light concern
RCAS-DL advised that if the recall has been performed, the concern that Nissan had with veh has been addressed
C was disappointed with answer
RCAS-DL understood and advised that no further knowledge could be provided on that subject and to refer to owner's manual
C states after getting a 26 point inspection & oil change C veh would not start while running errands
C states the veh was towed back to DLR
C states when the veh was back into the DLR the air cleaner was not clamped down that should've been done that caused the stall
C states the SM was not apologetic and states "we only screwed up once in 8 yrs."
C states the veh has 29,000 miles on the veh and the tires has been replaced at 29,000 and brakes needs to be replaced
C states there is probably nothing that could be done but C is frustrated
C states the DLR has tried to contact wife but wife does not want to talk to DLR
RCAS-DL apologized to C for experience with DLR
RCAS-DL advised to C that RCAS-DL is trying to reach out to the DLR to address C concerns currently
RCAS-DL how could RCAS-DL assist C
C did not know how C could be assisted C states C needs to switch to another brand of veh.
RCAS-DL advised to C that concerns has been documented
C had no further questions or concerns
Phone call ended mutually

RCAS-DL closing case as no further assistance can be offered at this time

Make Public

Created By Darian Little (10/2/2014 11 08 AM)
RCAS-DL contacted DLR and left message for SM-Mark to call back at 615-725-7671
RCAS-DL left C name, last 8 of VIN, and model & year of C veh.

Make Public

Created By Darian Little (10/1/2014 1 35 PM)
RCAS-DL contacted C via [redacted]
RCAS-DL left VXM stating name, case number, and prompted C to contact RCAS-DL at C's earliest convenience at 615-725-7671

Make Public

Created By Darian Little (10/1/2014 1 35 PM)
RCAS-DL contacted C via [redacted]
RCAS-DL left VXM stating name, case number, and prompted C to contact RCAS-DL at C's earliest convenience at 615-725-7671

Make Public

Created By Darian Little (10/1/2014 1 33 PM)
RCAS-DL contacted DLR and left message for SM-Mark to call back at 615-725-7671
RCAS-DL left C name, last 8 of VIN, and model & year of C veh.

Make Public

Created By Lorenzo Espiridion (9/30/2014 3 59 PM)
case moved

Make Public

Created By Lorenzo Espiridion (9/30/2014 3 59 PM)
********Customer e-mail details********
email addressed to nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
related case: 0
Checked recalls: 0
**********response details**********

Crr-le advised c that crr-le will be escalating the concern to RCAS for c's
issue with the dlr. C will be contacted on the next business day for RCAS to Address c's issue.
Crr-le exiting the case.

Make Public

Created By Lorenzo Espiridion (9/30/2014 3 57 PM)
crr-le called c at [redacted] (4:56 pm est)
crr-le advised c that the call might be recorded for training and quality purposes.
crr-le left message.

CRR-LE advised c that file will be escalated to rcas and c will be contacted before the end of the next businessday.
CRR-LE provided name, file and extension number.
CRR-LE forwarding the file to rcas. CRR-LE exiting the file.

Make Private ✓

Created By Lorenzo Espiridion (9/30/2014 3 54 PM) Last Modified By Darian Little (10/3/2014 9 29 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : chillicothe
twitter :
state : IL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM0DC[redacted]
dealerstate : IL
dealername : UFTRING NISSAN
comments : VERY DISSAPOINTED WITH SERVICE DEPARTMENT EXPER ENCES AND DO NOT WANT TO HEAR FROM SERVICE MANAGER CAUSE HE ACCEPTS NO BLAME FOR ANYTHING... HAD O L CHANGE DONE TODAY AND FORGOT TO REATTACH A R F LTER HOUS NG COVER CAUSED VEHICLE TO DIE WH LE DRIVING NO APOLOGY FROM SERVICE MANAGER HIS RESPONSE WAS WELL F RST TIME WE SCREWED UP N 8 YEARS SO BEEN A LOYAL NISSAN CUSTOMER TIL NOW ALSO A R BAG LIGHT ON PASSENGER SIDE STAYS ON WHEN SOMEONE SITTING IN SEAT HIS RESPONSE IS WE D D RECALL SHOULD BE WORKING SO AS FAR AS I AM CONCERNED CAR STALLED IN TRAFFIC COULD HAVE CAUSED AN ACCIDENT DUE TO A INCOMPLETE SERVICE INSPECTION NCLUDING NOT TOPPING OFF OF ALL FLU DS BUT I GUESS WE ARE SUPPOSE TO ASSUME THE A R BAG WILL DEPLOY N AN ACCIDENT BUT F IT DOESNT HO WILL BE LIABLE FOR THAT???? I GUESS WE JUST HOPE WE DONT HAVE AN ACC DENT AND TEST THE THEOR THAT ITS FIXED EVEN THOUGH LIGHT DOESNT GO OFF WHEN SOMEONE SITT NG N SEAT. I AM SURE NO ONE WILL CARE READING THIS BUT IT IS VERY FRUSTRATING KNOWING THAT THE SERVICE MANAGER AT THIS DEALER DOESNT CARE AND PROBABLY NOONE AT NISSAN CARES. ESPECIALLY S NCE HAVE A 2013 NISSAN PATHF NDER THAT HAS 29,000 M LES AND NEEDS 4 NEW TIRES AND REAR BRAKES... BEEN VERY LOYAL TO THE BRAND TILL THSES ISSUES AND FIND IT HARD TO KEEP SPENDING MONEY WITH NISSAN FROM THIS PO NT FORWARD CAUSE MAYBE ITS NISSANS MOTO WERE THERE FOR YOU FOR THE SALE OF THE VEHICLE BUT NOT AFTERWARDS. LIKE I SAID NO ONE W LL CARE AND SURE I WILL NEVER HEAR FROM SOMEONE AND THATS FINE. BUT F SOMETH NG HAPPENS WHERE THE PASSENGER AIRBAG DOESNT DEPLOY IF GOD FORBID WE HAVE AN ACCIDENT YOU WILL BE HEAR NG FROM ME AGAIN AND YOU CAN THANK YOUR SHOTTY SERVICE MANAGER THAT REPRESENTS YOUR BRAND AT THIS DEALER. THANK YOU AND HAVE A GOOD DAY!!!

Make Public

Created By Lorenzo Espiridion (9/30/2014 3 54 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : chillicothe
twitter :
state : IL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM0DC[redacted]
dealerstate : IL
dealername : UFTRING NISSAN
comments : VERY DISSAPOINTED WITH SERVICE DEPARTMENT EXPER ENCES AND DO NOT WANT TO HEAR FROM SERVICE MANAGER CAUSE HE ACCEPTS NO BLAME FOR ANYTHING... HAD O L CHANGE DONE TODAY AND FORGOT TO REATTACH A R F LTER HOUS NG COVER CAUSED VEHICLE TO DIE WH LE DRIVING NO APOLOGY FROM SERVICE MANAGER HIS RESPONSE WAS WELL F RST TIME WE SCREWED UP N 8 YEARS SO BEEN A LOYAL NISSAN CUSTOMER TIL NOW ALSO A R BAG LIGHT ON PASSENGER SIDE STAYS ON WHEN SOMEONE SITTING IN SEAT HIS RESPONSE IS WE D D RECALL SHOULD BE WORKING SO AS FAR AS I AM CONCERNED CAR

STALLED IN TRAFFIC COULD HAVE CAUSED AN ACCIDENT DUE TO A INCOMPLETE SERVICE INSPECTION NCLUDING NOT TOPPING OFF OF ALL FLU DS BUT I GUESS WE ARE SUPPOSE TO ASSUME THE A R BAG WILL DEPLOY N AN ACCIDENT BUT F IT DOESNT HO WILL BE LIABLE FOR THAT???? I GUESS WE JUST HOPE WE DONT HAVE AN ACC DENT AND TEST THE THEOR THAT ITS FIXED EVEN THOUGH LIGHT DOESNT GO OFF WHEN SOMEONE SITT NG N SEAT. I AM SURE NO ONE WILL CARE READING THIS BUT IT IS VERY FRUSTRATING KNOWING THAT THE SERVICE MANAGER AT THIS DEALER DOESNT CARE AND PROBABLY NOONE AT NISSAN CARES. ESPECIALLY S NCE HAVE A 2013 NISSAN PATHF NDER THAT HAS 29,000 M LES AND NEEDS 4 NEW TIRES AND REAR BRAKES... BEEN VERY LOYAL TO THE BRAND TILL THSES ISSUES AND FIND IT HARD TO KEEP SPENDING MONEY WITH NISSAN FROM THIS PO NT FORWARD CAUSE MAYBE ITS NISSANS MOTO WERE THERE FOR YOU FOR THE SALE OF THE VEHICLE BUT NOT AFTERWARDS. LIKE I SAID NO ONE W LL CARE AND SURE I WILL NEVER HEAR FROM SOMEONE AND THATS FINE. BUT F SOMETH NG HAPPENS WHERE THE PASSENGER AIRBAG DOESNT DEPLOY IF GOD FORBID WE HAVE AN ACCIDENT YOU WILL BE HEAR NG FROM ME AGAIN AND YOU CAN THANK YOUR SHOTTY SERVICE MANAGER THAT REPRESENTS YOUR BRAND AT THIS DEALER. THANK YOU AND HAVE A GOOD DAY!!!

Make Public

Created By Managed Services (9/29/2014 8 05 PM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : chillicothe
twitter :
state : IL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM0DC[redacted]
dealerstate : IL
dealername : UFTRING NISSAN
comments : VERY DISSAPOINTED WITH SERVICE DEPARTMENT EXPER ENCES AND DO NOT WANT TO HEAR FROM SERVICE MANAGER CAUSE HE ACCEPTS NO BLAME FOR ANYTHING... HAD O L CHANGE DONE TODAY AND FORGOT TO REATTACH A R F LTER HOUS NG COVER CAUSED VEHICLE TO DIE WH LE DRIVING NO APOLOGY FROM SERVICE MANAGER HIS RESPONSE WAS WELL F RST TIME WE SCREWED UP N 8 YEARS SO BEEN A LOYAL NISSAN CUSTOMER TIL NOW ALSO A R BAG LIGHT ON PASSENGER SIDE STAYS ON WHEN SOMEONE SITTING IN SEAT HIS RESPONSE IS WE D D RECALL SHOULD BE WORKING SO AS FAR AS I AM CONCERNED CAR STALLED IN TRAFFIC COULD HAVE CAUSED AN ACCIDENT DUE TO A INCOMPLETE SERVICE INSPECTION NCLUDING NOT TOPPING OFF OF ALL FLU DS BUT I GUESS WE ARE SUPPOSE TO ASSUME THE A R BAG WILL DEPLOY N AN ACCIDENT BUT F IT DOESNT HO WILL BE LIABLE FOR THAT???? I GUESS WE JUST HOPE WE DONT HAVE AN ACC DENT AND TEST THE THEOR THAT ITS FIXED EVEN THOUGH LIGHT DOESNT GO OFF WHEN SOMEONE SITT NG N SEAT. I AM SURE NO ONE WILL CARE READING THIS BUT IT IS VERY FRUSTRATING KNOWING THAT THE SERVICE MANAGER AT THIS DEALER DOESNT CARE AND PROBABLY NOONE AT NISSAN CARES. ESPECIALLY S NCE HAVE A 2013 NISSAN PATHF NDER THAT HAS 29,000 M LES AND NEEDS 4 NEW TIRES AND REAR BRAKES... BEEN VERY LOYAL TO THE BRAND TILL THSES ISSUES AND FIND IT HARD TO KEEP SPENDING MONEY WITH NISSAN FROM THIS PO NT FORWARD CAUSE MAYBE ITS NISSANS MOTO WERE THERE FOR YOU FOR THE SALE OF THE VEHICLE BUT NOT AFTERWARDS. LIKE I SAID NO ONE W LL CARE AND SURE I WILL NEVER HEAR FROM SOMEONE AND THATS FINE. BUT F SOMETH NG HAPPENS WHERE THE PASSENGER AIRBAG DOESNT DEPLOY IF GOD FORBID WE HAVE AN ACCIDENT YOU WILL BE HEAR NG FROM ME AGAIN AND YOU CAN THANK YOUR SHOTTY SERVICE MANAGER THAT REPRESENTS YOUR BRAND AT THIS DEALER. THANK YOU AND HAVE A GOOD DAY!!!

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7986262	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/30/2014	YX	BK	233500	OA
Edit | Del	CC-7986263	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPER ENCE	QC	9/30/2014	YY	BF	223500	OC

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	contact DLR for information	[redacted]	✓	10/1/2014	Darian Little	10/2/2014 11:36 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RLA6Y:ref]		✓	9/30/2014	Lorenzo Espiridion	9/30/2014 3:59 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0RLA6Y ref] *9/30/2014 Case # [redacted] VIN # 5N1AR2MM0DC[redacted]...*	[redacted]	9/30/2014 3 59 PM
Reply | To All | Del	Replied	Other *firstname : [redacted]*	nissanconsumeraffairs@my-nissan-usa.com	9/29/2014 8 05 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/2/2014 11:37 AM	Darian Little	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/1/2014 1 35 PM	Darian Little	Changed **Follow Up Date** from 10/1/2014 to **10/2/2014**.

10/1/2014 1 29 PM	Darian Little	Changed **Shared via Portal** from false to **true**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [10] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [5] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	DeWaun Quarles [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Sales & Service
Follow Up Date	10/22/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	9/29/2014 9 00 PM
CA Multiple Repairs		Date/Time Closed	10/21/2014 9:50 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Service Hot Alert		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JNRBS18W39M[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles	0
Make	NFINITI	Beyond Basic Warranty Months	36
Model Line	FX	Beyond PT Warranty Miles	0
Model Code	87819	Beyond PT Warranty Months	12

Dealer Access

Case Servicing Dealer	NFINITI OF CHANTILLY	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	23	Dealer Instructions	

Related Items

Approved Check Requests	$264.71	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type		Case Type	Infiniti Service
Survey Request Date		Receipt Date	9/17/2014
Survey-Source		Survey NPS Score 1	0
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	Repairs Not Performed Satisfactorily Airbag light came back on and they charged me to replace it.. in 2 years of owning the car it never came on until they worked on it. I should not have paid for it in my opinion.	Hot Alert Type	F1
Survey Verbatim	Service Experience Stand-Outs Communication during the process and I've lost trust for the dealership after spending $4500 on repairs. Service Advisor Comments Did not receive quote as requested, did not return calls, Voice mail goes to another service rep, did not do the entire job I learned after speaking with the tech Vehicle Pickup Airbag lights were on only after they preformed service. Turned it off and then I had to come back and pay $280 to fix it!!! The tech then tells me they did not do what was quoted. Scheduling Experience Took it right in and had Diagnostics done in about 90 minutes for a major repair NPS Reasons My wife and I were planning on trading in her X3 and my FX50 for something newer but will go back to Lexus after this experience. Service Facility Very nice lounge	Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] Charles Town, WV [redacted] - Email Address: [redacted] Preferred Email:		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	HOT ALERT: [redacted] VIN: JNRBS18W39M[redacted]		
Created By	Managed Services 9/29/2014 9:00 PM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/12/2015 6:02 PM	Root Cause Code (2)	
Days Closed	449	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By DeWaun Quarles (10/21/2014 9 50 AM)** rcas lm for c @[redacted] and informed c reimbursement processed rcas closing case
Make Public		**Created By DeWaun Quarles (10/20/2014 1 46 PM)** rcas received copy of RO and receipt total reimbursement amount $264.71
Make Private	✓	**Created By DeWaun Quarles (10/16/2014 3 40 PM)** rcas reviewed case with RCAS-KI and no email received rcas informed sales and service email cases unable to respond to email rcas emailed c with correct email addh to send docs rcas lm for c @[redacted] rcas will follow up with c in 1-2 business days
Make Private	✓	**Created By Danielle Spurling (10/15/2014 10 05 AM)** rcas received call from c requesting update on case. c stated c was not sure if c needed to send in docs. rcas advised docs needed are RO and POP c advised will respond to email with docs. rcas understood. rcas advised follow up is scheduled for 10/16 c thanked rcas, call was ended
Make Public		**Created By DeWaun Quarles (10/2/2014 11 09 AM)** rcas called c @[redacted] and requested c provide explanation of c's concerns as related to repairs and retailer customer service c provided explanation of first service c states retailer didn't provide c written estimate for repair with breakdown c states MS-KY didn't return phone call and vm for tech set to former employee c states retailer didn't return c's call until vehicle was completely broke down and c was unable to price shop repair cost

c states due to several parts delays vehicle was at retailer approximately 3 weeks

c states c picked up vehicle from retailer and the airbag off light was on
c returned to retailer and retailer reset light
c states the light returned a short time later and c called retailer and no one responded
c states c drove to retailer
c states the retailer informed c based on recent repair the retailer would offer c 50% cost of airbag repair
c states c feels the retailer allowed battery to fully drain causing entire vehicle system to reset
c states the clock was broken in vehicle as well
c states retailer tech informed/suggested c trade vehicle for G series Lexus
c states c feels airbag repair shouldn't have been c's expense

rcas informed c rcas would reimburse c cost of airbag repair
rcas reviewed with SUP-TJ VPP request
SUP-TJ approved VPP
rcas thanked c for being NF customer and informed c to contact NF CA in the future if c is interested in purchasing a new INF vehicle and rcas provide c with VPP
c thanked rcas for offer

rcas updated c's addh
c states c will submit docs to INF CA over weekend
rcas informed c rcas will be out of office and will follow up with c week of 10/13/14

Make Public

Created By DeWaun Quarles (10/1/2014 4 47 PM)
rcas called retailer and spoke with SM-Kevin Yahner
SM-KY states c brought vehicle in for diagnosis
retailer originally quoted c $5600 for repair
retailer removed front cover and preformed update for both timing chains and replaced cam and sensor for one side
the remaining side didn't need replacing

retailer states replaced aftermarket TPMS at no cost to c
retailer repaired airbag concern and split cost of repair with c

Make Public

Created By DeWaun Quarles (10/1/2014 3 20 PM)
rcas lm for c @[redacted]

Make Public

Created By DeWaun Quarles (10/1/2014 9 13 AM)
rcas verf the following

1st INF purchase
purchased pre owned 3rd owner
no VSC
c pay total $4,789 26
only services 9/14/12
mileage 114542

Make Public

Created By Alex Altman (9/30/2014 1 43 PM)
Call #: [redacted]
Call Type: Inbound Customer Call
Assigned To: [redacted]
Notes: [redacted] spoke with Mr [redacted] who stated that since the survey he hasn't heard from a service manager or anyone.

He brought his vehicle in for some repairs where the retailer was supposed to replace parts on both sides of his vechile (engine) that was causeing power loss at start up (Low rpm) where he paid upwards of $4500. when he got his vehicle back the airbag light was on stating there was no operable airbags in the vehicle. He addressed this with the retailer and seeing that he caused such a fuss when they repaired his vehicle the 1st time due to him knowing how to read the comps and they showed it to him and he caught their mis dagnose/over charge and brought it to them they told him they would settle in the middle to repair the passenger air bag light. He went in to have this completed where they told him his vehicle was ready in 12minutes (client stated to replace this part they would have to take the passenger seat to replace this sensor). After all the work was completed the tech/advisor told him to sell his Infiniti and buy a lexus. He also was told that they didn't replace both sides of the origonal repair (as he paid for both).

[redacted] is irritated with the way the retailer ("cheated him out of money)

escalating to CA for further assistance.

Make Public

Created By Brittany Clark-Brown (9/30/2014 12 06 PM)
Call #: [redacted]
Call Type: Outbound Customer Call
Assigned To:
Notes: [redacted]
RON MEADE
VM

no response 1st attempt
call back 10/01/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7988694	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	CHARG NG/PRIC NG CRITICISM	QA	10/2/2014	ZD	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	10/20/2014	DeWaun Quarles	10/21/2014 8:05 AM
Edit | Del	E-mail		✓	10/17/2014	DeWaun Quarles	10/20/2014 10:35 AM
Edit | Del	Email: Your Inquiry to Infiniti [ref: 00DA09j8L. 500F0RLAgO:ref]		✓	10/17/2014	Kelly Maier	10/17/2014 10:24 AM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RLAgO:ref]		✓	10/16/2014	DeWaun Quarles	10/16/2014 3:39 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RLAgO:ref]		✓	10/2/2014	DeWaun Quarles	10/2/2014 10:45 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your Inquiry to Infiniti [ref: 00DA09j8L. 500F0RLAgO:ref] *10/17/2014 Case # [redacted] VIN # JNRBS18W39M[redacted] Thank...*	[redacted]	10/17/2014 10:24 AM
Reply | To All | Del	Sent		Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RLAgO ref] *10/16/2014 Case # [redacted] IN # JNRBS18W39M[redacted] ...*		10/16/2014 3:39 PM

Reply | To All | Del	New	RE: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RLAgO:ref] *Receipt for Chantilly INFIN repairs for reimbursement.* [redacted]	[redacted]	10/15/2014 10:46 AM
Reply | To All | Del	Sent	Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RLAgO ref] *Normal 0 false false false EN-US X-NONE X-NONE ...*		10/2/2014 10:45 AM
Reply | To All | Del	Sent	Your Infiniti Service experience survey [ref: 00DA09j8L. 500F0RLAgO:ref] *Dear [redacted] Thank you for your recent Service experience at INFINITI OF C...*		9/30/2014 12:06 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0135533	[redacted]	10/21/2014	Customer	Approved	$264.71	72GDWIL	Infiniti East Goodwill	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	3.39MB	10/17/2014 10 20 AM	Kelly Maier
Edit | View | Del	[redacted]	2.44MB	10/17/2014 10 20 AM	Kelly Maier

Case History

Case History Help

Date	User	Action
10/21/2014 9:50 AM	DeWaun Quarles	Changed **Case Record Type** from CA Sales & Service to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/20/2014 1:47 PM	DeWaun Quarles	Changed **Follow Up Date** from 10/20/2014 to **10/22/2014**.
10/16/2014 3:40 PM	DeWaun Quarles	Changed **Follow Up Date** from 10/16/2014 to **10/20/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [44] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kimberly Fletcher [Change]
Letter Sent Date	10/31/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/30/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	9/30/2014 9:22 AM
CA Multiple Repairs		Date/Time Closed	12/30/2014 8:40 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/23/2014 10:00 AM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	C stated the passenger light stays on when an adult is in the seat, SM found no trouble codes showed up for concern-No DTCs found. C has requested two RHR and both have been denied.	DTS Request Type	ARBS Request
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	C wants NNA to buyback the veh		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WACO NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/2/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/20/2014	Vehicle Service Contract	
RHR Completed	11/20/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP1EN[redacted]		
Created By	Heidelyn Mariano, 9/30/2014 9:22 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12 30 AM	Root Cause Code (2)	
Days Closed	379	Action Code	NT4E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Kassee Culver (12/30/2014 8 39 AM) RCAS-KC is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting RCAS review the case again for C veh to be bought back.
Make Private	✓	***STATEMENT OF DECISION*** RCAS did a RHR and the buy back was denied by ARBS RCAS asked if anything changed with the veh C stated no and C has retained a lawyer RCAS apologized for the situation but informed C that if C has retained an attorney that RCAS can no longer work with C RCAS reviewed Case with TL-LH
		Created By Kassee Culver (12/30/2014 8 34 AM) RCAS contacted C @ [redacted] RCAS ADVISED "This call may be recorded for quality and training purposes." RCAS informed C that the decision RCAS notified C of is at this time NNA is not in a position at this time to repurchase the veh RCAS asked if anything has changed or if C has been to the DLRSHP since the review.
Make Private	✓	C stated no the veh has not been back in C stated it is just the same concerns as were before C stated has retained an attorney that is a specialist in the lemon law and the attorney stated that C has a case to present about C veh RCAS asked if C to confirm that C has retained an attorney. C stated C has and the attorney and is doing the paperwork RCAS apologized for the situation but informed C that if C has retained an attorney that RCAS can no longer work with C C stated that is okay RCAS wished C good luck and to have a good day. Call ended mutually
Make Public		Created By Melissa Lianko (12/29/2014 12 31 PM) crr-ml received call from c. crr-ml verified c's name, vin, address, mileage, phone number,email address & responsible dlr. c is requesting to re-open the case for the buyback c requested and have it reviewed. c stated that the airbag light came on for the passenger side and the steering is very loose. CRR-ml informed c that c's request for the buyback was denied c stated that c is requesting to review the case again c stated that the veh is qualified for a lemon c stated that c doesn't want to go down to an attorney and still giving nissan a change regarding c's request. CRR-ml advised c that case will be forwarded for review and c will be contacted by the end of the next business day. c understood. CRR-ml provided name, ext# and case number. CRR-ml offered further assistance, c declined CRR-ml leaving file open, transferring case to rcas.
Make Public		Created By Kassee Culver (12/16/2014 4 04 PM) RCAS-KC is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with the alignment of the veh and wants RCAS to do a buyback. ***STATEMENT OF DECISION*** RCAS-LS did a RHR and the buy back was denied by ARBS RCAS-KC informed C the RHR was denied and offered a DTS to go out. C stated does not want the DTS to come out anymore.

RCAS advised the DTS of this.

RCAS reviewed Case with TL-LH

Created By Kassee Culver (12/16/2014 4 00 PM)
RCAS-KC contacted C @ [redacted]
RCAS informed C found another appointment for after the holidays that may work out for C

C stated is just going to let the veh be.
C stated has worked a lot with it and does not see how having another person come out and look at it will help.
C stated it may just be the veh and how it is made and will jus wait and see how it preforms.

Make Public

RCAS stated if that is what C would like to do.
RCAS stated if C needs anything to contact RCAS for assistance

C stated will do that and appreciated all of RCAS assistance.

RCAS thanked C for for choosing Nissan
RCAS wished C a wonderful day.
Call ended mutually

Created By Kassee Culver (12/12/2014 9 09 AM)
RCAS-KC received an emailed from DTS-AS on 12/9/14

Make Public

DTS stated :
"I could do Thursday January, 8 at 10. Please contact the client and see if this date works for him."

RCAS attempted to contact C to confirm the day.

Created By Kassee Culver (12/12/2014 9 07 AM)
Make Public
RCAS-KC attempted to contact C @ [redacted] left VMX including Case number, name, and RCAS contact of 615.725.7290

Created By Kassee Culver (12/11/2014 8 07 AM)
Make Public
RCAS-KC attempted to contact C @ [redacted] left VMX including Case number, name, and RCAS contact of 615.725.7290

Created By Kassee Culver (12/8/2014 10 59 AM)
Make Public
RCAS-KC emailed DTS-Adam Sackner about the appointment to be rescheduled.

Created By Kassee Culver (12/8/2014 10 51 AM)
RCAS-KC contacted C @ [redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS informed C that the DTS was able to set a time for the appointment on the 23rd at 10 am @ the DLRSHP.
RCAS inquired if that time would fork for C

C stated that would not work and asked if RCAS could scheduled for after the 7th of January

Make Public

RCAS stated could speak with the DTS and see and would FU with C with an update.
RCAS asked C if there was any questions C had at this time.

C stated that would be good and appreciated the assistance.

RCAS wished C a wonderful day.
Call ended mutually

Created By Kassee Culver (12/3/2014 4 37 PM)
RCAS-KC contacted C @ [redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS informed C after thoroughly reviewing the RHR again NNA is not in a position to repurchase the veh at this time.
RCAS informed C although with the concern reoccurring RCAS would like to send a DTS out to C to assist in the concern.

C stated the DLRSHPs have been very helpful
C stated although a master tech may be helpful

Make Public

RCAS stated will get some times and FU with C about the time.

C stated that would be good.

RCAS asked C if there was any questions C had at this time.

C stated no and appreciated the assistance

RCAS wished C a wonderful day.
Call ended mutually

Created By Kassee Culver (12/3/2014 4 28 PM)
Make Public
RCAS-KC reviewed the case with TL-LH and at this time and with the circumstance will attempt to set up a DTS appointment.

Created By Anthony Zacharyasz (12/3/2014 3 29 PM)
ARBS notes the following:

2 visits for alignment out of specs. // Performed alignment 2x.
2 visits for steering/suspension noise. // Replaced wheel hub and bearings.
1 visit for PABI light. // Zero point reset.
9 days down.

Make Public

ARBS notes the vehicles alignment and noise concerns have been addressed by the dealership. ARBS notes PABI light is indicative of a defect in materials or workmanship but rather a status light advising that the passenger air bag is suppressed. ARBS notes the owner's manual has very detailed information regarding the operation of the PABI light and the Occupancy Classification System.

–
Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends DTS involvement if concerns persists. If a DTS inspection is scheduled, please request the passenger whom triggers the PABI light is present at the time of inspection and advise ARBS of the inspection results. ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Make Public

Created By Anthony Zacharyasz (12/3/2014 3 18 PM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #: [redacted]
5/28/14... 4,022 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
2. C states steering makes knocking noise when turning side to side.
-Action Taken:
1. Completed.
2. Checked steering; normal operation.

RO #: [redacted]
8/01/14... 10,889 miles... 4 days down
-Concern:
1. C states suspension/steering; the alignment was out of spec.
-Action Taken:
1. 4 wheel alignment.

RO #: [redacted]
11/10/14... 15,202 miles... 1 day down
-Concern:

A. C states rumbling noise from front suspension/wheels.
-Action Taken:
A. Replaced right front wheel hub and bearings.

RO # [redacted]
11/26/14... 15,731 miles... 3 days down
-Concern:
A. C states steering wheel is crooked.
B. C states PABI light on with an adult in the seat.
-Action Taken:
A. Adjusted front and rear toe.
B. Performed zero point reset; no codes stored.

Make Public

Created By Kassee Culver (12/3/2014 3 02 PM)
RCAS-KC attached the RO'S received from WACO NISSAN DLRSHP for the month of November.
RCAS notifying ARBS-AZ the RO is attached.

Make Public

Created By Kassee Culver (12/3/2014 2 51 PM)
RCAS-KC contacted WACO NISSAN DLRSHP spoke to SA-Kevin
RCAS gave SA last 8 of V N.
RCAS requested the RO from November 10th.

SA stated worked with this customer
SA stated there is an RO for the 12th.
SA stated for that RO the veh came in on the 10th.
SA stated the only RO in November was on the 28th

RCAS requested all the RO's to be faxed from November.
RCAS thanked SA for assistance
Call ended mutually

Make Public

Created By Anthony Zacharyasz (12/2/2014 12 58 PM)
ARBS notes ARBS was advised by RCAS that an additional RO was available. ARBS requested RO to provide a review of the repair history.

_
ARBS forwarded to TL-Lesley Howard for further assistance.

Make Private ✓

Created By Lauren Strode (11/28/2014 11 54 AM) Last Modified By Lauren Strode (11/28/2014 11 54 AM)
RCAS-LS placed outbound call to SM.

SM states that the last RO on the veh was Nov 10th-noise from suspension, bearing making noise
SM states that the steering wheel is off center to the left concern was duplicated and alignment is off on the veh from hitting something-customer tried to associate concern with the wheel barring.
SM states that the two concerns are not related.
SM states that tires were balanced and loaner veh was provided.
SM states that c stated the passenger light stays on when an adult is in the seat and no trouble codes showed up for concern-No DTCs found.
SM states that SM looked at ticket from where wheel barring was replaced and it was on the right side of the veh and this current adjustment was made on the left side of the veh.

RCAS-LS thanked SM for update and call ended mutually.

Make Private ✓

Created By Lauren Strode (11/28/2014 11 26 AM) Last Modified By Lauren Strode (11/28/2014 11 26 AM)
RCAS-LS placed outbound call to c at [redacted].

RCAS-LS advised that repurchase request is still under review at this time

C states that c wanted to notify that the veh is currently back in the dlr for the same concern.
C states that c is having concerns again with the steering and airbag.
C states that this will be the 5th or 6th time in the dlr with this concern.
C states that this veh is a real problem veh.
C states that c just wants a working veh, will get another Nissan.
C states that c's wife purchased a Nissan that is working just fine.

RCAS-LS understood
RCAS-LS advised that RCAS-LS will notify team reviewing that there is currently an open RO on veh.
RCAS-LS advised next follow up for 12/3

C thanked RCAS-LS for assistance and call ended mutually.

Make Private ✓

Created By Kristinee Ann Apuyan (11/26/2014 10 07 AM) Last Modified By Lauren Strode (11/26/2014 4 50 PM)
crr-ka spoke with c.
c doesnt have case number handy.
crr-ka asked for c's account information, crr-ka was able to pull up case number.
crr-ka asked if there were changes on c's account, c said there's none.

c called to provide additional details.

c said that the steering is loose again, pointing on 11am.
c said that airbag is on again.

c said that if nissan will buyback vehicle c is willing to purchase new vehicle and get a pathfinder or a pickup.

c said that c's waiting for nna's decision prior to consulting an attorney.

crr-ka informed c that rcas is scheduled to contact c on 11/28/2014, c understood.
c's best call back number is [redacted]

crr-ka offered further assistance, c declined.
crr-ka provided recap, name and ext#. call ended.

Make Private ✓

Created By Lauren Strode (11/25/2014 8 22 AM) Last Modified By Lauren Strode (11/26/2014 4 50 PM)
RCAS-LS placed outbound call to c at [redacted]

RCAS-LS advised that repurchase request is still under review.
RCAS-LS set next follow up for Friday 11/28.

C understood and call ended mutually.

Make Private ✓

Created By Sara Dorazio (11/21/2014 8 10 AM) Last Modified By Lauren Strode (11/25/2014 8 10 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Private ✓

Created By Lauren Strode (11/20/2014 3 27 PM) Last Modified By Lauren Strode (11/20/2014 3 30 PM)
RCAS-LS placed outbound call to c at [redacted]

RCAS-LS advised that RHR has been resubmitted for a second review and is still under review at this time.

C understood.

RCAS-LS advised next follow up for 11/25.

C understood and call ended mutually.

Make Private ✓

Created By Lauren Strode (11/17/2014 4 51 PM) Last Modified By Lauren Strode (11/17/2014 4 51 PM)
RCAS-LS placed outbound call to c at [redacted] No answer. RCAS-LS left message stating that RCAS-LS is following up regarding case # 15852163. RCAS-LS provided contact information and advised next follow up for 11/20.

Make Private ✓

Created By Lauren Strode (11/11/2014 4 37 PM) Last Modified By Lauren Strode (11/11/2014 4 37 PM)
RCAS-LS placed outbound call to dlr

SA states that c's veh concern was with the wheel barring

RCAS-LS advised that c wanted NNA to look into repurchase again

SA states that there is only one open RO with this veh that SA will send.

RCAS-LS provided fax number and call ended mutually.

Created By Lauren Strode (11/11/2014 4 32 PM) Last Modified By Lauren Strode (11/11/2014 4 32 PM)
RCAS-LS placed outbound call to c at [redacted]

C states that since the last review c's veh has been back to the dealer twice.
C states that the concern is a steering concern with the veh. The veh will steer left as though the steering is not connected to the tires.
C states that c was told that this is factory concern.
C states that the dealer thought it was alignment and this last time was the hub.
C states that c is concerned with the safety of the vehicle
Make Private ✓ C states that the dlr just called and stated that the veh concern with
C states that c is dismayed and disappointed in the veh.
C states that c would appreciate reviewing the repair history again for repurchase consideration.

RCAS-LS apologized for c's veh concern and advised that RCAS-LS will be in touch with the dlr regarding the latest repair orders.
RCAS-LS advised that RCAS-LS will resubmit RHR and set next follow up with c for Monday.
RCAS-LS provided contact information.

C understood and call ended mutually.

Created By Dianne Picar (11/10/2014 1 50 PM) Last Modified By Lauren Strode (11/11/2014 4 20 PM)
crr-dp received a call from c.
c stated that c already have a case but unfortunately the case is already close.
c stated that NNA declined to buy back the vehicle.
c stated that c wanted corporate to review the case again.
c stated that the veh is at the dealership again.
c stated that c don't feel safe with the vehicle anymore.
c stated that c don't want the vehicle anymore. c wanted a the veh replaced.
c stated that there is still an issue in the front end.

Make Private ✓ crr-dp apologized to c.
crr-dp provided empathy.
crr-dp acknowledged c

crr-dp verified c's name, vin, address, mileage, phone number, email address.

crr-dp advised c that case will be escalated to rcas for handling and review.
crr-dp advised c to expect a call before the end of the next business day.
c understood.
crr-dp offered further assistance, c declined.
crr-dp provided name, ext and file number.
crr-dp leaving the case open, transferring resp to rcas.

Created By Norresa Jones (10/31/2014 4 04 PM)
RCAS-ND is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
Make Private ✓ C contacted Nissan CA requesting assistance with veh repurchase

STATEMENT OF DECISION
RCAS advised C the Case has been thoroughly reviewed and Nissan is not in the position to offer assistance
RCAS reviewed Case with FOM

Make Private ✓ Created By Mae Strenciwilk (10/31/2014 2 33 PM) Last Modified By Lauren Strode (11/17/2014 7 23 AM)
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Created By Norresa Jones (10/31/2014 9 12 AM)
RCAS-ND contacted C a[redacted]at 9:08a

RCAS advised C this call could be monitored for training and quality purposes

Make Private ✓ RCAS advised C at this time NNA cannot repurchase C's veh
C stated at least C tried and all C can do is go from here
RCAS advised C if C needs future assistance C can call RCAS
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Make Private ✓ Created By Norresa Jones (10/31/2014 9 06 AM)
RCAS-ND received email from FOM-Alan advising RCAS no DTS is needed for C's veh.

Created By Norresa Jones (10/30/2014 4 11 PM)
RCAS-ND contacted C at [redacted]at 4:08p

RCAS advised C this call could be monitored for training and quality purposes

Make Private ✓ RCAS verified C's address
RCAS advised C there is no new information on C's case, but RCAS will follow up with C tomorrow
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Make Private ✓ Created By Norresa Jones (10/29/2014 4 28 PM)
RCAS-ND sent CXM-Bob and FOM-Alan email regarding GW for veh repurchase denial for C

Created By Anthony Zacharyasz (10/29/2014 10 51 AM) Last Modified By Lauren Strode (11/17/2014 7 23 AM)
ARBS notes the following:

2 visits for steering making knocking noise/vehicle drifts. // Performed alignment.
5 days down.

Make Private ✓ ARBS notes C mentions to RCAS that there is nothing wrong with the vehicle, however C also mentions the vehicle drifts and hard to control with wind.

--
Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends DTS involvement if the concern persists. If a DTS inspection is scheduled, please advise ARBS of the inspection results. ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Make Private ✓ Created By Anthony Zacharyasz (10/29/2014 10 43 AM) Last Modified By Lauren Strode (11/11/2014 4 40 PM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #[redacted]
5/28/14... 4,022 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
2. C states steering makes knocking noise when turning side to side.
-Action Taken:
1. Completed.
2. Checked steering; normal operation.

RO #: [redacted]
8/01/14... 10,889 miles... 4 days down
-Concern:
1. C states suspension/steering; the alignment was out of spec.
-Action Taken:
1. 4 wheel alignment.

Created By Norresa Jones (10/27/2014 12 21 PM)
RCAS-ND contacted C at [redacted] at 12:13p

Make Private ✓
RCAS advised C there is no new information on C's case
RCAS advised C RCAS will follow up with C on Thu Oct 30, 2014
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Make Public
Created By Sara Dorazio (10/23/2014 9 16 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Created By Norresa Jones (10/22/2014 1 59 PM)
RCAS-ND contacted C at [redacted] at 1:56p

Make Private ✓
RCAS advised C RCAS is waiting on the ROs from the dlr and then RCAS will send in C's request, and the process takes about 14 business days
RCAS advised C RCAS will follow up with C Mon Oct 27, 2014
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Make Private ✓
Created By Norresa Jones (10/22/2014 1 55 PM)
RCAS-ND emailed FOM-Alan regarding C's veh repurchase request

Created By Norresa Jones (10/22/2014 1 51 PM)
RCAS-ND contacted dlr at 254-776-8016 at 1:46p

Make Private ✓
SA-Kevin stated SA will fax RCAS C's ROs to [redacted]
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Created By Norresa Jones (10/17/2014 1 27 PM)
RCAS-ND contacted C at [redacted] at 1:08p

C stated since veh was new, it tends to road wanders
C stated C saw on Nissan and government sites
C stated the power steering is over compensating, random
C stated the steering wanders, don't think it's from factory that's wrong with veh
C stated C has never driven car that has a disconnected feel from road
dlr has aligned veh
C stated the veh is a s model with steel wheels, could be tires, had German veh for 15 years
C stated C has bought 2 Nissans the same day, would've gotten the pathfinder
C stated C hears clunking and knocking sound
C stated C is weary of the veh, haven't let children drive veh
C stated the side wind makes it very hard to keep within stripes of road
C stated theres is nothing wrong with veh
RCAS asked what RCAS can do to help
C stated C is not angry, not dismay, used to sell Nissans
C stated C is not scared of veh, but saw that someone got their veh bought back
C stated the veh is more loose, setup of the veh
RCAS advised C of the veh repurchase process
C understood
RCAS advised C RCAS will call and get ROs for C's veh

RCAS apologized to C for the inconvenience
RCAS advised C RCAS will try to help C's concern
RCAS advised C RCAS will be in contact within 3 business days, Wed Oct 22, 2014
Make Private ✓
RCAS advised C if C has any questions or concerns before then C can contact RCAS at [redacted] with case number [redacted]
C understood and thanked RCAS
RCAS thanked C

Call ended mutually
****
RCAS asked C the following questions:

Why do you want to return the vehicle to Nissan North America?
*** Steering is not better. C thinks that there is something wrong with the veh, engineered wrong. The veh road wanders. Worried.

Where is the veh currently?
*** With c

Was it purchased new or used?
*** new

If used, when was the vehicle purchased?

Where is the vehicle serviced?
*** Waco Nissan

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers?
*** no

If so, document names of dealers/retailers?

Created By Lauren Strode (10/2/2014 4 32 PM) Last Modified By Lauren Strode (10/2/2014 4 34 PM)
RCAS-LS placed outbound call to c at [redacted]

C states that c has no concerns with how veh was manufactured.
C states that the concern first began with c's veh after one week of purchase.
C states that all tires are fine and veh is aligned, c states that
C states that c has been on 10 trips and c states that it is tiring to keep veh on the road.
Make Private ✓
C states that c has taken the veh 3 times to the dlr for diagnosis.
C states that the veh was out of alignment and it seems to be a reoccuring concern.
C states that c lives on a two lane roads and c has had 2 flats and c was told
C states that c took c's veh to Waco Nissan and they stated that c's veh was operating as designed.

RCAS-LS states that RCAS-LS will follow up with the dlr regarding c's concern and follow up with c within 3 business days.
RCAS-LS states that if c thinks the veh concern has something to do with c's tires balding c needs to get c's veh checked out as soon as possible.

C understood and call ended mutually.

Make Private ✓
Created By Heidelyn Mariano (9/30/2014 9 36 AM) Last Modified By Lauren Strode (10/2/2014 3 58 PM)
crr-hm received call from c stating that he is still having issue with his veh which is a brand new 2014 Altima.
c said he's been calling NNA CA about his concern and is already upset and would like to know if its possible that NNA buyback or repurchase the veh.
c provided case number [redacted]
crr-hm checked that c has cases that was already closed with same issues for the veh

c said he took the veh to the dealer again for tire's alignment however the veh still the same and nothing has change.
crr-hm stated that a case will be created and forwarded to RCAS for review
crr-hm provided case number
crr-hm asked further assistance
crr-hm provided quick recap
crr-hm provided closing spiel such as name and ext
number.

Make Private ✓ **Created By** Heidelyn Mariano (9/30/2014 9 23 AM) **Last Modified By** Lauren Strode (10/2/2014 3 58 PM)
C wants NNA to buyback

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7985190	TIRE/WHEEL	T RE (T RE/VALVE/TUBE)	PULLS/DRIFTS/UNSTABLE	19	9/30/2014	WE	BO	254500	OA
Edit | Del	CC-8087387	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/30/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	12/5/2014	Adam Sackner	12/4/2014 12:33 PM
Edit | Del			✓	12/3/2014	Kassee Culver	12/3/2014 4:55 PM
Edit | Del			✓	11/21/2014	Anthony Zacharyasz	12/3/2014 3:30 PM
Edit | Del			✓	11/21/2014	Lauren Strode	11/21/2014 8:11 AM
Edit | Del			✓	11/18/2014	Lauren Strode	11/20/2014 2:18 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	45KB	4/15/2015 8:12 AM	Lauren Strode
Edit | View | Del		172KB	4/15/2015 8:12 AM	Kassee Culver
Edit | View | Del		78KB	4/15/2015 8:12 AM	Lauren Strode
Edit | View | Del		19KB	10/31/2014 9:08 AM	Norresa Jones
Edit | View | Del		19KB	10/31/2014 9:07 AM	Norresa Jones

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
4/15/2015 8:12 AM	Lesley Howard	Changed **Case Owner** from Kassee Culver to **Kimberly Fletcher**.
12/30/2014 8:40 AM	Kassee Culver	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/29/2014 12 33 PM	Melissa Lianko	Changed **Escalated By ID** from 005F00000049tzF to **005F00000020gZO**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [5] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Quinashay Alexander [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/9/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/30/2014 10:46 AM
CA Multiple Repairs		Date/Time Closed	10/9/2014 10:03 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	CAMPAIGN INQU RY / VEHICLE CONCERN - PASSENGER A RBAG LIGHT ISSUE		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BEAU TOWNSEND NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BEAU TOWNSEND NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP4DC[redacted]		
Created By	Michelle Henares 9/30/2014 10:46 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	461	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Quinashay Alexander (10/9/2014 10 00 AM) RCAS-QA contacted C at [redacted] RCAS-QA stated SM Monte confirmed veh cannot duplicate c's concern RCAS-QA stated confirmed with 2 other dlrs that stated the same thing. C stated not happy with that answer C stated when light is on taking the veh to dlr C stated doesn't know if air bag will deploy RCAS-QA explained to c SM Monte is in a better position to explain the way the air bag should work C understood
Make Public		RCAS-QA advised closing case call ended mutually ***Case Summary*** C called in with air bag concern veh inspected at several dlrshps concern cannot be duplicated ***Closing Case*** RCAS-QA closing case as to no further assistance can be offered at this time
		Created By Quinashay Alexander (10/6/2014 11 03 AM) RCAS-QA call dlr and spoke to SA Daryl SA stated veh need to be brought in or have c call SM Monte
Make Public		call ended mutually RCAS-QA sent SM Monte an email about c's concern RCAS-QA awaiting a reply from SM
		Created By Quinashay Alexander (10/1/2014 3 48 PM) RCAS-QA contacted c at [redacted] best contact #) C stated recall has been performed C stated when wife is in seat the air light intermittently goes on & off C stated feel like it's a safety concern for spouse C stated want to know that if an accident shall occur then air bag will deploy C stated took to Jeff Schmitt Nissan for 2nd opinion C stated was told by both dlrshps operating normal C stated love veh, 1st Nissan, get many compliments, gas mileage is great C stated just want a solution to concern RCAS-QA advised would gather additional information from both dlrshps and review for next step. RCAS-QA advised would follow up on 10/6/2014 C appreciated the assistance CALL ENDED MUTUALLY
Make Public		**Created By Michelle Henares (9/30/2014 11 42 AM)** Vehicle Concern
Make Public		**Created By Michelle Henares (9/30/2014 11 38 AM)** CRR-MH received a call from C stating that C took veh in today today for maintenance service. C stated that C also discussed front passenger airbag light issue with SM-SM-Monte Burge today and that SM recommended that C to contact CA. C stated that ever since C purchased the veh, C had a problem with the passenger airbag light coming on. C stated that had the campaign performed but the light still came on even after the performance of the campaign C stated that C had even taken veh to Jeff Schmitt Nissan 6 weeks ago for a second opinion and as per advise. CRR-MH found a related case no. [redacted] C stated that dlrshp checked the issue and that C was told that it was operating properly. C however stated that light still comes on sporadically. CRR-MH verified C's updated contact information. CRR-MH informed C that the case will be forwarded to the regional office for review and a regional specialist will be in contact with C by the end of the next business day. The best no. to reach C is [redacted] CRR-MH escalating case to RCAS for vehicle concern. CRR-MH offered further assistance to C. C declined.

CRR-MH gave name, extension number and case number to C.
CRR-MH leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7985415	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/30/2014	YX	BK	233500	OA
Edit | Del	CC-7985416	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/30/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/9/2014 10:03 AM	Quinashay Alexander	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/6/2014 11:20 AM	Quinashay Alexander	Changed **Follow Up Date** from 10/6/2014 to **10/9/2014**.
10/1/2014 3:48 PM	Quinashay Alexander	Changed **Follow Up Date** from 10/1/2014 to **10/6/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN Search.. Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Holly Allen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/16/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/30/2014 2:10 PM
CA Multiple Repairs		Date/Time Closed	10/16/2014 3 26 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	10/14/2014 10:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	Dealer Request
Inspection Time/Notes	Appointment Time: October 14 at 10 AM		
	Notes to Agent:		
Description	vehicle concern - airbag light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	S MMONS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP8DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SIMMONS NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	10/16/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP8D[redacted]		
Created By	Monique Joy Pablo 9/30/2014 2:10 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8 07 PM	Root Cause Code (2)	
Days Closed	454	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Holly Allen (10/16/2014 3 25 PM) RCAS-Ha is closing case due to no further assistance available at this time
Make Private	✓	********CASE SUMMARY******** c contacted NNA regarding an OCS light concern and had been to dealer several times DTS inspected the vehicle and found vehicle to be operating as designed RCAS-HA closing case
Make Private	✓	**Created By Holly Allen (10/16/2014 3 23 PM)** RCAS-HA contacted at [redacted] about case RCAS-HA asked how c's dts appointment went c stated that c needed to leave the seat sitting straight up c stated that if the vehicle is that technical for the airbag to work that c does not want the vehicle and will trade it in c stated that dlr told c that there is nothing wrong with the OCS light c stated that c is still concerned with the vehicle that the airbag will not deploy if needed c stated that c does not want the vehicle and does not feel safe in the car c stated that c is going to trade the vehicle in for an older model or another vehicle that c is not scared of RCAS-HA apologized to c once again and advised c that RCAS-HA hopes c stays with Nissan as the OCS light sensor guidelines are set by the vehicle highway and safety and administration and Nissan has to follow those guidelines c stated c loves Nissan but does not want to fear that the airbags won't deploy in the event of an accident RCAS-HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (10/15/2014 10 21 AM)** RCAS-HA contacted dlr and spoke with SM Ben SM advised that dts looked at c's vehicle yesterday, dts advised that vehicle is operating as designed
Make Private	✓	**Created By Holly Allen (10/13/2014 1 52 PM)** RCAS-HA contacted c at [redacted] about case RCAS-HA reminded c of the dts inspection tomorrow at 10am c stated c remembers and is dropping vehicle off in the am RCAS-HA advised c that RCAS-HA will follow up with c after c thanked RCAS-HA
Make Private	✓	**Created By Holly Allen (10/9/2014 3 43 PM)** RCAS-HA contacted dlr and advised SM of dts appointment
Make Private	✓	**Created By Holly Allen (10/9/2014 3 24 PM)** RCAS-HA contacted c at [redacted] about case RCAS-HA advised c that a dts inspection has been scheduled for c's vehicle on 10/14 at 10am c stated that c could leave the vheicle at dlr the night before but could not bring c's daughter but light comes on with anyone in the seat RCAS-HA advised that RCAS-HA will let dlr know also call ended mutually
Make Private	✓	**Created By Holly Allen (10/6/2014 2 29 PM)** RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-HA advised in a message that dts had been requested and once there was a date and time RCAS-HA will let c know
Make Private	✓	**Created By Holly Allen (10/6/2014 1 59 PM)** RCAS-HA reviewed case with RCAM-DF and was advised that dlr is requesting dts to help repair c's vehicle, RCAM-DF supports dts
Make Private	✓	**Created By Holly Allen (10/6/2014 1 50 PM)** RCAS-HA contacted dlr and spoke with SM Ben SM is requesting a dts to look at vehicle to help with repair
Make Private	✓	**Created By Holly Allen (10/1/2014 9 05 AM)** RCAS-HA contacted c at [redacted] about vehicle concern PREVIOUS UNRELATED F LE FOUND: None PREVIOUS RELATED FILE FOUND: None RCAS-AA VERIF ED C'S name, home & email address, concern, phone#, vin#, mileage ********** RCAS-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None

c stated that dlr has performed the recall and recalibrated the OCS light
c stated that the light comes on and off
c stated that the light stays on
c stated that c is concerned with if the air bag light will deploy or not
c stated that c's daughter is 16 yrs old and weighs 130 lbs
c stated that c just vehicle into dlr and light was recalibrated
c stated that c's vehicle was making a roaring noise and c took vehicle
c stated that dlr told c that c got a set of bad tires and c feels this should not happen on such a new vehicle
c stated that with the tires and OCS light concerns c is starting to doubt c's decision to purchase a Nissan

RCAS-HA apologized to c for c's experience
RCAS-HA advised c that RCAS-HA will contact dlr SM about the repair
attempts
RCAS-HA provided c with case # and contact info
RCAS-HA advised c that RCAS-HA will follow up with c by 10/6/2014

Created By Monique Joy Pablo (9/30/2014 2 16 PM)
crr-mp received a call from c. c said that c is having issues with the airbag light that keeps on turning on
crr-mp verified and updated c's information:
c went to the dlr today and talked to service adviser JAYS
dlr told c that nissan hasn't not figure out the resolution to the airbag light
c said that the keep on reprogramming the veh and this was the third time already
c was disappointed to the model and wanted to fixed this issue

Make Public

crr-mp told c that c will be creating a case regarding the concern
crr-mp informed c that case will be forwarded to RCAS and that rcas will review the case and they will be calling c back before the end of the next business day. c understood

crr-mp offered further assistance, c declined.
crr-mp gave the case number to c.
crr-mp gave name and extension number.
crr-mp brand the call
crr-mp forwarding case to RCAS.
crr-mp exiting case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8005998	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	10/16/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/8/2014	Anthony Panno	10/6/2014 2:27 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/16/2014 3:26 PM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/13/2014 1:54 PM	Holly Allen	Changed **Follow Up Date** from 10/13/2014 to **10/16/2014**.
10/9/2014 3:26 PM	Holly Allen	Changed **Follow Up Date** from 10/9/2014 to **10/13/2014**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie McVey [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/30/2014	Type	CA
Follow Up Date	1/19/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/30/2014 2:15 PM
CA Multiple Repairs		Date/Time Closed	1/12/2015 9:07 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00055245

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney demand due to 4 complaints and 13 days down for complaints with the passenger airbag being on when the seat is occupied.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FUCCILLO NISSAN OF LATHAM	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$5,500.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 5N1AR2MM0DC[redacted]		
Created By	Ashley Fiting, 9/30/2014 2:15 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	366	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie McVey (1/12/2015 9 05 AM)** Check was mailed per the below FedEx. No further action needed. File closed.
Make Public		**Created By Angie McVey (1/7/2015 2 29 PM)** Received signed release as attached. Processing check request in the amount of $5,500 as follows: Attorney Demand Voluntary Cash Settlement - due to 4 visits with 13 days down for the passenger airbag light on when the seat is occupied. FedEx[redacted]ncluded with request.
Make Public		**Created By Angie McVey (1/5/2015 11 21 AM)** Received an email from the attorney on 12/19/14 stating the previous email was not received that was sent on 12/8. Release was sent to the attorney again on 12/19/14.
Make Public		**Created By Angie McVey (12/5/2014 2 37 PM)** Registration received. Release sent to the attorney via email for signature. File pending return of signed release.
Make Public		**Created By Angie McVey (11/20/2014 12 02 PM)** ARBS received the following email from the attorney: That offer is acceptable. Please forward settlement paperwork. Eugene Krukas, Esq _____ ARBS replied with request for the current/valid registration.
Make Public		**Created By Angie McVey (11/17/2014 11 50 AM)** The following email was received from the attorney: Angie, I have authority to counter with a demand of $7,500 inclusive. Please advise. Eugene Krukas, Esq. _____ Reply sent as follows: According to all documentation the airbag is operating as designed. There have been no visits since August. Nissan will offer $5,500 inclusive to settle. Please let me know if the customer accepts. Thank you.
Make Public		**Created By Angie McVey (10/31/2014 10 24 AM)** ******DO TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER, F CUSTOMER SHOULD CALL PLEASE REFER THEM TO THE R ATTORNEY******
Make Public		**Created By Angie McVey (10/31/2014 8 08 AM)** No RO's provided by the attorney other than the ones listed in the previous review. Given the findings an offer of $4,500 inclusive was sent to the customer's attorney as a goodwill gesture for any inconvenience the customer has experienced.
Make Public		**Created By Angie McVey (10/31/2014 8 06 AM)** Found Previous RHR review in file [redacted] as follows: Created By: Trisha Zamarron (8/25/2014 8:13 AM) ARBS note the following repair history per CPIA, ROs, RHR: 12/18/13 @ 11,030 miles Concerns: 1. Recall 1808

2. Under 20mph, the veh feels like it is bucking.
Actions:
1. Performed
2. Verified concern; Found TSB NTB13-086. Reprogrammed TCM per TSB.

03/13/14 @ 16,516 miles
Concerns:
1. Vehicle bucks when driving under 20 mph and feels as if customer is driving a manual vehicle and cannot find gears.
2. LOF
Actions:
1. TSB already performed. Test drove vehicle had shudder. Vehicle had already been programmed and recorded with consult. Replace transmission as advised

06/25/14 @ 22,446 miles
Concerns:
1. Recall R1405
Actions:
1. Performed

7/15/14 @ 23,110 miles
Concerns:
1. Airbag light is on when customer sits on seat which indicates air bag light is off.
2. During multi-point inspection, brake wear was found to be minimal.
Actions:
1. Checker operation and performed zero point calibration. Contacted Nissan for assistance to diagnose. Tech Line advised operation is normal/ it is designed to only come on when someone is sitting on seat weight of 60 pounds or less which indicates air bag is off and operation is normal.
2. Green brake wear; no repairs needed at this time.

07/18/14 @ 23,246 miles
Concerns:
1. Passenger air bag off light illuminates while customer is riding in passenger seat.
Actions:
1. Could not duplicate C used pillow to sit with comfort however the sensor can read correctly

07/28/14 @ 23,695 miles
Concerns:
1. The passenger seat airbag off light come on while someone is in the seat. The light goes on when car is first started. The light goes on after driving.
Actions:
1. Contacted Nissan field tech rep and performed all recommended checks. Checked for DTCs, checked for objects under seat (found 2 full water bottles stuck under seat frame and removed), loosened and re-torqued seat track sensors and frames. Performed OCS reprogramming and zero point calibration following the R1405 recall instructions. Erased past DTCs. Tested OCS system status and switching time-okay. Road tested with someone sitting on passenger seat and system is operating normally.

8/5/14 23967 miles
Concerns:
1. C/S when sitting in pass seat the airbag light on for "air bag off"
Actions:
1. no dup, performed OCS/ODS reprogram again
compared w/life vehicle.

ARBS note the following:

2 visits 2 repairs for trans "judder"
4 visits 4 repairs for pass airbag light. 1 per zero pt reset, 1 no dup, 1 recall

veh has 23,967 miles
veh has been in service 15 mths

ro 9821 not on RHR
8/5/14 23967 miles
Concerns:
C/S when sitting in pass seat the airbag light on for "air bag off"
Actions:
no dup, performed OCS/ODS reprogram again
compared w/life vehicle.

sale
tech case [redacted] airbag
ca case [redacted] warranty question
No VSC

Make Public — **Created By Ashley Fiting (10/3/2014 10 58 AM)**
DRTS completed and attached RHR.

Make Public — **Created By Ashley Fiting (10/2/2014 1 36 PM)**
DRTS notes that due to dealer 07097 being inactive I can not retrieve the Sales Docs for this case.

Make Public — **Created By Ashley Fiting (10/1/2014 7 08 AM)**
DRTS received Repair Orders from dealer 5409 and 3909 and attached to the case for review.

Make Public — **Created By Ashley Fiting (9/30/2014 3 47 PM)**
DRTS called dealer 3909 and requested for any and all repair orders for this V N. Spoke with SA Shawn, and he said he would fax it over. Provided name, FAX number, and VIN.

Make Public — **Created By Ashley Fiting (9/30/2014 3 45 PM)**
DRTS called dealer 5409 to request for any and all repair order for this VIN. Spoke with SA Ben, said he would fax them over. Provided name, fax number, and VIN.

Make Public — **Created By Ashley Fiting (9/30/2014 2 22 PM)**
******DO TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER, F CUSTOMER SHOULD CALL PLEASE REFER THEM TO THE R ATTORNEY******

Previous Cases-[redacted]
Recalls/Campaigns-None

DRTS in receipt of an attorney letter from Eugene Krukas, PLLC, signed by Eugene Krukas, Esq. The letter was sent on 09/24/14 and was received on 09/30/14. The letter was sent via US mail and is attached to the case for review.

In Pursuant to the New York Lemon Law, Magnuson-Moss Warranty Act, and the New York General Business Law concerning the above-referenced vehicle. The Vehicle contains a number of defects that, after numerous attempts to repair, have not been corrected. The defects include, but are not limited to Transmission defects, passenger air bag fluctuates on and off without cause, and any and all complaints actually made, whether or not contained on your service records, company's invoices, or otherwise. The customer is requesting return of all funds paid toward this vehicle, the cancellation of the contract, and compensation for damages. NNA needs to respond within 14 days of receipt of this communication. Enclose with the letter are Repair Orders that I will separately attach to the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7986003	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	9/30/2014	YE	BK	233500	OA
Edit | Del	CC-7986004	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	9/30/2014	YX	BK	233500	OA
Edit | Del	CC-7986005	POWERTRAIN			10	9/30/2014	YX	BG	302500	OA

CONTINUOUSLY VARIABLE TRANSMISSION(CVT) POOR OR MPROPER OPERATION

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/8/2015	Angie McVey	1/9/2015 7:09 AM
Edit | Del	Collect Sales Documents		✓	10/9/2014	Ashley Fiting	10/2/2014 1:35 PM
Edit | Del	Create RHR		✓	10/7/2014	Ashley Fiting	10/3/2014 10 58 AM
Edit | Del	Collect RO Documents		✓	10/3/2014	Ashley Fiting	10/1/2014 7:08 AM
Edit | Del	[redacted]		✓	9/30/2014	Angie McVey	9/30/2014 2:25 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00055245	DRT Resolution	5N1AR2MM0DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0140383	[redacted]	1/9/2015	Attorney	Approved	$5,500.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check.pdf	73KB	2/11/2015 12:40 PM	Tammy Knotts
Edit | View | Del	[redacted]email chain msg	197KB	1/7/2015 2:32 PM	Angie McVey
Edit | View | Del	[redacted]- Settlement Agreement - Executed.pdf	85KB	1/7/2015 2:02 PM	Angie McVey
Edit | View | Del	[redacted]Release.pdf	17KB	12/8/2014 8 53 AM	Angie McVey
Edit | View | Del	void	17KB	12/8/2014 8:46 AM	Angie McVey

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/12/2015 9 07 AM	Angie McVey	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/5/2015 11 21 AM	Angie McVey	Changed **Follow Up Date** from 12/30/2014 to **1/19/2015**.
12/5/2014 3:10 PM	Angie McVey	Changed **Case Servicing Dealer** to **FUCCILLO NISSAN OF LATHAM**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [31] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie Mathis [Change]
Letter Sent Date		Status	Closed
Letter Received Date	9/29/2014	Type	CA
Follow Up Date	1/2/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	9/30/2014 3:00 PM
CA Multiple Repairs		Date/Time Closed	1/8/2015 7:45 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00052092

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney Demand Voluntary Repurchase - due to 2 repairs regarding passenger airbag light on with someone in seat, 3 repairs regarding shudder upon acceleration, and 1 repair for check engine light on. Vehicle out of service 21 days.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,195		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PERUZZI NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$51,954.71	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 5N1AR2MM8DC[redacted]		
Created By	Angela Baase, 9/30/2014 3 00 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:30 AM	Root Cause Code (2)	
Days Closed	370	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie Mathis (1/9/2015 8 45 AM)** *** [Added after the case is closed] *** Arbs-ASM notes atty receipt of overage ck on 1/8 and signed by S. Starynski. Arbs attached POD to case.
Make Public		**Created By Angie Mathis (1/6/2015 3 52 PM)** Arbs-ASM submitted corrected check request: Ck payable to c and atty in the amount of $641.19, Fed Ex[redacted]
Make Public		**Created By Angie Mathis (1/6/2015 3 51 PM)** Arbs-ASM submitted email to NMAC to inquire the amount the c paid and date. Arbs received response: Customer paid $641.19 and was posted on 11/12/14. Refund in the amount of $ 562.90 Check#[redacted] sent on 12/03/14.
Make Public		**Created By Angie Mathis (1/6/2015 8 12 AM)** Arbs-ASM submitted the following ck request: Ck payable to c and atty in the amount of $562.90, Fed Ex[redacted]
Make Public		**Created By Angie Mathis (1/5/2015 3 38 PM)** Arbs-ASM received email from NMAC: This customer made the payment on 11/12/14
Make Public		**Created By Angie Mathis (1/2/2015 2 01 PM)** Arbs-ASM submitted email to NMAC to inquire who made last pymnt.
Make Public		**Created By Tammy Knotts (12/30/2014 1 28 PM)** DRTS TK: Check(s) from NMAC for OVERPAYMENTS in the amount of $562.90 sent to LOCKBOX #54457; FED EX TRACKING #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT[redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/25/2014 11 21 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: passenger airbag light on with someone in seat, hesitation upon acceleration
Make Public		**Created By Angie Mathis (10/31/2014 2 47 PM)** Arbs-ASM notes the following: Ck 0141523719 payable to NMAC in the amount of $33,671 28 Ck 0141523707 payable to c and atty in the amount of $17,642 24 Morley case 217138, Fed Ex[redacted]
Make Public		**Created By Angie Mathis (10/30/2014 9 55 AM)** Arbs-ASM submitted the following ck requests: Ck payable to NMAC in the amount of $33,671.28 Ck payable to c and atty in the amount of $17,642 24
Make Public		**Created By Angie Mathis (10/30/2014 9 36 AM)** Arbs-ASM received completed repurchase agreement via email from Dave with atty office and attached to case.
Make Public		**Created By Angie Mathis (10/29/2014 1 51 PM)** Arbs-ASM prepared repurchase letter and forwarded to Dave at atty office via email:

$7,223.68 - Down Payment:
$8,976.66 - Additional Payments:
$16,200 34 - Total Amounts Paid:
$308.10 - Less Usage: (3,008 x .10)
$308.10 - Total Deductions:
$15,892 24 - Total Refund:
$33,671 28 - Lease Buyout:
$1,750.00 - Attorney Fees:
$51,313.52 - Total Repurchase:

Make Public

Created By Angie Mathis (10/29/2014 1 23 PM)
Arbs-ASM received email from NMAC:

Hi Angie,

Below is the payment/payoff information that you requested.

SR[redacted]
Account#: [redacted]
Customer:
Payoff amount is $33671.28 good thru 11/11/2014
Payments received 15
Payment amount $641.19
Recent payment received on 10/13/2014 in the amount of $641.19

Thanks,

Make Public

Created By Josh Wegener (10/27/2014 9 53 AM)
DRTS - Retrieved & attached factory invoice

Make Public

Created By Angie Mathis (10/27/2014 8 35 AM)
Arbs-ASM submitted payoff request to NMAC.

Make Public

Created By Angie Mathis (10/27/2014 8 31 AM)
Arbs-ASM received email from atty-Bob:

Good Morning Angie:

It was a pleasure speaking with you Friday and thank you form your letter dated 10/15/14. Please accept this letter as confirmation this matter is now resolved for the statutory repurchase of the subject vehicle, with a $300.80 usage charge and reduced fees and costs of $1,750.00.

Dave Kelly will be your point of contact at my firm for processing this settlement. Since this is an NMAC Lease I assume you can pull the figures. If you need anything from our end to provide the release and order the settlement checks, please let Dave know at your earliest convenience.

Bob

Make Public

Created By Angie Mathis (10/23/2014 3 44 PM)
Arbs-ASM spoke with atty-Bob regarding case. Atty will consult with client and advise.

Make Public

Created By Angie Mathis (10/15/2014 4 32 PM)
Arbs-ASM prepared offer letter to atty-Bob Silverman via Fed Ex[redacted]

1. Vehicle repurchase under the terms of the Pennsylvania Lemon Law and attorney fees in the amount of $1,750.00
2. Vehicle replacement under the terms of the Pennsylvania Lemon Law and attorney fees in the amount of $1,750.00
3. Cash settlement in the amount of $5,750.00 inclusive of attorney fees.

Arbs attached letter and docs to case.

Make Public

Created By Angie Mathis (10/15/2014 4 14 PM)
Arbs-ASM notes the following:

2 repairs reg psgr airbag light on with someone in seat
3 repairs reg shudder upon accel
1 adjustment reg CEL on
21 days out of service

Make Public

Created By Angie Mathis (10/15/2014 4 09 PM)
Arbs-ASM reviewed previous cases, RHR, and CPIA:

9/11/13-9/11/13 Mileage: 1,195
1. C/S knocking noise from rear lift gate - could not dup
2. C/S DS door making noise - adjusted left front door

10/17/13-10/18/13 Mileage: 3,008
1. C/S veh judders - reprog TCM
2. C/S install clips for rear door - NTB13-010B
3. Perform ABS R13080

10/28/13-10/29/13 Mileage: 3,537
1. C/S shudder from trans - could not dup
2. C/S psgr airbag light off when person in seat - could not dup

11/22/13-11/22/13 Mileage: 4,515
C/S shudder when driving - SOP

12/13/13-12/23/13 Mileage: 5,285
Replaced trans from previous visit

12/26/13-12/27/13 Mileage: 5,314
C/S CEL on - air filter housing opened, removed and cleaned area, re-installed housing

9/29/14-9/30/14 Mileage: 14,195
1. C/S veh shudder - could not dup
2. Perform OCS R1405

Make Public

Created By Angie Mathis (10/15/2014 3 58 PM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public

Created By Angie Mathis (10/9/2014 10 26 AM)
Arbs-ASM received a copy of the veh reg via email from atty and attached to case.

Make Public

Created By Angela Baase (10/6/2014 4 22 PM)
DRTS completed and attached RHR's

Make Public

Created By Angela Baase (10/2/2014 2 36 PM)
DRTS attached the RO's

Make Public

Created By Angela Baase (10/2/2014 2 19 PM)
DRTS contacted dealer 2695 and spoke to Drew, the tech that worked on the vehicle and he did not want to share these last repair orders because he said it was confidential because it was done internally. DRTS informed him it was part of the vehicle history and was relevant documentation due to this being a legal matter. He stated he will fax them over. DRTS gave him another fax number.

Make Public

Created By Angela Baase (10/2/2014 9 44 AM)
DRTS contacted Chris at dealer 2695 to remind him I am waiting on the last of the missing repair orders. He said they will be faxed over shortly.

Make Public
Created By Angela Baase (10/1/2014 4 13 PM)
DRTS contacted dealer 5003 and spoke to Danny in the service department to request the PDI that was done at this dealership.

Make Public
Created By Angela Baase (10/1/2014 4 09 PM)
DRTS contacted Chris at dealer 2965 and requested three missing RO's that were not included in the previous fax. Chris stated he will send them tomorrow.

Make Public
Created By Angela Baase (9/30/2014 3 43 PM)
DRTS contacted Mary at dealer 2965 to request Title Application and Customer signed Lease Agreement for this vehicle. A fax was requested to release the information.

Make Public
Created By Angela Baase (9/30/2014 3 22 PM)
DRTS contacted dealer 2965 and spoke to Drew in the service department to get RO's for this vehicle. He said he will fax them over.

Created By Angela Baase (9/30/2014 3 08 PM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases [redacted]

Open recalls\campaigns- R1405 OCS

Make Public
DRTS in receipt of Attorney Letter received 9/29/2014 via fax from Kimmel & Silverman P.C. signed by Robert M. Silverman. DRTS received letter 9/30/2014.

Laws Cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, Magnuson-Moss Warranty Claim.

Nonconformity is unclear.
Customer request is not clear.
No response time defined.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8020012	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	MULT PLE REPA R ATTEMPTS	10	10/27/2014	YE	BG	302500	OA
Edit | Del	CC-8020013	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	10/27/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/6/2015	Angie Mathis	1/7/2015 7:41 AM
Edit | Del	New DTS Request		✓	1/5/2015	Mike Wetherill	11/25/2014 5:27 PM
Edit | Del	Review Approved Check Request		✓	10/30/2014	Angie Mathis	10/31/2014 9:20 AM
Edit | Del	Review Approved Check Request		✓	10/30/2014	Angie Mathis	10/31/2014 9:20 AM
Edit | Del	Collect Factory Invoice		✓	10/27/2014	Angela Baase	10/27/2014 9:53 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052092	DRT Resolution	5N1AR2MM8DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0140201	[redacted]	1/7/2015	Attorney	Approved	$641.19	26BUYBACK	Nissan North East Buyback/Trade	Kimmel &	Silverman, PC and
	CR0136382		10/31/2014	Lienholder	Approved	$33,671.28	26BUYBACK	Nissan North East Buyback/Trade	Nissan Motor	Acceptance
	CR0136383		10/31/2014	Attorney	Approved	$17,642.24	26BUYBACK	Nissan North East Buyback/Trade	Kimmel &	Silverman, PC and

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	1.77MB	8/28/2015 9:36 AM	Rebecca Martin
Edit | View | Del		145KB	8/27/2015 1:44 PM	Rebecca Martin
Edit | View | Del		70KB	2/12/2015 12:42 PM	Tammy Knotts
Edit | View | Del		10KB	1/9/2015 8:46 AM	Angie Mathis
Edit | View | Del		44KB	1/5/2015 3:59 PM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/8/2015 7:45 AM	Jim Land	Changed **Case Record Type** from **CA** to **CA Closed Case**.

		Changed **Status** from Open to **Closed**.
		Closed.
1/2/2015 2 04 PM	Angie Mathis	Changed **Follow Up Date** from 10/27/2014 to **1/2/2015**.
1/2/2015 2 04 PM	Angie Mathis	Changed **Case Owner** from Jim Land to **Angie Mathis**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Darian Little [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/1/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	9/30/2014 3:57 PM
CA Multiple Repairs		Date/Time Closed	10/1/2014 3:03 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	AIRBAG ISSUES		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,300		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BERGSTROM NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	10/1/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP4EC[redacted]		
Created By	Heidelyn Mariano, 9/30/2014 3 57 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 03 PM	Root Cause Code (2)	
Days Closed	469	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Darian Little (10/1/2014 3 02 PM)** RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with a concern for the airbag passenger light sensitivity. RCAS-DL advised to C that this is a normal operation of the veh and that airbag light information can be found in the owners manual. Closing case
Make Public		**Created By Darian Little (10/1/2014 3 00 PM)** RCAS-DL contacted C via [redacted] RCAS-DL VER FIED C's name, home & email address, concern, phone#, mileage: RCAS-DL CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none ********** RCAS-DL advised to C that this is a normal characteristic of the veh after confirming with DLR C is not satisfied with the answer C is concerned that the airbag would not deploy in the event of an accident RCAS-DL understood C concerns and advised to C that all the information that C needs regarding C air bag sensor light is in the owners manual C understood but states C is hoping that Nissan is not aware that there is a faulty sensor and not addressing the concern C states C wants it documented that C did reach out to NNA with this concern RCAS-DL advised to C that C concerns has been documented Phone call ended mutually RCAS-DL closing case
Make Public		**Created By Darian Little (10/1/2014 2 25 PM)** RCAS-DL contacted DLR and spoke with SM- Mark SM states first time C was into DLR C had a nav update SM states on 8/19 there was a zero point re-learn done for C concern with airbag light going on and off SM states that Engineers has determined that the airbag light going on and off can be a normal operation of the veh. There are many things that determines whether airbag light will go on or off and is "sensitive" SM states the recall made the light less "touchy" SM states DLR has also replaced sensors in same make & model veh and there is no difference in the operation of the airbag light SM states this is a characteristic of the veh. RCAS-DL thanked SM Phone call ended mutually
Make Public		**Created By Heidelyn Mariano (9/30/2014 4 04 PM)** crr-hm received call from c stating that she is having issue with the airbag of her veh where in the passenger airbag light keep on blinking. c provided info needed crr-hm verified and authenticate the account c said she already took the veh to the dlr several times and the last time was just this August wherein they were able to fixed it however the issue is now occurring. c feels unsafe driving with the veh with the airbag light going on as it may cause to accident. crr-hm stated that a case will be created and forwarded to RCAS for review crr-hm provided case number crr-hm asked further assistance crr-hm provided quick recap crr-hm provided closing spiel such as name and ext number.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7986272	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	9/30/2014	WT	BK	234000	OA
Edit | Del	CC-7986273	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	9/30/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/1/2014 3:03 PM	Darian Little	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/1/2014 2:10 PM	Darian Little	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [9] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	
Executive Referral		Case Owner	[redacted] Jacqueline Cruz [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/1/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	9/30/2014 9:32 PM
CA Multiple Repairs		Date/Time Closed	10/1/2014 9:28 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	

Inspection Time/Notes: Appointment Time:

Notes to Agent:

Description:

Hi Wendy,

Following up again on case #[redacted]

I was hoping to hear from you today, but either way since these emails go to my case it's good to have this documented.

Picked up my vehicle and as indicated in my last email not all the repairs were completed. What remains is the following: (1) the passenger airbag system is still not replaced, parts are not available; (2) the brake system problem was not able to be diagnosed; (3) the sunroof still vibrates - I think one vibration was fixed but when closing the doors it still vibrates loudly.

A new issue noted from the service rep is the driver's seat. I noticed that it seemed loose but forgot about it. But the dealer asked me if I had issues and I confirmed. So they said they are going to have to replace that as well. In addition, this one not the manufacturers fault, but my window tint was damaged during the repair process of the back deck - so now I have to take time out of my schedule to have this fixed as well.

Please call me as I need a resolution because I should not be expected to keep having to deal with a non-conforming vehicle like this one. I cannot drive a car that is not safe. I am looking for a quick resolution, so please don't let this come to me having to consult legal counsel.

Thanks for all the help Wendy - I do appreciate it.

[redacted]

On Mon, Sep 29, 2014 at 4:39 PM, Julian A. Di Donato II < [redacted] wrote:

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> Hi Wendy,
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>>> Thank you for your help,
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>>> [redacted]
>>>
>>
>>
>
>

Customer Detail

First Name	[redacted]	[redacted]	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL RAY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Re: Case [redacted]		
Created By	Managed Services, 9/30/2014 9 32 PM	Web Email	[redacted]
Last Modified By	System Account NNAINT, 10/2/2014 7:02 PM	Root Cause Code	SCIN
Days Closed	469	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NP4E
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jessie Villanueva (10/1/2014 9 27 PM) email update provided by c noted in related case # [redacted] crr created task to case owner for notification tl-jv closing case
Make Public		Created By Jacqueline Cruz (10/1/2014 9 04 AM) case closed
Make Public		

Created By Jacqueline Cruz (10/1/2014 9 02 AM)
Email case logged
E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Method of contact: E-mail
crr-jc checked for open recalls/campaigns/upgrades found: none
crr-jc checked for previous/related case found[redacted]
***

crr-jc sent rcas handled template.

Created By Jacqueline Cruz (10/1/2014 9 00 AM)
my car on Monday morning to look at
>> this new issue and attempt the repair of some of the components that were
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Make Public

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Created By Jacqueline Cruz **(10/1/2014 9 00 AM)**

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Created By Managed Services (9/30/2014 9 32 PM)
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>> Ray Nissan and he indicated they may or may not be related. This is a very
>> dangerous situation, combining this with faulty airbag sensors, I no longer
>> feel comfortable driving this vehicle or carrying passengers.
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>> I am going to pick up a rental car tomorrow (Friday) evening to hold me
>> over until Bill Ray Nissan can accept

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/1/2014	YX	BK	233500	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	10/1/2014	YX	BG	302500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	10/1/2014	Jessie Villanueva	10/1/2014 9 28 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09i8L. 500F0RLjrE ref]		✓	10/1/2014	Jacqueline Cruz	10/1/2014 9 02 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: 00DA09i8L. 500F0RLjrE ref] *10/1/2014 Case # [redacted] VIN # 1N4BL3AP9DC[redacted] T...*	[redacted]	10/1/2014 9:02 AM
Reply | To All | Del	Replied	Re: Case #15455121 ATTN Wendy *Hi Wendy, Following up again on case # [redacted] I was hoping to hear from y...*		9/30/2014 9 31 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/1/2014 9 28 PM	Jessie Villanueva	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
10/1/2014 9 06 AM	Jacqueline Cruz	Changed **Status** from Open to **Pending**.
10/1/2014 9 00 AM	Jacqueline Cruz	Changed **Case Servicing Dealer** to **BILL RAY NISSAN**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [9] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jacqueline Cruz [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/1/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/1/2014 9:22 AM
CA Multiple Repairs		Date/Time Closed	10/2/2014 12:18 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	

Inspection Time/Notes: Appointment Time:

Notes to Agent:

Description: Hi Wendy,

Thank you for giving me a call regarding my case # [redacted] I look forward to receiving and answer on how to proceed because at this point I don't think my car is safe to be driven.

As I indicated last night I did not have enough time to evaluate the new transmission to see if it resolved the shudder, but as I told you on the phone, this morning the car shuddered 3 times. So clearly the issue has not been remedied. This raises so much further concern because the dealership believed the braking issue may have been linked and if that is the case I am even further concerned about the ability to stop my vehicle in an emergency situation.

I hope to hear from you today with a resolution - and wanted to send this email for further documentation for my case.I have not been able to reach the dealership yet after my latest repair was concluded on Monday.

Thank you for your assistance,

[redacted]

On Tue, Sep 30, 2014 at 10:31 PM [redacted] wrote:

> Hi Wendy,
>
> Following up again on case # [redacted]
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> I was hoping to hear from you today, but either way since these emails go
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> tint was damaged during the repair process of the back deck - so now I have
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> Please call me as I need a resolution because I should not be expected to
> keep having to deal with a non-conforming vehicle like this one. I cannot
> drive a car that is not safe. I am looking for a quick resolution, so
> please don't let this come to me having to consult legal counsel.
>
>
> Thanks for all the help Wendy - I do appreciate it.
>
> [redacted]

>
> On Mon, Sep 29, 2014 at 4:39 PM, [redacted] wrote:
>
>> This message is for Wendy whom was assigned to my case... #[redacted]
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>> Hi Wendy,
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>> I left you a voice message earlier today but had an update and concerns
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>> This cannot wait any longer.
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>> As always, I appreciate your help with this unfortunate situation,
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>> [redacted]
>>
>>
>>
>> [redacted]
>>
>> On Thu, Sep 18, 2014 at 5:11 PM, [redacted]
>> [redacted] wrote:
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>>> Hi Wendy,
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>>> I tried returning your call on case [redacted]. Unfortunately, it looks
>>> like we're playing phone tag. I wanted to discuss another issue with you
>>> that just occurred.
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>>> emergency stop. However, the vehicle did not slow down as expected on a
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>>> this new issue and attempt the repair of some of the components that were
>>> received. Per your prior offer, I will forward you the invoice for the 2
>>> days in a rental ($32/day max) for this weekend.
>>>
>>> Please call me back at [redacted].
>>>
>>> Thank you,
>>> [redacted]
>>>
>>> On Sat, Sep 6, 2014 at 12:13 PM [redacted] <
>>> [redacted] > wrote:
>>>
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>>>> Hi Wendy,
>>>>
>>>> I've tried calling a dozen times on Friday but your phone number is
>>>> just resulting in a busy signal. I tried calling the main customer care
>>>> line as well and couldn't get connected. Not sure what is happening here.
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>>>> with a comparable one or just terminate my lease, which has about 20
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>>>> help with this process, but based on our call I am confident you can assist
>>>> without causing this unnecessary headache.

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>>>> Please let me know how we can resolve, and I look forward to finding
>>>> another vehicle to lease. Hopefully within the Infiniti family. :)
>>>>
>>>> Thank you for your help,
>>>>
>>>> [redacted]
>>>>
>>>> [redacted]
>>>>
>>>
>>>
>>
>

Customer Detail

First Name	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP9DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL RAY NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	

Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Re: Case # [redacted] ATTN Wendy		
Created By	Managed Services, 10/1/2014 9 22 AM	Web Email	[redacted]
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code	SCIN
Days Closed	468	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NP4E
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments New Case Comments Help

Action	Public	Comment
Make Public		**Created By Jessie Villanueva (10/2/2014 12 17 AM)** email update provided by c noted in related case # [redacted] crr created task to case owner for notification tl-jv closing case
Make Public		**Created By Jacqueline Cruz (10/1/2014 11 12 AM)** case closed
Make Public		**Created By Jacqueline Cruz (10/1/2014 11 12 AM)** ***Email case logged*** E-mail addressed to: nnaconsumeraffairs@nissan-usa com Method of contact: E-mail crr-jc checked for open recalls/campaigns/upg[redacted]: none crr-jc checked for previous/related case found [redacted] *** crr-jc sent rcas handled template.

Make Public		**Created By Jacqueline Cruz (10/1/2014 11 08 AM)**
		another issue with you
		>>> that just occurred.
		>>>
		>>> While driving on Tuesday AM, I was cutoff and had to perform an
		>>> emergency stop. However, the vehicle did not slow down as expected on a
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		>>> kick in (no pulsing) and the tires did not loose traction. (Note, I have
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		>>> days in a rental ($32/day max) for this weekend.
		>>>
		>>> Please call me back at [redacted]
		>>>
		>>> Thank you,
		>>> [redacted]
		>>>
		>>> On Sat, Sep 6, 2014 at 12:13 PM, Julian A. Di Donato II <
		>>> [redacted] wrote:
		>>>
		>>>> This message is for Wendy for was assigned to my case...
		>>>>
		>>>> Hi Wendy,
		>>>>
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>>>> [redacted]
>>>> [redacted]
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Make Public

Created By Jacqueline Cruz (10/1/2014 11 08 AM)
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Created By Jacqueline Cruz (10/1/2014 11 08 AM)

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Created By Jacqueline Cruz (10/1/2014 11 08 AM)

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[redacted]

On Tue, Sep 30, 2014 at 10:31 PM, [redacted] jadidonato@gmail com> wrote:

> Hi Wendy,
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>> passenger airbag sensors are still not repaired and they could not diagnose
>> the issue that occurred with the brakes. The service rep said they hope the
>> new transmission could solve the braking issue, but could not say that the
>> two issues were even linked.
>>
>> I don't know about you, but I don't enjoy driving a vehicle where I have
>> to "hope" the brakes will work in an emergency, and then "hope" that the
>> passenger airbag deploys in the resulting accident.
>>
>>
>> Please call me, hopefully with a resolution to my repurchase request.
>> This cannot wait any longer.
>>
>>
>> As always, I appreciate your help with this unfortunate situation,
>>
>> [redacted]
>>
>> On Thu, Sep 18, 2014 at 5:11 PM, Julian A. Di Donato II <
>> [redacted] wrote:
>>
>>> This message is for Wendy whom was assigned to my case...
>>>
>>> Hi Wendy,
>>>
>>> I tried returning your call on case #[redacted] Unfortunately, it looks
>>> like we're playing phone tag. I wanted to discuss

Make Public

Created By Managed Services (10/1/2014 9 22 AM)
another issue with you
>>> that just occurred.
>>>
>>> While driving on Tuesday AM, I was cutoff and had to perform an
>>> emergency stop. However, the vehicle did not slow down as expected on a
>>> solid, dry surface. It instead seems to coast to a stop. The ABS did not
>>> kick in (no pulsing) and the tires did not loose traction. (Note, I have
>>> plenty of tread in my tires and the brakes were recently checked.) Luckily
>>> I my reflexes made me swerve because without that I would have been in a
>>> severe collision.

>>>
>>> This is the 2nd time I have experienced this with this vehicle and have
>>> never experienced anything like this with any prior vehicles, including my
>>> prior lease of a 2010 Nissan Maxima. I did not link this issue with the
>>> transmission problem, but I finally spoke with the Service Adviser at Bill
>>> Ray Nissan and he indicated they may or may not be related. This is a very
>>> dangerous situation, combining this with faulty airbag sensors, I no longer
>>> feel comfortable driving this vehicle or carrying passengers.
>>>
>>> I am going to pick up a rental car tomorrow (Friday) evening to hold me
>>> over until Bill Ray Nissan can accept my car on Monday morning to look at
>>> this new issue and attempt the repair of some of the components that were
>>> received. Per your prior offer, I will forward you the invoice for the 2
>>> days in a rental ($32/day max) for this weekend.
>>>
>>> Please call me back at [redacted]
>>>
>>> Thank you,
>>> [redacted]
>>> On Sat, Sep 6, 2014 at 12:13 PM, [redacted] <
>>> [redacted] wrote:
>>>
>>>> This message is for Wendy for was assigned to my case...
>>>>
>>>> Hi Wendy,
>>>>
>>>> I've tried calling a dozen times on Friday but your phone number is
>>>> just resulting in a busy signal. I tried calling the main customer care
>>>> line as well and couldn't get connected. Not sure what is happening here.
>>>>
>>>> Anyway, I am inquiring on case [redacted]. After 2 days of my vehicle at
>>>> Bill Ray Nissan in Longwood, FL they were able to diagnose and recommend
>>>> solutions to most of the issues. Some issues affect the value of the
>>>> vehicle but 2 main ones are affecting the performance and safety.
>>>>
>>>> One issue is the continued malfunction of the passenger airbag sensor,
>>>> ultimately disabling the airbag randomly. They have diagnosed and ordered
>>>> parts to try to repair the faulty system. However, these parts are on back
>>>> order and they cannot determine when they will arrive, and are not
>>>> guaranteed to fix the problems. With this in mind, I no longer feel safe
>>>> driving my vehicle with passengers, as I frequently do.
>>>>
>>>> You mentioned on the call about possible replacement vehicle due to
>>>> non-conformity, severity of issues and length of time taking without
>>>> resolve. Have you discussed this with your management, as you indicated? I
>>>> think we should move in that direction to have my vehicle either replaced
>>>> with a comparable one or just terminate my lease, which has about 20
>>>> payments remaining. Either resolution would be acceptable for me, however I
>>>> would prefer the lease termination. I have been told to have legal council
>>>> help with this process, but based on our call I am confident you can assist
>>>> without causing this unnecessary headache.
>>>>
>>>> Please let me know how we can resolve, and I look forward to finding
>>>> another vehicle to lease. Hopefully within the Infiniti family. :)
>>>>
>>>> Thank you for your help,
>>>>
>>>> [redacted]
>>>>
>>>>
>>>
>>>
>>
>

Make Public

Created By Managed Services (10/1/2014 9 22 AM)
Hi Wendy,

Thank you for giving me a call regarding my case # [redacted] look forward to receiving and answer on how to proceed because at this point I don't think my car is safe to be driven.

As I indicated last night I did not have enough time to evaluate the new transmission to see if it resolved the shudder, but as I told you on the phone, this morning the car shuddered 3 times. So clearly the issue has not been remedied. This raises so much further concern because the dealership believed the braking issue may have been linked and if that is the case I am even further concerned about the ability to stop my vehicle in an emergency situation.

I hope to hear from you today with a resolution - and wanted to send this email for further documentation for my case.I have not been able to reach the dealership yet after my latest repair was concluded on Monday.

Thank you for your assistance,

[redacted]

On Tue, Sep 30, 2014 at 10:31 PM, [redacted]
[redacted] wrote:

> Hi Wendy,
>
> Following up again on case [redacted]
>
> I was hoping to hear from you today, but either way since these emails go
> to my case it's good to have this documented.
>

> Picked up my vehicle and as indicated in my last email not all the repairs
> were completed. What remains is the following: (1) the passenger airbag
> system is still not replaced, parts are not available; (2) the brake system
> problem was not able to be diagnosed; (3) the sunroof still vibrates - I
> think one vibration was fixed but when closing the doors it still vibrates
> loudly.
>
> A new issue noted from the service rep is the driver's seat. I noticed
> that it seemed loose but forgot about it. But the dealer asked me if I had
> issues and I confirmed. So they said they are going to have to replace that
> as well. In addition, this one not the manufacturers fault, but my window
> tint was damaged during the repair process of the back deck - so now I have
> to take time out of my schedule to have this fixed as well.
>
> Please call me as I need a resolution because I should not be expected to
> keep having to deal with a non-conforming vehicle like this one. I cannot
> drive a car that is not safe. I am looking for a quick resolution, so
> please don't let this come to me having to consult legal counsel.
>
>
> Thanks for all the help Wendy - I do appreciate it.
>
> [redacted]
>
> On Mon, Sep 29, 2014 at 4:39 PM, [redacted]
> [redacted] wrote:
>
>> This message is for Wendy whom was assigned to my case [redacted]
>>
>> Hi Wendy,
>>
>> I left you a voice message earlier today but had an update and concerns
>> to discuss. Bill Ray Nissan just called me indicating that my vehicle is
>> ready for pick up, however all the service issues were not completed. The
>> passenger airbag sensors are still not repaired and they could not diagnose
>> the issue that occurred with the brakes. The service rep said they hope the
>> new transmission could solve the braking issue, but could not say that the
>> two issues were even linked.
>>
>> I don't know about you, but I don't enjoy driving a vehicle where I have
>> to "hope" the brakes will work in an emergency, and then "hope" that the
>> passenger airbag deploys in the resulting accident.
>>
>>
>> Please call me, hopefully with a resolution to my repurchase request.
>> This cannot wait any longer.
>>
>>
>> As always, I appreciate your help with this unfortunate situation,
>>
>> [redacted]
>>
>> On Thu, Sep 18, 2014 at 5:11 PM, [redacted]
>> [redacted] wrote:
>>
>>> This message is for Wendy whom was assigned to my case...
>>>
>>> Hi Wendy,
>>>
>>> I tried returning your call on case # [redacted] Unfortunately, it looks
>>> like we're playing phone tag. I wanted to discuss

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/1/2014	YX	BK	233500	OA
Edit | Del	[redacted]	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	10/1/2014	YX	BG	302500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	10/1/2014	Jessie Villanueva	10/2/2014 12:17 AM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0RLvww ref]		✓	10/1/2014	Jacqueline Cruz	10/1/2014 11:10 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: 00DA09j8L. 500F0RLvww ref] *10/1/2014 Case # [redacted] VIN # 1N4BL3AP9DC[redacted], ...*	[redacted]	10/1/2014 11:11 AM
Reply | To All | Del	Replied	Re: Case # [redacted] ATTN Wendy *Hi Wendy, Thank you for giving me a call regarding my case # [redacted] I look...*		10/1/2014 9:22 AM

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/2/2014 12:18 AM	Jessie Villanueva	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
10/1/2014 11:12 AM	Jacqueline Cruz	Changed **Status** from Open to **Pending**.
10/1/2014 11:08 AM	Jacqueline Cruz	Changed **Case Servicing Dealer** to **BILL RAY NISSAN**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [22] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Emails [5+] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kalia Johannes [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/21/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/1/2014 11:41 AM
CA Multiple Repairs		Date/Time Closed	10/21/2014 8:02 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname [redacted] lastname email : [redacted] homephone : address1 : address2 : city : twitter : [redacted] state : zip : owner : true make : Nissan source : NissanContactUs vin : 5N1AR2MNXDC[redacted] dealerstate : dealername : Crossroads Nissan comments : The air bag icon for the passenger front seat of our 2013 Nissan Pathfinder periodically turns on as AIR BAG OFF even when there is an adult seating on that seat. We brought the car twice to the dealer where we purchased the vehicle at Crossroads Nissan of Wake Forest NC and they did not eliminate the problem, they tried looking at it but still said there was nothing they can do about it. However, we need this problem to be fixed as it is extremely important to have an air bag on, it can safe a life of the passenger in case of the accident. Please advise what do we do to have this issue properly addressed?		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MNXDC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CROSSROADS NISSAN OF WAKE FOREST	Data Net	

			✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	10/9/2014
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 10/1/2014 11:41 AM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:02 PM	Root Cause Code	SCIN
Days Closed	449	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT4C
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Richard Woods (10/21/2014 8 01 AM)** CRT RW is closing Case as no contact with the c has been made on three separate attempts and one email attempt. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with Air bag light. ***STATEMENT OF DECISION*** CRT RW is closing the case pending contact with c.
Make Private	✓	**Created By Richard Woods (10/20/2014 8 50 AM)** CRT RW contacted c at [redacted] and left a VM for the c to contact CRT RW back at [redacted] CRT RW next follow up 10/21/2014.
Make Private	✓	**Created By Richard Woods (10/17/2014 4 28 PM)** CRT RW contacted c at [redacted] and left a VM for the c to contact CRT RW back at [redacted] CRT RW next follow up 10/20/2014.
Make Private	✓	**Created By Richard Woods (10/15/2014 2 46 PM)** CRT RW contacted c at ([redacted] and left a VM for the c to contact CRT RW back at [redacted] CRT RW also emailed c at [redacted] and provided c's case number and CRT RW contact information. Next follow up 10/17.
Make Private	✓	**Created By Richard Woods (10/10/2014 9 24 AM)** CRT RW received a call from c. CRT RW stated that this call may be monitored for quality purposes. CRT RW recapped the c's concerns. C understood. CRT RW stated that c would need to take c's veh. back to the DLR for another diagnoses. CRT RW stated that CRT has spoken with SM Dale who stated that on the c's most recent visit the c did not communicate with the DLR that the c's concerns have started again. C stated that the air bag light sometimes comes on than other times it does not. C ask, how many times does the c have to take the veh. into the DLR? C stated that the c has taken the veh. in twice for the same.

CRT RW apologized and stated that CRT RW will be working on c's case and would like for the C to take c's veh. to the DLR for another diagnostic.
CRT RW stated that if the concern is not duplicated by the DLR at that time CRT will look into sending someone from NNA out to look at c's concern.
CRT RW also stated that CRT RW has confidence that the DLR will be able to duplicate the concern by using the proper tools at the DLR.

C understood.
C stated that the DLR explained to C that the total weight of the passenger would need to be 120 lbs.

CRT RW stated that CRT does not have that information in front of CRT at this time.
CRT RW stated that if the DLR has communicated that information to C then CRT would agree with the DLR.
CRT RW stated that the DLR would know that information at the DLR.

C understood and agreed to take the veh. into the DLR next week.

CRT RW thanked the c and stated that CRT would let the DLR/ SM Dale know that c would be into the DLR next week.

Call ended mutually.

Make Private ✓ **Created By Richard Woods (10/10/2014 8 30 AM)**
****** Spell check correction******

On 10/9 6th line last word should be (concern).

Make Private ✓ **Created By Service Manager (10/9/2014 11 52 AM)**
No I said the customers last visit was 8/20/14, it only 10/9/14 now.

Make Private ✓ **Created By Richard Woods (10/9/2014 10 53 AM)**
CRT RW contacted c at [redacted] and left a VM for the c to contact CRT RW back at [redacted]
CRT RW also emailed c at [redacted] and provided c's case number and CRT RW contact information.

Next follow up 10/10.

Make Private ✓ **Created By Richard Woods (10/9/2014 10 46 AM)**
CRT RW contacted the DLR at 919.435.5700 and spoke with SM Dale.
CRT RW recapped the case with SM Dale.

SM Understand.
SM Dale stated that the SM has completed the veh. Campiagn (Nissan Occupant Classification System Module Reprogramming).
SM Dale also stated that the c has been to the DLR twice for this concern first for the Campiagn on May 20th.
SM Dale stated that the last visit from the c was on 10/20/2014. SM Dale stated that the c did not mention the concer.

CRT RW understood.
CRT RW stated that CRT would contact the c and have the c take the veh. in for a diagnostic.

call ended mutually.

Make Private ✓ **Created By Kalia Johannes (10/7/2014 2 46 PM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
TL-KJ changing follow up date to 10/9/14, to implement 1/3 plan per RCAM-Dave Foeder.
Case to be worked by CRT-Richard Woods.

Make Private ✓ **Created By Ronald Valencia (10/7/2014 9 05 AM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
*****E-mail case logged*****
moved from case# [redacted]
E-mail addressed to: nnaconsumeraffairs@nissan-usa com
Method of contact: E-mail
****
E-mail addressed to [redacted]
Method of contact: E-mail
Summary: CRR RV advised c that c's email has been forwarded to the responsible RCAS handling c's concern.
CRR RV documented c's follow up email in case # [redacted]
CRR RVcreated a task for RCAS- for notification in case # [redacted]
CRR RV leaving the case open.

Make Private ✓ **Created By Ronald Valencia (10/7/2014 9 04 AM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
CRR RV making corrections to notes below

Make Private ✓ **Created By Ronald Valencia (10/7/2014 9 01 AM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
case closed

Make Private ✓ **Created By Ronald Valencia (10/7/2014 9 01 AM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
Email case logged*
email addressed to nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
related case: [redacted]

response details***
CRR RV referred c back to rcas handling case
CRR RV sent a task to assigned rcas
CRR RV sent task to tl-jv to close the case

Make Private ✓ **Created By Ronald Valencia (10/7/2014 8 58 AM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
*****E-mail case logged*****
moved from case# [redacted]
E-mail addressed to: nnaconsumeraffairs@nissan-usa com
Method of contact: E-mail
****
E-mail addressed to: [redacted]
Method of contact: E-mail
Summary: CRR RV advised c that c's email has been forwarded to the responsible RCAS handling c's concern.
CRR RV documented c's follow up email in case # [redacted]
CRR RVcreated a task for RCAS- for notification in case # 1[redacted]
CRR RV leaving the case open.

Make Private ✓ **Created By Ronald Valencia (10/7/2014 8 57 AM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
C's email reads:
t has been 2 business days and no one contacted me.
[redacted]

Make Private ✓ **Created By Ronald Valencia (10/1/2014 1 42 PM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
case moved

Make Private ✓ **Created By Ronald Valencia (10/1/2014 1 42 PM) Last Modified By Richard Woods (10/9/2014 10 47 AM)**
CRR RV documenting c's chat case# [redacted]
Chat Started: Wednesday, October 01, 2014, 11:42:21 (-0500) Chat Origin: NissanConnect Agent Jordan B (5s) Jordan: Thank you for contacting Nissan Owner Services, my name is Jordan. How may I help you today?
(10s) [redacted] The air bag icon for the passenger front seat of our 2013 Nissan Pathfinder periodically turns on as A R BAG OFF even when there is an adult seating on that seat. We brought the car twice to the dealer where we purchased the vehicle at Crossroads Nissan of Wake Forest NC and they did not eliminate the problem, they tried looking at it but still said there was nothing they can do about it. However, we need this problem to be fixed as it is extremely important to have an air bag on, it can safe a life of the passenger in case of the accident. Please advise what do we do to have this issue properly addressed?
(2m 43s) Jordan: You are completely correct, [redacted] This is a very important part to have working properly. I do apologize that it has not been corrected yet. I would be more than happy to assist you. May I please have your last name, mailing address, phone number, and VIN for verification?
(5m 34s) [redacted] Raleigh NC [redacted] tel [redacted] V N 5N1AR2MNXDC[redacted]
(6m 41s) Jordan: Thank you [redacted] 'm going to see if there are any open campaigns on your vehicle for the airbag sensor light. I may need to transfer you over to our Consumer Affairs though. Would that be okay?
(7m 10s) [redacted] yes

(8m 42s) Jordan: Thank you for your cooperation. Please allow me a few moments to look up any open campaigns on your vehicle.
(14m 9s) Jordan: Thank you for patiently waiting, [redacted] I do see that your vehicle was covered under a campaign for the airbag light. It shows this has been repaired. Since you are still having these issues, I would like to get you over to our Consumer Affairs department to assist you best. Do you have a good contact number where we can reach you?
(15m 45s) [redacted]
(16m 48s) [redacted] As I mentioned they tried repairing it two times but we still have the issue with it
(17m 55s) Jordan: Thank you [redacted]. Our Consumer Affairs department will be best to assist you with this. Before I call, do you have any other questions for me today?
(18m 3s) [redacted]
(20m 24s) Jordan: Great! An agent will be contacting yo in just a few moments. To help us improve our service, would you mind taking a brief survey? If you would like to do so, please click on the End Chat button on the right hand side. Thank you again for contacting Nissan Owner Services. Have a great day.

Created By Ronald Valencia **(10/1/2014 1 41 PM)** **Last Modified By** Richard Woods **(10/9/2014 10 47 AM)**
****E-mail case logged******

E-mail addressed to: nnaconsumeraffairs@nissan-usa com
Method of contact: E-mail
CRR RV updated owner's information
CRR RV found related case [redacted]
CRR RV checked for open recalls/campaigns/upgrades: found none

Make Private ✓ **********
CRR RV called c at and advised call maybe recorded
CRR RV left message to c's vmx that c's case is forwarded to Rcas for individual handling and c will get a call before the end of the next businessday.
CRR RV provided name, ext and case number.
CRR RV moving case

CRR RV sending an e-mail response to c.
E-mail addressed to [redacted]
Method of contact: E-mail

Summary: CRR RV responding to c's e-mail with "Rcas Escalation" template.

Created By Ronald Valencia **(10/1/2014 1 23 PM)** **Last Modified By** Richard Woods **(10/9/2014 10 47 AM)**
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter [redacted]
state :
Make Private ✓ zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MNXDC[redacted]
dealerstate :
dealername : Crossroads Nissan
comments : The air bag icon for the passenger front seat of our 2013 Nissan Pathfinder periodically turns on as A R BAG OFF even when there is an adult seating on that seat. We brought the car twice to the dealer where we purchased the vehicle at Crossroads Nissan of Wake Forest NC and they did not eliminate the problem, they tried looking at it but still said there was nothing they can do about it. However, we need this problem to be fixed as it is extremely important to have an air bag on, it can safe a life of the passenger in case of the accident. Please advise what do we do to have this issue properly addressed?

Created By Ronald Valencia **(10/1/2014 1 23 PM)** **Last Modified By** Richard Woods **(10/9/2014 10 47 AM)**
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter : [redacted]
state :
Make Private ✓ zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MNXDC[redacted]
dealerstate :
dealername : Crossroads Nissan
comments : The air bag icon for the passenger front seat of our 2013 Nissan Pathfinder periodically turns on as A R BAG OFF even when there is an adult seating on that seat. We brought the car twice to the dealer where we purchased the vehicle at Crossroads Nissan of Wake Forest NC and they did not eliminate the problem, they tried looking at it but still said there was nothing they can do about it. However, we need this problem to be fixed as it is extremely important to have an air bag on, it can safe a life of the passenger in case of the accident. Please advise what do we do to have this issue properly addressed?

Created By Managed Services **(10/1/2014 11 41 AM)** **Last Modified By** Richard Woods **(10/9/2014 10 47 AM)**
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter : [redacted]
state :
Make Private ✓ zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MNXDC[redacted]
dealerstate :
dealername : Crossroads Nissan
comments : The air bag icon for the passenger front seat of our 2013 Nissan Pathfinder periodically turns on as A R BAG OFF even when there is an adult seating on that seat. We brought the car twice to the dealer where we purchased the vehicle at Crossroads Nissan of Wake Forest NC and they did not eliminate the problem, they tried looking at it but still said there was nothing they can do about it. However, we need this problem to be fixed as it is extremely important to have an air bag on, it can safe a life of the passenger in case of the accident. Please advise what do we do to have this issue properly addressed?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/1/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RM0hk:ref]	[redacted]	✓	10/15/2014	Richard Woods	10/15/2014 2:47 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RM0hk:ref]		✓	10/9/2014	Richard Woods	10/9/2014 10:50 AM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0RM0hk:ref]		✓	10/7/2014	Ronald Valencia	10/7/2014 9:06 AM
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0RM0hk ref]		✓	10/1/2014	Ronald Valencia	10/1/2014 1:46 PM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	New	Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RM0hk ref] *I know and I spoke with your representative who advised me to bring the car t...*	[redacted]	10/15/2014 3:56 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0RM0hk:ref] *10/15/2014Case #[redacted],Thank you for taking the time to...*		10/15/2014 2:47 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0RM0hk:ref] *10/9/2014 Case #[redacted]Thank you for taking the time t...*		10/9/2014 10:50 AM
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: 00DA09j8L. 500F0RM0hk ref] *10/7/2014 Case #[redacted]VIN # 5N1AR2MNXD[redacted]...*		10/7/2014 9:06 AM
Reply | To All | Del	Replied	Re: Regional Specialist [ref: 00DA09j8L. 500F0RM0hk:ref] *It has been 2 business days and no one contacted me. C[redacted].*		10/3/2014 6:48 PM

Show more » | Go to list »

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/21/2014 8:02 AM	Richard Woods	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/20/2014 8:50 AM	Richard Woods	Changed **Follow Up Date** from 10/20/2014 to **10/21/2014**.
10/17/2014 4:28 PM	Richard Woods	Changed **Follow Up Date** from 10/17/2014 to **10/20/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [12] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/1/2014 12:12 PM
CA Multiple Repairs		Date/Time Closed	11/3/2014 12:20 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 11:00 AM PST		
	Notes to Agent:		
Description	VEHICLE CONCERN		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	LAMB NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	2
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LAMB NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP1DN[redacted]		
Created By	Shiela Capuz, 10/1/2014 12:12 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	DR800
Days Closed	436	Action Code	NL1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (11/3/2014 12 18 PM)** CASE SUMMARY C contacted NNA with veh concern. DTS inspected veh and recommended repairs. C's concern resolved for time being. RCAS closing case as no further assistance may be offered.
Make Public		**Created By Zachary Mallett (11/3/2014 12 17 PM)** RCAS called C at [redacted] C stated repairs had been completed. C stated so far concern has been resolved. RCAS stated C should contact RCAS if concern persists. C stated C would. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (10/29/2014 1 03 PM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (10/24/2014 4 03 PM)** RCAS called C at [redacted], and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (10/24/2014 4 01 PM)** RCAS notes DTS notes: customer concern of intermittent OCS lamp on with occupant in passenger seat. DTS thoroughly explained the system operation to the customer according to NTB 14-084. Checked system operation and used consult to check for stored codes. There was a past code stored in air bag for B0A00. I recommended dealer to replace both seat sensors and OCS control unit.
Make Public		**Created By Zachary Mallett (10/21/2014 12 49 PM)** RCAS moving follow up per C's expectations.
Make Public		**Created By Zachary Mallett (10/16/2014 11 16 AM)** RCAS received vmx from C stating C would make appointment.
Make Public		**Created By Zachary Mallett (10/13/2014 11 42 AM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (10/7/2014 5 07 PM)** RCAS called C a[redacted] and left vmx with case number RCAS name and number stating DTS appointment time, and requested C return call.
Make Public		**Created By Zachary Mallett (10/2/2014 11 40 AM)** RCAS called C at[redacted] C stated C's OCS sensor. C stated C's OCS is doing the same thing as it was doing before the recall. C stated light remains on all the time. C stated C pulled over and turned of the engine, and the light C stated recall appeared to correct the concern for a period of time. C stated C's wife should not have to wiggle aroung the seat to have light go off. C stated C's wife weighs 150 lbs. C stated C brought veh in last week for air bag light, and DLR told C that there was nothing that could be done and that C should call CA. RCAS stated RCAS would review to see what the necessary next steps are to resolve C's concerns. C understood. RCAS stated RCAS would follow up with C on 10/07/14. C understood. C declined further assistance. Call ended mutually.
Make Public		

Created By Zachary Mallett (10/2/2014 11 33 AM)
RCAS called C at [redacted]
C stated RCAS needs to call C's husband at [redacted]

Created By Shiela Capuz (10/1/2014 12 16 PM)
CRR-SC received a call from c regarding c's veh.
CRR-SC verified c's name, vin, address, mileage, phone number, email address & responsible dlr.

C stated that c took the veh to dlr last week and c was assisted by SA Jeremy.
C stated that dlkr advised c to call CA NNA because there's nothing dlr can do to fix the veh.
C stated that the airbag light wont come off.
C stated that the passenger airbag light indicates that the air bag is not activated.
C stated that c had the recall done at dlr three months ago.
Make Public
C stated that repair should fix the issue.
C stated that dlr told c that many customer are having same complaint on the veh.
C stated that c wanted Nissan to inspect and fix the veh.

CRR-SC told c that case will be forwarded to RCAS for review & c will receive call before the end of the next business day. c understood.
C stated that c's best contact# is [redacted].

CRR-SC offered further assistance, c declined.
CRR-SC gave name, extension & case number.
CRR-SC leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/3/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/4/2014	Frank Gibford	10/2/2014 7 32 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/3/2014 12:20 PM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 1:03 PM	Zachary Mallett	Changed **Follow Up Date** from 10/29/2014 to **11/3/2014**.
10/24/2014 4:03 PM	Zachary Mallett	Changed **Follow Up Date** from 10/24/2014 to **10/29/2014**.

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Robert Peterson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/1/2014	Type	CA
Follow Up Date	11/1/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/1/2014 1:33 PM
CA Multiple Repairs		Date/Time Closed	10/31/2014 9:21 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date	10/21/2014 12 00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	DRT Request
Inspection Time/Notes	Appointment Time: 12:00PM		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,458		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JACK KEY NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP3DN[redacted]		
Created By	Ashley Fiting, 10/1/2014 1 33 PM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	439	Action Code	NT9H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heathre Vanriper (1/8/2015 3 12 PM)** *** [Added after the case is closed] *** NIS1429504. DRTS rec'd Case Closed from BBB 01/08/15 dated same.
Make Public		**Created By Robert Peterson (10/31/2014 9 15 AM)** ARBS notes DTS inspection complete, settlement letter received. ARBS closing case pending any further concerns.
Make Public		**Created By Heathre Vanriper (10/31/2014 7 57 AM)** NIS1429504. DRTS rec'd settlement from BBB 10/31/14 dated same. States: C has 30 days to test drive veh, if not satisfied C will contact BBB and reopen claim. See attached for review.
Make Public		**Created By Robert Peterson (10/23/2014 10 13 AM)** ARBS replied to MRF via fax, noting that DTS inspected vehicle and educated C in proper function of OCS, found no faults at this time.
Make Public		**Created By Heathre Vanriper (10/21/2014 2 35 PM)** NIS1429504. DRTS rec'd MRF from BBB 10/21/14 dated same. C seeks: Repair/Replace. CCF states: Passenger side air bag off light-activates with adult buckled in the seat intermittently.
Make Public		**Created By Robert Peterson (10/21/2014 9 42 AM)** ARBS rec'd email from DTS-AS stating that DTS can do 12:00PM (noon) at the latest. ARBS called C back to advise that DTS can do noon. C-Sec advised that C-Sec will speak with C and confirm. ARBS rec'd call from C shortly after stating that C can do noon, but it will be C alone. Wife will not make it. C states that OCS concern primarily effects C himself, so C feels comfortable coming alone to meet with DTS.
Make Public		**Created By Robert Peterson (10/20/2014 3 29 PM)** ARBS called C @ work to schedule DTS inspection for 10/21/14 at 10:00am. C's secretary (C is lawyer) states that C's schedule is quite full for 10/21 morning, asks if DTS could meet at 12-1pm, or on Wednesday 10/22. ARBS advised C-Sec that ARBS would contact DTS for reschedule. C-Sec requested ARBS let C-Sec know asap.
Make Public		**Created By Robert Peterson (10/17/2014 1 46 PM)** ARBS called C back and made contact. ARBS and C discussed vehicle and situation at length. C/S concern doesn't present at all times, is intermittent. ARBS explained high-level OCS concept and advised C that OCS is a very complex system mandated to be so through NHTSA, is sometimes difficult to determine proper function or not. C understands and advised ARBS that C is not trying to be a bother or a whiner, that C is ATTY and has at one time actually represented DLR who services vehicle. C likes the vehicle, does not drive V often– primarily on road trips. C mainly wants peace of mind that when 36k miles rolls around, everything is straight on the vehicle. ARBS understands and empathizes. ARBS notes V has been in several times for minor adjustments to OCS, ARBS would like to send DTS to inspect V and either make repair or just give C peace of mind that system is working appropriately. C accepts DTS offer and notes mostly open availability, except for trip out of state from 11/2 - 11/10/14. ARBS advised will try to schedule DTS inspection before or after that week. C thanked for concern and again apologized for being a bother. ARBS advised no bother at all, thanked C for allowing NNA to have a look at V. Call ended mutually.
Make Public		**Created By Robert Peterson (10/17/2014 10 58 AM)** ARBS placed outbound call to discuss case and offer DTS. (575) 541-6655 Notes ARBS reached voicemail stating "You have reached the Darden Law Firm..." (575) 524-2059 Notes message stating line disconnected. ARBS deleting this number from profile.
Make Public		**Created By Ricardo Garcia (10/10/2014 4 10 PM)** ARBS-RG notes DRTS-AF completed and attached RHR.

Make Public	**Created By Ricardo Garcia (10/10/2014 4 09 PM)** ARBS-RG notes the following Call Made : 10/10/14 Phone # : ([redacted] Left Message with Customer Reason : To notify customer information from BBB was received. **Waiting on call back. **
Make Public	**Created By Heathre Vanriper (10/9/2014 2 02 PM)** NIS1429504. DRTS rec'd CCF from BBB 10/09/14 dated same. C seeks: Repair/Replace. CCF states: Passenger side air bag off light-activates with adult buckled in the seat intermittently.
Make Public	**Created By Ashley Fiting (10/8/2014 10 59 AM)** DRTS received Sales Docs from dealer 2311 and attached to the case for review.
Make Public	**Created By Ashley Fiting (10/7/2014 2 09 PM)** DRTS called dealer 2311 to check up on sales documents with Jacob, he said he put in a request for them and his associate was going to pick them up today for him.
Make Public	**Created By Ashley Fiting (10/6/2014 7 31 AM)** DRTS completed and attached RHR.
Make Public	**Created By Ashley Fiting (10/3/2014 4 40 PM)** DRTS received Repair Orders from dealer 2311 and attached to the case for review.
Make Public	**Created By Ashley Fiting (10/2/2014 2 24 PM)** DRTS called dealer 2311 to check up on repair orders, spoke with SA Melissa and she stated she faxed them yesterday, I never received them so I asked her to re-fax the and she stated there fax machine is down so she would have to try again tomorrow.
Make Public	**Created By Ashley Fiting (10/2/2014 1 47 PM)** DRTS called dealer 2311 and requested for Sales Documents, spoke with Finance Personnel Jacob and he said he would call me when they received the documents from the warehouse. Provided name, phone number, customer name, year/make/model, and date of purchase.
Make Public	**Created By Ashley Fiting (10/1/2014 1 50 PM)** DRTS called dealer 2311 to request for any and all repair orders for this VIN, spoke with SA Melissa and she said she would fax them over. Provided name, VIN, and fax number.
	Created By Ashley Fiting (10/1/2014 1 42 PM) Previous Cases[redacted] Recalls/Campaigns- None
Make Public	DRTS in receipt of a customer letter from the Darden Law Firm, P.A. signed by John Darden, received on 10/01/14 and sent on 09/29/14. The letter was sent via US mail and the letter is attached to the case. The customer states the passenger air bag off light activates with an adult buckled into the passenger seat. The letter does not state what the customer is requesting nor the NNA respond date. The letter just states if NNA does not comply they will go to the BBB Auto Line.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/1/2014	YE	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/1/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	10/31/2014	Robert Peterson	10/31/2014 8 01 AM
Edit | Del			✓	10/22/2014	Robert Peterson	10/23/2014 10:13 AM
Edit | Del			✓	10/21/2014	Robert Peterson	10/21/2014 2 36 PM
Edit | Del			✓	10/19/2014	Adam Sackner	10/17/2014 4 06 PM
Edit | Del			✓	10/17/2014	Robert Peterson	10/17/2014 1:49 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	79KB	1/8/2015 3:13 PM	Heathre Vanriper
Edit | View | Del		70KB	10/31/2014 7 58 AM	Heathre Vanriper
Edit | View | Del		564KB	10/23/2014 10:12 AM	Robert Peterson
Edit | View | Del		288KB	10/21/2014 2 36 PM	Heathre Vanriper
Edit | View | Del		67KB	10/21/2014 2 36 PM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
10/31/2014 9:21 AM	Robert Peterson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/9/2014 2 33 PM	Heathre Vanriper	Changed **Case Servicing Dealer** to **JACK KEY NISSAN**.
10/9/2014 2 03 PM	Heathre Vanriper	Changed **Case Owner** from Angie McVey to **Robert Peterson**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Adrienne Gehrke [Change]
Letter Sent Date	9/22/2014	Status	Closed
Letter Received Date	9/30/2014	Type	CA
Follow Up Date	1/9/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/1/2014 1:43 PM
CA Multiple Repairs		Date/Time Closed	1/7/2015 10:23 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00052229

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney Demand Voluntary repurchase due to 5 repair attempts for the Passenger Side Airbag poor operation and 28 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	39,739		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	3,739
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF VALENCIA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$33,009.58	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP2DN[redacted]		
Created By	Kate Czerwinski 10/1/2014 1:43 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:30 AM	Root Cause Code (2)	
Days Closed	371	Action Code	NE5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Adrienne Gehrke (1/7/2015 2 33 PM)** *** [Added after the case is closed] *** Arbs created new Fedex: [redacted]
Make Public		**Created By Adrienne Gehrke (1/5/2015 3 52 PM)** Arbs prepared FedEx: [redacted] Arbs submitted check request payable to C in the amount of the overage payment $364 27
Make Public		**Created By Adrienne Gehrke (1/5/2015 3 46 PM)** Arbs rec'd email from NMAC with overage breakdown: The customer last payment made was on 11/28/14 with the amount of $364 27.
Make Public		**Created By Adrienne Gehrke (1/2/2015 10 42 AM)** Arbs rec'd notification that an overage of $ 377.74 was received. Arbs notes that NNA was also refunded $903.00 for the service contract, Arbs notes C was already refunded 100% for this contract on the repurchase. Arbs requested overage breakdown from NMAC
Make Public		**Created By Tammy Knotts (12/30/2014 1 21 PM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NMAC for OVERPAYMENTS in the amount of $377.74 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (12/11/2014 3 16 PM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $903 00 sent to LOCKBOX #54457; FED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/21/2014 10 27 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: Passenger Airbag light malfunction
Make Public		**Created By Adrienne Gehrke (10/30/2014 9 32 AM)** Arbs prepared Morley case [redacted] Arbs sent case to Morley via FedEx: [redacted]
Make Public		**Created By Adrienne Gehrke (10/28/2014 3 27 PM)** Arbs submitted check request payable to C and the Atty in the amount of $ 15,134.46 Arbs submitted check request payable to the lienholder in the amount of $ 17,510 85 good thru 11/28/14
Make Public		**Created By Adrienne Gehrke (10/28/2014 3 22 PM)** ****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. F CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY**********
Make Public		**Created By Adrienne Gehrke (10/17/2014 11 42 AM)** Arbs sent repurchase offer to C's atty via email
Make Public		**Created By Adrienne Gehrke (10/17/2014 11 41 AM)** Arbs notes repurchase figures Downpayment minus rebate $6,000.00 Subsequent payments made: (21 payments of $364 27)$7,649 67 Registration Renewal Fee: $258.00 Subtotal of total payments made: $13,907 67 Less Reasonable Allowance for Use:-$323.21 Less Finish Touch Surface Protection: (3rd party option) -$950.00 Refund to Scott Baker: $12,634.46 Attorney Fees to Law Offices of Barry L. Edzant $2,500.00

Check payable to Mr. [redacted] and Law Office of Barry L. Edzant: $15,134.46
Payoff to NMAC: good thru 11/16/14 $17,493.69

Created By Adrienne Gehrke (10/17/2014 11 19 AM)
Arbs rec'd NMAC payoff

Account# [redacted]
Customer [redacted]
30 day payoff $17493 69 good thru 11/16/2014
Per diem 1.43
# of scheduled payments received 21
Scheduled Payment amount 364.27
Total Principal paid 6,555.29
Total Interest paid 1,094.38
Late fees paid 0.00
Recent payment received on 9/30/2014 in the amount of $364 27

Created By Adrienne Gehrke (10/10/2014 2 25 PM)
Arbs provided NNA's offer via FedEx [redacted]

October 10, 2014

Law Offices of Barry L. Edzant
25124 Springfield Ct., Ste 250
Valencia, CA 91355
Attn: Barry L. Edzant

RE: [redacted]
2013 Nissan Altima/ V N: 1N4AL3AP2DN[redacted]

Make Public

Dear [redacted]

Nissan North America, Inc. would like to acknowledge receipt of your letter regarding the above referenced vehicle. We have performed a careful analysis of your client's case, and at this time, we would like to resolve this matter amicably.

We thank you for bringing the matter to our attention. Nissan North America, Inc. is extremely interested in satisfying its customers like [redacted] and, in the interest of resolving this matter cordially; we would like to offer your client the following options:

1) The services of a factory representative (Dealer Technical Specialist) to come inspect your client's vehicle and ensure that all current warrantable concerns are repaired. A rental vehicle would be provided during this inspection (less fuel and insurance). In addition to this, as a gesture of customer satisfaction, we would also like to offer your client $5,000 00 inclusive of attorney fees as settlement, and Nissan North America would continue to honor the terms and conditions of the New Vehicle Limited Warranty;
2) A replacement vehicle (substitution of collateral for another vehicle with similar MSRP) as settlement;
3) A repurchase of this vehicle under CA lemon law as settlement.

Please let me know of your client's response to our settlement offers.

Created By Adrienne Gehrke (10/10/2014 2 24 PM)
Arbs notes 28 days out of service for FW repairs. Arbs notes the last 3 visits: RO [redacted] days down were not included as no duplication of C's concern.

Make Public

Arbs notes 5 FW repair visits for the Passenger Side Airbag - first occurrence 1,539 miles.
Arbs notes an additional 6 visits for the airbag light with no dup and one recall.
Arbs notes 3 FW repairs for noise when turning
Arbs notes 1 FW for excessive wind noise

Created By Adrienne Gehrke (10/9/2014 5 53 PM)
continued....

07/12/14....Mileage: 38295....RO: [redacted] Days Down: 1 – no dup 1.Recheck pass side air bag light come on for about 10 mins stayed solid - checked for codes no codes present. Tim Z at Nissan on Monday
4 pull codes, report to tim z - diagnose of C concern

Make Public

08/20/14....Mileage: 39739....RO: [redacted] Days Down: 10* - no dup 1.C/s pass side airbag light and seatbelt light come on at times has happened w pass in seat, no pass when driving when at a stop but seems to happen most often after the veh. has been driven for about 15 mins when getting on a circled freeway ramp, will stay on for awhile - air bag status light did come on during a test drive. Tim Z states tis a normal operation it is a status light we found no codes in the system the light may come on at different times if the system detects unsafe for the air bag to be on
2.C.s Bluetooth is acting up, once the phone sync the phone starts to ring only way to shut off is turn off Bluetooth on phone - bluetooth worked fine with the tech phone

Make Public

Created By Adrienne Gehrke (10/9/2014 5 51 PM)
Arbs rev'd RHR and CPIA

01/25/13....Mileage: 1539....RO: [redacted] Days Down: 1
1. C/S pass side air bag light is on - recalibrated the p/s sensors

04/04/13....Mileage: 6305....RO: [redacted] Days Down: 1
1. C/S vibration feeling and noise when cold, possibly from the front, happens when backing up and making a sharp turn - could not duplicate
2. R/R tire seems to be losing air very slowly - found no leaks
3. Recall PC214 L330CS NTB13-033 - complete

04/12/13....Mileage: 6889.. RO: [redacted] ..Days Down: 1
1. C/S air bag light keeps going on with no passengers there & sensor has been reprogrammed already 2 services ago - Unable to duplicate
2. C/S when turning the steering wheel all the way to the left there is a grinding/clicking noise that has not be duplicated in two visits. – verified noise, Tech to call tech line for help and owner to return Monday afternoon to drop off

04/15/13....Mileage: 7014....RO: [redacted] ....Days Down: 9*
1.C/s there is a noise when turning Tech 45905 test drove with C and verified noise on Friday. T - replaced the power steering pump and added new power steering fluid.

05/11/13....Mileage: 7939.. RO: [redacted] ... Days Down: 1
1 Perform recall PC228 spare tire - complete

10/01/13.... Mileage: 17,571... RO: [redacted] Days down: 1
1.C/S pass side airbag light stays at times, with pass in seat or not - Checked for codes, none found, perform a zero point reset just to have a reset starting point
2. C/S the seatbelt warning light stays on at times - See line 1
3. C/S Bluetooth has echo in the line at times - no TSBS found, paired the phone and tested while driving no echo heard

10/25/13...Mileage:18,871... RO: [redacted] ...Days Down: 1
1. C/S the pass side airbag light and seatbelt warning light come on at times, seems to happen more so in the am - replaced control unit per tech line reset and test drove no lights

12/02/13....Mileage: 21,920....RO: [redacted] ....Days Down: 4
1. C/S the pass side airbag light comes on at times with no one in the front seat seems to happen more so 1st thing in the am - verified light came on for a few seconds replaced seat sensors per tech line test drove 51 miles same type of cond C drives the light did not come on
2 per tech line, replace the front OCS sensors - Completed
3.C/s there is a buzz noise from the front of the vehicle when taking off from a stop under normal accel.- the noise is normal

01/03/14....Mileage: 24788... RO: [redacted] ... Days Down: 7*
1. C/S when making a left turn and light braking, the steering got hard like manual steering - replaced the rack and pinion bled system toe adj.
2. C/S the air bad and seatbelt light come on at times more so when cold and goes out in about 30 seconds to 2 minutes approx. - test drove with and without pass, no light, drove with scan, no faults detected

03/20/14....Mileage: 30461....RO: [redacted] Day Down: 2

1.C/s the pass side air bag off light stayed on 1 full day of driving with no one in the seat and the next day the light was on again with adjust ~120lbs 3 hours of driving stayed on whole time - The light may come on with a passenger if the sensor senses the air bag is unsafe for the passenger zero point has been performed recommend c to call consumer affairs with results

04/12/14....Mileage: 32615....RO: [redacted]... Days Down: 1
1 perform recall R1405 OCS repro[redacted] completed

04/25/14...Mileage: 33722... RO:[redacted].Days Down: 2
1.C/s there is excessive wind noise heard, install SOP left mirror - replaced left side mirror to correct concern
2.C/s after having the OCS recall completed the air bag light came on again on the dash please check - unable to duplicate concern

05/16/14....Mileage: 34965....RO:[redacted]..Days Down: 1
1.C/s airbag light came on again while driving, owner has spoken to nissan please check and advise - With consult attached and no codes detected or stored no issues found at this time

Make Public

Created By Kate Czerwinski (10/7/2014 11 59 AM)
DRTS completed and attached RHR

Created By Kate Czerwinski (10/1/2014 2 03 PM)
****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. F CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY**********

previous cases[redacted] (techline)
open recalls/campaigns-none

Make Public

DRTS in receipt of attorney letter from the law offices of Barry L. Edzant, dated September 22, 2014, sent via certified mail, tracking number[redacted], received on September 30, 2014, DRTS received October 1, 2014. The letter is attached to the case for review.

Customer is pursuant the client's rights under the Commercial Code, Song Beverly Consumer Warranty Act, Consumer Legal Remedies Act, and the Violation of Business and professions code 17200. Customer complaint is "vehicle was defective, unfit for use and in an unmerchantable condition at the time of sale." Customer is requesting repurchase of the vehicle.

Additional documents attached with the letter are the Retail Installment sale Contract, Vehicle Registration, and Repair Orders

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/28/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/6/2015	Adrienne Gehrke	1/6/2015 4:28 PM
Edit | Del	[redacted]CBB 2013 Altima		✓	11/23/2014	Tim Zingerman	12/11/2014 11:00 AM
Edit | Del	Review Approved Check Request		✓	10/29/2014	Adrienne Gehrke	10/30/2014 8:16 AM
Edit | Del	Review Approved Check Request		✓	10/29/2014	Adrienne Gehrke	10/30/2014 8:15 AM
Edit | Del	Complete VPP Goodwill Process -[redacted]		✓	10/29/2014	Adrienne Gehrke	10/29/2014 2 53 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	1N4AL3AP2DN[redacted]						
Edit		Goodwill VPP		Processed	DRT	Adrienne Gehrke	DRT	Rebecca Martin	10/29/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]	[redacted]	1/7/2015	Customer	Approved	$364.27	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	
			10/30/2014	Attorney	Approved	$15,134.46	44BUYBACK	Nissan South West Buyback/Trade		
			10/30/2014	Lienholder	Approved	$17,510.85	44BUYBACK	Nissan South West Buyback/Trade	NISSAN MOTOR	ACCEPTANCE CORP.

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales Tax packet.pdf	11 55MB	4/16/2015 9:59 AM	Rebecca Martin
Edit | View | Del	[redacted]	68KB	2/12/2015 12:55 PM	Tammy Knotts
Edit | View | Del		67KB	1/5/2015 3:48 PM	Adrienne Gehrke
Edit | View | Del		118KB	12/30/2014 1:22 PM	Tammy Knotts
Edit | View | Del		77KB	12/11/2014 3:17 PM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/7/2015 10 23 AM	Adrienne Gehrke	Changed Case Record Type from CA to CA Closed Case.

		Changed **Status** from Open to **Closed**.
		Closed.
1/2/2015 10:45 AM	Adrienne Gehrke	Changed **Follow Up Date** from 11/10/2014 to **1/9/2015**.
1/2/2015 10 37 AM	Adrienne Gehrke	Changed **Case Owner** from Jim Land to **Adrienne Gehrke**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [37] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/12/2014	Case Origin	Internal
Supporting Documents		Date/Time Opened	10/1/2014 3:34 PM
CA Multiple Repairs		Date/Time Closed	3/6/2015 12:44 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052256

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Consumer Affairs Voluntary Replacement due to 4 repair visits for malfunctioniong airbag light with 6 days out of service		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Cks approved - Morley case created
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,300		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WHARTON NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$38,150.04	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/23/2014	Vehicle Service Contract	
RHR Completed	10/23/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM1DC[redacted]		
Created By	Michelle Henares 10/1/2014 3:34 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:30 AM	Root Cause Code (2)	
Days Closed	313	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/19/2015 1 49 PM)** DRTS TK: Check(s) from Customer for Funds Due at Repurchase in the amount of $27.13 sent to LOCKBOX #54457; FED EX TRACKING #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT[redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Annice Hill (11/25/2014 3 43 PM)** Received check made payable to Union Trades FCU in the amount of $17,245.31. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Jim Land (11/25/2014 12 00 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: malfunctioniong airbag light
Make Public		**Created By Jim Land (11/25/2014 11 58 AM)** Consumer Affairs Voluntary Replacement due to 4 repair visits for malfunctioniong airbag light with 6 days out of service
Make Public		**Created By Kristina Rosas (11/19/2014 10 02 AM)** First line below should read 12/19.
Make Public		**Created By Barbara Sage (11/19/2014 9 46 AM)** RC reopened case - requesting lienholder check payoff through 12/22/14; CU payoff $17,193.63 + [40 days @ 1 2921] $76.84 = $17,245.31 thru 12/19/14.
Make Public		**Created By Barbara Sage (11/13/2014 7 55 AM)** Case accepted by Morley - RC closing CA case
Make Public		**Created By Annice Hill (11/7/2014 3 07 PM)** Received check made payable to Wharton Nissan in the amount of $20,904.73. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Barbara Sage (11/7/2014 7 38 AM)** Check request approved - Morley case#[redacted] created
Make Public		**Created By Barbara Sage (11/5/2014 2 40 PM)** RC submitted request for checks.
Make Public		**Created By Barbara Sage (11/5/2014 1 36 PM)** RC rec'd signed replacement offer from C; requesting checks.
Make Public		**Created By Barbara Sage (11/4/2014 8 41 AM)** RC submitting replacement offer to C & dlr at e-mail addresses on file.
Make Public		**Created By Anthony Zacharyasz (11/4/2014 8 31 AM)** ARBS in review of the case approves replacement figures.
Make Public		**Created By Barbara Sage (10/31/2014 1 05 PM)** VEHICLE CONCERN - FRONT PASSENGER A RBAG ISSUE
Make Public		**Created By Christine Wilsey (10/31/2014 12 53 PM)** Worksheet notes No usage charges . ARBS waives MSRP upgrade charge of $425.00. Names on registration, BoS, title as [redacted] CU payoff of $17,193 63 good thru 11/09/14 + per diem $1.2921 @ 21 days [$27.09] = $17,2220.72 thru 11/30/14
Make Public		**Created By Christine Wilsey (10/31/2014 12 53 PM)** Dealer replacement letter (+) New Vehicle Invoice: $35,336.00 (+)Sales Tax: $2,561 86 (+) Title Fee: $10.00

(+) Document Fee: $175.00
(+) Lien Fee $5.00
(+) Documentary Tax Fee: $10.50
(=) Total due Dealer: $38,098.36
(-) Customer responsibility to Dealer: ($17,193.63)
(=) Total NNA Pays to Dealer: $20,904.73

Created By Christine Wilsey (10/31/2014 12 52 PM)
Customer replacement letter

Make Public

MSRP of new vehicle: $37,920.00
MSRP of old vehicle: $37,495.00
Total Upgrade Cost waived: $0
+Usage: $0
+Current Payoff(good through XX/XX/XX): $17,193 63
Total Customer Participation: $17,193 63

Make Public

Created By Barbara Sage (10/31/2014 10 24 AM)
RC requested waive vehicle MSRP upgrade of $425 for replacement; ARBS waived via e-mail.
Replacement offer & dealer letter to quality for review.

Make Public

Created By Barbara Sage (10/30/2014 2 36 PM)
Rec'd docs from C via fax, sent confirmation e-mail to address on file. Talked with dlr rep about replacement vehicle docs, i.e. dealer invoice & mock BoS reflecting all cost associated with purchase at invoice price. Call ended mutually.

Make Public

Created By Sara Dorazio (10/30/2014 7 34 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Barbara Sage (10/29/2014 1 41 PM)
RC called C at [redacted]; C looking to replace troublesome vehicle with another one, likes the way it rides and comforability. Talked about finding a replacement at dlr, C will go down tomorrow to see inventory at local dlr. RC sending Letter of Intent for replacement of vehicle via Fed Ex [redacted] & e-mail address on file. Call ended mutuallly.

Make Public

Created By Anthony Zacharyasz (10/29/2014 10 26 AM)
ARBS transferring ownership of the case and notes the following:

*REASON: 4 visits for passenger side air bag light on and 6 days down.

*LEMON LAW: Yes, WV.

*USAGE: No reasonable allowance.

*RETENTION GOODWILL: No reasonable allowance.

*OPTIONS: If C doesn't want replacement/repurchase, NNA will offer $4,000 00 cash as settlement in lieu of buyback.

Make Public

Created By Anthony Zacharyasz (10/29/2014 10 24 AM)
ARBS called C on [redacted] and ARBS apologized for the experience C has had with the vehicle and ARBS advised that NNA is willing to offer a repurchase or replacement of the vehicle. C understood. C stated C was interested in a replacement vehicle. ARBS understood. ARBS advised that ARBS would forward C's case to a specialist to explain the process and assist C. C thanked ARBS. ARBS provided direct line. C understood. Ended call.

Make Public

Created By Anthony Zacharyasz (10/29/2014 10 08 AM)
ARBS notes the following:

4 visits for PABI light on intermittently. // Replaced air bag control unit.
6 days down.

--
ARBS transferring ownership of the case for further assistance.

Make Public

Created By Anthony Zacharyasz (10/29/2014 9 49 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #: [redacted]
11/12/13... 5,060 miles... 1 day down
-Concern:
1. Campaign ABS reprogramming.
-Action Taken:
1. Completed.

RO #: [redacted]
7/15/14... 10,270 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
-Action Taken:
1. Completed.

RO #: [redacted]
9/08/14... 11,921 miles... 1 day down
-Concern:
1. C states PABI light coming on.
-Action Taken:
1. Could not duplicate.

RO #: [redacted]
9/11/14... 11,976 miles... 1 day down
-Concern:
1. C states PABI light coming on.
-Action Taken:
1. SOP air bag control unit.

RO #: [redacted]
9/23/14... 12,383 miles... 1 day down
-Concern:
1. C states PABI light coming on.
-Action Taken:
1. Replaced air bag control unit.

RO #: [redacted]
10/17/14... 13,323 miles... 1 day down
-Concern:
1. C states PABI light coming on.
-Action Taken:
1. Called Techline. Techline advised not to replace parts unless OCS not operating correctly. Unable to duplicate.

Make Public

Created By Tommy Beard (10/27/2014 2 10 PM)
RCAS TB contacted C at [redacted] left VMX including Case number [redacted] ame, and RCAS TB contact of 615.725.7684. RCAS stated on VMX that RCAS will continue to follow up with C no later than 10/30/14
RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Make Public

Created By Sara Dorazio (10/23/2014 9 14 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Public

Created By Tommy Beard (10/22/2014 2 54 PM)
RCAS TB contacted C at [redacted]
RCAS TB stated at this time has RO's and will be submitting repurchase request
C thanked RCAS TB for assistance

Created By Tommy Beard (10/17/2014 9 25 AM)
RCAS TB received voicemail from C requesting callback this morning
RCAS TB contacted C at [redacted]
C stated may be interested in buyback
RCAS TB stated can submit C's request
C stated not sure this is what C wants to do though
C stated just request buyback
RCAS TB stated will contact dealership about collecting RO's
Make Public
C thanked RCAS TB

RCAS TB contacted SM Randy at Wharton Nissan 3044857511
RCAS TB stated will need C's RO's faxed to RCAS TB at 6159672252
SM stated will get Ro's faxed right over

Created By Kat Pantilla (10/17/2014 8 23 AM)
c called in with case number [redacted]
c said c has questions about c's situation
crr-kp acknowledged
crr-kp asked if any of c's contact info changed
c said no
c is asking if there's a way for c's vehicle to be fixed
c said c likes the vehicle and is really pleased with it but c would not take the vehicle from the dealer unless it is fixed
c is requesting for the vehicle to be replaced if the issue cannot be fixed
c said that the Nissan does not have the ability to fix the problem
Make Public
crr-kp acknowledged and provided empathy
crr-kp informed c that crr-kp can update c's case
crr-kp informed c that c is scheduled for a follow up call within the day
c understood
c requests to speak with rcas-tb
crr-kp offered to transfer the call to rcas-tb's line and advised c to leave c's name and case number if c gets routed to vmx
c understood
crr-kp offered further assistance
c declined
crr-kp transferred the call
crr-kp exiting case

Created By Jeanne Lorraine Coria (10/16/2014 2 30 PM)
crr-jc received a call from c following-up on the case. crr-jc verified that there are no changes on contact information.

c stated that c wants to buy back veh
Make Public
crr-jc was trying to tell c that case was already escalated to rcas and c will be contacted on 10/17/14 but c requested to be called back by somebody who speaks english
crr-jc tried to assist c but c refused and insisted to be called back by somebody who speaks english

crr-jc sent M to rcas assigned to case
crr-jc exiting case.

Created By Kim Katrina Tan (10/16/2014 9 45 AM)
crr-kt received follow up call from c
c provided case #
crr-kt verified if there are changes on c's acct info, c said none

c stated c would like to speak to rcas
Make Public
crr-kt asked how crr can help, c stated c just have a few questions for rcas and would appreciate if rcas can call c today
crr-kt dialed rcas #, was routed to vmx

c's best# [redacted]

crr-kt offered further assistance, c declined
crr-kt provided name, extension number
crr-kt exiting case

Created By Tommy Beard (10/14/2014 3 46 PM)
RCAS TB contacted SM Randy
SM states has replaced sensors and a module
SM states does not know what to do at this time
SM states C is in a loaner vehicle at this time
SM states
Make Public

C states Nissan has always had a problem with airbags going back into the 90's
C states does not believe this will ever be fixed
RCAS TB stated C can drive vehicle because C still has airbags
C stated is concerned about repair if vehicle will ever be right
RCAS TB apologized for C's situation
C thanked RCAS TB for listening

Created By Tommy Beard (10/9/2014 4 26 PM)
RCAS TB contacted C at [redacted]
Make Public
C states vehicle is currently at dealership being looked at
RCAS TB apologized for C's issues and assured C that Nissan is concerned about C's issue
C thanked RCAS TB for information
RCAS TB

Created By Tommy Beard (10/2/2014 3 54 PM)
RCAS CHECKED for open recalls/campaigns and found: NONE
Previous UNRELATED Case(s) Found: ONE
Previous RELATED Case(s) Found: NONE

RCAS TB contacted C at [redacted]
C states has had control module replaced and sensors replaced and now lights are coming on again
C states is concerned now that CVT may start going out now like other vehcles
RCAS TB stated that CVT issue is not happening on all vehicles and stated that if C does have issue with CVT to get in touch with service department to have diagnosed
C thanked RCAS TB
Make Public
RCAS TB stated will make contact with C after C's vehicle is serviced

---

RCAS TB contacted SA Brandon at Wharton Nissan
SA states C's appointment is Thursday 9/8/14 at 8 AM
RCAS TB stated can service department contact tech line about issue
SA stated will contact tech line
RCAS TB stated will contact dealer around lunch time on Thursday to inquire about vehicle
SA thanked RCAS TB

Created By Michelle Henares (10/1/2014 3 43 PM)
Make Public
Vehicle Concern
Make Public

Created By Michelle Henares (10/1/2014 3 42 PM)
CRR-MH received a call from C stating that C has been having an issue with front passenger airbag light coming on. C stated that issue started July this and that issue has not been resolved.
C stated that the airbag light comes on.
The computer has been reprogrammed twice. The control module was replaced last week but issued has no been resolved. C has been in contact with SA-Logan & SM-Marshall . C stated that C was told to take veh in again.
C stated that c had an appt slated for next week.
C wants the veh fixed as C is very much concerned with C's safety.
CRR-MH verified C's updated contact information.
CRR-MH informed C that the case will be forwarded to the regional office for review and a regional specialist will be in contact with C by the end of the next business day. The best no. to reach C is ([redacted]
CRR-MH escalating case to RCAS for vehicle concern.
CRR-MH offered further assistance to C. C declined.
CRR-MH gave name, extension number and case number to C.
CRR-MH leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/1/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/1/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/27/2014	Bill McRae	11/26/2014 8:43 AM
Edit | Del	Review Approved Check Request		✓	11/24/2014	Barbara Sage	11/24/2014 3 35 PM
Edit | Del	Review Approved Check Request		✓	11/6/2014	Barbara Sage	11/7/2014 7:00 AM
Edit | Del	Approved Replacement Figures		✓	11/4/2014	Barbara Sage	11/4/2014 9:13 AM
Edit | Del	Review Benson replacement figures		✓	10/31/2014	Anthony Zacharyasz	11/4/2014 8:31 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	[redacted]	DRT Resolution	5N1AR2MM1DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		11/25/2014	Lienholder	Approved	$17,245 31	24BUYBACK	Nissan North Central Buyback/Trade		
			11/7/2014	Dealer	Approved	$20,904.73	24BUYBACK	Nissan North Central Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]heck.pdf	236KB	1/19/2015 1:49 PM	Tammy Knotts
Edit | View | Del	[redacted]heck.pdf	71KB	1/9/2015 11:18 AM	Tammy Knotts
Edit | View | Del	[redacted]heck.pdf	72KB	12/24/2014 10 50 AM	Tammy Knotts
Edit | View | Del	[redacted]Dealer New Finance.pdf	150KB	11/6/2014 9:54 AM	Barbara Sage
Edit | View | Del	[redacted]Signed Replacement Offer.pdf	108KB	11/5/2014 1:34 PM	Barbara Sage

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/6/2015 12:44 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/25/2014 11:58 AM	Jim Land	Changed **Description**.
11/25/2014 11:57 AM	Jim Land	Changed **Case Owner** from Barbara Sage to **Jim Land**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Benjamin Pastor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/1/2014 3:45 PM
CA Multiple Repairs		Date/Time Closed	10/6/2014 10 01 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHARL E CLARK NISSAN BROWNSVILLE	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/1/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 5N1AR2MN1DC[redacted]		
Created By	Benjamin Pastor 10/1/2014 3:45 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8 08 PM	Root Cause Code (2)	
Days Closed	464	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Benjamin Pastor (10/6/2014 10 01 AM) RCAS called C at [redacted] at 10 54 AM EST and spoke with C's wife now referred to as C. C states that C picked up veh from dlr after repairs and states that so far the veh concerns seem to be gone.
Make Private	✓	RCAS provided case number and RCAS's contact info for C to call if needed. Summary: C called CA requesting help because C has taken veh to dlr multiple times for shuttering concern when coming to a stop and passenger air bag light. RCAS contacted dlr and was told dlr is doing needed repairs. RCAS spoke with C and C states the veh concerns are resolved after repairs at dlr.
Make Private	✓	**Created By Benjamin Pastor (10/6/2014 9 39 AM)** RCAS correcting follow up date to 10/06/14.
		Created By Benjamin Pastor (10/3/2014 3 31 PM) RCAS called C at ([redacted] at 4:22 PM EST and spoke with C's wife now referred to as C. RCAS states that RCAS spoke with dlr and was told needed repairs were performed at dlr.
Make Private	✓	C states that C picked up veh from dlr and veh did not have veh concerns anymore but C had to take veh to dlr again today because the ordered part arrived at dlr. C states that C will pick up veh from dlr later today 10/03/14. RCAS setting follow up for 10/03/14 to see if veh was repaired to C's satisfaction. Call ended mutually.
		Created By Karen Dorner (10/2/2014 9 19 AM) SRD-KD assisting with task
Make Private	✓	SRD called Charlie Clark Brownsville 956 214 2500 at 9:19 Am Est, Sm Eddie not available, SRD spoke with CRM Nicole, CRM stated veh at dlrshp and TCM was reprogrammed, part ordered for anchor falling, zero reset for airbag light and LOF. SRD thanked CRM
Make Private	✓	**Created By Benjamin Pastor (10/1/2014 4 02 PM)** RCAS additional note: RCAS asked what C desired for Nissan to do, and C states that C wants veh repaired or another veh.
		Created By Benjamin Pastor (10/1/2014 3 59 PM) C's name: [redacted] #'s provided by c to call: [redacted] C's vin # (if c provides): 5N1AR2MN1DC[redacted] C's address [redacted] Brownsville, TX [redacted] C's campaign info provided to c: RCAS checked for previously related cases found: none RCAS checked for previously unrelated cases found: none RCAS verified and updated C's name,address, primary & alternative phone #'s, email, VIN, mileage, how acquired veh and srv dlr. RCAS checked for open campaigns found: none
Make Private	✓	RCAS received a call from C stating that C has taken veh to dlr multiple times for two concerns. C states that passenger air bag light comes on sometimes when no one is seated in seat and C took veh to dlr multiple times for repairs but veh concern persists and C believes this is a safety concern. C also states that veh shakes when coming to a stop and these two concern started since January 2013 a few month after C purchased veh. RCAS advised that veh does not have any open service campaigns. RCAS states that RCAS will work case for possible assistance. C states that the dlr told C that transmission needed to be replaced before but now the veh is at dlr and dlr is saying that no repairs are needed and C is confused by this. RCAS states that RCAS will call dlr for more info and setting follow up for 10/06/14. RCAS provided C with name, ext. 458191, and case #. RCAS offered further assistance. C was satisfied & declined further assistance. RCAS thanked C for calling CA.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR IMPROPER OPERATION	14	10/1/2014	YX	BK	263000	OA
Edit | Del		RESTRAINT SYSTEM	RIGHT FRONT A RBAG	MULT PLE REPA R ATTEMPTS	14	10/1/2014	YE	BK	263000	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR IMPROPER OPERATION	10	10/1/2014	YX	BG	302500	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	MULT PLE REPA R ATTEMPTS	10	10/1/2014	YE	BG	302500	OA
Edit | Del		POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	UNABLE DIAGNOSE/DUPLICATE	10	10/1/2014	WT	BG	302500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	CHARLIE CLARK NISSAN BROWNSV LLE	[redacted]	✓	10/6/2014	Benjamin Pastor	10/3/2014 3 31 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/6/2014 10:01 AM	Benjamin Pastor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/1/2014 4:02 PM	Benjamin Pastor	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/2/2014	Type	CA
Follow Up Date	12/17/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/2/2014 11:24 AM
CA Multiple Repairs		Date/Time Closed	12/16/2014 2:21 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Final Repair
Inspection Time/Notes	Appointment Time: 10/15/14 at 10 AM EDT		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B.B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0

Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WESTON NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/8/2014	Vehicle Service Contract	
RHR Completed	10/8/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP0DC[redacted]		
Created By	Kate Czerwinski, 10/2/2014 11:24 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	393	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

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Case Categorizations

Case Categorizations Help

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Open Activities

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Danielle Spurling [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/24/2014	Case Origin	Chat
Supporting Documents		Date/Time Opened	10/2/2014 12:41 PM
CA Multiple Repairs		Date/Time Closed	10/24/2014 4:21 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time:10 00 AM PST Notes to Agent:It is mandatory for the customer to be present for this inspection to demonstrate the concern.		
Description	C concern: C states airbag not working properly.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	24,792		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COULTER NFINITI	Data Net	✓
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	10/3/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 5N1AL0MN6DC[redacted]		
Created By	Kelly Maier 10/2/2014 12:41 PM	Root Cause Code	SCMV
Last Modified By	Veronica Moody 4/12/2015 9 37 PM	Root Cause Code (2)	
Days Closed	446	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Danielle Spurling (10/24/2014 4 20 PM)** rcas calling [redacted] at 4:18 p.m. cst rcas spoke with c and advised DTS findings were received, rtlr replaced OCS control unit c verified. c stated veh was picked up 10/23 and no issues occured rcas understood. rcas provided contact information, call was ended summary: c contacted INF CA requesting resolution of airbag warning light concern. DTS inspected. rtlr replaced OCS control unit. c is satisfied. rcas closing file.
Make Private	✓	**Created By Danielle Spurling (10/24/2014 10 43 AM)** rcas received email from SM-DW advising SM drove veh home 10/23, per c's request to confirm the repair. SM advised no concerns took place. SM advised c will be contacted today.
Make Private	✓	**Created By Danielle Spurling (10/24/2014 10 27 AM)** rcas sent email to SM-David Woodland requesting update on repairs
Make Private	✓	**Created By Danielle Spurling (10/24/2014 10 26 AM)** rcas noting DTS findings: The customers concern is occupant classification lamp remaning on with an adult in the passenger seat. DTS interviewed the customer and c's wife and thoroughly explained how th esystem operates. DTS checked their vehicle and there was a past code for B0A00 so DTS recommended to replace the occupant sensor control unit.
Make Private	✓	**Created By Danielle Spurling (10/14/2014 4 08 PM)** rcas calling [redacted] at 4:03 p.m. cst rcas spoke with c and offered inspection on 10/22 at 10 00 a m. and reminded c DTS would require 20-30 minutes to meet with c and test drive veh (if needed). c agreed to date and time rcas advised c will meet with DTS-Frank. rcas advised c may call rcas if availability changes. rcas offered reminder call on 10/21 c declined rcas thanked c, call was ended rcas sent email to SM advising of inspection rcas verified inspection date.
Make Private	✓	**Created By Danielle Spurling (10/13/2014 9 23 AM)** rcas noting DTS-Frank Gibford provided appt date/time of 10/22/2014 1t 10:00 a.m.
Make Private	✓	**Created By Danielle Spurling (10/8/2014 10 47 AM)** rcas calling [redacted] at 10:44 a m. cst rcas spoke with c and advised concerns were reviewed and Infiniti would like to have DTS inspect veh. c agreed. rcas advised once date/time of inspection are available c will be contacted to verify. rcas advised c should expect to spend about 30 minutes with specialist. rcas advised if needed, loaner can be requested. c understood. rcas advised will follow up no later than 10/13 c thanked rcas, call was ended
Make Private	✓	**Created By Danielle Spurling (10/7/2014 12 29 PM)** rcas received email from CXM-RL advising rcas to submit DTS inspection request rcas setting task for TL-WC to approve
Make Private	✓	**Created By Danielle Spurling (10/7/2014 10 05 AM)** rcas sent email to CXM-Robert Livingston advising of c's concerns and experience. rcas inquired if DTS inspection is warranted.
Make Private	✓	**Created By Danielle Spurling (10/6/2014 3 34 PM)** rcas calling COULTER INFINITI at 3 20 p m. cst rcas spoke with sa-Larry and requested information sa stated veh was in 8/29 at 23k miles. sa stated c complained airbag warning light was operating improperly. sa stated sa and tech duplicated. sa stated techline had rtlr replace seat bottom sensors. sa stated concern was resolved. sa stated c returned a month later with same concern. sa stated rtlr could not duplicate. sa stated there are multiple things that could be contributing to concern including sensors

sensitivity.
rcas understood. rcas thanked sa, call was ended

Make Private ✓ **Created By Danielle Spurling (10/6/2014 3 20 PM)**
rcas received vmx from sa-Larry requesting contact

Make Private ✓ **Created By Danielle Spurling (10/6/2014 10 21 AM)**
rcas sent email to SM-David Woodland advising of c's concerns and request for resolution. rcas asked for information on history of concerns.

Make Private ✓ **Created By Danielle Spurling (10/6/2014 10 16 AM)**
rcas calling COULTER INF NITI at 10:15 a.m. cst
rcas reached general vmx.
rcas left vmx requesing SM contact.

Created By Danielle Spurling (10/3/2014 4 17 PM)
rcas calling [redacted] at 3:57 p.m. cst
rcas spoke with c and advised rcas is handling file
c verified c is experiencing concern with airbag warning light for pass seat activating with pass in seat and indicating airbag was off.
c requested contact at phone number [redacted] call was ended

Make Private ✓ rcas calling [redacted] at 4 01 p m. cst
c stated the first visit, the concern was duplicated. c stated visit dated 8/27, rtlr contacted techline and replaced sensors and performed 0 point reset. c stated rtlr advised if pass shifts weight or moves around the sensor would be tripped.
c stated if tech is correct and pass shifting weight and slight movement can tweek the operation of airbag, c does not feel safe in veh. c stated c's wife is the primary driver and has lost peace of mind. c stated veh was at the rtlr and picked up on 09/30.
rcas understood and apologized for experience. rcas asked if concern is only experienced by one passenger
c stated no. c stated c's wife is primary driver and has seen light go on and off with no one in seat, with c's daughter in seat (5'4, 135lbs), and with c and wife in the seat.
rcas understood. rcas inquired what outcome c is looking for
c stated c wants concern resolved and wants to be safe and comfortable in veh
rcas understood. rcas advised will review for possible assistance and follow up no later than 10/08. rcas provided contact information
c thanked rcas, call was ended

Make Private ✓ **Created By Kelly Maier (10/2/2014 12 47 PM)**
(21m 9s) Kelly: I can provide an e-mail with the case number and out consumer affairs phone number. Would you please confirm your e-mail address?
(21m 18s) Paul: [redacted]
(21m 25s) Paul: thanks for your time today.
(21m 55s) Kelly: You are very welcome Paul. To help us improve our service, would you mind taking a brief survey? If you would like to do so, please click on the End Session button on the right hand side. Thank you again for contacting Infiniti Consumer Affairs. Have a great day!

Make Private ✓ **Created By Kelly Maier (10/2/2014 12 47 PM)**
Chat Started: Thursday, October 02, 2014, 12:23:58 (-0500) Chat Origin: Infiniti Owner Services Agent Charles L (2s) Charles: Thank you for contacting Infiniti Owner Services, my name is Charles. How may I help you today?
(42s) [redacted] I'm trying to register my vehicle on the Infiniti website but keep getting an error code saying my V N is invalid.
(1m 13s) Charles: I can definitely assist you with that Paul. Can you please provide me with your e-mail address, phone number, mailing address, and VIN?
(2m 3s) [redacted] levada way, gilbert, az [redacted] 5N1AL0MN6DC[redacted]
(2m 8s) Charles: Thank you very much for that information. Please bear with me for a few moments while I locate your account.
(2m 15s) [redacted] Thanks
(2m 34s) Charles: You're welcome. t will only be a few minutes while I get everything fixed for you.
(3m 52s) Charles: Thank you for waiting. I have located your account and have manually added the vehicle under your account. What you will want to do is log out and log back into the Owner's Portal to see the change.
(4m 5s) [redacted] let me try that now
(4m 18s) Charles: No problem. Let me know if it shows up on your end.
(4m 25s) [redacted] There it is. Thanks!
(4m 32s) Charles: You are very welcome [redacted]
(4m 34s) [redacted] One more question for you . . .
(5m 38s) [redacted] We're having issues with the airbag sensor in the front passenger seat. I see that a lot of JX (and Pathfinder) owners are experiencing the same. How do express my concern to Infiniti directly? The dealer's unable to fix the problem.
(6m 9s) Charles: You can contact Infiniti Consumer Affairs. If you would like I can transfer you to a Consumer Affairs Representative through this chat.
(6m 17s) [redacted] please!
Chat Transferred From Charles To Kelly (7m 5s) Kelly: Thank you for contacting Infiniti Owner Services, my name is Kelly. How may I help you today?
(7m 20s) [redacted] Hi Kelly.
(7m 27s) [redacted] We're having issues with the airbag sensor in the front passenger seat. I see that a lot of JX (and Pathfinder) owners are experiencing the same. How do express my concern to Infiniti directly? The dealer's unable to fix the problem.
(8m 7s) Kelly: Hello [redacted] Thank you for contacting Infiniti Consumer Affairs.
(8m 31s) Kelly: I am sorry to hear of your experience with your JX. Can you tell me more about what is going on?
(9m 9s) [redacted] the light on the dash stays on when there's a passenger in the seat.
(9m 19s) [redacted] The light goes out when there's no one in the seat.
(9m 27s) Paul: Opposite of how it should work.
(9m 42s) Kelly: When was the vehicle last at an Infiniti retailer?
(10m 5s) [redacted] Wednesday
(11m 0s) [redacted] They couldn't resolve and told us the that when the passenger shifts in their seat, the light comes on. Hard to believe...
(12m 47s) Kelly: I can advise if a passenger is not seated in the seat properly, the sensor may not register the occupant in the seat. However, I will be documenting your concern for Infiniti's records.
(13m 11s) Kelly: I would also like to forward your concerns to a Regional Specialist to look further into.
(13m 42s) Kelly: In order for me to forward your concerns, I will need to confirm some information from you.
(13m 48s) [redacted] okay
(14m 42s) Kelly: Please confirm the following infomration:
* Your best contact number
* VIN
* The retailer you are working with
* Current vehicle [redacted]
(16m 34s) [redacted]
5N1AL0MN6DC[redacted]
Coulter Infiniti
24,792
(17m 12s) Kelly: Thank you Paul. I will be right with you.
(19m 52s) Kelly: Case number [redacted] has been created to document your concerns. I will be forwarding this case to a Regional Specialist for further follow up. They will be in contact with you by end of the next business day (10/03/2014).
(20m 21s) [redacted] thank you. Will you be emailing this information?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/2/2014	YE	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/24/2014	YX	BK	233500	OA
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	10/24/2014	WA	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	COULTER INFINITI	[redacted]	✓	10/27/2014	Danielle Spurling	10/24/2014 10:44 AM
Edit | Del	New DTS Request		✓	10/10/2014	Frank Gibford	10/9/2014 9 00 AM
Edit | Del	Review for DTS Inspection		✓	10/7/2014	William Crockett	10/13/2014 9:22 AM
Edit | Del	COULTER INFINITI		✓	10/7/2014	Danielle Spurling	10/7/2014 10:05 AM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RMcSk ref]		✓	10/2/2014	Kelly Maier	10/2/2014 12:49 PM

Emails

Send an Email | Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RMcSk:ref] *10/2/2014 Case # [redacted] VIN # 5N1AL0MN6DC[redacted]*	[redacted]	10/2/2014 12:49 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/24/2014 4:21 PM	Danielle Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 4:09 PM	Danielle Spurling	Changed **Follow Up Date** from 10/13/2014 to **10/24/2014**.
10/8/2014 10:47 AM	Danielle Spurling	Changed **Follow Up Date** from 10/8/2014 to **10/13/2014**.

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Surveys

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Case [redacted]

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Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/2/2014 1:16 PM
CA Multiple Repairs		Date/Time Closed	10/3/2014 8:48 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BILL COLE NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	4
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL COLE NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 1N4AL3AP3DC[redacted]		
Created By	Maria Theresa Rogue-Balisi, 10/2/2014 1:16 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	467	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Tommy Beard (10/3/2014 8 47 AM) RCAS VER FIED C's name, home & email address, concern, convi#, nci#, ble RCAS CHECKED for open recalls/campaigns and found: NONE Previous UNRELATED Case(s) Found: NONE Previous RELATED Case(s) Found: NONE RCAS TB contacted SA John stated could not duplicate problem SA states has done zero point reset on sensors RCAS TB asked has dealership replaced sensors SA states no SA states zero point reset may or may not have been done at time of reset SA states this may fix C's problem RCAS TB asked can dealer replace sensors if C's issue happens again SA states can replace them if C has same issue RCAS TB thanked SA for information
Make Public		_____ RCAS TB contacted C at [redacted] RCAS TB apologized for C's situation C stated light has been coming on since right after C bought vehicle C states SA dealer gave many reasons why airbag light coming on which C felt like C was being blamed C states when light comes on it will stay on for an extended period of time(as long as 40 minutes) RCAS TB stated to C that if this problem occurs again Nissan will replace sensors RCAS TB stated to C C states believes sensors are to far apart to read proper weight distribution RCAS TB stated does not have that information C thanked RCAS TB for assistance RCAS TB stated Nissan will assist C and C can always contact RCAS TB at [redacted] C stated if vehicle malfunctions again will take in and get sensors replaced RCAS TB stated if that does not fix problem to contact RCAS TB at [redacted]
Make Public		**Created By Maria Theresa Rogue-Balisi (10/2/2014 1 31 PM)** CRR-MR verified name, VIN, address, contact number, email, service DLR and mileage. CRR-MR received a call from C stating C is having problems with the passenger airbag light. C stated this is the third time that the DLR has reprogrammed it. C stated C wants NNA to help fix the issue. C stated C took the Veh to the DLR today and was assisted by SA-Jonathan. CRR-MR informed C that the case will be escalated to RCAS for review. C understood. CRR-MR informed C that a regional specialist will get in touch with C before the end of the next business day. C understood. CRR-MR offered further assistance. C declined. CRR-MR provided case number, CRR's name and extension number. CRR-MR escalating case to RCAS. CRR-MR exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/2/2014	YX	BK	234000	OA
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/2/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/3/2014 8:48 AM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/2/2014 1 31 PM	Maria Theresa Roque-Balisi	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zc9v**.

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Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raquel Taylor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/2/2014 2:16 PM
CA Multiple Repairs		Date/Time Closed	10/2/2014 3:12 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh inquiry		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BAKER NISSAN NORTH	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/2/2014
Responsible District	08	Dealer Instructions	Blank Instruction

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3APXEC264508		
Created By	Raquel Taylor, 10/2/2014 2:16 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	468	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Raquel Taylor (10/2/2014 3 04 PM)** summary: c called in stating c was not happy with the diagnostic c received for c's OCS issue. RCAS advised c to obtain a second opinion. c asked for rental assistance. RCAS advised that the assistance would be considered but not guaranteed on a reimbursement basis. c understood
Make Private	✓	**Created By Raquel Taylor (10/2/2014 2 58 PM)** RCAS checked for open campaigns found none RCAS verified and updated C's name,email, VIN, mileage, how acquired veh, srv dlr address, only #('s) c provided to call: [redacted] RCAS received a call from C stating that c's veh had a campaign for the OCS and C took the veh to BAKER NISSAN NORTH to get repaired. C stated that the issue happened after the campaign was done. c stated that c took the veh to for the same issue and the dlr advised c that the OCS is working fine that c needs to stay sitting straight up in the seat for the air bag light to work properly. C stated that C was not happy with this diagnostic considering if there is an accident C may go to the side in a reaction. c stated that c wanted NNA to fix c's issue. rcas understood and apologized for c's inconvenience and advised c that in the case C is not happy with a diagnostic c should obtain a second opinion. rcas suggested that c should take the veh back to BAKER NISSAN NORTH for a second opinion. c stated that c was not happy with this. C stated that STERLING MCCALL NISSAN told c that no rental was available and C has things C has to do. C stated that NNA should cover a rental for C. RCAS explained to C that the dlr sometimes have rentals that can be provided but rental are not covered but the veh warranty. RCAS advised c that RCAS could consider a reimbursement if c pays for the rental but a reimbursement would not be guaranteed. c understood RCAS provided C with name, ext. 458180 , and case #. RCAS offered further assistance. C was satisfied & declined further assistance. RCAS thanked C for calling CA. RCAS closed file due to no other follow-up action required.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL INQUIRY	QF	10/2/2014	ZR	AZ	204500	OF
Edit | Del		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/2/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/2/2014 3:12 PM	Raquel Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/2/2014 3:12 PM	Raquel Taylor	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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No records to display

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Case [redacted]

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Case Comments [8] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Karen Walker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/13/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/2/2014 6:26 PM
CA Multiple Repairs		Date/Time Closed	10/14/2014 12:34 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	OCS concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP7DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LITHIA NISSAN OF FRESNO	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 3N1AB7AP7DL[redacted]		
Created By	Lester Bellen 10/2/2014 6:26 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:03 PM	Root Cause Code (2)	DR800
Days Closed	456	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Karen Walker (10/14/2014 12 33 PM)** veh concern
		Created By Karen Walker (10/14/2014 12 33 PM) RCAS KW closing case pending diagnosis.
Make Private	✓	**SUMMARY** C contacted NNA requesting assistance with OCS concern. RCAS KW notes C has not taken vehicle to DLR regarding concern, only for OCS campaign in June 2014. RCAS KW explained the need for diagnosis at DLR and C agreed to call back when that is complete.
Make Private	✓	**Created By Karen Walker (10/14/2014 12 31 PM)** RCAS KW placed call to C at [redacted] no answer, left VMX. RCAS KW placed call to C at [redacted] and spoke with Ms. [redacted] RCAS KW confirmed C wife aware of concern. RCAS KW explained discussion with DLR, that C has not been in for concern since campaign in June. RCAS KW explained the need to have vehicle diagnosed by DLR for current concern. C states C understands and will take to DLR for diagnosis and call back.
Make Private	✓	**Created By Karen Walker (10/10/2014 4 06 PM)** RCAS KW notes that case was reviewed with TL AA who advised that C should take vehicle back to DLR since vehicle has only been to DLR for campaign.
Make Private	✓	**Created By Karen Walker (10/7/2014 11 16 AM)** RCAS KW placed call to LITHIA NISSAN OF FRESNO at 559-435-3500 and spoke with SA Gabriel. SA G advised C came in on 6/14 and recall performed but no visits for OCS concern since. SA G advised a NNA engineer came out and went over with DLR, the status indictor lamp will come on if passenger does not meet a certain criteria but no certain data of what qualifies as a small adult. SA G advised if passenger not straight and centered, can trigger light as well.
Make Private	✓	**Created By Karen Walker (10/7/2014 11 10 AM)** RCAS KW placed call to C a[redacted] C states there was a recall on the OCS sensor that was not responding correctly to weight of passengers. C states the recall did not work, concern happening all the time. C states C really only has two passengers, C daughter and C wife. C states that concern occurs with daughter is probably normal as daughter is about 70lbs, for wife it does not work. RCAS KW explained RCAS KW will follow up with DLR for additional information. RCAS KW explained RCAS KW will follow up with C with status.
Make Private	✓	**Created By Karen Walker (10/3/2014 10 23 AM)** RCAS KW placed call to C a[redacted] no answer, no VMX available. RCAS KW placed call to C a[redacted] no answer, left VMX.
Make Public		**Created By Lester Bellen (10/2/2014 6 29 PM)** c's husband, [redacted] called in and requested assistance regarding an ongoing concern on the passenger side airbag. c stated that had already taken the veh to the dlr for the repair but c is still experiencing the same issues. c stated that the warning light is still coming on. c spoke with SA Gabriel. c was advised to call NNA to request further assistance. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/2/2014	YX	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/14/2014 12:34 PM	Karen Walker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 12:33 PM	Karen Walker	Changed **Description**.
10/10/2014 4:06 PM	Karen Walker	Changed **Follow Up Date** from 10/9/2014 to **10/13/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [47] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/2/2014	Type	CA
Follow Up Date	12/15/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/3/2014 8:31 AM
CA Multiple Repairs		Date/Time Closed	1/20/2015 9:00 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	Pending
		DRT Resolution	CST00054106

DTS Inspection

DTS Inspection Date	1/15/2015 11:42 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	I will begin the evaluation process for this vehicle on 1/15/15.		
Description	Attorney General Mandated Repurchase - NNA is repurchasing the vehicle due to 4 visits with 1 repair with 4 days out of service for passenger side airbag light.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,529		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SERAF NI NISSAN-VOLVO	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$41,046.24	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/7/2014	Vehicle Service Contract	
RHR Completed	10/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM2DC[redacted]		
Created By	Josh Wegener, 10/3/2014 8:31 AM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:31 AM	Root Cause Code (2)	
Days Closed	358	Action Code	NL5D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (2/5/2015 3 24 PM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NNA for Overpayment in the amount of $1244.31 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (1/21/2015 10 06 AM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1794.00 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (1/20/2015 9 41 AM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $504 00 sent to LOCKBOX #54457; FED EX TRACK NG [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Ashley May (1/19/2015 7 06 AM)** ARBS confirmed overpamyent was deliveryed 1.17 at 10:20 a.m. and signed for by G. Laubert.
Make Public		**Created By Ashley May (1/15/2015 7 31 AM)** ARBS completed the following check request: Customer: $1,244 31 Fed Ex Tracking [redacted]
Make Public		**Created By Ashley May (1/15/2015 7 26 AM)** ARBS rec'd the following e-mail from NMAC-Anna: Last customer payment received was 1/5/15 iao $1244.31 and payoff check received on 1/12/15.
Make Public		**Created By Ashley May (1/14/2015 1 03 PM)** ARBS e-mailed NMAC-Anna to confirm most recent payment was $1,244.31.
Make Public		**Created By Jim Land (1/2/2015 2 42 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Passenger side airbag light
Make Public		**Created By Ashley May (1/2/2015 11 59 AM)** *** [Added after the case is closed] *** ARBS rec'd v/m from C at 11:30 a.m. in regards to Morley agent is currently 30 minutes late for the scheduled surrender. ARBS called Morley and s/w Barb who stated Africa was working to see if the dealership would be able to assist with surrender. ARBS called Morley back and s/w Ann and inquired if transfer agent had checks or if the dealership had the check - Ann stated the dealership has all the paperwork and check. Ann stated Morley agent has been called/emailed several times with no response. Africa spoke with Jerry in Sales at Serafini Nissan who stated nobody has time to complete the surrender. ARBS advised ARBS would call dealership and see if ARBS could request assistance as surrender has been mandated and has to be completed by 1.4 per AG. Call ended mutually. --- ARBS called Serafini Nissan and requested to s/w Sales Manager-Jerry or Service Manager. Receptionist stated both were in - ARBS requested Service Manager first. ARBS was placed on hold and was transferred to Service Receptionist Sarah. ARBS inquired if C was still at dealer and SR-Sarah asked to place ARBS on hold. SR-Sarah came back and stated was getting SM-Jerry for ARBS.

ARBS was transferred to SM-Jerry who reiterated that nobody has time, it's Nissans end of month and they have 16 deliveries today so there really is no time to deal with a highly upset customer.

ARBS acknowledged frustration and advised that ARBS was frustrated as well. ARBS advised Morley was willing to walk through the paperwork and complete over the phone. SM-Jerry stated that GM-Kevin Tadbury was sitting with the customer currently attempting to go through the paperwork so if Africa wanted to call back and ask for GM-Kevin that would be better.

ARBS thanked SM-Jerry and advised would call Africa right away.

ARBS called Africa and provided GM's name. Africa stated would call right away.

Created By Ashley May (12/15/2014 10 25 AM)
*** [Added after the case is closed] ***
ARBS rec'd check and completed Morley Packet:

Make Public

Morley Case: [redacted]

Tracking: [redacted]

Created By Ashley May (12/10/2014 8 39 AM)
ARBS submitted the following check requests:

Make Public

NMAC - $27,374.82

Customer: $12,427.11

Make Public **Created By Ashley May (12/10/2014 8 34 AM)**
Attorney General Mandated Repurchase - NNA is repurchasing the vehicle due to 2 repairs with 25 days out of service for transmission shudder.

Make Public **Created By Ashley May (12/10/2014 7 42 AM)**
ARBS rec'd signed Repurchase Agreement and attached to case.

Created By Ashley May (12/9/2014 9 47 AM)
ARBS sent the following e-mail to NYSDRA-Joe:

Thank you for sending the decision for this case. I have been able to review the decision including the repurchase calculations provided by Mr. Donovan. I wanted to inquire in regards to a couple of figures that were not present within the repurchase calculations within the decision.

On the sales contract, there is a manufacturer's rebate of $500 00 as the down payment for the vehicle (tem 8-E). As this amount was provided towards the vehicle from the manufacturer, this amount is typically deducted from a repurchase calculation.

Also, in order to receive a free and clear title after surrender, Nissan North America typically splits the refund amount between the consumer and lienholder to satisfy the loan. I obtained a current payoff from Nissan Motor Acceptance Corporation of $27,374.82 which is good through 1/4/2015.

Make Public

Attached you will find a Repurchase Agreement inclusive of both deductions mentioned above. The calculations do match the calculations provided by Mr. Donovan with the exception of the $500.00 rebate. Mr. [redacted] e-mailed a copy of the signed Decision Acceptance this morning and I am ready to move forward. I just wanted to inquire about these two additional deductions for the award.

ARBS rec'd the following response:

You are correct with regards to the manufacturer's rebate, this should not be included in the refund to the consumer. The award is to be split between the consumer and the lienholder. The excess mileage deduction is only calculated for an amount in mileage over 12,000 miles which I see you have on the buyback form.Typically in the buyback process you would need to contact Mr. [redacted] directly to go over the figures, as he will be required to sign off on the package. Please be sure to speak with Mr. [redacted] NYSDRA can no longer handle the case unless you apply for a modification of the arbitrator's award formally. This process would then put the award back in front of the arbitrator for review of the figures unless you and Mr. Laubert are able to come to an agreement on the final repurchase amount.

Created By Kate Czerwinski (12/9/2014 7 42 AM)
DRTS in receipt of Notice of Consumer Acceptance of Decision Form, dated 12/4/14, signed by [redacted] sent via certified mail, tracking number [redacted] received on December 8th, 2014, DRTS received December 9, 2014. The letter is attached to the case for review.

Make Public

The document states the Arbitrator's Decision for a consumer refund. C stated 4 or more repair attempts were made for the same problem within 18,000miles of 24 months,and the problem continued to exist at the end of the fourth repair. Based on the Arbitrator's findings, the consumer qualifies for relief under General Business Law (The Lemon Law) The Consumer has elected to received a full refund.

Resolution Association within 20 days of receiving this award; or (2) judicial relief, by filing an application in court within 90 days of receiving this award.

Additional document included with the letter are signed purchase order and letter from Ashley May to the customer.

Created By Ashley May (12/4/2014 10 59 AM)
ARBS rec'd the following e-mail from C with signed Decision Acceptance (attached to case):

Please find attached the NYSERDA arbitrators decision and the form stating that I accept the decision, and the calculations therein. I will also be mailing a copy today via certified mail return receipt requested.

My understanding is that you will now contact me to arrange the delivery of the vehicle to you, and a check to me for the award.

My contact information is below:

Make Public

I look forward to hearing from you.

ARBS sent the following response:

Thank you for your e-mail. I appreciate you providing a copy of the signed Decision Acceptance. After looking through the documents provided, I did notice that a copy of the current registration has not been included. Nissan likes to obtain a copy of the registration as proof of ownership of the vehicle.

If you wouldn't mind, please either fax a copy of the registration to (615) 984-5934 or if preferred you may scan/e-mail a copy of the registration as well.

Please let me know if you have any additional questions. Thanks again for your e-mail and I hope you have a great day.

Created By Ashley May (12/4/2014 10 58 AM)
ARBS completed Repurchase Letter including rebate and loan payoff deductions and attached to case.

ARBS sent Repurchase Letter in following e-mail to NYSDRA-Joe:

Thank you for sending the decision for this case. I have been able to review the decision including the repurchase calculations provided by Mr. Donovan. I wanted to inquire in regards to a couple of figures that were not present within the repurchase calculations within the decision.

Make Public

On the sales contract, there is a manufacturer's rebate of $500 00 as the down payment for the vehicle (tem 8-E). As this amount was provided towards the vehicle from the manufacturer, this amount is typically deducted from a repurchase calculation.

Also, in order to receive a free and clear title after surrender, Nissan North America typically splits the refund amount between the consumer and lienholder to satisfy the loan. I obtained a current payoff from Nissan Motor Acceptance Corporation of $27,374.82 which is good through 1/4/2015.

Attached you will find a Repurchase Agreement inclusive of both deductions mentioned above. The calculations do match the calculations provided by Mr. Donovan with the exception of the $500.00 rebate. Mr. Laubert e-mailed a copy of the signed Decision Acceptance this morning and I am ready to move forward. I just wanted to inquire about these two additional deductions for the award.

I look forward to your response and getting this matter settled with Mr. Laubert soon.

Make Public

Created By Ashley May (12/4/2014 10 20 AM)
ARBS notes the following Repurchase Calculations:

Repurchase
Base Price $38,994.76
Doc Fee $70.00
Nissan Prepaid Maintenance $659 00
Nissan Service Contract $2,195 00
License $16.00
NY Tire Waste Management Fee $12.50
AG Filing Fee $250 00
Total Purchase Price $42,197.26

Deductions
Rebates $500 00
Usage (4,529/100,000 x $41,848.76) $1,895.33
Loan Payoff (Good through 1/4/15) $27,374 82
Total Deductions $29,770.15

Refund Amount $12,427.11

Total Repurchase $39,801.93

*** ARBS notes the usage amount figured by AG Arbitrator includes purchase price and 2 service contracts ***
*** ARBS notes difference between AG Arbitrator repurchase figures and ARBS' figures are loan payoff and rebate ***

Make Public

Created By Ashley May (12/4/2014 10 07 AM)
ARBS rec'd the following payoff info from NMAC:

SR[redacted]
Account#[redacted]
Custome[redacted]
30 day payoff $27374 82 good thru 1/4/2015
Per diem 0 00
# of scheduled payments received 14
Scheduled Payment amount 1,244.31
Total Principal paid 17,420 34
Total Interest paid 0
Late fees paid 0.00
Recent payment received on 11/19/2014 in the amount of $1,244 31

Make Public

Created By Ashley May (12/3/2014 12 38 PM)
ARBS rec'd repurchase decision and attached to case.

ARBS e-mailed NMAC requesting payoff.

Make Public

Created By Ashley May (12/2/2014 9 53 AM)
ARBS rec'd the following e-mail from NYSDRA-Joe:

I do have a decision in from the arbitrator and we will be issuing it this week.

Thank you,

Make Public

Created By Ashley May (12/1/2014 3 22 PM)
ARBS e-mailed NYSDRA-Joe requesting update on decision.

Make Public

Created By Ashley May (11/20/2014 10 17 AM)
ARBS e-mail ACCORD-Shannon to inquire if there are any updates on decision.

Make Public

Created By Ashley May (11/7/2014 10 57 AM)
ARBS rec'd incoming call from DTS-Peter in regards to hearing.

DTS-Peter stated that he stressed that Nissan hasn't had a chance to look at the vehicle as the inspection was declined. DTS-Peter stated that based on the information available, he believes the system is operating as designed but couldn't provide concrete evidence as the vehicle hasn't been inspected.

DTS-Peter stated that C had definitely "done his homework" and printed out several documents and information in regards to the passenger side airbag system including the size of the dummy that Nissan uses in the crash tests for the new system. C also had notarized documents from doctors stating the weights of each person whom the light illuminates for. DTS-Peter stated only 1 person was under the weight limit but others were very close to the limit and believes maybe individuals were sitting in the seat improperly.

ARBS inquired if there was any type of inspection. DTS-Peter stated that there was a visual inspection but without the dealership/shop environment all of the normal tests could not be completed due to lack of equipment.

ARBS thanked DTS-Peter for info. DTS-Peter stated it would be 1-2 weeks before decision is rindered and that DTS-Peter was hoping for inspection/final repair to be made.

DTS-Peter stated would complete file in Salesforce this evening.

Call ended mutually.

Make Public

Created By Kate Czerwinski (10/21/2014 1 19 PM)
DRTS in receipt of NY State Letter, Notice of Hearing, dated October 16, 2014, sent via US mail, signed by Sannon Cron, Case Manager, received on October 21, 2014. The letter is attached to the case for review.

Hearing is Thursday, November 6, 2014 at 1 30pm in Binghamton, NY. John Kelly Donovan is the State Arbitrator assigned to the case.

Make Public

Created By Ashley May (10/16/2014 11 27 AM)
ARBS rec'd internal message in regards to returning call to ACCORD-Shannon.

ARBS called ACCORD-Shannon at 607.724 5153 ext 307 and reached ACCORD-Shannon.

ACCORD-Shannon stated that the hearing is tenatively scheduled for November 6th at 1 30 p m. Also stated notices were being sent out today for the hearing.

ACCORD-Shannon also wanted to know best way to send information to ARBS as last individual ACCORD-Shannon worked with preferred e-mail. ARBS advised e-mail was okay and provided direct e-mail address.

ACCORD-Shannon stated rec'd letter advising C declined DTS inspection and will look forward to hearing date. ACCORD-Shannon said if anything comes up, will let ARBS know ASAP.

ARBS thanked for information and advised would inform DTS-Peter of hearing date/time and forward any information directly to Peter.

Call ended mutually.

Make Public

Created By Lester Bellen (10/16/2014 10 48 AM)
Shannon Cron, of the coordinating center, called in and requested to speak with ARBS regarding the case. crr advised c that crr will send an M for notification regarding the requested callback. crr-lb offered further assistance. c declined. crr-lb exiting the case.

Make Public

Created By Ashley May (10/16/2014 8 32 AM)
ARBS completed Hearing Packet for DTS-Peter. ARBS sent packet via Fed Ex[redacted]

ARBS is still pending hearing date/time from ACCORD-Shannon and NYSDRA-Joe.

Make Public

Created By Ashley May (10/14/2014 1 42 PM)
ARBS notes the Rejection Letter was sent with the following Fed Ex Tracking Numbers:

Custome[redacted]

NYSDRA-Joe: 7714 9044 3347

ACCORD-Shannon: 7714 9050 5316

Copies were also sent to NYSDRA-Joe and ACCORD-Shannon via e-mail.

Created By Ashley May (10/14/2014 1 33 PM)
ARBS completed Rejection Letter and attached to case.

Make Public

ARBS sent rejection letter to C via Fed Ex:

ARBS also sent copy of letter to Joe at NYSDRA and Ms. Shannon Cron with ACCORD who is set for arbitration for the case.

Created By Ashley May (10/14/2014 9 59 AM)
ARBS rec'd v/m from C at 8:27 a.m. stating that C is unavailable next week due to being out to town.

Make Public

C also stated that C will no longer accept a DTS inspection and wants to proceed with NYSDRA hearing date. C stated the vehicle was unable to be fixed locally after 5 attempts (2 campaigns, 1 zero point reset, 2 normal operation) and doesn't feel that a DTS would be beneficial.

Created By Ashley May (10/13/2014 3 05 PM)
ARBS called C at [redacted] and reached v/m.

Make Public

Left msg with date/time for DTS inspection and requested return call to confirm.

ARBS called Serafini Nissan and requested to s/w Service Manager Andrea.

ARBS was transferred to SM-Andrea's v/m. Left msg with date/time for DTS inspection and requested to have return call to confirm.

Created By Ashley May (10/13/2014 2 52 PM)
ARBS rec'd v/m from Joe at NYSDRA on 10 9 at 9:12 a.m.

ARBS returned call to 518.687.2240 on 10.13 at 2:42 p m. and selected extension 16 for Joe and reached v/m.

Left msg requesting return call.

ARBS followed up v/m with the following e-mail:

Make Public

I hope this e-mail finds you well. I left you a voicemail but wanted to follow up with you as the letter that was faxed stated that you preferred e-mail. I received information in regard to a hearing for the above referenced case and requested a response from Nissan by October 17th. I wanted to see if there a specific form that NYSDRA required or if it is preferred to send a letter response. I want to make sure I get whatever is needed to you in ample time to ensure NNA does not fall into a default.

I am in the process of confirming a Technician Specialist appointment with a Nissan technician to inspect Mr. [redacted] vehicle to ensure the system is working properly. The inspection is scheduled for 10/21 at 8:00 a.m. but has not yet been confirmed with [redacted] he is my next phone call!).

I look forward to hearing back from you in regards to how the manufacturer's response is to be sent. Please let me know if there is anything additional needed.

Thank you,

Created By Andrea Brown (10/9/2014 3 23 PM)
DRTS- Attached the following info-
Recall Info
Hearing Details
Monthy Loans
ROs
Arbs request form
retail cert

Make Public

Created By Ashley May (10/8/2014 8 38 AM)
ARBS called C at [redacted] and reached C.

ARBS advised that NNA would to send out a DTS to inspect the vehicle to go over the system and make sure that the entire system is working properly.

C stated C doesn't understand what the benefit of the DTS inspection would be as C was told the dealership already completed all tests available. C stated C has been told how to start the vehicle and sit in the vehicle properly which C stated "was silly and doesn't work." C stated the dealership has run all tests and stated that the vehicle is running properly and that C's wife and children just shouldn't sit in the front seat.

Make Public

ARBS explained DTS is factory trained and would spend more time with the vehicle and inspect all aspects of the OCS system to ensure proper fuctionatlity.

C stated as long as inspection doesn't further inconvenience C that C would be open to inspection. ARBS explained inspections are completed at a dealership in the event any warrantable repairs need to be completed but that ARBS could request a date/time from DTS to see if it works for C. ARBS advised generally takes 24-48 hours to hear back from the DTS and would return call once date/time has been received.

Call ended mutually.

Created By Ashley May (10/8/2014 8 23 AM)
ARBS called the NY AG at 800.771.7755 and selected option 3 for Other Matters of the Office of the AG.

ARBS selected option 6 for Other Matters pertaining to the Office of the AG. ARBS was transferred to a receptionist and advised was looking for direction on who to correspond with and the receptionist said "consumers" and transferred ARBS.

ARBS was transferred to another receptionist and was asked to hold. ARBS held for 5 minutes. ARBS provided AG Case # [redacted] and was that Kristin Manzur was working the case and the direct phone number is [redacted]

Make Public

ARBS thanked Receptionist for information.

ARBS called Kristin at [redacted] and reached v/m.

Left msg requesting return call for a Response Form.

ARBS sent letter via Fed Ex [redacted] with response to case.

Make Public

Created By Josh Wegener (10/7/2014 10 54 AM)
DRTS- created & attached RHR

Created By Ashley May (10/7/2014 10 27 AM)
ARBS notes the following vehicle summary:

In Service Date: 10.11.13

No additional CA, Tech Line cases, DTS
VSC:
- RCCF07523679: New Gold Preferred, Plan Term: 08, Expiration Mileage: 100,000, Expiration Date: 10.11.2020, Cancellation Mileage: 186
- MUNQ01740028: New Gold Preferred, Plan Term: 08, Expiration Mileage: 105,186, Expiration Date: 10.11 2020

Make Public

Checked CPIA, Salesforce, ROs

4 days down

4 visits for passenger side airbag – 1 zero point reset, 1 campaign, 2 no dups

Make Public

Created By Ashley May (10/7/2014 10 27 AM)
ARBS notes the following repair history:

10/11/13 - Mileage: 186 - RO: [redacted] Days Down: 1
Concerns:
1. Recall PC2160 – OCS Sensors
2. Recall PC2250 – Torque Members
Actions:
1. Completed Campaign
2. Completed Campaign

02/04/14 - Mileage: 5,926 - RO: [redacted] Days Down: 1
Concerns:
1. Recall R13080 – ABS Reprogram
2. Red airbag warning light came on – not on at this time
Actions:
1. Completed Campaign
2. Zero point reset – no codes found

06/02/14 - Mileage: 10,376 - RO [redacted] Days Down: 1
Concern:
1. Recall R14050 – OCS Reprogram
Action:
1. Completed Campaign

08/21/14 - Mileage: 14,598 - RO: [redacted] Days Down: 1
Concern:
1. Passenger airbag doesn't always turn on when someone is sitting there
Action:
1. No problem found

08/26/14 - Mileage: 14,661 - RO: [redacted] Days Down: 1
Concern:
1. Airbag is still not working correctly – test drive with customer – no codes found
Action:
1. No problem found

Make Public — **Created By Josh Wegener (10/6/2014 4 37 PM)**
DRTS- received missing RO's, attached all ROs

Make Public — **Created By Josh Wegener (10/6/2014 4 31 PM)**
DRTS- Received and attached sales documents

Make Public — **Created By Josh Wegener (10/6/2014 3 00 PM)**
DRTS- called and left a VM for Art looking for sales docs. Will follow up

Make Public — **Created By Josh Wegener (10/6/2014 2 52 PM)**
DRTS- Received RO # [redacted] still missing [redacted] Called Sarah and she said she would try and find them and send them over.

Make Public — **Created By Ashley May (10/6/2014 11 31 AM)**
ARBS called C at [redacted] and reached C.

ARBS advised has received AG information and is investigating the case. ARBS advised investigation can take up to 10 business days but hoped to have information before then and would follow up as soon as information was received.

ARBS provided direct contact number to C.

Call ended mutually.

Make Public — **Created By Josh Wegener (10/6/2014 8 49 AM)**
DRTS- spoke with Sarah again and she sent them upstairs to get printed. Is estimating that they will be faxed over by 5pm today.

Make Public — **Created By Josh Wegener (10/3/2014 10 03 AM)**
DRTS- Called DLR-3335 and spoke with Sarah and said she would fax all ROs today

Make Public — **Created By Josh Wegener (10/3/2014 8 59 AM)**
Previous Cases- [redacted] Sales & Service

Open Recalls/ campaigns- None

DRTS- in receipt of the New York State Attorney General's Office, Eric T. Schneidermansigned by Jacques E. Laubert, customer, dated September 11, 2014, received on October 2, 2014, DRTS received October 2, 2014. The letter is attached to the case for your review.

The passenger airbag does not function correctly. What the customer is requesting is unclear. The documents that are included with the letter are as follows; Simple Interest Retail Installment Contact with Arbitration Clause- New York, Monthly Loan Statement, ROs [redacted] Recall Notice 14V-138, and Defect Information Report.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	[redacted]	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/3/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/15/2015	Ashley May	1/19/2015 7:05 AM
Edit | Del	New DTS Request		✓	1/4/2015	Peter Merkel	1/4/2015 11:42 AM
Edit | Del	Review Approved Check Request		✓	12/11/2014	Ashley May	12/11/2014 7:45 AM
Edit | Del	Review Approved Check Request		✓	12/10/2014	Ashley May	12/11/2014 7:45 AM
Edit | Del	Collect Sales Documents		✓	10/13/2014	Josh Wegener	10/6/2014 4:39 PM

Show more » | Go to list »

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date

Edit [redacted] DRT Resolution 5N1AR2MM2DC[redacted]

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	[redacted]		1/16/2015	Customer	Approved	$1,244.31	26BUYBACK	Nissan North East Buyback/Trade	[redacted]	
	[redacted]		12/12/2014	Customer	Approved	$12,427.11	26BUYBACK	Nissan North East Buyback/Trade		
	CR0138782	[redacted]	12/11/2014	Lienholder	Approved	$27,374.82	26BUYBACK	Nissan North East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	70KB	2/11/2015 8:51 AM	Tammy Knotts
Edit | View | Del		119KB	2/5/2015 3:24 PM	Tammy Knotts
Edit | View | Del		78KB	1/21/2015 10 07 AM	Tammy Knotts
Edit | View | Del		78KB	1/20/2015 9:41 AM	Tammy Knotts
Edit | View | Del		664KB	12/15/2014 10:24 AM	Ashley May

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/20/2015 9 00 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/2/2015 2:40 PM	Jim Land	Changed **Case Owner** from Ashley May to **Jim Land**.
1/2/2015 2:40 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jennifer Edwards [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/6/2014 11:02 AM
CA Multiple Repairs		Date/Time Closed	10/15/2014 8:12 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,645		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7APXEY[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TEAM NISSAN NORTH	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7APXEY[redacted]		
Created By	Dianne Picar 10/6/2014 11 02 AM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8:10 PM	Root Cause Code (2)	
Days Closed	455	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jennifer Edwards (10/15/2014 8 12 AM)** **********CASE SUMMARY********** C called inbound to concerns with air bag light coming off and on regardless of if a passenger is sitting in seat or not. C brought veh to team Nissan north and dlrhsp was unable to duplicate concern and adv that systems were operating properly. C stated concern started again 3 days after leaving dlrshp. RCAS-JE recommended C to bring veh to different dlrshp autoserv Nissan of tilton. C agreed but stated would not be able to bring veh in for a few weeks. RCAS-JE adv C to call RCAS-JE when C was ready to take veh to dlrshp. Closing case at this time pending C contact.
Make Public		**Created By Jennifer Edwards (10/15/2014 8 09 AM)** RCAS-JE called C at [redacted] RCAS-JE adv C that this call may be recorded for quality and training purposes RCAS-JE adv C that dlrshp was not able to duplicate C stated veh concern went away but came back after 36 hours RCAS-JE apologized to C for concern coming back RCAS-JE adv C that without a diagnosis no dlrshp can repair veh RCAS-JE adv C that would recommend C taking veh to another dlrshp for diagnosis RCAS-JE recommended taking veh to autoserv Nissan of tilton C stated would take veh to tilton dlrshp but stated could not go for a few weeks RCAS-JE adv C to call RCAS-JE when C is ready to take veh to dlrshp and RCAS-JE would contact SM at dlrshp C agreed Call ended mutually RCAS-JE closing case at this time until C calls back with time that C can take veh to dlrshp for diagnosis RCAS-JE spoke with SA Chris at autoserv Nissan of tilton and was adv there are loaner veh that can be provided to C's in emergency situations and that enterprise rental is located on property
Make Public		**Created By Jennifer Edwards (10/14/2014 7 32 AM)** RCAS-JE recv email from SM Chris adv that SRS and OCS systems were operating as designed. Performed zero point reset performed. No TSB's or DTC's in system RCAS-JE called C a[redacted] no ans left vmail with case number [redacted] and callback number [redacted] will follow up on 10/15
Make Public		**Created By Jennifer Edwards (10/13/2014 7 34 AM)** RCAS-JE called C at [redacted] no ans left vmail with case number [redacted] and callback number [redacted] will follow up on dlrshp diagnosis on 10/14
Make Public		**Created By Jennifer Edwards (10/8/2014 9 04 AM)** RCAS-JE called C at [redacted] RCAS-JE verified address, email address, phone number, make and model of veh C stated veh has appx 7k miles current ly C stated that airbag light on passenger side does not register C stated when wife is sitting in passenger seat the airbag light goes C stated took veh to dlrshp and dlrshp repaired airbag light C stated that the concern came back and now concern has spread C stated that temperature lights and display go off and C has to turn engine off and back on to correct concern C stated C has appt for this Friday to bring veh back to dlrshp C stated Bluetooth on veh is also making calls by itself RCAS-JE apologize to C for concern with veh RCAS-JE adv C that RCAS-JE would find out diagnosis on veh this Friday and follow up with C on 10/13 with update on veh C agreed Call ended mutually RCAS-JE sent email to SM Chris advising to notify RCAS-JE of diagnosis on veh
Make Public		**Created By Jennifer Edwards (10/7/2014 12 50 PM)** RCAS-JE called C at [redacted] no ans left vmail with case numb[redacted] and callback number [redacted] ill follow up on 10/8 RCAS-JE notes no open campaigns or recalls

Make Public

Created By Dianne Picar (10/6/2014 1 57 PM)
crr-dp received a call from c
c called in because c stated that the vehicle is brought to the shop because the the passenger air bag light turns on like there is no passenger.
c stated after a month that the vehicle is fixed, the light turns on again.
c stated that right now the Temprature gauges are completely gone.
crr-dp apologized and empathized
crr-dp acknowledged c
crr-dp apologized and empathized
crr-dp acknowledged c
crr-dp asked when was then last diagnosis.
c stated last sept 10.
c stated that the dealership told c that the vehicle is already fixed but when c's wife sat at the passenger seat the light came on again.
crr-dp apologized and empathized
crr-dp acknowledged c
crr-dp informed c that crr-dp will forward this case to RCAS for a review and expect a call by the end of the next business day
C understood.
crr-dp offered further assistance, c declined
crr-dp provided case number, name and
EXT#
crr-dp exiting case forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7992123	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/6/2014	YX	BK	233500	OA
Edit | Del	CC-7992124	INSTRUMENTATION	COOLANT TEMP GAUGE	POOR OR IMPROPER OPERATION	06	10/6/2014	YX	AT	179500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/15/2014 8:12 AM	Jennifer Edwards	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 7:33 AM	Jennifer Edwards	Changed **Follow Up Date** from 10/14/2014 to **10/15/2014**.
10/13/2014 7:34 AM	Jennifer Edwards	Changed **Follow Up Date** from 10/13/2014 to **10/14/2014**.

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Surveys

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Case [redacted]

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Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/6/2014 2:06 PM
CA Multiple Repairs		Date/Time Closed	10/7/2014 8:21 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	vehicle concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ALEXANDER NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 1N4AL3AP1EC[redacted]		
Created By	Hubert Domanais, 10/6/2014 2 06 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	463	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Tommy Beard (10/7/2014 8 20 AM) RCAS TB contacted SM at Alexander Nissan 5705464925 RCAS TB stated C's concerns SM states C had airbag light come on when husbands legs were outside of vehicle SM states told C that seat does self check when seat belt is buckled RCAS TB thanked SM for information
Make Public		RCAS TB contacted C at [redacted] RCAS TB apologized for C's concerns C stated was told her purse could have been the issue C stated husband got out of vehicle while engine was running and got back in and light would not go off RCAS TB apologized C stated will airbag go off if light is on RCAS TB stated no RCAS TB stated sorry for inconvenience to C RCAS TB stated Nissan is continuing to look into this and new airbag updates will be coming soon C thanked RCAS TB call ended mutually
Make Public		**Created By Hubert Domanais (10/6/2014 2 11 PM)** Vehicle Concern
Make Public		**Created By Hubert Domanais (10/6/2014 2 11 PM)** crr-hd received call from c crr-hd verified c's name, vin, address, mileage, phone number, email address & responsible dlr. crr-hd checked for open recalls/campaigns/upgrades found: 0 c stated that c owns a MY2014 Altima and c stated that c is having issue on the airbag light c stated that while someone is sitting on the passenger airbag, the light is on c stated that c tried to not to bother while c is on driving but c noticed that the airbag light never came off c stated that c tried to turn off the veh and the airbag light came off c stated that c brought the veh for service at nna dlr last aug 2014 to reset the airbag light and c was told by the dlr that c needs to wait for sometime before the airbag light will came off c stated that c is a bit concern that somehow the airbag light is not functioning well c is asking if NNA can assist c on the concern crr-hd apologized to c crr-hd advised c that file will be transferred to rcas for review. crr-hd advised c to expect a call within the next business day. c understood. crr-hd offered further assistance, c declined. crr-hd provided name, ext and file number. crr-hd leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7992689	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/6/2014	YX	BK	233500	OA
Edit | Del	CC-7992690	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/6/2014	YE	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/7/2014 8 21 AM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/6/2014 2:12 PM	Hubert Domanais	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000002117u**.

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Surveys Surveys Help

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Case Comments [34] | Case Categorizations [5] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raquel Taylor [Change]
Letter Sent Date	10/27/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/30/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/6/2014 4:19 PM
CA Multiple Repairs		Date/Time Closed	10/27/2014 1:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,900		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NAPLETON NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/27/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/13/2014	Vehicle Service Contract	
RHR Completed	10/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	

Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0EN[redacted]		
Created By	Raquel Taylor 10/6/2014 4:19 PM	Root Cause Code	SCSH
Last Modified By	System Account NNAINT 10/27/2014 7:14 PM	Root Cause Code (2)	
Days Closed	443	Action Code	NT3I
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Mae Strenciwilk (10/27/2014 1 01 PM) Last Modified By Raquel Taylor (10/27/2014 1 13 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Raquel Taylor (10/27/2014 12 45 PM)** rcas attaching and sending dnl letter
Make Private	✓	**Created By Raquel Taylor (10/27/2014 12 42 PM)** summary: C called in asking for a repurchase due to an undiagnosed issue with c's transmission. RCAS processed RHR and C was declined rcas advised C rcas closing case pending denial letter being sent.
Make Private	✓	**Created By Raquel Taylor (10/27/2014 12 40 PM)** RCAS called C at [redacted] 1 23pm and spoke with C RCAS- advised c that the call may be recorded for quality purposes. C understood. RCAS spoke with c and advised c that after a complete and careful review of all of c's available veh information NNA in not in a position to replace or repurchase c's veh. C than asked why rcas advised C that the investigation is based on the veh history and based on the information NNA has at this time c's veh does not qualify for a repurchase. C understood and stated that is fine perhaps after c's veh has an accident NNA will reconsider. RCAS apologized and advised c that NNA will continue to honor the terms and conditions of c's veh warranty. RCAS apologized this was not the answer C was expecting , but if C feels that there is an issue with c's veh the warranty is there to cover warrantable issues and C should take c's veh to the dlr C understood rcas provided C with name ext and case and thanked C for calling NNA
Make Private	✓	**Created By Raquel Taylor (10/27/2014 12 22 PM)** RCAS received email no GW recommendations
Make Private	✓	**Created By Raquel Taylor (10/24/2014 10 27 AM)** RCAS received denial rcas contacting CXM
Make Private	✓	**Created By Anthony Zacharyasz (10/24/2014 9 16 AM) Last Modified By Raquel Taylor (10/24/2014 10 27 AM)** ARBS notes the following: 1 visit for an oil leak. // Replaced oil drain plug. 1 visit for hard start. // Unable to duplicate. 1 visit for screen not working. // Reset cluster. 2 visits for transmission jerking. // Replaced CVT. Advised jerk on deceleration is normal. 16 days down. ARBS notes the vehicle contains aftermarket leather installed after the purchase of the vehicle. ARBS notes each complaint C has had with the vehicle have been addressed and resolved on the first visit. – Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.
Make Private	✓	**Created By Anthony Zacharyasz (10/24/2014 9 08 AM) Last Modified By Raquel Taylor (10/24/2014 10 27 AM)** ARBS rec'd RHR, reviewed ROs, and notes the following repair history: RO #[redacted] 12/04/13... 16 miles... 1 day down -Concern: 1. Installed leather. -Action Taken: 1. Completed. RO #[redacted] 2/17/14... 3,872 miles... 1 day down -Concern: 1. C states oil leaking from under vehicle; towed in. -Action Taken: 1. Replaced oil drain plug; filled with oil. RO #: 141669

4/21/14... 6,587 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
-Action Taken:
1. Completed.

RO #: [redacted]
8/22/14... 10,131 miles... 1 day down
-Concern:
1. Vehicle having hard time starting.
2. Vehicles screen is not working properly on dash.
-Action Taken:
1. No problem found.
2. Reset cluster.

RO #: [redacted]
10/06/14... 11,975 miles... 11 days down
-Concern:
1. Loud noise w hen picking up speed and the vehicle is jerking also at the same time the noise is heard.
-Action Taken:
1. Replaced CVT.

RO #: [redacted]
10/17/14... 12,203 miles... 1 day down
-Concern:
1. C states when decreasing speed there is a jerk.
-Action Taken:
1. Advised C that is normal operation of the CVT.

Make Private ✓ **Created By Raquel Taylor (10/23/2014 1 02 PM) Last Modified By Raquel Taylor (10/23/2014 6 00 PM)**
missing RO's attached to case RCAS emailing ARBS

Make Private ✓ **Created By Karen Dorner (10/23/2014 9 44 AM)**
SRD-KD assisting

SRD sending email to SM Eddy Barros requesting RO [redacted]

Make Private ✓ **Created By Raquel Taylor (10/22/2014 12 33 PM)**
RCAS called C at [redacted] 1 31pm and got c's vmx
rcas advised c rcas is working case but there is no new information to provide currently
RCAS-rq left a vmx with case #, RCAS name & extension.
RCAS-rq also provided call back # of 1800-647-7261.
RCAS-rq Exiting case & setting follow up for: 10/27/14

Make Private ✓ **Created By Raquel Taylor (10/22/2014 12 05 PM)**
rcas called dlr at 5618480688 1 01pm RCAS asked to have ro from 10/06 and one on 10/17 faxed over
request per arbs
rcas asked to speak with SM
rcas was advised SM was not currently in but a message would be left

Make Private ✓ **Created By Anthony Zacharyasz (10/21/2014 3 12 PM) Last Modified By Raquel Taylor (10/22/2014 11 26 AM)**
ARBS called Napleton Nissan on (561)848-0688 and spoke with SA-Eddie. SA stated C picked up the vehicleon 10/16 and returned on 10/17 for the lower radiator hose clamp coming off and the vehicle lost coolant. SA stated the vehicle was repaired and returned to C yesterday. ARBS understood. Ended call.

Make Private ✓ **Created By Raquel Taylor (10/17/2014 3 20 PM)**
RCAS received a call from C stating that C just picked up c's veh. C stated that C was picking up c's daughters and c's veh started overheating and jerking really bad. C stated that c called the dlr the dlr advised c that the dlr was going to pick up c's veh with a tow 10/17/14.
C stated that C just wanted to update RCAS for the case.
rcas understood and apologized C for c's inconvenience. RCAS advised c that RCAS would update the case with c's new information and contact C back 10/22/14
C understood and agreed
rcas thanked C for calling NNA and provided name ext and case number

Make Private ✓ **Created By Raquel Taylor (10/17/2014 2 58 PM)**
rcas spoke with [redacted] 2 20pm and spoke with C
RCAS- advised c that the call may be recorded for quality purposes.
C understood.
RCAS advised c that rcas was returning C's call and asked how RCAS could assist.
C stated that C is picking up C's veh and the dlr but the dlr did not do anything to the veh. C stated that the dlr advised c that c's issue is a normal function of the veh. C stated that c is not sure how to continue.
RCAS apologized and advised C that in this case the dlr are the ones responsible for diagnosing the veh. If c is not agreed with a diagnostic given to a veh C has the option of taking the veh to a different NNA dlr and if a warrantable repair is required than the repair would be covered by NNA.
C understood and agreed.
rcas advised c that RCAS would continue to work c's RHR, but there is currently no response to provide. RCAS advised c that RCAS would follow up with C 10/21/14
C agreed
rcas provided name ext and thanked c for calling NNA

Make Private ✓ **Created By Edison Martinez (10/17/2014 12 23 PM) Last Modified By Raquel Taylor (10/17/2014 12 30 PM)**
RCAS Edison got a call from c asking for RCAS Raquel
RCAS asked if any info has changed c stated no
RCAS asked reason of call c stated because c is going to get the veh and wants to discuss a few things with RCAS before doing that.
RCAS spoke to RCAS Raquel and advised that RCAS Raquel will call c back asap.
RCAS advised c that RCAS Raquel will c back and what was the best number c stated [redacted]

Make Private ✓ **Created By Benjamin Pastor (10/17/2014 9 10 AM)**
RCAS Benjamin Pastor received a call from c stating c wants to speak with RCAS- Raquel Quinones stating C dropped off veh again at dlr today 10/17/14.
RCAS asked c if any contact information such as address or phone #'s have changed, c stated: no.
RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS-RQ is available, c accepted.
RCAS came back to c & thanked c for hold time.

RCAS explained that RCAS-RQ is not available. RCAS offered to transfer C to RCAS-RQ's vxm, but C refused stating that C only wanted to tell RCAS-RQ that C took veh to dlr again. RCAS states that RCAS-RQ is working case and will call back C on 10/21/14.

RCAS provided c with Name and EXT #.
RCAS exiting case.

Make Private ✓ **Created By Raquel Taylor (10/16/2014 11 14 AM)**
C called in and stated that c's picked up c's veh and the veh is still pulling.
c stated that C is probably going to take the veh back to the dlr 10/17/14. RCAS understood and thanked C for this information, RCAS advised c that RCAS is still working c's case but there is not response to provide at this time. rcas advised c that rcas would contact c back with an update on this case 10/21
C understood and agreed.
rcas provided name and ext and thanked c for calling NNA.

Make Private ✓ **Created By Jennifer Pou (10/14/2014 11 25 AM)**
RCAS Jennifer Pou assisting RCAS Raquel Quinones
RCAS calling c @ [redacted] @ 12 24 pm est and spoke with c and advised c that case is being worked and c will be contacted 10/17
c understood and stated has RCAS contact info
RCAS setting follow up for 10/17

Make Private ✓ **Created By Raquel Taylor (10/13/2014 4 03 PM)**
rcas contacting FOM DOM and CXM about RHR

Make Private ✓ **Created By Sara Dorazio (10/13/2014 9 32 AM) Last Modified By Raquel Taylor (10/13/2014 4 02 PM)**
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Private ✓ **Created By Karen Dorner (10/13/2014 7 11 AM)**
SRD-KD advised RCAS to send email to CXM,DOM and FOM regarding Cs request for repurchase

SRD completed and submitted RHR

Make Private ✓ **Created By Karen Dorner (10/10/2014 12 31 PM)**
SRD-KD received RO's and attached to case

Make Private ✓ **Created By Karen Dorner (10/10/2014 12 14 PM)**
SRD-KD received inbound call from SA Xavier from Napleton Nissan. SA stated will fax RO's to SRD. SRD provided fax # 615 984 5005. SA stated Cs veh will be done today. SRD asked SA to fax open RO also. SA stated will send. SRD thanked SA Xavier.

Make Private ✓ **Created By Karen Dorner (10/10/2014 12 11 PM)**
SRD called Napleton Nissan 561 848 0688 at 1 05 Pm Est, SRD advised SM just left. Receptionist asked for SRD name and # and would have SA Xavier contact SRD. SRD provided Cs name, last 8 of vin and SRD name and # 800 343 6913 ext 458173. SRD advised receptionist RO's have been requested and not received and are needed. Receptionist stated would have SA contact SRD in 10 minutes. SRD thanked receptionist.

Make Private ✓ **Created By Karen Dorner (10/10/2014 12 05 PM)**
SRD-KD sent email to Sm Eddy asking for RO's

Make Private ✓ **Created By Karen Dorner (10/10/2014 11 12 AM)**
SRD-KD sent email to RCAS RQ asking if Ro's have been received.

Make Private ✓ **Created By Raquel Taylor (10/9/2014 6 59 PM)**
rcas did not receive RO's RCAS resending email and changing task

Make Private ✓ **Created By Karen Dorner (10/9/2014 12 29 PM)**
SRD-KD sent email to RCAS RQ asking if Ro's have been received

Make Private ✓ **Created By Jennifer Pou (10/9/2014 11 53 AM)**
RCAS Jennifer Pou assisting RCAS Raquel Quinones
RCAS calling c @[redacted] @ 12:51 pm est and RCAS left c a vmx advising case is being worked and would contact c 10/14 and left RCAS contact info call 8006477261 ext 458180 if any questions
RCAS setting follow up 10/14

Make Private ✓ **Created By Raquel Taylor (10/8/2014 12 10 PM)**
rcas received vmx from SM stating that fax was not working and SM needed email to send RO"s to.
rcas emailed SM at ebarros@napleton.com (per SM request)

Created By Karen Dorner (10/8/2014 7 53 AM)
SRD-KD assisting

SRD called Napleton Nissan 561 848 0688 at 8 50 Am Est, SRD spoke with SM Eddie. SM asked for email address to send RO's. SRD provided Sm with SRD email. Sm stated will send in about 20 minutes. SRD thanked SM

Make Private ✓ How many times has the customer's vehicle been in for repairs?
What repairs were performed?
How many days has the vehicle been kept out of service at your dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders that contain the technician time stamps.
Has TECH LINE been involved? no
Has the Dealer Technical Specialist (DTS) been involved?
no

Make Private ✓ **Created By Karen Dorner (10/7/2014 1 43 PM)**
SRD-KD assisting

SRD called Napleton Nissan 5618480688 at 2:40 Pm Est, left vmx for SM to contact RCAS RQ at 800 343 6913 ext 458180. SRD provided Cs name last 8 of vin and advised Sm to fax all Ro's including open Ro to SRD at 615 984 5005.

Created By Raquel Taylor (10/6/2014 4 25 PM)
C's name: [redacted]
only #('s) provided by c to call: 5613073452
C's address: [redacted]
West Palm Bch, FL[redacted]
C provided c's vin #, mileage, servicing dlr, email, and how veh was acquired

Make Private ✓ RCAS received a call from c stating c called in stated that c was looking for a lemon law review. C stated that c's veh had an issue with oil leak and now c's veh is jerking. C stated that c took the veh to the dlr and the dlr advised c that C needed a new transmission
RCAS advised c that the process CA does is an rhr. RCAS advised C that the process will take up to 10 business day to process & that there is no guarantee of repurchase or exchange of veh.
RCAS advised c that the decision should be provided around: 10/20/14
Rcas asked:

Why does c want to return the vehicle to Nissan North America? C stated C's veh is new and needs a transmission repair

Where is the vehicle currently? at dlr since 10/06/14

Where was the vehicle purchased? NAPLETON NISSAN
Was it purchased new or used? new

Where is the vehicle serviced? NAPLETON NISSAN

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? NAPLETON NISSAN

RCAS- advised c that RCAS will follow up with c every 3 business days until a decision is made. RCAS advised c that rcas will follow up with c: 10/09/14
RCAS- offered further assistance: C declined.
RCAS provided c with case #, RCAS'S Name, extension #.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8020931	NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL NQU RY	QF	10/27/2014	ZR	AZ	204500	OF
Edit | Del	CC-8020932	ENGINE MECHANICAL	O L PAN (PAN/GASKET/STRAINER/PLUG)	PREMATURE WEAR/FA LURE	06	10/27/2014	WA	AG	141000	OA
Edit | Del	CC-8020933	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/27/2014	YX	BK	233500	OA
Edit | Del	CC-8020934	INSTRUMENTATION	ODOMETER	POOR OR IMPROPER OPERATION	10	10/27/2014	YX	AT	181500	OA
Edit | Del	CC-8020935	POWERTRA N	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	PREMATURE WEAR/FA LURE	10	10/27/2014	WA	BG	302500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	10/27/2014	Raquel Taylor	10/27/2014 1:13 PM
Edit | Del	Correspondence Request	[redacted]	✓	10/27/2014	Raquel Taylor	10/27/2014 1:03 PM
Edit | Del	[redacted]		✓	10/24/2014	Raquel Taylor	10/24/2014 10 27 AM
Edit | Del	NAPLETON NISSAN		✓	10/23/2014	Raquel Taylor	10/23/2014 6:00 PM
Edit | Del	Call		✓	10/17/2014	Raquel Taylor	10/17/2014 12 57 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	17KB	10/27/2014 12:46 PM	Raquel Taylor
Edit | View | Del		1 39MB	10/23/2014 11:32 AM	Karen Dorner
Edit | View | Del		24KB	10/13/2014 7:11 AM	Karen Dorner
Edit | View | Del		92KB	10/13/2014 6:01 AM	Karen Dorner
Edit | View | Del		599KB	10/10/2014 12:30 PM	Karen Dorner

Case History

Case History Help

Date	User	Action
10/27/2014 1:13 PM	Raquel Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/27/2014 1 01 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **10/27/2014**.
		Changed **Supporting Documents** from false to **true**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [14] | Case Categorizations [1] | Open Activities [2] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Eboni Smith [Change]
Letter Sent Date	10/13/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/16/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/6/2014 4:44 PM
CA Multiple Repairs		Date/Time Closed	10/16/2014 9:26 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Veh Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MURFREESBORO TN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN7D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF MURFREESBORO	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/6/2014	Vehicle Service Contract	
RHR Completed	10/10/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN7DC[redacted]		
Created By	Mark Joven Salumbides, 10/6/2014 4:44 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	454	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Eboni Smith (10/16/2014 9 26 AM) RCAS-ES is closing case as no further assistance is needed =========Case Summary========== RCAS-ES received case and c is requesting repurchase of vehicle **RCAS-ES attached RO's and submitted to RHR to ARBS** RCAS-ES generated RHR denial letter for correspondence request
Make Public		ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You! RCAS-ES reached out to c regarding c veh concern @[redacted] RCAS-ES advised c that NNA have reached a decision C asked to hold C hung up RCAS-ES closing case, customer hung up, letter has been sent, and decision has been reached
Make Public		**Created By Eboni Smith (10/16/2014 9 13 AM)** RCAS-ES reached out to c regarding c veh concern @ [redacted] RCAS-ES advised c that NNA have reached a decision C asked to hold C hung up
Make Public		**Created By Eboni Smith (10/15/2014 2 43 PM)** RCAS-ES reached out to c regarding c veh concern @ [redacted] RCAS-ES advised c voicemail that NNA reached a decision regarding customer veh concern RCAS-ES will attempt to contact c for 2nd attempt on 10/16
Make Public		**Created By Mae Strenciwilk (10/13/2014 10 34 AM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Public		**Created By Eboni Smith (10/13/2014 10 26 AM)** RCAS-ES generated RHR denial letter for correspondence request
Make Public		**Created By Ricardo Garcia (10/13/2014 10 06 AM)** ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS discuss goodwill options among CSM and CA Management.
Make Public		**Created By Ricardo Garcia (10/13/2014 10 06 AM)** ARBS-RG notes the following 9 days down 3 visits - 1 repair related to air vent concern

2 visits - 2 repairs related to transmission judder
2 visit - 1 repair related to passenger side roof rail concern
1 visit - 1 repair related to driver's side roof rail concern
1 visit - 1 repair related to drivers side visor
1 visit - 1 recall related to passenger airbag light concern

NO ADDITIONAL CASES FOUND
NO TECH L NE CASE FOUND
NO DTS FOUND
ADDITIONAL WARRANT ES FOUND
- Policy #[redacted] New Gold Preferred - 7 year / 100,000 miles - EXPIRES on 6/17/19
- Policy #[redacted] Prepaid Maintenance Agreement - 2 year / 30,000 miles - EXPIRES on 6/29/2015

Make Public

Created By Ricardo Garcia (10/13/2014 9 59 AM)
ARBS-RG notes the following repairs

07/25/13 @ 935 miles — RO #[redacted] — 2 days down
Issue:
1. Customer states door trim has come off
2. Customer states lh side air vent is not blowing air out
Action:
1. Replaced one inside handle finisher
2. SOP- Vent

8/1/2013 @ 1,204 miles — RO [redacted] — 1 day down
Issue:
1. Customer states passenger air vent not working
2. Customer states passenger side roof rail rubber keeps falling off
3. Customer states fuel mileage is very low
Action:
1. OP Tech ordered parts
2. OP Tech ordered parts
3. Test drove/ avg mileage

8/9/2013 @ 1,461 miles — RO # [redacted] — 1 day down
Issue:
1. Customer states passenger side air vent is not working correctly
2. Customer states gasket under passenger side roof rail is coming out
3. Rental Provided
Action:
1. Replaced Vent
2. Replaced passenger roof side molding
3. Completed

1/25/2014 @ 7,614 miles — RO #[redacted] — 1 day down
Issue:
1. Perform R1308 : ABS Reprogramming
Action:
1. Completed

6/3/2014 @ 12,440 miles — RO #[redacted] — 1 day down
Issue:
1. Customer states bad judder when accelerating
2. Perform R1404 : OCS Reprogramming
Action:
1. Reprogrammed TCM
2. Completed

7/1/2014 @ 13,922 miles — RO #[redacted] — 1 day down
Issue:
1. Customer states that vehicle is making awful noise when driving
Action:
1. Replace right front wheel bearing

9/9/2014 @ 17,302 miles — RO # [redacted] — 3 days down
Issue:
1. Customer states that vehicle jerks badly on takeoff or when accelerating
2. Customer states state drivers visor makes a poppin noise when raising it
3. Customer states that the deal on the roof on drivers side is coming loose
Action:
1. Replace CVT
2. Replace Driver Visor
3. Replace roof molding

Make Public

Created By Eboni Smith (10/10/2014 1 42 PM)
RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number [redacted] and make reference to case number

RCAS-ES advised c voicemail that NNA have NOT reached a decision regarding customer veh concern

RCAS-ES remind c that decision usually take 10 business days

RCAS-ES noted next follow up will be 10/15 or as soon as decision is reached

Make Public

Created By Andrea Brown (10/10/2014 11 55 AM)
DRTS received the RHR. The RHR was assigned to ARBS-Ricardo Garcia for review.

Make Public

Created By Eboni Smith (10/10/2014 9 52 AM)
RCAS-ES attached RO's and submitted to RHR to ARBS

Make Public

Created By Eboni Smith (10/7/2014 9 19 AM)
RCAS-ES reached out to c regarding c veh concern @[redacted]

C stated do not want the vehicle
C stated do not feel safe

Why do you want to return the vehicle to Nissan North America? Multiple repair attempts
Where is the vehicle currently? at customer residency
Where was the vehicle purchased? Nissan of Murfressboro
Was it purchased new or used? NEW
If used, when was the vehicle purchased?
Where is the vehicle serviced? No
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? NO

RCAS-ES apologized to c for c experience

RCAS-ES advise of next follow up 10/10 or as soon as a decision is reached

RCAS-ES advised can not make any promises or guarantees

RCAS-ES offered further assistance

C Declined

RCAS-ES noted end call with mutual agreement with C

Make Public

Created By Mark Joven Salumbides (10/6/2014 4 48 PM)
Vehicle Concern

Created By Mark Joven Salumbides (10/6/2014 4 47 PM)
CRR-MS received a call from C regarding concern
CRR-MS verified c's information;
name, number, alternate number, mailing address & Email Address
C provided best number to reach [redacted]

Make Public

C said that c's veh is having an on going issues on the veh regarding the transmission that is shuttering, c said c have taken the veh to a the dlr twice already but c is still having an issue with the transmission, c said c was assisted by SA Terry. c said c wanted Nissan to buy c's veh back, c said c is not comfortable on c's veh anymore.

CRR-MS apologized to C and advised C that C's case will be forwarded to RCAS for assistance.
CRR-MS advised C that C will received a call from RCAS within the next business day before the business day ends
c understood
CRR-MS offered further assistance. C declined.
CRR-MS gave C name, extension number and case number.
CRR-MS forwarded case to RCAS.
CRR-MS leaving the case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8004992	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/16/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Customer Letter Sent	Not Started	Customer Letter	✓		10/13/2014	Normal	Eboni Smith
Edit | Cls	Review RHR Decision and Recommendation completed	Not Started		✓	[redacted]	10/13/2014	High	Eboni Smith

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Correspondence Request	[redacted]	✓	10/13/2014	Eboni Smith	10/13/2014 10:35 AM
Edit | Del	[redacted]		✓	10/10/2014	Ricardo Garcia	10/13/2014 10:06 AM
Edit | Del			✓	10/10/2014	Eboni Smith	10/10/2014 12:00 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	19KB	10/13/2014 10:33 AM	Mae Strenciwilk
Edit | View | Del		73KB	10/10/2014 11:24 AM	Eboni Smith
Edit | View | Del		407KB	10/10/2014 9:53 AM	Eboni Smith
Edit | View | Del		138KB	10/7/2014 9 20 AM	Eboni Smith

Case History

Case History Help

Date	User	Action
10/16/2014 9:26 AM	Eboni Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/15/2014 2:43 PM	Eboni Smith	Changed **Follow Up Date** from 10/15/2014 to **10/16/2014**.
10/13/2014 10:34 AM	Mae Strenciwilk	Changed **Letter Sent Date** to **10/13/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [24] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Brian Phelps [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/6/2014 5:00 PM
CA Multiple Repairs		Date/Time Closed	11/5/2014 1:05 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	multiple issues; veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	STAR NISSAN
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,181		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MV9E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	STAR NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	10/22/2014	Vehicle Service Contract	
RHR Completed	10/22/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AT2MV9E[redacted]		
Created By	Adrian Lagdameo 10/6/2014 5 00 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 11/5/2014 7:10 PM	Root Cause Code (2)	
Days Closed	436	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Brian Phelps (11/5/2014 1 05 PM)** ***CLOSING SUMMARY*** RCAS-BP is closing case as no further assistance can be offered at this time. C contacted NNA CA due to C's concern not being able to be duplicated and C also asked for a repurchase, which was denied. RCAS-BP discussed case with FOM-Todd Zannacker.
Make Private	✓	**Created By Brian Phelps (11/3/2014 11 05 AM)** RCAS-BP placed outbound call to C [redacted] at 10:57am. RCAS-BP advised C that per FOM-TZ that RCAS-BP contacted C inform C of the offer. C stated that this was fine. RCAS-BP advised the C of the following: •A service credit can be issued at the rate of once per V N per customer. If the customer has received a service credit according to the VIN history, the customer IS NOT ELIG BLE for a service credit. The new owner of a pre-owned vehicle IS ELIGIBLE if there is no prior history indicating the "new owner" has received a service credit. •A service credit debit card CANNOT be issued to reimburse a customer for previous services. •Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories. •This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date. •If there is a balance at the end of the 6 month term the balance will be forfeited. •The Service Credit may NOT be sold to another V N. C agreed to T&C's regarding the Svc Credit. C stated that the radio issue is still happening. RCAS-BP advised the C that RCAS-BP will be closing this case, once the svc credit is approved. C stated that this was fine. Call ended mutually.
Make Private	✓	**Created By Brian Phelps (11/3/2014 8 34 AM)** RCAS-BP placed outbound call to FOM-Todd Zannacker at [redacted] at 8:12am. RCAS-BP advised FOM-TZ of C's denial of repurchase and if FOM-TZ would recommend any GW assistance. RCAS-BP advised FOM-TZ that C has a VSC contract on veh. FOM-TZ advised RCAS-BP that FOM-TZ recommends possible Svc Credits for C. FOM-TZ advised RCAS-BP advised if C does not like this, then that would be all that FOM-TZ would offer. RCAS-BP thanked FOM-TZ for assistance. Call ended mutually.
Make Private	✓	**Created By Brian Phelps (10/29/2014 1 27 PM)** RCAS-BP placed outbound call to C [redacted] at 1 20pm. RCAS-BP advised the C of the decision from ARBS and that NNA is not in position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. C stated that C did not like this, but understands. RCAS-BP advised C that RCAS-BP will be doing further review with TL and Region, per ARBS recommendation. C stated that C understood and that follow up for 11/3/14 is fine. C stated that C feels that C was not appreciated by Nissan, due to repurchase being denied. RCAS-BP advised that RCAS-BP understood. C stated that C has referred several other C's to this Nissan dlr and that these C's have purchased Nissan veh's. C thanked RCAS-BP for assistance. Call ended mutually.
Make Private	✓	**Created By Kristie Tate-Paul (10/27/2014 10 06 AM) Last Modified By Brian Phelps (10/29/2014 1 18 PM)** Based upon the consideration of the ROs provided, NNA is not in position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends that RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.
Make Private	✓	**Created By Kristie Tate-Paul (10/27/2014 10 04 AM) Last Modified By Brian Phelps (10/29/2014 1 18 PM)** ARBS notes the following: 1 FW repair for squeaking noise in brakes 2 FW repairs for security light/keys sign light

1 FW repair to cover under steering
1 FW repair to instrument panel cover
1 no dup for ABS pass light
1 concern with radio turning off and no repair
Total 10 days down for all FW repairs.

NMAC lease in state of IL
In service date 12/24/13
VSC currently on vehicle
Tech line case #[redacted]

Created By Kristie Tate-Paul (10/27/2014 9 56 AM) Last Modified By Brian Phelps (10/29/2014 1 18 PM)
ARBS received RHR, reviewed ROs and CPIA, & notes the following on repair history:

Open date 05/31/14....Mileage 7,343....RO[redacted]1 *verified invoice closed on 05/31/14
1.C/s squeaking noise from brakes / Noise from brake pedal-Replaced brake booster assy and bled system.
2.C/s red Security Light on dash shorted out-Replaced MASS Antenna

Make Private ✓ Open date 07/09/14....Mileage 9,033....RO[redacted]ays down 1 *verified invoice closed on 07/09/14
1.C/s key sign is back on- Internal Failure of BCM. Checked wires / Replaced BCM and reprogrammed all keys and config BCM.

Open date 08/05/14....Mileage 10,209...RO[redacted]. Days down 1
1 Plastic Cover under steering wheel to the left, popping out-Poor FIT/Installation. Replaced finisher.

Open date 09/22/14....Mileage 12,521... RO[redacted]...Days down 7
1 Radio turning off when going over RR tracks and all preset stations being lost-Called Nissan Tech line. Per Tech line, needs to happen a little more often
2 Left side plastic panel coming apart on dash and C has to push it back in constantly- Replaced instrument lower cover.
3 Passenger Airbag off light illuminates while someone is sitting in passenger seat-Unable to duplicate / verify.

Make Private ✓ **Created By Kristie Tate-Paul (10/27/2014 9 35 AM) Last Modified By Brian Phelps (11/3/2014 8 13 AM)**
ARBS contacted SA Ruba Sosa at Star Nissan #847-647-1555. Verified days down for ROs[redacted]as 1,1, & 7 respectively. C was provided in house loaner each time as no rental charged out per SA.

Make Private ✓ **Created By Brian Phelps (10/24/2014 10 47 AM)**
RCAS-BP placed outbound call to C at[redacted]10:46am.
RCAS-BP advised C that the case is still being reviewed and that RCAS-BP would follow up with C in 3 business days, which is 10/29/14.
C stated this was fine.
Call ended mutually.

Make Private ✓ **Created By Kristie Tate-Paul (10/24/2014 10 05 AM) Last Modified By Brian Phelps (11/3/2014 8 13 AM)**
ARBS called for SA Ruba Sosa at Star Nissan #847-647-1555. LM on vm to return call regarding ROs and days down verification.

Make Private ✓ **Created By Kristie Tate-Paul (10/23/2014 2 30 PM) Last Modified By Brian Phelps (11/3/2014 8 13 AM)**
ARBS contacted Star Nissan for days down verification on 3 ROs: [redacted]-Spoke with SA Rey. He was able to confirm 531510 as 1 day only, in on 05/31 and out on 05/31. Could not determine for sure on the other two. Advised ARBS to call SA Ms. Ruba Sosa on Friday after 9 a.m. as she handled the other two ROs.

Make Private ✓ **Created By Sara Dorazio (10/22/2014 10 16 AM) Last Modified By Brian Phelps (11/3/2014 8 13 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Kristie Tate-Paul for review.

Make Private ✓ **Created By Sara Dorazio (10/22/2014 9 14 AM) Last Modified By Brian Phelps (11/3/2014 8 13 AM)**
DRTS notes the RO's were not attached to the case. DRTS set a task for RCAS to attach the RO's to the case and to resubmit the RHR, please review SOP 3.19 for resubmission process.

Make Private ✓ **Created By Brian Phelps (10/21/2014 8 37 AM)**
RCAS-BP placed outbound call to C at 7[redacted]at 8:36am.
RCAS-BP received C's vmx.
RCAS-BP left C a vmx message that case is still being reviewed and that next follow up will be 10/24/14.
RCAS-BP left case number and direct number.

Make Private ✓ **Created By Brian Phelps (10/21/2014 8 13 AM)**
RCAS-BP placed outbound call to dlr at 847-647-1555 at 8 07am.
RCAS-BP spoke to SA-Adam.
RCAS-BP advised SA-Adam that RCAS-BP still has not received the RO's on C's veh.
SA-Adam advised RCAS-BP that SA-Adam will fax over all the RO's as soon as possible.
RCAS-BP provided SA-Adam of direct fax number.
RCAS-BP thanked SA-Adam for assistance.
Call ended mutually.

Make Private ✓ **Created By Brian Phelps (10/17/2014 8 11 AM)**
RCAS-BP placed outbound call to dlr at 312-203-6680 at 8 08am.
RCAS-BP spoke to SM-Anthony DeJesus.
RCAS-BP advised SM-AD that RCAS-BP sent SM-AD an email regarding the RO's that RCAS-BP needs.
SM-AD advised RCAS-BP that he did just get the email and would get the RO's to RCAS-BP as soon as possible.
RCAS-BP thanked SM-AD for assistance.
Call ended mutually.

Make Private ✓ **Created By Brian Phelps (10/14/2014 4 29 PM)**
RCAS-BP placed outbound call to C at[redacted]at 4:18pm.
RCAS-BP advised C that since dlr is not able to duplicate the issue, then it is hard for the dlr to recommend a repair.
C stated that this issue, with the bluetooth and radio, happened again this past Saturday 10/11/14.
C stated that C is just frustrated because the C feels that the dlr is just giving the C the run around.
C stated to RCAS-BP that C is just frustrated and that C now wants NNA to repurchase veh and get C out of lease.
RCAS-BP advised C that RCAS-BP understood.
RCAS-BP asked the C the following questions:
•Why do you want to return the vehicle to Nissan North America? Dlr not able to duplicate C's concern.
•Where is the vehicle currently? At C's home.
•Where was the vehicle purchased? Star Nissan.
•Was it purchased new or used? New
•If used, when was the vehicle purchased? N/A
•Where is the vehicle serviced? Star Nissan.
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? Star Nissan.
RCAS-BP advised the C of the time frame that it takes to collect all the info.
C stated that this was fine.
RCAS-BP advised C of next follow up on 10/17/14.
C stated to RCAS-BP that C will be out of town and asked if RCAS-BP would follow up on 10/20/14.
RCAS-BP stated that this would be fine.
C thanked RCAS-BP and stated to RCAS-BP that C was not trying to take frustrations out on RCAS-BP.
RCAS-BP advised C that RCAS-BP understood.
Call ended mutually.

Make Private ✓ **Created By Brian Phelps (10/13/2014 2 01 PM)**
RCAS-BP placed outbound call to C at[redacted]at 2:00pm.
RCAS-BP received C's voicemail.
RCAS-BP left C a message with case number and direct line.

Make Private ✓ **Created By Brian Phelps (10/7/2014 4 59 PM)**
RCAS-BP placed outbound call to C at[redacted]t 4:47pm.
RCAS-BP VERIF ED C's name, home & email address, concern, phone#, V N#, mileage.
RCAS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found: None
C stated that the key fob was not working and that the veh was not recognizing the key fob, even while C was in the veh.
C stated that dlr replaced the module.
C stated that dlr replaced the dash, by the steering wheel, the clips.
C stated that the brake boot has also been replaced.
C stated that the dash is still not hooking properly.

C stated that when C goes over RR Tracks that the blue tooth gets knocked out and the preset stations reset when this happens.
C stated that this has happened multiple times.
C stated that dlr informed C that dlr was not able to duplicate.
C stated that the airbag light keeps coming on, even when C's wife is sitting in the passenger seat.
C stated that this is just a bit frustrating to C.
RCAS-BP apologized to C for having these issues.
C thanked RCAS-BP for follow up.
RCAS-BP provided C with case number and direct line.
Call ended mutually.

Make Private ✓ **Created By Brian Phelps (10/7/2014 4 48 PM)**
RCAS-BP placed outbound call to C at [redacted] at 4:45pm.
RCAS-BP received a message that number has been disconnected or was no longer in svc.

Make Private ✓ **Created By Brian Phelps (10/7/2014 4 40 PM)**
RCAS-BP placed outbound call to dlr at 847-647-1555 at 4 28pm.
RCAS-BP spoke to SM-Anthony De Jesus to discuss case.
SM-AD advised RCAS-BP that there is an open RO still on C's veh and that C's veh is not there at the dlr.
SM-AD advised that C stated that when C goes over railroad tracks, the radio goes out and the preset stations get deleted.
SM-AD advised RCAS-BP that tech line has been contacted and SM-AD was advised by tech line that the issue would have happen more frequently to recommend a repair.
SM-AD advised RCAS-BP that dlr was not able to duplicate the radio issue.
SM-AD advised RCAS-BP that the C stated that the airbag light was turning on when someone was sitting in the passenger seat.
SM-AD advised RCAS-BP that dlr was not able to duplicate this as well.
SM-AD advised RCAS-BP that C has the veh.
RCAS-BP thanked SM-AD for assistance.
Call ended mutually.

Make Private ✓ **Created By Brian Phelps (10/7/2014 4 29 PM)**
RCAS-BP unable to data net/share case with dlr, 10/7/14.

Make Public **Created By Adrian Lagdameo (10/6/2014 7 13 PM)**
crr-al adding to previous notes;
crr-al confirmed a good call back number
c provided: [redacted]

Make Public **Created By Adrian Lagdameo (10/6/2014 7 09 PM)**
c called in stating his 2014 Rogue has on going issues about the following:
-faulty brakes
-ECM issue
-push button on the handle or key fob not working
-dashboard
-radio issue
-air bag system not detecting the weight of c's wife.
crr-al apologized and provided assurance to assist
crr-al asked for c's full name, mailing address and contact details
c provided it
crr-al also asked for the last 6 of the VIN
c provided it
c stated that he already took pictures and video of the issues but the dealership advised c they need 2-3 more instances of this issue occuring for them to do something on it
c can't wait that long and needs the veh to be fixed
crr-al asked the name of the case servicing dealership
c stated it is STAR NISSAN and c is dealing with SA Ruba Sosa

crr-al advised c that this case will be escalated to RCAS which will call c by the end of the next business day
c agreed
crr-al offered further assistance
c declined
crr-al provided a quick recap, case number, name, extension number, branding and ended the call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7993381	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	10/6/2014	YX	AD	121500	OA
Edit | Del	CC-7993382	ENGINE ELECTRICAL	ENGINE CONTROL MODULE (ECU)	POOR OR MPROPER OPERATION	06	10/6/2014	YX	AF	132500	OA
Edit | Del	CC-7993383	BODY	REMOTE KEYLESS SYSTEM	POOR OR MPROPER OPERATION	17	10/6/2014	YX	AB	109500	OA
Edit | Del	CC-7993384	ENGINE ELECTRICAL	STARTER	POOR OR MPROPER OPERATION	11	10/6/2014	YX	AF	136500	OA
Edit | Del	CC-7993385	INTERIOR (NON-ELECTRIC)	DASH/PANEL/TRIM	POOR OR MPROPER OPERATION	QA	10/6/2014	YX	AU	187000	OA

Show 3 more » | Go to list (8) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	10/31/2014	Brian Phelps	11/3/2014 8:34 AM
Edit | Del			✓	10/27/2014	Brian Phelps	10/27/2014 1:43 PM
Edit | Del			✓	10/23/2014	Brian Phelps	10/22/2014 2 05 PM
Edit | Del			✓	10/22/2014	Kristie Tate-Paul	10/27/2014 10 07 AM
Edit | Del			✓	10/22/2014	Brian Phelps	10/22/2014 2 05 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052516	Goodwill Service Credit	5N1AT2MV9EC[redacted]	Processed	Customer Loyalty	Todd Zannacker	FOM	Jim Land	11/4/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	425KB	10/22/2014 9:57 AM	Brian Phelps
Edit | View | Del	[redacted]	55KB	10/22/2014 8:50 AM	Brian Phelps
Edit | View | Del	[redacted]	75KB	10/21/2014 9:36 AM	Brian Phelps

Case History

Case History Help

Date	User	Action
11/5/2014 1 05 PM	Brian Phelps	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 11:09 AM	Brian Phelps	Changed **Follow Up Date** from 11/3/2014 to **11/7/2014**.
10/29/2014 1:28 PM	Brian Phelps	Changed **Follow Up Date** from 10/29/2014 to **11/3/2014**.

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Surveys

Surveys Help

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NISSAN

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Case [redacted]

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Case Comments [6] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Nena Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	10/10/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	10/6/2014 6:17 PM
CA Multiple Repairs		Date/Time Closed	10/10/2014 9 54 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	No Start Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5FC[redacted]	Part Number 1	
Model Year	2015	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13115	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SONORA NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Quality Connection	Case Type	QFS75D
Survey Request Date		Receipt Date	10/1/2014

Survey-Source		Survey NPS Score 1	0
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	E1820A, Engine Starting - Does not turn over when trying to start, DF Car would not start happen 1 time they still don't know what caused it don't trust the reliability of the car F1270Z, Warning Lights/Alerts/Chimes - Other/None of the above, DF Passanger seat air bag warring light comes on win some body or nobody is in the seat does the air bags work or not I1791F, Carpet/Floor Covering - Poor material quality (*), DF Cheep carpet	Hot Alert Type	Bothersome
Survey Verbatim	S1580U, Seat loose/moves while driving, DF 200 m iles	Post Follow-Up NPS Score	x
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name[redacted] Yuma, AZ, [redacted] Evening Phone: - Email Address:[redacted] Preferred Email:[redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz 10/6/2014 6:17 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/13/2015 11:59 PM	Root Cause Code (2)	
Days Closed	460	Action Code	NE4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Nena Smith (10/10/2014 8 56 AM)** TCS-NS closing case due to inability to contact C
Make Private	✓	**Created By Nena Smith (10/8/2014 1 02 PM)** TCS-NS attempted contact via home phone busy business phone Wal-Mart TCS-NS did not ask for C TCS-NS sending email
Make Private	✓	**Created By Nena Smith (10/8/2014 12 43 PM)** TCS-NS attempted contact number busy
Make Private	✓	**Created By Nena Smith (10/8/2014 9 38 AM)** TCS-NS attempted contact number busy
Make Public		**Created By Nena Smith (10/7/2014 8 10 AM)** QC Hot Alert
Make Private	✓	**Created By Nena Smith (10/7/2014 8 09 AM)** TCS-NS checked for related previous CA cases and found: None TCS-NS checked for unrelated CA cases and found: None TCS-NS checked for open recalls/campaigns and found: None TCS-NS received case for handling as a result of QC survey response received from c. TCS-NS copied survey notes below: Engine Starting - Does not turn over when trying to start, Car would not start happen 1 time they still don't know what caused it don't trust the reliability of the car Warning Lights/Alerts/Chimes - Other/None of the above, Passanger seat air bag warring light comes on win some body or nobody is in the seat does the air bags work or not Carpet/Floor Covering - Poor material quality (*),Cheep carpet Survey Verbatim S1580U, Seat loose/moves while driving, 200 m iles Survey Specific Contact Information Name:[redacted], Yuma, AZ[redacted] DayTime Phone[redacted] Evening Phone: - Email Address:[redacted]- Preferred Email:[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7998259	ENGINE ELECTRICAL	STARTER	GENERAL INQUIRY	QA	10/10/2014	ZR	AF	136500	OA
Edit | Del	CC-7998260	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/10/2014	YX	BK	233500	OA
Edit | Del	CC-7998261	INTERIOR (NON-ELECTRIC)	SEAT (SEAT/LEVER/POSITIONER)	GENERAL INQUIRY	QA	10/10/2014	ZR	AU	190000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your Quality Connection Survey for Nissan [ref: 00DA09j8L. 500F0RWSO6 ref]	[redacted]	✓	10/8/2014	Nena Smith	10/8/2014 1:04 PM

Emails

Send an Email | Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your Quality Connection Survey for Nissan [ref: 00DA09j8L. 500F0RWSO6:ref] *10/8/2014 Case # [redacted] VIN # 1N4AL3AP5FC[redacted]*	[redacted]	10/8/2014 1 04 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/10/2014 9:54 AM	Nena Smith	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/10/2014 9:53 AM	Nena Smith	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **T5**.

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Surveys

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Case [redacted]

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Case Comments [20] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michael Bardwell [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/25/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/7/2014 9:13 AM
CA Multiple Repairs		Date/Time Closed	11/25/2014 4:08 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	BBB Settlement
Inspection Time/Notes	Appointment Time:10am pst Notes to Agent:Advise the customer that it's mandatory that they meet me for the isnpection.		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B.B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP9DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WEST COVINA NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	

Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 3N1AB7AP9D[redacted]		
Created By	Heathre Vanriper, 10/7/2014 9:13 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri, 4/3/2015 8 05 PM	Root Cause Code (2)	
Days Closed	414	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Ricardo Garcia (11/25/2014 3 54 PM) ARBS-RG notes the following Call Made : 11/25/14 Phone # : [redacted] Spoke with Customer Reason : To discuss DTS inspection results. ARBS-RG advised customer if concern if airbag continues to exist to have WEST COVINA NISSAN inspect vehicle for diagnosis since DTS was unable to duplicate concern. Customer understood. ARBS-RG spoke with ARBS-MB regarding phone conversation
Make Public		Created By Michael Bardwell (11/25/2014 1 44 PM) ARBS placed outbound call to c at [redacted] ARBS reached c who requested a Spanish speaking agent. ARBS advised c that ARBS would have someone else call c. C thanked ARBS and call ended mutually. ARBS spoke with ARBS-Ricardo Garcia who agreed to contact c before the end of the day on 26-Nov.
Make Public		Created By Michael Bardwell (11/25/2014 10 36 AM) ARBS notes from DTS inspection report that DTS was unable to duplicate OCS airbag concern during test. DTS also advised that DTS checked idle and that idle was within specs.
Make Public		Created By Michael Bardwell (11/11/2014 1 16 PM) ARBS received confirmation from BBB that inspection should be a DTS inspection not a TE. ARBS reached out to DTS-Devin to confirm. DTS provided inspection date/time of 24-Nov at 1000 PST. ARBS placed outbound call to c at [redacted]. ARBS advised c of proposed inspection date and time, c agreed. ARBS advised to plan to allow for at least 30 mins to spend with DTS for the inspection and test drive. C understood. ARBS advised c that ARBS will plan on following up with c on 21-Nov to provide reminder call. C agreed and call ended mutually. ARBS placed outbound call to dlr and was advised that SM-Keith was in a meeting. ARBS confirmed SM's email address and call ended mutually. ARBS sent SM an email to advise of upcoming DTS inspection. ARBS confirmed DTS inspection. ARBS setting follow-up to 21-Nov to provide reminder call to c for inspection.
Make Public		Created By Michael Bardwell (11/10/2014 11 36 AM) ARBS notes new settlement agreement states that NNA will inspect, not TE. ARBS sent email to BBB-Danny to confirm that settlement is for a DTS inspection, not TE.
Make Public		Created By Heathre Vanriper (11/10/2014 11 30 AM) NIS1429261. DRTS rec'd Settlement from BBB 11/10/14 dated same. States: NNA to inspect veh, warrantable non-conformaties to be repaired under direction of NNA. Terms to be carried out no later than 30 days post date of this letter. See attached for review.
Make Public		Created By Michael Bardwell (11/7/2014 1 54 PM) ARBS setting follow-up to 14-Nov pending TE report.
Make Public		Created By Michael Bardwell (11/7/2014 1 51 PM) ARBS notes confusion between ARBS and BBB and that c had accepted a TE inspection not a DTS inspection. ARBS cancelling DTS request.
Make Public		Created By Heathre Vanriper (11/7/2014 1 48 PM) NIS1429261. DRTS rec'd TE-Request form and hearing cancellation email from BBB 11/07/14 dated same.
Make Public		Created By Michael Bardwell (11/7/2014 1 42 PM) ARBS received update from BBB advising that c has accepted DTS inspection as settlement. ARBS submitted DTS request. ARBS setting follow-up to 10-Nov pending proposed inspection date/time.
Make Public		Created By Michael Bardwell (11/5/2014 2 12 PM) ARBS received update from BBB-Danny advising that c would like to have veh inspected again and asked if ARBS had any objections. ARBS replied advising that ARBS is willing to set up another inspection but asked if BB thought a TE Inspection would be more appropriate as a DTS inspected the veh previously. ARBS setting follow-up to 7-Nov pending update from BBB.
Make Public		Created By Heathre Vanriper (10/31/2014 10 17 AM) NIS1429261. DRTS rec'd NOH from BBB 10/13/14 dated same. States: 11/13/14 9 30 am PST. BBB of LA & Silicon valley-Branch Office 448 S Hill Street LA, CA 900130000. See attached for review.
Make Public		Created By Michael Bardwell (10/29/2014 9 49 AM) ARBS received email from BBB-Danny advising that c stated that c has not had the veh back into the dlr for the airbag concern since the July DTS inspection, but that the airbag light continues to come on and c is asking for a repurchase. BBB asked if ARBS had any offers or should BBB set him for a hearing? ARBS advised BBB that if c is not willing to present the veh for inspection that NNA has no other offers at this time. ARBS setting follow-up to 5-Nov pending update from BBB.
Make Public		Created By Michael Bardwell (10/22/2014 3 23 PM) ARBS notes no update from BBB.

ARBS setting follow-up to 29-Oct pending update from BBB.

Created By Michael Bardwell (10/10/2014 9 20 AM)
ARBS notes the following repair history summary:

3 visits 1 repair and 3 days down for passenger occupancy sensor (only repair recall R1405).
1 visit, 1 repair and 1 day down for dome light;
1 visit, 1 repair and 1 day down for steering wheel alignment;
Make Public 1 visit, 1 repair and 1 day down for vibration at idle.

ARBS does not feel that repair history has been excessive.

ARBS submitted MRF Reply to BBB via fax advising that NNA is not in a position to repurchase/replace veh at this time, however, NNA will continue to honor all applicable warranties.

ARBS setting follow-up to 22-Oct pending update from BBB.

Created By Michael Bardwell (10/10/2014 9 09 AM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Case[redacted] ($150 Service Credit) & [redacted] DTS inspection, no problem found)
TECH LINE: None

Repair History:
09/20/13 at 3,057 miles. RO #[redacted] - Days Down: 1
CONCERN:
1. Dome light INOP
ACTION TAKEN:
1. Special ordered dome light bulb

12/09/13 at 7,000 miles. RO #[redacted] - Days Down: 1
CONCERN:
1. Steering wheel is off center check and advise
ACTION TAKEN:
1. Performed wheel align to Nissan spec test drove and recheck found no more problem

Make Public 01/17/14 at 8,657 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Veh shakes a lot at idle also feel like is going to turn off while used AC or heater
2. At times air bag light goes on
ACTION TAKEN:
1. Bulletin NTB13-022A Reprogram ECM as per bulletin recheck found no problem
2. Unable to duplicate C concern no repair needed at this time

04/18/14 at 12,891 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Recall R1405
ACTION TAKEN:
1. Recall performed

07/14/14 at 17,257 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Pass air bag light comes on at times when somebody it's on pass front seat
ACTION TAKEN:
1. No codes stored in system zero point reset complete no updated programs available. Test drove vehicle with oversize adult in seat light operated as designed recommended C bring vehicle into dealer when incident occurs to be checked no work done

Make Public Created By Kate Czerwinski (10/9/2014 4 57 PM)
DRTS completed and attached RHR

Make Public Created By Kate Czerwinski (10/7/2014 4 25 PM)
DRTS received and attached ROs from dealer 5078

Make Public Created By Michael Bardwell (10/7/2014 9 26 AM)
ARBS setting follow-up to 13-Oct pending RHR completion.

Make Public Created By Heathre Vanriper (10/7/2014 9 18 AM)
NIS1429261. DRTS rec'd MRF from BBB 10/07/14 dated same. C seeks: Veh replacement. CCF states: Dashboard lights stay on, airbag light is on*3, veh vibrates*3.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7993679	RESTRA NT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	10/7/2014	YX	BK	234000	OA
Edit | Del	CC-7993680	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	JUDDER/CHATTER/V BRATION	02	10/7/2014	ZY	BN	252000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	11/10/2014	Michael Bardwell	11/10/2014 11:31 AM
Edit | Del			✓	11/9/2014	Devin Boelman	11/7/2014 1:52 PM
Edit | Del			✓	11/7/2014	Michael Bardwell	11/7/2014 1:49 PM
Edit | Del			✓	10/31/2014	Michael Bardwell	10/31/2014 10:26 AM
Edit | Del			✓	10/13/2014	Kate Czerwinski	10/9/2014 4:57 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	75KB	11/10/2014 11 30 AM	Heathre Vanriper
Edit | View | Del		37KB	11/7/2014 1:48 PM	Heathre Vanriper
Edit | View | Del		61KB	10/31/2014 10 23 AM	Heathre Vanriper
Edit | View | Del		65KB	10/31/2014 10 22 AM	Heathre Vanriper
Edit | View | Del		45KB	10/31/2014 10 22 AM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/25/2014 4 08 PM	Michael Bardwell	Changed **Case Record Type** from CA to CA **Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/24/2014 1:13 PM	Michael Bardwell	Changed **Follow Up Date** from 11/21/2014 to **11/25/2014**.
11/11/2014 1:16 PM	Michael Bardwell	Changed **Follow Up Date** from 11/14/2014 to **11/21/2014**.

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Surveys

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Case [redacted]

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Case Comments [0] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date	12/8/2014	Status	Closed
Letter Received Date	10/6/2014	Type	CA
Follow Up Date	2/20/2015	Case Origin	Letter/Fax
Supporting Documents	✓	Date/Time Opened	10/7/2014 11 56 AM
CA Multiple Repairs		Date/Time Closed	2/20/2015 12 05 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00057481

DTS Inspection

DTS Inspection Date	1/26/2015 9 00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	Final Repair
Inspection Time/Notes	Appointment Time: 1/26/2015 @ 10am EST Notes to Agent: Both cs should be present, as one concern is the passenger airbag.		
Description	BBB Autoline voluntary repurchase due to 2 visits and 13 days out of service for OCS light and incomplete final repair.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,510		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MAUS NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/8/2014
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$16,400.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/2/2014	Vehicle Service Contract	
RHR Completed	12/2/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N:		
Created By	Tammy Knotts 10/7/2014 11:56 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:33 AM	Root Cause Code (2)	
Days Closed	327	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Amanda Johnson (3/6/2015 9 35 AM) *** [Added after the case is closed.] *** ARBS rec'd vmx from dlr (Mike) asking about a packet. Dlr advised that the letter ARBS sent did not say they would be getting a packet, so he is a little confused. Call back @ [redacted] **
Make Public		ARBS called Morley, spoke to Africa. The packet is stuck in Memphis, so they are sending out packets via email. They did get in touch with the rep and have been trying to get in touch with Mike @ the dlr. They did get in touch with the c as well. ARBS provided dlr cell phone. Morley thanked. The call ended mutually. **
		ARBS called dlr @ 727.247 8741 to advise that Morley has been trying to get ahold of dlr because the packet is stuck in Memphis due to the ice storm and they are trying to send out the packet via fax or email to rep. ARBS advised ARBS provided cell phone number to Morley so they can contact dlr directly. ARBS left all of this on vmx with contact information
Make Public		**Created By Amanda Johnson (2/23/2015 3 00 PM)** *** [Added after the case is closed.] *** ARBS rec'd email from c asking when he will get the check ARBS advised c will get the check at surrender once docs have been completed and free and clear title has been provided to the agent
Make Public		**Created By Amanda Johnson (2/20/2015 12 05 PM)** ARBS attached emails and Morley packet, closing case
Make Public		**Created By Amanda Johnson (2/20/2015 11 55 AM)** ARBS notes c check [redacted] or $16,400.00 ARBS transmitted Morley case [redacted] and sent via FedEx [redacted]
Make Public		**Created By Amanda Johnson (2/19/2015 2 17 PM)** ARBS sent attached Letter Advising of Repurchase to Sales Manager via 772949406460 Service Manager via 772949431817
Make Public		**Created By Heathre Vanriper (2/19/2015 2 16 PM)** NIS1433273-1R. DRTS rec'd Case closed due to Settlement from BBB 02/19/15 dated same. See attached for review.
Make Public		**Created By Amanda Johnson (2/19/2015 1 02 PM)** BBB Autoline voluntary repurchase due to 2 visits and 13 days out of service for OCS light and incomplete final repair. CST00057481 - BBB voluntary repurchase CR0143242 in the amount of $16,400 00 made payable to Linda and Edwin Faust for the repurchase amount of the lien-free vehicle. Morley case [redacted] Setting follow up for 2/20
Make Public		**Created By Amanda Johnson (2/19/2015 12 45 PM)** Veh concerns.
Make Public		**Created By Amanda Johnson (2/19/2015 12 42 PM)** ARBS rec'd and attached signed repurchase agreement, forwarded to BBB
Make Public		**Created By Amanda Johnson (2/18/2015 12 29 PM)** ARBS emailed attached Revised 2 Repurchase Agreement to c and BBB
Make Public		**Created By Amanda Johnson (2/18/2015 12 27 PM)** ARBS notes adjusted calculations: Repurchase Base Price $19,995 00 Pre-Delivery Service $599.95

FL New Tire Fee $5.00
FL Battery Fee $1.50
Tag/Title Fees $84.60
Private Tag Agency Fee $2.00
MV Warranty Trust Fund $2.00
State Sales Tax $667.25
County Sales Tax $50.00
NMAC Interest Paid $137 26
Adjustment for Customer Satisfaction $530 91
Total Purchase Price $22,075.47
Deductions
Usage (24,510/120,000 x $17,995) $3,675.47
Rebates $2,000.00
Gap/Aftmkt Wty $0 00
Loan Payoff - NONE $0.00
Total Deductions $5,675.47

Refund Amount $16,400 00
Attorney Fees $0.00

Total Repurchase $16,400.00

Make Public **Created By Amanda Johnson (2/18/2015 11 30 AM)**
ARBS rec'd email from c advising he will not take less than $400 more. C also states he is emailing because his wife says he is not nice on the phone.

Make Public **Created By Amanda Johnson (2/18/2015 9 45 AM)**
ARBS sent attached revised agreement to BBB advising that dlr only put 10 miles on the veh per ROs and we are only charging for miles up to 1/26/2015

Make Public **Created By Amanda Johnson (2/18/2015 9 42 AM)**
ARBS notes adjusted calculations:

Repurchase
Base Price $19,995 00
Pre-Delivery Service $599.95
FL New Tire Fee $5.00
FL Battery Fee $1.50
Tag/Title Fees $84.60
Private Tag Agency Fee $2.00
MV Warranty Trust Fund $2.00
State Sales Tax $667.25
County Sales Tax $50.00
NMAC Interest Paid $137 26
Adjustment for Customer Satisfaction $130 91
Total Purchase Price $21,675.47
Deductions
Usage (24,510/120,000 x $17,995) $3,675.47
Rebates $2,000.00
Gap/Aftmkt Wty $0 00
Loan Payoff - NONE $0.00
Total Deductions $5,675.47

Refund Amount $16,000 00
Attorney Fees $0.00

Total Repurchase $16,000.00

Make Public **Created By Amanda Johnson (2/18/2015 9 36 AM)**
ARBS rec'd email from BBB advising BBB would like NNA to adjust repurchase offer by $830.10 or offer a replacement with usage consideration.

Make Public **Created By Amanda Johnson (2/18/2015 9 35 AM)**
ARBS rec'd email from c advising to get dogs ready

Make Public **Created By Amanda Johnson (2/18/2015 8 30 AM)**
ARBS responded to c's email apologizing for concerns, advising that we are not in the position to add funds to the repurchase not included in state remedies, and that c should discuss with BBB if c wishes. ARBS notes that ARBS advised if we proceed with arbitration, we will ask for a new mileage to be used in the repurchase calculations.

Make Public **Created By Amanda Johnson (2/18/2015 8 26 AM)**
ARBS forwarded email to BBB

Make Public **Created By Amanda Johnson (2/18/2015 8 25 AM)**
ARBS rec'd email from c advising NNA is not trying to settle this amicably. C states manu does not have to follow LL and the usage charge is extravagant. C requests $16,700

Make Public **Created By Amanda Johnson (2/17/2015 10 59 AM)**
ARBS rec'd email from BBB asking if c has accepted offer

**

ARBS advised that the c has not accepted or rejected the offer at this time

Make Public **Created By Amanda Johnson (2/11/2015 11 09 AM)**
ARBS sent attached repurchase agreement to c, copied BBB

Make Public **Created By Amanda Johnson (2/11/2015 11 02 AM)**
ARBS notes the following repurchase (no lien) calculations:

Repurchase
Base Price $19,995 00
Pre-Delivery Service $599.95
FL New Tire Fee $5.00
FL Battery Fee $1.50
Tag/Title Fees $84.60
Private Tag Agency Fee $2.00
MV Warranty Trust Fund $2.00
State Sales Tax $667.25
County Sales Tax $50.00
NMAC Interest Paid $137 26
Total Purchase Price $21,544.56

Deductions
Usage (24,510/120,000 x $17,995) $3,675.47
Rebates $2,000.00
Loan Payoff - NONE $0.00
Total Deductions $5,675.47

Refund Amount $15,869 09
Attorney Fees $0.00

Total Repurchase $15,869.09

Make Public **Created By Amanda Johnson (2/11/2015 10 53 AM)**
ARBS rec'd email from NMAC advising of $137.26 paid in interest on loan before loan was paid off

Make Public **Created By Amanda Johnson (2/11/2015 9 47 AM)**
ARBS rec'd email from BBB asking for signed repurchase agreement to be sent when it comes in so BBB can send out settlement letter

Make Public **Created By Amanda Johnson (2/11/2015 9 46 AM)**
ARBS rec'd email from BBB advising c reopened on 2/2 and wants signed repurchase agreement

**

ARBS advised we did not rec re-open docs until 2/11 but ARBS is waiting on finance charges paid before c paid off loan to send out detailed offer

Created By Amanda Johnson (2/11/2015 8 43 AM)
ARBS completed and faxed MRF advising repurchase was offered on 2/9 and accepted

Make Public

**

ARBS emailed BBB and advised of above as well as the fact that c just sent docs in

Created By Heathre Vanriper (2/11/2015 8 33 AM)
Make Public
NIS1433273-1R. DRTS rec'd Case Re-opened Letter from BBB 02/10/15 dated 02/09/15. C seeks: Replacement of Vehicle. CCF states: Passenger side air bag light on*10, brakes squeel *3, trunk lock not always catching*2, Scum on inside windshield. See attached for review.

Created By Amanda Johnson (2/10/2015 3 21 PM)
Make Public
ARBS started repurchase calculations, awaiting confirmation of finance charges paid to date to send repurchase agreement

Created By Amanda Johnson (2/10/2015 3 09 PM)
Make Public
ARBS emailed NMAC for interest paid

Created By Amanda Johnson (2/10/2015 3 08 PM)
ARBS rec'd fax from c with
Cover page and letter
DLs
Make Public
Lien Satisfied Letter
Lienholder Release
Title

All attached

Created By Amanda Johnson (2/9/2015 2 22 PM)
Make Public
ARBS rec'd email from BBB advising that BBB reopened case last week and apologized that we were not notified. BBB requests repurchase agreement when we get it to the c.

ARBS advised ARBS faxed MRF and will provide RA once docs have been provided by c

Created By Amanda Johnson (2/9/2015 2 08 PM)
Make Public
ARBS completed and faxed MRF - REPURCHASE

Created By Amanda Johnson (2/9/2015 2 01 PM)
Make Public
ARBS rec'd email from BBB asking for draft of repurchase offer

ARBS advised that ARBS does not have remaining docs yet

Created By Amanda Johnson (2/9/2015 1 51 PM)
Make Public
ARBS notes additional docs added to BBB manu website today, but no MRF
ARBS emailed BBB-RE advising of offer to repurchase

Created By Amanda Johnson (2/9/2015 1 49 PM)
Make Public
ARBS emailed DTS

Created By Amanda Johnson (2/9/2015 1 48 PM)
ARBS notes
*Sales Docs
*Current veh reg
Make Public
already attached to case

**

ARBS emailed c asking for
*DLs
*lienholder information OR title

Created By Amanda Johnson (2/9/2015 1 44 PM)
ARBS called c @ [redacted]. Spoke to c.
ARBS asked how the vehicle is doing.
C asked where ARBS is from.
ARBS advised ARBS is from NNA
C asked for more information
ARBS advised that ARBS is from the manufacturer and is asking about the vehicle after the final repair was made with our DTS.
C states the passenger airbag light is still a problem. C states everything they have done to it did nothing to change anything. C states after they fixed it 10 days ago, they have had 4-5 instances of it coming on.
C states he reported all of this.
ARBS asked who the c reported to
C states to the dlr
ARBS apologized for any confusion and advised that the c would have needed to report this to ARBS.
Make Public
C states he has been dealing with the BBB after so many tries to repair this and all they have been doing is reporting back to the dlr after the final repair and they have told them that the problem still exists. C states they have a person there to relay the information to. C states when the rep came down from the manufacturer, the dlr told him he would be carrying on any further information. C states they have reported back to him. C states they were never told
ARBS apologized again for any confusion.
C states they have had too many names with the manufacturer. C states he may have spoken to ARBS, but he isn't sure and he does not recall anyone ever saying that they should tell the manufacturer. They have told the BBB.
ARBS apologized that the BBB has not provided any of this information to ARBS.
C states his friend who weighs quite a bit more, the light came on. C states they were trying to say that it was weight or something to do with that. C states this is all a farce.
ARBS apologized that the c has had the problem recur and based on this, NNA would like to repurchase the veh. ARBS advised we will need some documents for this and would like an email address to which a list can be sent.
C provided [redacted]
ARBS thanked and advised where email would be coming from.
C thanked. The call ended mutually.

Created By Amanda Johnson (2/5/2015 7 08 AM)
****
ARBS notes 3 days down with
1 visit for bumper loose – plug missing
Make Public
2 visits for brakes noisy – no dupe, replaced rear brake calipers/brake pads/and hardware
2 visits for trunk not latching – no dupe, replaced trunk lock and striker assembly
2 visits for airbag light – no dupe, replaced OCS control unit/sensors/harness/airbag DCS sensor
ARBS notes 4 visits with 3 warrantable repairs and 1 recall completion
****

Make Public
Created By Amanda Johnson (2/5/2015 7 06 AM)
ARBS notes the following repair history:

Open date 5/20/14... Mileage 7,492... RO [redacted] day down
Concern: OCS recall
Action: Performed

Open date 6/9/14... Mileage 9,220... RO [redacted] ... 1* day down
Concern: Bumper Loose on the Bottom
Action: Plug Missing from Bumper
*RO left open for 18 days, no confirmation of this

Open date 9/3/2014... Mileage 17,160... RO [redacted] 1 day down
Concerns:
1. Brakes noisy
2. Trunk does not latch when closing
3. Airbag light stays on
Actions:

1. Brakes in good condition, no dupe
2. No dupe
3. No dupe

Open date 1/26/15... Mileage 24,510... RO[redacted] 4 days down
Concerns:
1. passenger front OCS light comes on 1 out of every 4 key cycles
2. rear brakes make noise when applying under cold and hot temp
3. trunk does not close consistently
4. haze in the front windshield that cannot be wiped off
Actions:
1. replaced OCS control unit, sensors, harness, and airbag DCS sensor
2. replaced rear brake calipers, brake pads, and hardware
3. replaced trunk lock and striker assembly
4. detail

ARBS notes in-service date of 11/16/2013
ARBS notes retail sale
ARBS notes no VSCs

ARBS notes no techline cases
ARBS notes no additional entries in SF

ARBS notes c claims several dlr visits with no ROs

Make Public

Created By Amanda Johnson (2/4/2015 3 55 PM)
ARBS called dlr @ 727.815 3095 to get DTS RO.
Spoke to Paul. Advised of reason for call.
Provided last 6 of VIN and fax number.
Thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (2/4/2015 11 03 AM)
DTS inspection:

As for the [redacted] vehicle inspection. I met with [redacted] on the morning of the scheduled DTS appointment. As for their vehicle concerns, had a total of two items of concerns.

(a) intermittently the SRS PABI (Passenger Air Bag Status light) would illuminate while [redacted] occupies the right front seat. She weighs roughly 130 lbs. At first glance I noticed she was not properly sitting within the passenger's front seat: hence, why the PABI system didn't recognize her as an adult; however, I did notice once she became properly seated within the seat, the PABI status light dissipated as expected within the allowable 2 minute update decision. On the most part they have a misunderstanding on how the system operates and why the federal government mandated guide lines for vehicle manufactures to follow. I tried reasoning with them, but they, unfortunately, didn't want to listen to my explanations. This leads up to my repair attempt and reasoning. We issued a NTB (NTB14-084) in regards to similar 2 post PABI system operating and with a past SRS OCS DTC of P00BA0 (OCS abnormal battery voltage), if so, it called for the replacement (depending on the DTC /trouble chart) of the OCS C/U and sensors. In order to rule out any potential issues.

(b) intermittently the trunk would not latch when closed. Unfortunately we (C, Dlr or I) could not reduplicate their vehicle concern., but for the best interests of the Fausts and NNA, I issued a blanket repair attempt in replacement of the rear trunk latch assembly.

Make Public

Created By Amanda Johnson (2/3/2015 3 57 PM)
ARBS emailed DTS because no inspection results

Make Public

Created By Amanda Johnson (1/9/2015 9 31 AM)
ARBS advised dlr still has not been updated.

Make Public

Created By Josh Wegener (1/8/2015 8 21 AM)
DRTS - Retrieved & attached Factory Invoice

Make Public

Created By Amanda Johnson (1/6/2015 9 32 AM)
DTS-TO advised available on 1/26 @ 10am

ARBS called c @ [redacted] Spoke to c. C immediately told ARBS to hold and handed phone to Mr. Faust.
ARBS advised of 1/26 @ 10am appointment
C confirmed date and time and place.
ARBS advised c would be meeting Tom Osborn at the dlr.
C confirmed place again.
ARBS advised that we would appreciate both c and his wife.
C asked ARBS to hold.
ARBS held while c found a pen.
C confirmed and thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (1/6/2015 6 59 AM)
ARBS rec'd email that DTS is Tom Osborn, asked for DTS-TO to provide date manually, via email, so we can get it scheduled. Will have to submit in SF at a later date when dlr information is updated.

Make Public

Created By Amanda Johnson (1/5/2015 3 30 PM)
ARBS called c @ [redacted] Spoke to c. Asked about December visit.
C states the airbag light was on and when they went to the dlr, he told the c that the recall was over and he could not even come out.
C states they have been to a lot of dlrs and they keep saying if the veh is not acting up, they cannot do anything. C states there is not much documentation out of the state of FL because of what they do. C states the airbag light will hang on for a long time but not long enough to get it to the dlr.
C states everything they got was because if it isn't doing it, they wouldn't look at it.
ARBS asked about the passenger.
C got upset and asked if we were going to get down to the size of the passenger now as if life depends on the size of the passenger.
ARBS advised that ARBS is trying to get preliminary information because the system is very sensitive, but if the c is not comfortable providing this information to ARBS, c and DTS can discuss at the time of the inspection.
C states wife is approximately 5'1" or 5'2" and is about 115 pounds
ARBS asked if c would be able to have his wife at the inspection.
C ignored question. C complained about how the dlr won't do anything.
ARBS asked again.
C states they have been down this road.
ARBS explained MVDN... c cut ARBS off.
C states they have done this before.
ARBS tried to explain.
C states the seat has been reset and resistors put in it and there is a part ordered for the veh.
ARBS explained what a DTS is.
C now understands.
ARBS will call when DTS provides date and time and provide him with preliminary information.
C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (1/5/2015 3 19 PM)
ARBS notes no regional employees attached to this case
Emailed JM

ARBS emailed Sr. DTS-LR about MVDN

Make Public

Created By Amanda Johnson (1/5/2015 3 10 PM)
ARBS notes additional warranty RO[redacted] @ dlr 5484

ARBS called NEW PORT RICHEY NISSAN @ 727.815 3095. Left vmx for Mike Cutchion(?)-SM asking for missing RO. Left phone and fax contacts

Make Public

Created By Kate Czerwinski (1/5/2015 3 00 PM)
DRTS in receipt of MVDN signed by Edwin Faust, dated 1-3-15, sent via priority express mail, tracking nubmer [redacted], received on January 5, 2015. The letter is attached to the case for review.

C is pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows: 3 or more repair attempts have been made to repair the same substantial defect or condition.
Description of continuing defect: "Pass. side air bag light on- also- trunk lock (not always latching properly) + brakes- squealing, etc"
C is requesting a final attempt be made to correct the continuing substantial defect or condition.

Selling and servicing dealership is New Port Richey, FL and Davenport, IA.

Make Public	Created By Heathre Vanriper (1/2/2015 12 40 PM) *** [Added after the case is closed.] *** NIS1433273. DRTS rec'd Case Closed due to settlement letter from BBB 01/02/15 dated same. See attached for review.
Make Public	Created By Heathre Vanriper (12/23/2014 10 33 AM) *** [Added after the case is closed.] *** NIS1433273. DRTS rec'd additional documents from BBB 12/23/14 dated same. See attached for review.
Make Public	Created By Amanda Johnson (12/19/2014 8 47 AM) ARBS closing case pending rec'd of MVDN
Make Public	Created By Amanda Johnson (12/18/2014 8 50 AM) ARBS sent attached denial letter via FedEx[redacted]
Make Public	Created By Amanda Johnson (12/11/2014 3 16 PM) ARBS setting follow up for 12/17 pending response from BBB
Make Public	Created By Amanda Johnson (12/11/2014 3 16 PM) ARBS emailed BBB: Rhonda, No MVDN. Thanks, _____ Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public	Created By Amanda Johnson (12/11/2014 3 14 PM) ********** ARBS notes 3 days down with 1 visit for bumper loose – plug missing 1 visit for brakes noisy – no dupe 1 visit for trunk not latching – no dupe 1 visit for airbag light – no dupe ARBS notes 3 visits with 1 warrantable repair and 1 recall completion **********
Make Public	Created By Amanda Johnson (12/11/2014 3 14 PM) ARBS notes the following repair history: Open date 5/20/14... Mileage 7,492... RO [redacted]. 1 day down Concern: OCS recall Action: Performed Open date 6/9/14... Mileage 9,220... RO [redacted]... 1* day down Concern: Bumper Loose on the Bottom Action: Plug Missing from Bumper *RO left open for 18 days, no confirmation of this Open date 9/3/2014... Mileage 17,160... RO [redacted]. 1 day down Concerns: 1. Brakes noisy 2. Trunk does not latch when closing 3. Airbag light stays on Actions: 1. Brakes in good condition, no dupe 2. No dupe 3. No dupe ARBS notes in-service date of 11/16/2013 ARBS notes retail sale ARBS notes no VSCs ARBS notes no techline cases ARBS notes no additional entries in SF ARBS notes c claims several dlr visits with no ROs
Make Public	Created By Jacinta Pederson (12/10/2014 3 59 PM) Arbs-JP transferred case to ARBS-AJ
Make Public	Created By Heathre Vanriper (12/9/2014 11 03 AM) NIS1433273. DRTS rec'd MRF from BBB 12/09/14 dated same. C seeks: Arbitration? Not specific. CCF states: Passenger side air bag light on*10, brakes squeel *3, trunk lock not always catching*2. See attached for review.
Make Public	Created By Mae Strenciwilk (12/8/2014 8 57 AM) MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Public	Created By Jessica Goss (12/5/2014 3 43 PM) RCAS-JG notes submitted correspondence request.
Make Public	Created By Jessica Goss (12/5/2014 3 37 PM) RCAS-JG made outbound call to C. RCAS-JG advised that call is being recorded. RCAS-JG advised that NNA is not in the position to offer a repurchase as it doesn't appear that the vehicle has had an unreasonable number of repair attempts for any warrantable concerns. RCAS-JG advised that NNA will continue to honor terms of warranties. C stated dlrship wouldn't make any repair attempts. C stated dlrship wouldn't even look at it. C stated dlr didn't document all times vehicle was in. RCAS-JG advised is so sorry. RCAS-JG provided BBB Autoline Number. C stated is something happens with airbags will sue NNA. RCAS-JG advised will document C's dissatisfaction and sent letter with NNA's position. C terminated call.
Make Public	Created By Trisha Zamarron (12/5/2014 8 33 AM) ARBS note based on the rhr provided and a good faith review of the c concerns, it doesn't appear that the vehicle has had an unreasonable number of repair attempts for any warrantable concerns. ARBS note last recorded visit for service was 9/3/14 @ 17160 miles RO[redacted] C currently has vehicle. ARBS note that NNA doesn't feel a repurchase is warranted at this time. ARBS note NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public	Created By Trisha Zamarron (12/5/2014 8 29 AM) ARBS note the dealership has changes in ownership and new service employees, per Paul Holley, service manager. Paul/s he ck'd w/warranty clerk and the vehicle did have the service on 6/26/14, RO#[redacted] there are no additional notes, there would be no reason to have kept the vehicle for 18 days for the repairs the vehicle was in for.

Make Public

Created By Trisha Zamarron (12/3/2014 10 32 AM)
ARBS note adding to the RHR review c/s they did not get ro's from some of the visits. ARBS contacted service to verify if there were any record of visits.

Lokey Nissan 727-789-8100
chris,sa, stated no record of vehicle being in service.
Lujack [redacted]
Tory, sa, stated they have no record.
Dorschel Nissan Rochester NY 800-513-4043
Doug, sa, stated no record w/service

ARBS note left msg w/James Naylor, sa @ Ferman Nissan. Request information on RO#21078728, 6/9/14 - 6/26/14 18 days down. Also RO#[redacted]/26/14, 3750 mile service.

Make Public

Created By Trisha Zamarron (12/3/2014 10 05 AM)
ARBS note adding the following repairs not on the RHR:
Miles as of 9/3/14 17160 miles

adding a line to 6/9/14 @ 9220 miles RO#[redacted]
Concerns:
c/s passenger side airbage light is on.
Actions:
Reprogrammed OCS sensor

9/3/14 @ 17160 miles RO[redacted]
Concerns:
c/s brakes noisey when applied
c/s trunk does not latch when closing
c/s airbag light stays on
Actions:
brakes in good condition, no dup
No dup
no dup/no codes

ARBS note no RO's for the following:
c/s they have been to Lokey Nissan
Lou Jax Nissan in Iowa in August 2014; Another dlrship in Rochester

Make Public

Created By Trisha Zamarron (12/3/2014 10 00 AM)
ARBS note the following repair history per CPIA, ROs, RHR:

5/20/14 @ 7,492 miles RO#[redacted]
Concerns:
1. 3750 Mile Service Inspection
2. OCS recall
Actions:
1. Performed
2. Performed

6/9/14 @ 9,220 miles RO[redacted]
Concerns:
1. LOF
2. 3750 Mile Service Inspection
3. Bumper Loose on the Bottom
Actions:
1. Performed
2. Performed
3. Plug Missing from Bumper

==========
ARBS note the following:

FL
v has been in service 1yr
6/9/14 9220 miles
sale

no other ca cases
no tech case
no VSC

OCS campaign R1405 performed
bumper loose
has regular maintenance

Make Public

Created By Jessica Goss (12/2/2014 3 55 PM)
RCAS-JG made outbound call to C.
RCAS-JG advised that case is currently under review by a specialist.
RCA-Jg advised that should have a decision by end of week.

C thanked RCAS-GJ for call.

RCAS-JG advised that will call C by 12/5

Make Public

Created By Sara Dorazio (12/2/2014 8 39 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for review.

Make Public

Created By Sara Dorazio (12/2/2014 8 32 AM)
DRTS notes the completed RHR was not attached to the case. DRTS set a task for RCAS to attach the RHR to the case and to resubmit the RHR, please review SOP 3.19 for resubmission process.

Make Private ✓

Created By Wendy Martin (11/26/2014 4 24 PM)
RCAS-WM contacted c and stated that RCAS-JG is still working on the c case and will follow up with c next week
C understood

Make Public

Created By Jessica Goss (11/21/2014 4 36 PM)
RCAS-JG made outbound call to C.
RCAS-JG advised case is still under review.

C understood.

Followup set for 1126/2014

Make Public

Created By Jessica Goss (11/20/2014 8 21 AM)
RCAS-JG made outbound call to dlr and spoke to SM-M KE GUTCHEON.

SM-MG advised would fax RO's asap.

Make Public

Created By Jessica Goss (11/20/2014 7 53 AM)
RCAS-JG notes left message for SM to please call back with more info on case.

Make Public

Created By Jessica Goss (11/18/2014 4 23 PM)
RCAS-JG made outbound call to C.

RCAS-JG advised that is missing some paperwork from dlr and trying to obtain paperwork.

C stated that brakes are making a noise and that airbag light is still coming on.

C stated this is dangerous because a lot can happened in 20 minutes which is typically how long the light stays on.

RCAS-JG apologized and advised that knows this is an ongoing concern and will update C as soon as possible and no later than 11/21

Make Public

Created By Jessica Goss (11/18/2014 3 42 PM)
RCAS-JG made outbound call to DLR
RCAS-JG left message for SM to please call back at earliest convenience.

Created By Jessica Goss (11/17/2014 4 19 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG notes sent SM-SN an email requesting Missing ROs

Make Private ✓ [redacted]

Created By Nicholas Stanton (11/13/2014 4 18 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-NS called c to talk about the case.

Make Private ✓ RCAS-NS advised c that NNA does not have a decision yet regarding the repurchase of c's veh but RCAS-JG will follow up once a decision is reached.

C stated the airbag light was on for 18 min during driving.

C understood.

Created By Jessica Goss (11/10/2014 4 19 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG made outbound call to C.

Make Private ✓ C stated that trunk got stuck in the locked position.
C stated was finally able to get trunk closed.

RCAS-JG advised that request is still under review.
RCAS-JG advised will follow up with C on 11/13/2014

Created By Nicholas Stanton (11/5/2014 4 09 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-NS called c to talk about the case.

Make Private ✓ RCAS-NS advised c that NNA does not have a decision yet regarding the repurchase of c's veh but RCAS-JG will follow up once a decision is reached.

C understood.

Created By Jessica Goss (10/31/2014 4 32 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG made outbound call to C.
RCAS-JG advised that request is still under review.

Make Private ✓ C stated that light came on for 20 minutes.
C stated that took vehicle to Lokey Nissan.
C stated that SA at Lokey Nissan told C that couldn't do anything to help C.
C stated that all SA did was give C a piece of paper with info about C's vehicle.
C stated that it is bad treatment.
C stated that SA told C Lokey can't help C.

RCAS-JG advised will call dlr and get to the bottom of what happened.
RCAS-JG advised is submitting request.
RCAS-JG advised that has received documents.

RCAS-JG set followup for 11/5/2014

Created By Jessica Goss (10/28/2014 4 36 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG made outbound call to C.

RCAS-JG advised that case is still under review.
RCAS-JG advised will followup with C on 10/31/2014

Make Private ✓ C stated that OCS light keeps coming on.
C stated that vehicle is not safe.
C asked if should call dlr every time light comes on.

RCAS-JG advised that if light stays on for extended period of time, then try to get vehicle into dlr asap.

RCAS-JG advised will followup with C on 10/31/2014

Created By Jessica Goss (10/23/2014 4 31 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG made outbound call to C.

Make Private ✓ RCAS-JG advised that case is still under review.

followup 10/28/2014

Created By Jessica Goss (10/20/2014 3 58 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG made outbound call to C.
RCAS-JG advised that case is still under review.

Make Private ✓ C stated that light was on for about 15 minutes the other day.

RCAS-JG advised that will followup on 10/23/2014

Created By Russell Rigsby (10/17/2014 1 55 PM)
RCAS-RR made outbound call to c.

RCAS-RR informed c that RCAS-JG is still working hard to come to a resolution for c.
C understood.

Make Private ✓ C stated c had another problem with the light this morning.
RCAS-RR asked for clarification.
C stated RCAS-JG will know what this means.

RCAS-RR set follow-up for 10/20.
C understood and agreed.
Call ended mutually.

Make Private ✓ Created By Jessica Goss (10/14/2014 7 59 AM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG made outbound call to dlr and spoke to SM-Steve.
SM-Steve stated would send over all ROs.

Make Private ✓ Created By Kalia Johannes (10/10/2014 9 23 AM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
TL-KJ setting follow up for 10/15/14 to implement 1/3 plan.

Make Public

Created By Jessica Goss (10/8/2014 2 03 PM) Last Modified By Jessica Goss (11/18/2014 4 17 PM)
RCAS-JG made outbound call to C.

C stated that vehicle was okay for the first month or two.
C stated that the concern is can't get the light to stay on long enough for the dlrship to diagnose it.
C stated that this is a safety concern.
C stated concern is intermittent.
C stated that there is no pattern to it.
C stated that the seat is not very close to the dash.
C stated that the seat is midway back.

C stated is also having concerns with the trunk.
C stated that this concern is also intermittent.

C stated that there is also a concern with the brakes.
C stated that the brakes are still squeaking.
C stated that this concern is also intermittent.

C stated likes the vehicle over all but just not these concerns.
C stated wants to swap vehicle if can not be repaired.

Why do you want to return the vehicle to Nissan North America?: C stated that mainly safety issues
Where is the vehicle currently?: C is in possession of the vehicle
Where was the vehicle purchased?: Ferman Nissan of New Port Richey
Was it purchased new or used?: New
If used, when was the vehicle purchased?: NA
Where is the vehicle serviced? Ferman Nissan of New Port Richey
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?: Yes: Lou Jax Nissan in Iowa in August 2014; Another dlrship in Rochester Minnesota July 2014.

RCAS-JG advised will complete RHR.
RCAS-JG advised cannot promise NNA will replace vehicle.
RCAS-JG advised takes about 10 business days.
RCAS-JG advised will followup with C on 10/13/2014

Make Public

Created By Jessica Goss (10/8/2014 1 27 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 10/9/2014

Make Private ✓ **Created By Tammy Knotts (10/7/2014 11 56 AM) Last Modified By Jessica Goss (10/8/2014 8 31 AM)**
MT TK rec'd incoming mail on 10/06/2014.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8069285	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	12/9/2014	YX	BK	234000	OA
Edit | Del	CC-8069286	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	12/9/2014	YX	AD	121500	OA
Edit | Del	CC-8069287	BODY	LATCH (TAILGATE/HOOD/TRUNK)	POOR OR IMPROPER OPERATION	17	12/9/2014	YX	AB	107000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	2/19/2015	Amanda Johnson	2/20/2015 8:05 AM
Edit | Del	notice of repurchase letters		✓	2/19/2015	Amanda Johnson	2/19/2015 2:51 PM
Edit | Del	[redacted]		✓	2/19/2015	Amanda Johnson	2/19/2015 2:17 PM
Edit | Del	check up on offer		✓	2/16/2015	Amanda Johnson	2/10/2015 3:10 PM
Edit | Del	Repurchase Agreement		✓	2/11/2015	Amanda Johnson	2/11/2015 11:10 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00057481	DRT Resolution	1N4AL3APXEC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0143242	540119	2/20/2015	Customer	Approved	$16,400.00	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	1.19MB	9/4/2015 2:15 PM	Rebecca Martin
Edit | View | Del	[redacted]	39KB	2/23/2015 3:00 PM	Amanda Johnson
Edit | View | Del		6.02MB	2/20/2015 12 05 PM	Amanda Johnson
Edit | View | Del		792KB	2/20/2015 12 03 PM	Amanda Johnson
Edit | View | Del		70KB	2/20/2015 11 58 AM	Tammy Knotts

Show more » | Go to list »

Case History Case History Help

Date	User	Action
2/20/2015 12:05 PM	Amanda Johnson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/19/2015 1:02 PM	Amanda Johnson	Changed **Follow Up Date** from 3/20/2015 to **2/20/2015**.
2/19/2015 12:45 PM	Amanda Johnson	Changed **Description**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [79] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/7/2014 12:52 PM
CA Multiple Repairs		Date/Time Closed	1/20/2015 10:19 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052715

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: 12/24/14 9 AM PST		
	Notes to Agent:		
Description	Consumer Affairs Voluntary replacement due to 5 repair visits for a check engine on with 28 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Need vehicle/Replacement
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,661		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXDC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	6
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF BAKERSF ELD	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$23,305.08	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/7/2014	Vehicle Service Contract	
RHR Completed	11/5/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3APXDC[redacted]		
Created By	John De Castro, 10/7/2014 12:52 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:33 AM	Root Cause Code (2)	
Days Closed	358	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/31/2014 9 20 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $74 00 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/22/2014 8 10 AM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Check engine light on
Make Public		**Created By Maria L. Gloden (12/18/2014 3 00 PM)** RC transmitted the new documents to the Morley case [redacted]
Make Public		**Created By Rebecca Martin (12/18/2014 2 24 PM)** DRTS-RM received a check made payable to Nissan of Bakersfield in the amount of $571 97. Forwarding checks to Morley via FedEx tracking [redacted]
Make Public		**Created By Maria L. Gloden (12/17/2014 12 20 PM)** RC notes the following Dealer has the check for the amoun of $ 8,129.60 and the new vehicle's amount is for $ 8,701.57. RC is requesting the check for the difference of $ 571 97 ***RC received the approved from ARB-CA to request the check for the difference between both amounts.
Make Public		**Created By Maria L. Gloden (12/17/2014 9 50 AM)** RC sent the replacement offer via fax as requested by Customer to the fax number at the dealer. RC also spoke with C to request her signature as soon as possible to proceed with her replacement.
Make Public		**Created By Chad Alsup (12/17/2014 6 54 AM)** ARBS-CA notes approves totals ARBS-CA notes can request new check for the difference
Make Public		**Created By Kristina Rosas (12/16/2014 1 30 PM)** WORKSHEET NOTES: No upgrade charge, identical vehicle Usage waived in replacement New Payoff: 14,603 51 good thru 12/24/14
Make Public		**Created By Kristina Rosas (12/16/2014 1 29 PM)** DEALER CONFIRMATION LETTER: (+) New Vehicle Invoice: $22,551 00 (+) Sales Tax: $1,697 33 (+) Lic/Reg/Title Fees: $296.75 (+) Dealer Doc Fee: $80 00 (+) Maintenance Contract: $430.00 (-) Rebates: ($1,750.00) (=) Total due Dealer: $23,305.05 (-) Customer responsibility to Dealer: ($14,603 51) (=) Total NNA Pays to Dealer: $8,701 57
Make Public		

	Created By Kristina Rosas (12/16/2014 1 29 PM) CUSTOMER REPLACEMENT LETTER (New Finance): +Current Payoff(good through 12/24/2014: $14,603.51 (=) Total Customer Responsibility to Dealer $14,603.51
Make Public	**Created By Maria L. Gloden (12/16/2014 11 47 AM)** Rc spoke with C to give her an update. RC explained that was sending the case to quality and will send her the replacement to be sign and the approvals.
Make Public	**Created By Maria L. Gloden (12/16/2014 11 43 AM)** NNA is replacing the vehicle due to a total of 8 repair visits, 5 repair visits for a check engine light concern with 28 days out of service.
Make Public	**Created By Amanda Simcox (12/16/2014 10 40 AM)** RC spoke with C. C requested that RC fax C's replacement offer to DLR as C does not have access to email.
Make Public	**Created By Tracy Ehrlinger (12/16/2014 8 04 AM)** RC team lead-TE using empowerment to waive power driver seat $340 + splash guards for $190 = $530 in options
Make Public	**Created By Amanda Simcox (12/12/2014 2 53 PM)** RC received call from Mychal regarding replacement docs. RC advised that they were not received. RC advised Mychal that RC-MG will be taking over case and RC provided updated contact info.
Make Public	**Created By Amanda Simcox (12/10/2014 1 48 PM)** RC called Mychal at DLR regarding a new replacement vehicle. Mychal will work on getting invoice and mock BOS and will fax to RC.
Make Public	**Created By Amanda Simcox (12/9/2014 1 23 PM)** RC received call from Mychal at DLR that replacement vehicle was sold. RC advised that C would need to choose a different replacement vehicle but would most likely not be able to close until after the holidays. Mychal will send info on a possible replacement.
Make Public	**Created By Annice Hill (11/25/2014 3 46 PM)** Received check made payable to California Republic Bank in the amount of $14,603 51 and also a check made payable to Nissan of Bakersfield in the amount of $8,129.60. Forwarding to Morley via FedEx. Tracking # 7[redacted]
Make Public	**Created By Amanda Simcox (11/24/2014 3 33 PM)** Checks approved. Case transmitted in VSPC. Morley case # 218044.
Make Public	**Created By Amanda Simcox (11/24/2014 10 10 AM)** C's account number is [redacted]
Make Public	**Created By Amanda Simcox (11/24/2014 9 27 AM)** Payoff address for lien holder California Republic Bank Auto Finance 18400 Von Karman Ave Suite 1100 Irvine, CA 92612
Make Public	**Created By Amanda Simcox (11/24/2014 7 11 AM)** Payoff updated through 12/24/2014 for $14,603 51 7 x 1.03 = 7.21 + 14,596.30 = 14,603 51
Make Public	**Created By Amanda Simcox (11/21/2014 1 12 PM)** RC spoke with C and advised that C would need to print and sign C's letter. C requested RC send docs to [redacted] and C would print and sign.
Make Public	**Created By Amanda Simcox (11/21/2014 1 06 PM)** Mychal @ DLR had C sign DLR letter not C's letter. RC left VM for Mychal that this was not correct and C would need to sign C's letter in order to proceed.
Make Public	**Created By Amanda Simcox (11/21/2014 11 26 AM)** Mychal from DLR called in regards to status of case. RC advised that C had been sent replacement letter and C would only be responsible for current loan balance. Mychal will contact C and if C is in agreement will have C sign the letter and will fax to RC.
Make Public	**Created By Amanda Simcox (11/21/2014 8 48 AM)** RC sent replacement letters to C and DLR.
Make Public	**Created By Amanda Simcox (11/21/2014 8 46 AM)** NNA is replacing the vehicle due to a total of 8 repair visits, 5 repair visits for a check engine light concern with 28 days out of service
Make Public	**Created By Chad Alsup (11/21/2014 8 42 AM)** ARBS-CA approves replacement totals
Make Public	**Created By Christine Wilsey (11/21/2014 6 56 AM)** Worksheet notes No upgrade charge, identical vehicle Usage waived in replacement Payoff updated good through 12/17/2014 for $14,596.30 30 x 1 03 = 30 90 + 14,565.40 = 14,596.30 Payoff good through 11/22/2014 for $14,570.55 5 x 1.03 = 5.15 + 14,565.40 = 14,570 55
Make Public	**Created By Christine Wilsey (11/21/2014 6 56 AM)** Dealer letter (+) New Vehicle Invoice: $21,992 00 (+) Sales Tax: $1,655.40 (+) Lic/Reg/Title Fees: $284.00 (+) Dealer Doc Fee: $80 00 (+) CA Tire Fee: $8.75 (+) Maintenance Contract: $430.00 (-) Rebates: ($1,750.00) (=) Total due Dealer: $22,700.15 (-) Customer responsibility to Dealer: ($14,570 55) (=) Total NNA Pays to Dealer: $8,129 60
Make Public	**Created By Christine Wilsey (11/21/2014 6 55 AM)** Customer replacement letter New Vehicle MSRP (2015 Altima S): $23,505.00 Old Vehicle MSRP (2013 Altima S): $23,410.00 Total Upgrade Costs $0.00 +Current Payoff(good through 12/17/2014: $14,570.55 (=) Total Customer Responsibility to Dealer $14,570.55
Make Public	**Created By Amanda Simcox (11/20/2014 3 40 PM)** RC sent updated replacement figures to quality.
Make Public	**Created By Amanda Simcox (11/20/2014 3 27 PM)** RC received updated BOS and attached to case.
Make Public	**Created By Amanda Simcox (11/20/2014 11 56 AM)** RC received call from DLR regarding updated BOS. DLR will add maintenance plan and will fax RC BOS.
Make Public	**Created By Amanda Simcox (11/20/2014 10 45 AM)** C called inquiring what to do as the CES light is back on. RC advised C to take vehicle back into DLR for repairs and to continue regular scheduled maintenance. RC advised that once RC receives updated BOS from Mychal RC will send figures to quality.

Make Public	**Created By Amanda Simcox (11/19/2014 2 14 PM)** RC left message for Mychal at DLR.
Make Public	**Created By Amanda Simcox (11/18/2014 11 18 AM)** RC left VM for Mychal at DLR requesting BOS.
Make Public	**Created By Amanda Simcox (11/17/2014 3 20 PM)** RC spoke with C and requested current registration. C will send to RC.
Make Public	**Created By Amanda Simcox (11/17/2014 3 15 PM)** RC spoke with Mychal and requested new BOS with maintenance contract added.
Make Public	**Created By Amanda Simcox (11/17/2014 7 44 AM)** RC sent replacement figures to quality.
Make Public	**Created By Amanda Simcox (11/17/2014 7 43 AM)** RC updated payoff good through 12/17/2014 for $14,596 30 30 x 1 03 = 30.90 + 14,565.40 = 14,596.30
Make Public	**Created By Sara Dorazio (11/17/2014 7 25 AM)** DRTS obtained and attached the factory invoice.
Make Public	**Created By Amanda Simcox (11/17/2014 7 07 AM)** RC received BOS from Mychal at DLR. RC requested invoices for both vehicles.
Make Public	**Created By Amanda Simcox (11/17/2014 7 07 AM)** NNA is repurchasing/replacing the vehicle due to a total of 8 repair visits, 5 repair visits for a check engine light concern with 28 days out of service
Make Public	**Created By Amanda Simcox (11/14/2014 1 42 PM)** RC spoke with Mychal regarding replacement vehicle. Mychal stated that finance manager was supposed to fax over docs. RC advised that docs have not been received yet. Mychal will make sure docs are sent to RC today when Mychal goes into the dealership later today.
Make Public	**Created By Amanda Simcox (11/14/2014 1 23 PM)** C called in and inquired about progress. RC advised that RC has not yet received docs on replacement vehicle.
Make Public	**Created By Amanda Simcox (11/11/2014 1 19 PM)** C inquired about making payments. RC advised C to continue making payments.
Make Public	**Created By Amanda Simcox (11/10/2014 2 02 PM)** RC spoke with Mychal at DLR. Mychal will send docs on replacement vehicle. Mychal's email is mychal.rede@yahoo com and phone number is 661-303-6989
Make Public	**Created By Amanda Simcox (11/10/2014 11 11 AM)** C called RC and confirmed receipt of emailed docs. C found a replacement vehicle. RC will contact DLR and request documentation. RC advised C of replacement process. C understood. Call ended mutually.
Make Public	**Created By Amanda Simcox (11/10/2014 7 37 AM)** RC received registration, driver's licenses, payment history, and purchase contract from C. RC emailed C to advise C to look for a replacement vehicle.
Make Public	**Created By Amanda Simcox (11/7/2014 2 13 PM)** RC received payoff info from lien holder. RC advised C to also request payment history.
Make Public	**Created By Amanda Simcox (11/7/2014 1 08 PM)** C called and inquired about having lienholder fax info to RC. RC advised that this would be fine. C inquired about looking for a replacement and RC advised C to look at C's convenience. Call ended mutually.
Make Public	**Created By Amanda Simcox (11/6/2014 3 13 PM)** RC spoke to C and explained C's options. C is looking to replace the vehicle. RC explained that C would need to send in requested docs and choose a replacement vehicle that is comparable to current vehicle. C understood. Call ended mutually.
Make Public	**Created By Amanda Simcox (11/6/2014 2 58 PM)** NNA is offering to buy back the vehcile due to a total of 8 repair visits, 5 repair visits for a check engine light concern with 28 days out of service
Make Public	**Created By Amanda Simcox (11/6/2014 2 57 PM)** RC sent C LOI via FedEx tracking # [redacted]
Make Public	**Created By Chad Alsup (11/6/2014 1 20 PM)** ARBS-CA notes **REASON - 5 repair visits for check engine light concern **LEMON LAW - YES - California **USAGE - 4000 miles, the initial repair visit for a complaint for a check engine light concern **RETENTION GOODWILL - if the customer opts for a replacement, waive up to 100% of the usage as incentive to retain the customer **OPTIONS - If Customer does not want a repurchase or replacement , NNA will offer $4,000 as a cash settlement i lieu of the buyback
Make Public	**Created By Chad Alsup (11/6/2014 1 16 PM)** repurchase request
Make Public	**Created By Chad Alsup (11/6/2014 1 16 PM)** ARBS-CA notes 8 repair visits with 28 days out of service ARBS-CA notes 5 repair visits for check engine light NNA is offering to buy back the vehicle due to a total of 8 repair visits, 5 repair visits for a check engine light concern with 28 days out of service
Make Public	**Created By Chad Alsup (11/6/2014 1 13 PM)** ARBS-CA received RHR In-Service date 07/26/12 10/24/12 2409 miles —Dlr reprogrammed TCM per recall PC186 1 day down 12/17/12 3736 miles –C states when putting into gear, vehicle makes a squealing noise / vehicle will not shift gears —Dlr unable to duplicate concern / Dlr unable to duplicate concern 1 day down 01/08/13 4000 miles –C states check engine light is on / brake light and side light comes on / whistling noise from PS center console / sound like power steering fluid is low

—Dlr secured gas cap / Dlr unable to duplicate concern / Dlr unable to duplicate concern / normal operation of ABS system
3 days down

02/05/13 5007 miles
–C states check engine light is on / vehicle surges and would not go faster than 5MPH
—Dlr replaced engine coolant sensor and ECM / Dlr replaced engine coolant sensor and ECM
11 days down

05/07/14 20140 miles
—Dlr performed OCS reprogram campaign
1 day down

12/21/12 3832 miles
–C states check engine light is on / C states noise sound like is hitting the vehicle
—Dlr replaced water sensor / coolant temp sensor / replaced alternator assy
7 days down

08/29/14 24187 miles
–C states check engine light is on / radiator cap is leaking / coolant sensor malfunction
—Dlr replaced engine coolant temp sensor / replaced radiator cap / replaced sensor cleared codes
3 days down

10/06/14 25661 miles
–C states check engine light is on / vehicle has whinnying noise / airbag light for passenger side air bag comes no with no one sitting there
—Dlr replaced sensor / unable to duplicate / reset OCS system
1 day down

Make Public		**Created By Johannie Resto-Gonzalez (11/6/2014 1 10 PM)** RCAS-JRG place outbound call to C at [redacted] NO VM Box to leave message. RCAS-JRG place outbound call to C at ([redacted] LVMX stating that NNA is working on C's information if any question to call [redacted]
Make Public		**Created By Sara Dorazio (11/6/2014 8 05 AM)** DRTS received the RHR. The RHR was assigned to ARBS- Chad Alsup for review.
Make Public		**Created By Johannie Resto-Gonzalez (11/3/2014 6 47 PM)** RCAS-JRG left message to C's husband stating that RCAS is working on case.
Make Public		**Created By Johannie Resto-Gonzalez (10/29/2014 1 28 PM)** RCAS-JRG received call from C. C stated that has own Nissan cars since 1980. C stated that c does not feel c bought a good car C stated that SM called c today and told c that it is the ECM computer brain C stated that would like a 2013 safe veh to drive. RCAS JRG understood frustration and will get back with C in Three business days. Call mutually ended. RCAS to do a RHR.
Make Public		**Created By Johannie Resto-Gonzalez (10/29/2014 1 12 PM)** RCAS placed outbound call to [redacted] Nissan back in with the same concern engine light. C stated another code showed up and veh is in dlr. C stated that veh has given c trouble. C stated veh has been four times to the dlr. C stated c will call back with new information. Call mutually ended.
Make Public		**Created By Christian Rey Santos (10/29/2014 12 54 PM)** c provided the case c called in stating that c already got the vehicle with the same issue of the check engine light on c said that the person at the dealership pulled up c's account and told c that c already had that problem 4 times CRR-CS asked if c changed any of c's contact information c said yes and c changed c's email which is hmartin12@bak.rr com CRR-CS informed c that CRR-CS will send an internal message and that c will receive a call back c agreed CRR-CS asked c what is the best number to reach c c said it's [redacted] CRR-CS asked if c needed further assistance c declined CRR-CS provided c with name and extension number CRR-CS ended call
Make Public		**Created By Johannie Resto-Gonzalez (10/24/2014 6 32 PM)** RCAS-JRG placed call to dlr requesting ROs BAKERSF ELD at 661-835-8600 ROs were faxed....Need to complete RHR.
Make Public		**Created By Johannie Resto-Gonzalez (10/23/2014 7 47 PM)** RCAS -JRG placed call t oNISSAN OF BAKERSFIELD at 661-835-8600 left message to Dave requesting missing ROs [redacted] o complete RHR.
Make Private	✓	**Created By Karen Walker (10/21/2014 10 17 AM)** RCAS KW emailed SM Dave and SD Ryan requesting missing ROs 108673, 148280, and 101124 to complete RHR.
Make Private	✓	**Created By Karen Walker (10/20/2014 3 53 PM)** RCAS KW placed call to NISSAN OF BAKERSF ELD at 661-835-8600 and was advised today is SM Dave's day off. RCAS KW setting follow up for 10/21 to follow up for three missing ROs.
Make Private	✓	**Created By Karen Walker (10/17/2014 12 55 PM)** RCAS KW notes RCAS KW missing ROs [redacted] RCAS KW emailed SM Dave and SD Ryan requesting missing ROs.
Make Private	✓	**Created By Karen Walker (10/17/2014 12 22 PM)** RCAS KW placed call to C at [redacted] - no answer, left VMX.
Make Public		**Created By Dianne Picar (10/16/2014 2 32 PM)** c called in for an update to the case. c provided case # crr-dp confirmed that there is no change in c's information since the last time c called in. crr-dp informed c that the follow up date of the case is 10/17. crr-dp informed c that crr-dp will send a M to RCAS that c called in. c understood. crr-dp offered further assistance. c declined. crr-dp provided name and EXT. crr-dp exiting case.
Make Private	✓	**Created By Karen Walker (10/15/2014 11 18 AM)** RCAS KW placed call to NISSAN OF BAKERSF ELD at 661-835-8600 and spoke with SM Dave. SM D apologized, has been out sick, and will follow up for ROs. SM D advised that due to new system, having to pull physical files to send ROs.
Make Private	✓	**Created By Karen Walker (10/13/2014 5 43 PM)** RCAS KW notes RCAS KW emailed SM D and SD R requesting ROs for RHR.

Make Private ✓ **Created By Karen Walker (10/10/2014 1 33 PM)**
RCAS KW placed call to C a[redacted]

C states every time go in to DLR the concern is the engine light.
C states C bought a brand new car to avoid going through all this, vehicle always at the DLR.
C states there is a whistling sound that DLR cannot duplicate as well.
C states only NISSAN OF BAKERSFIELD has serviced vehicle.
C states C does not want vehicle anymore.

RCAS KW apologized C is experiencing concerns.
RCAS KW explained RCAS KW will follow up with DLR for ROs for RHR.
RCAS KW explained RHR can take up to 10 business days for review to see if repurchase is an option.

Make Private ✓ **Created By Karen Walker (10/8/2014 12 03 PM)**
RCAS KW notifed region of repurchase request.

Make Private ✓ **Created By Karen Walker (10/8/2014 12 00 PM)**
RCAS KW placed call to C a[redacted]

RCAS KW notes the man that answered advised C is not available right now but this is the best number to call back on.

Created By Karen Walker (10/8/2014 11 59 AM)
RCAS KW placed call to NISSAN OF BAKERSF ELD at 661-835-8600 and spoke with SA Renee.

Make Private ✓ SA R advised C picked up vehicle yesterday.
SA R advised C came in for service engine soon light, was coolant temp sensor.

RCAS KW notes RCAS KW emailed SM Dave requesting ROs for RHR.

Created By John De Castro (10/7/2014 1 00 PM)
crr-jd received call from c with veh complaint
c stated that the check engine light keeps coming on
c claims that the veh is a lemon
c stated that the veh had too many problems with the veh like the alternator and airbag
c stated c is upset that c has taken the veh too many times for repairs
c stated that the veh is still at the dlrshp and c no longer wants the veh
Make Public crr-jd apologized to c for the inconvenience
crr-jd explained to c case will be escalated to RCAS for review
crr-jd adv c that RCAS will contact c within the next business day
c understood
crr-jd offered further assistance
c declined
crr-jd prov case and ext
crr-jd forwarding case to RCAS due to repurchase/replacement request

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7994879	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/7/2014	YX	BK	263000	OA
Edit | Del	CC-7994880	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	10/7/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	12/24/2014	Tim Zingerman	12/24/2014 10:28 AM
Edit | Del	Review Approved Check Request		✓	12/17/2014	Maria L. Gloden	12/19/2014 6 50 AM
Edit | Del	Approved - Repurchase Figures		✓	12/17/2014	Maria L. Gloden	12/19/2014 6:49 AM
Edit | Del	Please re-review Martin replacement figures		✓	12/16/2014	Chad Alsup	12/17/2014 6 55 AM
Edit | Del	email		✓	12/10/2014	Amanda Simcox	12/10/2014 3:41 PM

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Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052715	DRT Resolution	1N4AL3APXDC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0139375	[redacted]	12/18/2014	Dealer	Approved	$571.97	44BUYBACK	Nissan South West Buyback/Trade		
	CR0137951		11/25/2014	Dealer	Approved	$8,129.60	44BUYBACK	Nissan South West Buyback/Trade		
	CR0137952		11/25/2014	Lienholder	Approved	$14,603.51	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Duplicate- Error	4.13MB	4/22/2015 8:38 AM	Rebecca Martin

Edit | View | Del	DMA-Sales tax packet pdf	4.13MB	4/22/2015 8:35 AM	Rebecca Martin
Edit | View | Del	[redacted]Check pdf	73KB	1/13/2015 3:52 PM	Tammy Knotts
Edit | View | Del	[redacted]Check 2 pdf	69KB	1/9/2015 11:21 AM	Tammy Knotts
Edit | View | Del	[redacted]Check pdf	71KB	1/9/2015 11:20 AM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/20/2015 10:19 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/24/2014 10:30 AM	Tim Zingerman	Changed **Follow Up Date** from 12/19/2014 to **12/24/2014**.
12/22/2014 8:06 AM	Jim Land	Changed **Case Owner** from Maria L. Gloden to **Jim Land**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [0] | Case Categorizations [5] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Hezha Decker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/9/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/8/2014 10:21 AM
CA Multiple Repairs		Date/Time Closed	10/9/2014 10:19 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - SAME ISSUE		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MMXDC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN LEWISV LLE	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MMXD[redacted]		
Created By	Athena Buan, 10/8/2014 10:21 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody 4/12/2015 4 57 PM	Root Cause Code (2)	
Days Closed	461	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Hezha Decker (10/9/2014 10 19 AM)** RCAS-HD is closing Case as no further assistance can be offered at this time
Make Private	✓	**Created By Hezha Decker (10/9/2014 10 19 AM)** RCAS-HD contacted C @ RCAS-HD VERIFIED C's name, home & email address, concern, phone#, and VIN# RCAS-HD CHECKED for open recalls/campaigns and Found: none PREVIOUS UNRELATED Case(s) Found: [redacted] PREVIOUS RELATED Case(s) Found: [redacted] ********** RCAS-HD states RCAS understands has concern of the airbag light coming on C states c feels as though the vehicle is not operating as it should C states c's wife weigh 105 pounds RCAS-HD states RCAS spoke with dlr who stated vehicle is operating as designed C states c feel as though there should be a recall on it due to the current model of vehicle not having this issue RCAS-HD states RCAS understands where c is coming from RCAS-HD states the sensor is a sensitive intelligent sensor that does not know if what is sitting in the passenger seat is an adult, child, groceries etc. RCAS-HD states every time a person moves in that chair the sensor has to rethink the movement and decide to go off or on if a person sits completely still never moves or changes position. RCAS-HD states NNA can't replace a sensor or any component of the veh if it has not been diagnosed as to be faulty RCAS-HD states NNA can't recommend a repair if vehicle is operating as designed RCAS-HD states RCAS understands its not what c wants to hear C states c feels as though concern is not resolved C states c wants to report this to NHTS RCAS-HD proived c with NHST contact # C states c wants document stating RCAS states vehicle is operating as designed RCAS-HD states RCAS can't provide c with RCAS case comments due to being NNA property RCAS-HD states c can contact dlr and get repair order stating dlr run codes and found nothing C states c doesn't want case to be closed due to issue not being resolved RCAS-HD states case can always be reopened RCAS-HD states unfortunately RCAS can't do anything else for c when there is nothing wrong with the airbag C asked for RCAS-HD contact information RCAS-HD provided c with RCAS name and contact # C thanked RCAS-HD call ended mutually
Make Private	✓	**Created By Hezha Decker (10/9/2014 9 33 AM)** RCAS-HD contacted AUTONATION NISSAN LEWISVILLE @ 972-420-9500 and spoke SA-Nathan SA states c's wife weighs 100 pounds SA states air bag light on is not often SA states air bag is operating as designed SA states dlr did a software upgrade back in April for OCS SA states SA told c vehicle is operating as designed RCAS-HD thanked SA call ended mutualy
Make Private	✓	**Created By Hezha Decker (10/9/2014 8 56 AM)** RCAS-HD data net case with dlr on 10/9/14
Make Public		**Created By Athena Buan (10/8/2014 11 18 AM)** Vehicle Concern - SAME ISSUE
Make Public		**Created By Athena Buan (10/8/2014 11 17 AM)** c called and said that the veh is at the dlrshp again because the airbag light is coming on again. crr-ab empathized & acknowledged c's concern. crr-ab asked for c's personal & veh's info. c said that c had an issue with this as well before crr-ab verified info and found a related case no [redacted].

crr-ab provided c's new case no.
c said that c was assisted by SA Nate Banks and was told that
nothing is wrong with the airbag system but the light is coming on again.
crr-ab empathized and asked how nissan can assist.
c said that c would like to get the issue fixed.
c said that it was already fixed before so it probably something to do with
mechanical issues.
crr-ab empathized & checked warranty info and said that it's still within the
mileage and asked if the dlrshp will cover for the repair.
c said that the dlrshp is willing to do what nissan would recommend doing.
c asked for the campaign and was told before that there is no campaign for this.
crr-ab verified info and told c that there are no campaigns for the veh and there
previous ones but were already addressed.
c agreed.
crr-ab informed per CA SOP 8.7: Campaign Information and SAY Statements
that campaigns are vin specific.
c agreed and said that there are different suppliers for the parts.
crr-ab agreed.
crr-ab informed c that case will be escalated to RCAS and still subjective for review and approval.
RCAS will also call by the end of the next business day. c understood.
crr-ab asked for further assistance. c declined.
crr-ab did recap.
crr-ab updated phone no.
crr-ab provided closing script, name & extension no.,
call ended.
crr-ab escalated case to RCAS.
Follow-up date: 10/09/14
Best no to call: [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7995432	NISSAN PRODUCT INQUIR ES	PATHF NDER	CRITICISM	QF	10/8/2014	ZH	AZ	207500	OF
Edit | Del	CC-7995433	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/8/2014	YX	BK	233500	OA
Edit | Del	CC-7995434	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/8/2014	YE	BK	233500	OA
Edit | Del	CC-7995435	NISSAN PRODUCT INQUIR ES	PATHF NDER	PROVIDED RECALL NFORMATION	QF	10/8/2014	VG	AZ	207500	OF
Edit | Del	CC-7995562	NISSAN PRODUCT INQUIR ES	PATHF NDER	GENERAL WARRANTY COVERAGE NQUIRY	QF	10/8/2014	VJ	AZ	207500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/9/2014 10:19 AM	Hezha Decker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/8/2014 11:19 AM	Athena Buan	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000049tz8**.

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Surveys

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Case [redacted]

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Case Comments [6] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Alex Loft [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/28/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/8/2014 2:44 PM
CA Multiple Repairs		Date/Time Closed	10/28/2014 5:17 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time:1:00 PST		
	Notes to Agent:		
Description	Passenger OCS Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,933		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN5EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PEORIA NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MN5EC[redacted]		
Created By	Ronald Valencia, 10/8/2014 2:44 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	442	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Alex Loft (10/28/2014 3 39 PM)** RCAS-AL spoke with c at [redacted] C stated all the repairs were made and the vehicle is operating normally. RCAS-AL closing case at this time.
Make Public		**Created By Alex Loft (10/24/2014 12 43 PM)** RCAS-AL left VM for C at [redacted] RCAS-AL informed C that RCAS-AL is aware of the repairs being made to the vehicle. RCAS-AL asked for a call back if C needs any thing RCAS-AL will follow up with C on tuesday next week
Make Public		**Created By Alex Loft (10/21/2014 12 13 PM)** RCAS-AL informed C that C has an apt tomorrow 10/22 at 1pm PST. C thanked RCAS-AL RCAS-AL inquired about the airbag recall. RCAS-AL informed C the dlrshp would be the best resource C thanked RCAS-AL
Make Public		**Created By Alex Loft (10/15/2014 10 42 AM)** RCAS-AL spoke with C at [redacted] C stated that the light doesn't flash constantly but it does go on and off randomly. RCAS-AL informed C of the DTS appt 10/22/14 1pm PST C thanked RCAS-AL and will be there.
Make Public		**Created By Alex Loft (10/9/2014 5 22 PM)** RCAS-AL left VM for C at [redacted] RCAS-AL included name, case, phone and a call back request. RCAS-AL informed C that RCAS-AL would submit a DTS request for C.
Make Public		**Created By Ronald Valencia (10/8/2014 2 48 PM)** CRR RV received a call from c's wife [redacted] now refferred as c CRR RV verified contact information C stated that c and husband went to have the OCS campaign on 7/22/14 after a week c went back with the same problem. The light is coming up intermittently and the dealership is still not able to fix the problem. C went back to dealer yesterday as the issue is still happening on the vehicle. C was told that there was nothing wrong with the vehicle. SM Paul Watz is assisting c. C is best to call at [redacted] CRR-RV advised c that file will be transferred to rcas for review. CRR-RV advised c to expect a call within the next business day. c understood. CRR-RV offered further assistance, c declined. CRR-RV provided name, ext and file number. CRR-RV leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7996115	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/8/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/16/2014	Frank Gibford	10/14/2014 11:03 PM

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/28/2014 5:17 PM	Alex Loft	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/24/2014 12:43 PM	Alex Loft	Changed **Follow Up Date** from 10/24/2014 to **10/28/2014**.
10/21/2014 12:14 PM	Alex Loft	Changed **Follow Up Date** from 10/21/2014 to **10/24/2014**.

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Case [redacted]

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Case Comments [20] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie Mathis [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/8/2014	Type	CA
Follow Up Date	12/3/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/8/2014 3:03 PM
CA Multiple Repairs		Date/Time Closed	12/4/2014 2:59 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00053818

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	Arbs-ASM discussed case with atty-Bob and agreed to settle case in the amount of $7250 as a result of the following: 6 repairs reg trans leak/coolant smell in veh 3 visits/repairs reg OCS campaign 25 days out of service Arbs requested the veh registration and was advised c sold veh. Arbs apologized and informed atty office NNA unable to extend any offers due to c no longer owns veh.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,238		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JOHN SISSON MOTORS	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 5N1AR2MM4DC[redacted]		
Created By	Angela Baase, 10/8/2014 3 03 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	405	Action Code	NL4A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie Mathis (12/4/2014 2 59 PM)** Arbs-ASM spoke with atty-Bob regarding case. Arbs informed atty Arbs provided offer to atty in good faith c owned veh. Atty advised will sue.
Make Public		**Created By Angie Mathis (12/4/2014 2 57 PM)** Arbs-ASM received email from Gracie: Hello Angie: Thank you for the response. However, there is a binding settlement in this matter. Please confirm NNA will not honor the settlement we will file suit to enforce his underlying claims as well as file a Motion to enforce the settlement. Gracie Arbs responded: Gracie, When Bob and I spoke regarding this case, I made a good faith offer to him with the understanding the customer still owned the vehicle. Additionally, how would the customer sign our release, which has been used countless times by your firm, which requires the customer to declare they are the owner of the vehicle? The customer cannot complete the understood conditions of the settlement. Thank you,
Make Public		**Created By Angie Mathis (12/3/2014 10 02 AM)** Arbs-ASM received email from Gracie with atty office: Hi Angie: I just hung up with hi[redacted]ed another Nissan. He sent me the registration for the new Nissan, but that won't help you. However, he said it is still registered the same as the old car [redacted] Gracie Arbs responded: Hi Gracie, I apologize, but without the customer owning the vehicle, NNA would be unable to offer a settlement on this case. Thank you,
Make Public		**Created By Angie Mathis (12/2/2014 9 53 AM)** Arbs-ASM submitted email to Gracie with atty office: Hi Gracie, Can you please send me the registration at your convenience? Thank you,
Make Public		**Created By Angie Mathis (12/2/2014 9 49 AM)** Arbs-ASM received email from atty-Bob:

Hi Angie:

Good speaking with you on 11/20/14. Please accept this e-mail as confirmation this matter is now settled for your most gracious offer of $5,500 00 to settle the underlying claims, plus $1,750.00 to settle my firm's bill of fees and costs (or as you like to say it, $7,250.00 inclusive).

Please e-mail me a proposed Release and thereafter provide a single combined settlement check payable to my client and firm. Thanks for working with me.

Bob

Gracie,

Make Public

Created By Angie Mathis (11/20/2014 3 25 PM)
Arbs-ASM spoke with atty-Bob regarding case. Arbs and atty negotiated max cash settlement in the amount of $7250. Atty will consult with client and advise.

Make Public

Created By Angie Mathis (11/13/2014 2 35 PM)
Arbs-ASM spoke with atty-Bob regarding case. Arbs advised NNA would agree to repurchase or replace veh also. Atty advised atty will consult with client and provide Arbs response.

Created By Angie Mathis (10/22/2014 1 03 PM)
Arbs-ASM prepared offer letter to atty-Bob Silverman via Fed Ex [redacted]

Make Public

Based on the information submitted, Nissan is willing to offer a cash settlement in the amount of $3,750.00 to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your client and advise me of his response within 30 days

Arbs attached letter and docs to case

Created By Angie Mathis (10/22/2014 11 26 AM)
Arbs-ASM notes the following:

Make Public

6 repairs reg trans leak/coolant smell in veh
3 visits/repairs reg OCS campaign
25 days out of service

Created By Angie Mathis (10/22/2014 11 06 AM)
Arbs-ASM reviewed CPIA and RHR. Arbs notes 1 additional/visit repair since last review:

Make Public

9/9/14-9/9/14 Mileage: 23,238
C/S leak under veh - only had 1 clamp, put on 2nd clamp

Make Public

Created By Angie Mathis (10/22/2014 11 00 AM)
Arbs-ASM reviewed previous cases and notes Arbs-Chantelle previously reviewed case:

12/14/2012 – 57 miles
Concern:
-C/S power mirrors inoperable
Action:
-Operating as designed
1 day down

1/3/2013 – 914 miles
Concern:
-C/S trans fluid on ground
-C/S rear washer fluid is inoperable
-C/S front dvd player is inoperable
Action:
-re-installed transmission cooler line and filled fluid
-ordered pump for repair
-only works with platinum edition
1 day down

1/7/13 – 998 miles
Concern:
-C/S transmission fluid found on the ground
-C/S rear washer fluid Is inoperable
Action:
-Installed new clamps
-Part in – installed
1 day down

6/17/2013 – 7,124 miles
Concern:
-C/S bumper has clunking noise behind it
C/S front bumper tow hook is peeling
-C/S chip on L/R window edge
-C/S coolant smell with A/C on
-C/S rear washer is inoperable
Action:
-Sublet to reinforce inner bumper shell
-Sublet for repainting
-Sublet for chip touch up
-No duplication
-Tube assembly is clogged; cleared
2 days down

3/11/14 – 18,292 miles
Concern:
-C/S TPMS is on
-C/S warning lights on dash
-C/S sensor inspection
-ABS reprogram
-C/S strong smell of anti-freeze
-C/S fan motor goes on and off constantly
Action:
-Set PSI
-clear maintenance lights
-Reinstalled sensor
-Campaign complete
-No duplication
-Operating as designed
1 day down

8/26/14 – 22,721 miles
Concern:
-C/S side mirrors do no turn down
-C/S strong smell of antifreeze
-C/S poor fuel mileage
-OCS reprogram
-installed gas clip
Action:
-Operating as designed
-No duplication
-No concern found
-Campaign complete
-complete

1 day down

9/08/14 – 23,238 miles
Concern:
-C/S CVT cooler hose needs to be replaced
-OCS reprogram
-C/S leak under vehicle
Action:
-Complete
-Campaign complete
-Second clamp installed
1 day down

Make Public — **Created By Angie Mathis (10/22/2014 10 56 AM)**
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public — **Created By Angela Baase (10/14/2014 7 57 AM)**
DRTS attached RHR

Make Public — **Created By Angela Baase (10/13/2014 1 45 PM)**
DRTS attached Sales Documents

Make Public — **Created By Angela Baase (10/13/2014 11 54 AM)**
DRTS spoke to Debbie to get the Title Application and customer signed Purchase Order faxed over. She said she will do this soon.

Make Public — **Created By Angela Baase (10/10/2014 3 53 PM)**
DRTS attached RO's

Make Public — **Created By Angela Baase (10/10/2014 10 42 AM)**
DRTs contacted dealer 09087 and spoke to Nelson again to get RO's sent over. He said he will fax these over.

Make Public — **Created By Angela Baase (10/9/2014 8 44 AM)**
DRTS contacted dealer 1910 and spoke to Tim to get all customer copy RO's and tech notes faxed over. Tim stated he will send these over in a little while.

Make Public — **Created By Angela Baase (10/8/2014 3 58 PM)**
DRTS contacted dealer 09087 and spoke to Nelson to request all customer copy RO's , tech notes and any open RO's . He took fax and return phone numbers.

Make Public — **Created By Angela Baase (10/8/2014 3 23 PM)**
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases-[redacted]
Open recalls\campaigns-PC273 ITOC

DRTS in receipt of letter received 10/08/2014 sent via fax from Kimmel & Silverman P.C., signed by Robert M. Silverman. Letter dated 10/07/2014.

Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim.

Nonconformity is not clear.
Customer request is not clearly stated.
Time to respond is not defined.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8063401	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	MULT PLE REPA R ATTEMPTS	10	12/3/2014	YE	BG	302500	OA
Edit | Del	CC-8063402	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	12/3/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	10/16/2014	Angela Baase	10/13/2014 1:46 PM
Edit | Del	Create RHR		✓	10/14/2014	Angela Baase	10/14/2014 7:57 AM
Edit | Del	Collect RO Documents		✓	10/10/2014	Angela Baase	10/10/2014 3:53 PM
Edit | Del	Schmitt-Oliver-Attorney Letter		✓	10/8/2014	Angie Mathis	10/8/2014 3:25 PM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053818	DRT Resolution	5N1AR2MM4DC[redacted]						

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	44KB	12/4/2014 2:56 PM	Angie Mathis
Edit | View | Del		32KB	12/3/2014 10 07 AM	Angie Mathis

Edit | View | Del	[redacted]	162KB	10/22/2014 1:15 PM	Angie Mathis
Edit | View | Del		155KB	10/22/2014 1 04 PM	Angie Mathis
Edit | View | Del		32KB	10/14/2014 7 57 AM	Angela Baase

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/4/2014 2 59 PM	Angie Mathis	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/3/2014 10:06 AM	Angie Mathis	Changed **Follow Up Date** from 12/5/2014 to **12/3/2014**.
		Changed **Description**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [28] | Case Categorizations [3] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Lawanda Bradley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/8/2014 3 08 PM
CA Multiple Repairs		Date/Time Closed	12/2/2014 2 50 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 11/26/2014 9 00 AM EST Notes to Agent: I am scheduling this inspection for 11/26/14 at 9:00am EST. Please do the following when setting up the appointment; • Request customer to meet with me and SM to discuss the vehicle concerns and reproduce the conditions. • Request SM to have shop foremand or master technician available on inspection date. Thank you		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	TASCA NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TASCA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	

RHR Started	10/17/2014	Vehicle Service Contract	
RHR Completed	10/17/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP3DC[redacted]		
Created By	Mark Chester Carpio, 10/8/2014 3 08 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	407	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Janisha Wilkerson (12/2/2014 2 51 PM)** *** [Added after the case is closed.] *** RCAS-JW is requesting RCAS-LB to re close case due to TL-BS offering C 1 months payment and C refusing. If C decides to take upon the offer, reopen or clone case to process check request for 1 months payment
Make Private	✓	**Created By Lawanda Bradley (12/2/2014 2 49 PM)** ***CASE SUMMARY*** C requested to have the veh repurchased and was declined C was offered a one month payment reimbursement, C declined it C has requested to have 3 months reimbursed for C's inconveniences C had DTS inspection and vehicle should be ready for pick up today.
Make Private	✓	**Created By Janisha Wilkerson (12/2/2014 2 48 PM)** RCAS-JW is helping assist TL-BS with escalations RCAS-JW is re closing case due to C not accepting the 1 months payment after TL-BS offered the GW due to C's inconvenience.
Make Private	✓	**Created By Lawanda Bradley (12/2/2014 8 31 AM)** ***CASE SUMMARY*** C requested to have the veh repurchased and was declined C was offered a one month payment reimbursement, C declined it C has requested to have 3 months reimbursed for C's inconveniences C had DTS inspection and vehicle should be ready for pick up today.
Make Private	✓	**Created By Lawanda Bradley (12/2/2014 8 28 AM)** RCAS-LB made outbound call to C at [redacted] C answered RCAS-LB advised C that the call may be recorded for quality and training purposes RCAS-LB asked C how the DTS inspection went C stated C's veh is still at the DLR and it was supposed to be ready Saturday, but C will pick up the vehicle today. RCAS-LB asked if C was provided a rental C stated C just wants to get out of the car. C confirmed the rental C stated C has been in different rentals for a total of 5 weeks. C stated C is paying for a car that C isn't driving C stated at this point C doesn't even want the car C stated that a one month reimbursement is not enough for C RCAS-LB informed C that C declined the one month payment offer C stated because C needs 3 months for C's inconveniences C stated C want to write a letter to the company RCAS-LB advised C that if C 2writes a letter, the letter will come to me because I am the agent for C's district C stated the DTS was more worried about the car C stated C's troubles are with Nissan C stated Nissan never registered C's car C stated if the air bag doesn't go off in C car, C will sue C stated C should be reimbursed 3 months and not 1 month

C stated if Nissan cared about their customers, C would get reimbursed for 3 months for C's inconveniences.
RCAS-LB informed C that C's request can be re-reviewed
C stated C needs to speak with someone else

RCAS-LB informed C that RCAS-LB can escalate C's case and a TL will contact C by COB

C stated thanks

call ended mutually

Created By Lawanda Bradley (11/24/2014 8 43 AM)
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB advised C that the call may be recorded for quality and training purposes

Make Private ✓

RCAS-LB informed C that RCAS-LB was calling to remind C of C's DTS inspection scheduled for 11/26/2014 @ 9:00EST

C asked would C need to bring anything

RCAS-LB informed C that C wold just need to bring the vehicle and have enough time to interview with the DTS and have a road test.
C stated understanding

call ended mutually

Make Private ✓ Created By Lawanda Bradley (11/14/2014 10 24 AM)
RCAS-LB changing follow up date to 11/24/2014 to remind C of DTS inspection

Make Private ✓ Created By Lawanda Bradley (11/10/2014 8 11 AM)
DLR confirmed DTS inspection date

Created By Lawanda Bradley (11/7/2014 3 41 PM)
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB advised C that the call may be recorded for quality and training purposes

Make Private ✓

RCAS-LB asked C DTS inspection date works
C confirmed date

RCAS-LB provided C with information regarding inspection including date, time, DTS interview, and road test.
RCAS-LB will confirm inspection with DLR

C thanked RCAS-LB
RCAS-LB will follow up with C close to DTS Inspection date

call ended mutually

Make Private ✓ Created By Lawanda Bradley (11/4/2014 10 25 AM)
RCAS-LB contacted C at [redacted] left VMX including Case number, name, and RCAS-LB contact of [redacted] RCAS-LB informed C that a DTS Inspection has been set for 11/26/14 at 9 00am.
RCAS-LB will follow up in 3 business days

Make Private ✓ Created By Lawanda Bradley (10/30/2014 7 33 AM)
RCAS-LB contacted C a[redacted] left VMX including Case number, name, and RCAS-LB contact of [redacted] CAS-LB informed C that a DTS Inspection has been set for 11/26/14 at 9 00am.

Created By Lawanda Bradley (10/28/2014 3 20 PM)
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB advised C that the call may be recorded for quality and training purposes

RCAS-LB stated that RCAS-LB sees where TL-BS contacted C and stated that NNA is not in a position to repurchase the veh and offered C a one month payment

C stated personally $293 reimbursement is not enough for what C has been going through.
C stated that C has gone through so much with this veh
C stated that C is going to keep having to go back and forth to the DRLSHP
C stated that C's veh is at the DLR and has been there for 8 days because C can't get veh registered
C stated C is so done
Make Private ✓ C stated this is ridiculous
C asked what is C supposed to do

RCAS-LB informed C that RCAS-LB could request a DTS to inspect the veh
C confirmed
RCAS-LB informed C that RCAS-LB will follow up with C when an appointment has been scheduled

RCAS-LB informed C that RCAS-LB will follow up with C in 3 business days

C stated understanding

call ended mutually
****
RCAS-LB sent DTS request

Created By Brittney Smith (10/24/2014 6 39 PM) Last Modified By Lawanda Bradley (10/30/2014 7 34 AM)
TL-BS assisting RCAS-LB

tl-bs called c at [redacted] and informed c after reviewing case NNA is not in a position to repurchase veh however NNA is able to offer c a one months payment

Make Private ✓

c/s c does not want to accept that offer.
c/s c is in the process of getting out of veh.
c/s c is out right now and will call RCAS-LB back next week.

TL-BS understood call ended mutually

Created By Lawanda Bradley (10/23/2014 5 07 PM) Last Modified By Lawanda Bradley (10/30/2014 7 33 AM)
Make Private ✓ RCAS-LB contacted C at [redacted] left VMX including Case number, name, and RCAS-LB contact of 615.725.7749. RCAS-LB stated on VMX that RCAS-LB will continue to follow up with C no later than 10/24/2014

Created By Lawanda Bradley (10/23/2014 10 15 AM) Last Modified By Lawanda Bradley (10/30/2014 7 34 AM)
Make Private ✓ RCAS-LB reviewed case with TL-BS
TL-BS recommended one month payment reimbursement
TL-BS advised if C still has concerns to request a DTS for the veh

Created By Ricardo Garcia (10/20/2014 8 30 AM)
ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

Make Public

ARBS recommends RCAS discuss goodwill options among CSM and CA Management.

ARBS-RG supports DTS inspection if issue continues to exist and resubmit RHR.

Make Public Created By Ricardo Garcia (10/20/2014 8 06 AM)
ARBS-RG notes the following

11 days down
4 visits - 1 recall related to passenger airbag light concern
4 visits - 2 repairs related to sunroof rattle

NO ADDITIONAL CASES FOUND
NO TECH L NE CASE FOUND
NO DTS FOUND
NO ADDITIONAL WARRANTIES FOUND

Created By Ricardo Garcia (10/20/2014 8 03 AM)
ARBS-RG notes the following repairs

05/29/14 @ 14,314 miles — RO #[redacted] — 1 day down
Issue:
1. Perform R1405 : OCS Reprogramming
Action:
1. Completed

07/16/14 @ 17,091 miles — RO #[redacted] — 2 days down
Issue:
1. Roof making noise while driving
2. Air bag light comes on
3. Customer states the sunroof rattles whether the sunroof is open or closed
Action:
1. Replacing sunroof; ordered parts
2. Working properly at this time
3. SOP - Sunroof

07/21/14 @ 17,436 miles — RO #[redacted] — 3 days down
Issue:
1. Rattle noise heard when driving.
2. Air bag light coming on with someone in seat
3. Rental Provided
Action:
1. Replaced sunroof rail assy
2. No repairs noted
3. Completed

09/17/14 @ 20,529 miles — RO #[redacted] — 1 day down
Issue:
1. Roof still making rattling noise
2. Air bag light on when someone sitting in seat
Action:
1. Contacted Tech Line; no repairs noted
2. No codes or issues found

09/30/14 @ 21,248 miles — RO #[redacted] — 7 days down
Issue:
1. Rattling noise from rear rood area
Action:
1. Install ordered parts; replace sunroof rail assy

Make Public

Created By Lawanda Bradley (10/17/2014 2 02 PM)
RCAS-LB made outbound call to C at [redacted]

C answered

RCAS-LB informed C that documents have been received and RHR has been created and submitted
RCAS-LB asked C RHR questions.

Questions for the customer:
Why do you want to return the vehicle to Nissan North America? Because I have had many problems with the veh. I've had the veh since 2013 and I have to bring the veh to Tasca 2 twice a month for repairs and it has become a big issue.
Where is the vehicle currently? c has the vehicle
Where was the vehicle purchased? Tasca Nissan
Was it purchased new or used? New
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? Tasca Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? No

RCAS-LB informed C that the review process takes 5 business day and RCAS-LB will follow up with C in 5 business day or if the decision is made before then.

C understood
call ended mutually

Make Public

Created By Sara Dorazio (10/17/2014 12 35 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Ricardo Garcia for review.

Make Public

Created By Jessica Lee (10/17/2014 11 45 AM)
RCAS-JL assisting RCAS-LB.

RCAS-JL notes completing RHR and attaching RHR to case.
RCAS-JL notes submitting RHR.

RCAS-JL exiting case.

Make Public

Created By Lawanda Bradley (10/14/2014 2 17 PM)
RCAS-LB made outbound call to C at [redacted]

C answered

RCAS-LB greeted and informed C that the call may be recorded for quality and training purposes
RCAS-LB informed C that SM-Alyssa will send RO's over by the close of business and RCAS-LB will process C's RHR

C stated thanks

RCAS-LB asked to further assist
C declined

call ended mutually

Make Public

Created By Lawanda Bradley (10/14/2014 2 14 PM)
RCAS-LB made outbound call to SM-Alyssa and requested RO's
SM-Alyssa stated that SM-Alyssa would send RO's by the close of business

Make Public

Created By Lawanda Bradley (10/13/2014 1 10 PM)
RCAS-LB made outbound call to C at [redacted]

C answered

RCAS-LB greeted and informed C that the call may be recorded for quality and training purposes

RCAS-LB informed C that RCAS-LB has not received C's RO's
RCAS-LB informed C that when RCAS-LB called this morning RCAS-LB informed that service department was closed because of the holiday

C understood

RCAS-LB informed C that RCAS-LB will follow up with C tomorrow.

C stated thanks

call ended mutually

Make Public

Created By Lawanda Bradley (10/13/2014 1 10 PM)
RCAS-LB made outbound call to Service Department at Tasca Nissan
RCAS-LB was informed that Service Department was closed because of the holiday

Created By Lawanda Bradley (10/9/2014 3 09 PM)
RCAS-LB made outbound call to C at [redacted]

C answered

RCAS-LB greeted and verified C's information
PREVIOUS RELATED CASES FOUND: None
PREVIOUS UNRELATED CASES: None
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None
RCAS-LB verified C's name, VIN, home and E-mail address, mileage, phone # & DLR.

RCAS-LB reviewed previous case notes with C

C confirmed case notes

Make Public

RCAS-LB asked C if previous agent explained RHR process with C
C stated no

RCAS-LB explained gathering RO's, completing the RHR, and the ABRS decision process to C.
RCAS-LB informed C that process takes 10 business days

C stated okay
C stated that C has to bring veh in to the DLR too much
C stated that C thinks C's car is defective
C asked what if RHR is declined

RCAS-LB informed C that ARBS generally advises on next steps

C stated understanding

call ended mutually

Make Public

Created By Mark Chester Carpio (10/8/2014 3 15 PM)
Vehicle Concern

Make Public

Created By Mark Chester Carpio (10/8/2014 3 15 PM)
CRR-MC rcv a call from c
CRR-MC verify and updated c's account information
[redacted]
Riverside, RI [redacted]
[redacted]

C's calling NNA to seek assistance about c's veh concern
C stated that c's dlr advised c to call NNA
C stated that c already had multiple issues with c's veh
c stated the sunroof got replaced 2x, the airbags got reset 4x and the center consul got replaced as well
C stated that c want c's veh to be replaced due to all issues
CRR-MC told c that c's case will be escalated to RCAS for further review and assistance,
CRR-MC advised c that will receive a call back before the end of the next business day c agreed.
CRR-MC ask c to provide the best number,
c provided contact #[redacted]
CRR-MC offered further assistance, c declined.
CRR-MC provided a brief call recap, name, case number, and ext number
CRR-MC thanked C for calling Nissan Consumer Affairs
CRR-MC forwarding the case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7996268	BODY	SUN ROOF (ELECTRIC/MANUAL)	MULTIPLE REPAIR ATTEMPTS	16	10/8/2014	YE	AB	110500	OA
Edit | Del	CC-7996269	INSTRUMENTATION	CONSOLE/DISPLAY (ELECTRICAL)	PREMATURE WEAR/FA LURE	11	10/8/2014	WA	AT	179000	OA
Edit | Del	CC-7996270	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULTIPLE REPAIR ATTEMPTS	14	10/8/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/30/2014	Gary Lee Cross	10/28/2014 4:26 PM
Edit | Del	Review RHR Decision and Recommendation completed	[redacted]	✓	10/20/2014	Lawanda Bradley	11/21/2014 7:05 AM
Edit | Del	[redacted]		✓	10/17/2014	Ricardo Garcia	10/20/2014 8:31 AM
Edit | Del			✓	10/17/2014	Lawanda Bradley	10/17/2014 12 37 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	62KB	10/17/2014 11:45 AM	Jessica Lee
Edit | View | Del		30KB	10/17/2014 11 28 AM	Lawanda Bradley
Edit | View | Del		31KB	10/17/2014 11 26 AM	Lawanda Bradley
Edit | View | Del		71KB	10/17/2014 11 26 AM	Lawanda Bradley
Edit | View | Del		30KB	10/17/2014 11 25 AM	Lawanda Bradley

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/2/2014 2 50 PM	Lawanda Bradley	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/2/2014 2:49 PM	Janisha Wilkerson	Changed **Follow Up Date** from 12/2/2014 to **12/3/2014**.
12/2/2014 2:49 PM	Janisha Wilkerson	Changed **Case Owner** from Brittney Smith to **Lawanda Bradley**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [18] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Benjamin Pastor [Change]
Letter Sent Date	10/20/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/22/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/9/2014 12:25 PM
CA Multiple Repairs		Date/Time Closed	10/22/2014 4:21 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	rhr		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MT9E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CERRITOS NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	10/9/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/14/2014	Vehicle Service Contract	
RHR Completed	10/14/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AT2MT9E[redacted]		
Created By	Benjamin Pastor 10/9/2014 12 25 PM	Root Cause Code	SNSH
Last Modified By	System Account NNAINT, 10/22/2014 7:18 PM	Root Cause Code (2)	
Days Closed	450	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Benjamin Pastor (10/22/2014 4 20 PM) RCAS received an email from CSM recommending DTS if there are any current veh concerns. RCAS called C a[redacted]t 4:54 PM EST and spoke with C. RCAS states that RCAS is not in the position to repurchase veh at this time. RCAS states that Nissan can send a special technician to inspect veh concerns at dlr and it is necessary to schedule an appointment for C to bring veh to dlr.
Make Private	✓	C states that C has brought veh to dlr 5 times already and wants Nissan to replace veh. RCAS states that RCAS worked case and Nissan cannot replace veh at this time, and C became upset and hung up. Summary: C called CA to request a repurchase for multiple repairs attempts to veh. RCAS contacted dlr and Techline about veh concerns, and Techline recommended a DTS inspection. RCAS submitted RHR which was denied and CSM Fernando Hernandez recommend a DTS inspection for veh concerns. RCAS spoke with C and gave denial and C became upset and hung up.
Make Public		**Created By Mae Strenciwilk (10/20/2014 1 41 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Benjamin Pastor (10/20/2014 1 22 PM)** RCAS attaching in-warranty RHR denial letter to case. RCAS submitting correspondence request for in-warranty RHR denial letter to be sent to C.
Make Private	✓	**Created By Benjamin Pastor (10/20/2014 12 51 PM)** RCAS sending email to CSM Fernando Hernandez, FOM Curtis Threet, and DOM Michael Otani about RHR denial and goodwill recommendation.
Make Public		**Created By Michael Bardwell (10/20/2014 11 20 AM)** Based upon the RHR provided and a good faith review of customers concerns, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. NNA appreciates that once a consumer begins to experience problems with a veh that c's confidence in the product declines. Ideally, no one should ever have to go through the inconvenience and uncertainty that arises when a veh has problems. However, in reality, vehicles are made up to numerous parts and assemblies, and occasionally problems arise that need to be addressed. There are no guarantees that every veh will operate perfectly; some maybe trouble free while others may exhibit failures to a greater or lesser degree. The purpose of warranties is to assure that vehicles are repaired without charge during the warranty period. While understandably troubling to the consumer, it appears that this current condition does not substantially impair the use, value or safety of this vehicle. While there are no guarantees that all features of this vehicle will operate without failure in the future, at this time ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase/replace vehicle at this time. ARBS recommends RCAS consult with CA Management and CXM for any possible further assistance.
Make Public		**Created By Michael Bardwell (10/20/2014 11 19 AM)** ARBS in review of veh history from RHR submission. ARBS notes the following: Previous CA Cases: [redacted] TECH LINE: None Repair History: 7/9/14 at 11,877 miles. RO #[redacted] - Days Down: 2 CONCERN: 1. Radio turns off by itself 2. Trim under steering wheel keeps coming off ACTION TAKEN: 1. Reprogram radio per TSB 2. Install special order parts 7/24/14 at 12,988 miles. RO #[redacted] Down: 1 CONCERN:

1. Trim under steering w heel coming off SOP in
2. Radio volume goes up and down and CD player skips
ACTION TAKEN:
1. Replaced cover
2. NO documentation on RO

8/18/14 at 15,204 miles. RO # [redacted] Days Down: 2
CONCERN:
1. Navigation gives bad directions
2. Bluetooth does not connect to owners or any phone
3. Radio does not work correctly
4. No seat belt off warning light or chime for the driver
5. Dash cover on the drivers side bottom is loose and was recently replaced
ACTION TAKEN:
1. No problems found
2. Connected multiple phones and both phone operating through Bluetooth as they should. Able to make outgoing and incoming calls with no problems found, speaker and mic operating as designed
3. No problem found audio/radio unit working as designed
4. Warning indicator located on dash, seat belt icon illuminates when the drivers seat belt is not applied. No chime available on this model. Vehicle operating as designed
5. Secured loose area of dash

10/1/14 at 19,051 miles. RO [redacted] Days Down: 1
CONCERN:
1. Radio/Navi shuts off intermittently screen turns off and cannot operate
2. Pedals squeak
3. Bluetooth pairing is lost
4. Left side molding on dash is not flush
ACTION TAKEN:
1. Unable to duplicate
2. Special order parts
3. Paired 3 phones cannot duplicate concern.
4. Adjusted per NTB 021

Created By Benjamin Pastor (10/17/2014 4 13 PM)
RCAS called Techline at (770) 437-7496 at 4:26 PM EST and spoke with Representative Mike.

Make Private ✓ RCAS explained veh radio, airbag light, bluetooth, and navigation concerns, and Rep states that Nissan released a new update last Friday for navigation system that should help resolve radio, bluetooth, and navigation concerns.

Rep recommends a DTS inspection for airbag concern.

RCAS thanked Rep and call ended mutually.

Created By Benjamin Pastor (10/17/2014 4 10 PM)
RCAS called C at [redacted] at 3:59 PM EST and spoke with C.

RCAS states that there is not a case decision yet.

RCAS asks to know more info about veh concerns.

1. C states the airbag light has come on 5 times and normally stays on for 10-15 minutes.

Make Private ✓ RCAS asks when airbag light concern started and if light comes on when a passenger is seated, and C states airbag concern started 2-3 months after C purchased veh and light comes on when no one is seated in veh and 1 time when c's daughter was seated.

2. C states C has taken veh to dlr multiple times because radio has not been working properly.

C put veh in reverse one time and screen went red and radio turned black for 10 minutes last week.

3. C states that veh's navigation system does not work properly and GPS does not give right directions to destination.

4. C also states C feels like veh jumps when C is driving slowly.

RCAS states that RCAS will call Nissan's technical support team about veh's concerns.

RCAS setting follow up 10/22/14.

Make Private ✓ **Created By Benjamin Pastor (10/15/2014 3 20 PM)**
RCAS called Techline at 615 223 4990 at 4:16 PM EST and was told Techline is temporarily unavailable.

Created By Benjamin Pastor (10/14/2014 3 13 PM)
Make Private ✓ RCAS called C at [redacted] at 3:58 PM EST and left a vmx with case #, RCAS'S name & extension stating there is not a case decision yet and RCAS will call C back on 10/17/14.
RCAS also provided call back # of [redacted]

RCAS exiting case & setting follow up for: 10/17/14.

Make Public **Created By Sara Dorazio (10/14/2014 8 17 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Michael Bardwell for review.

Make Private ✓ **Created By Karen Dorner (10/14/2014 7 20 AM)**
SRD-KD completed and submitted RHR

Make Private ✓ **Created By Benjamin Pastor (10/13/2014 4 14 PM)**
RCAS submitting RHR.

Make Private ✓ **Created By Benjamin Pastor (10/13/2014 2 33 PM)**
RCAS received email from SM and attaching docs to case.

Make Private ✓ **Created By Benjamin Pastor (10/13/2014 11 19 AM)**
RCAS sending email to CSM Fernando Hernandez, FOM Curtis Threet, and DOM Michael Otani about RHR.

Make Private ✓ **Created By Benjamin Pastor (10/10/2014 3 03 PM)**
RCAS sending email to SM.

Make Private ✓ **Created By Benjamin Pastor (10/10/2014 3 02 PM)**
RCAS called CERRITOS NISSAN at 5624022277 at 3:36 PM EST and spoke with SM Peter.

RCAS asks for dlr to fax all ROs to RCAS and SM requests for RCAS to email SM and SM will email all ROs back to RCAS.

SM provided email pgohil@cerritosnissan.com .

•How many times has the customer's vehicle been in for repairs? 5 times
•What repairs were performed?
•How many days has the vehicle been kept out of service at your dealer for repairs?
•Has TECH LINE been involved? no
•Has the Dealer Technical Specialist (DTS) been involved? no

RCAS asks if veh has been done at dlr for 7 days or more at one time, and SM states no.

SM states that C brought veh to dlr for radio, navigation, and blue tooth concerns two times but were not duplicated.

RCAS asks if there is a RO for customer's last oil change when cap was not tightened, and SM states dlr performed oil change and cap was not tightened properly.

SM states that C drove veh back to dlr with windows up and smoke entering veh which C should not have done and dlr called an ambulance to take C to hospital.

SM states SM will email all ROs to RCAS.

RCAS thanked SM and call ended mutually.

Created By Benjamin Pastor (10/9/2014 12 42 PM)
C's name: Maria Araujo
#'s provided by c to call: [redacted]
C's vin # (if c provides):
C's address [redacted]
Bellflower, CA [redacted]
C's campaign info provided to c:

RCAS checked for previously related cases found: none
RCAS checked for previously unrelated cases found: [redacted]
RCAS verified and updated C's name,address, primary & alternative phone #'s, email, VIN, mileage, how acquired veh and srv dlr.
RCAS checked for open campaigns found: none

RCAS received a call from C stating C has taken veh to dlr multiple times for 3 problems and no longer wants veh. C states:
1. the veh's radio makes a strange noise once a month and does not work
2. airbag light blinks to say airbag is off
3. blue tooth disconnects and navigation system does not work

C states dlr has not been able to fix these concerns.

C also states that C took veh to dlr last week for repairs because of a noise and veh did oil change and C picked up veh from dlr and while driving home veh smelled like gas. C states that C put air conditioner on and veh started to shake and then C noticed smoke from under hood. C's son opened hood and saw the top was not on and oil was spilling everywhere.

Make Private ✓

C called dlr and no one attended and C was put on hold and then call disconnected. C states that C drove back to dlr and C felt dizzy and weak and short of breath and dlr called an ambulance and C went to hospital.

C states that C feels better and has talked to a lawyer but C wants to try to resolve case with Nissan first before a lawyer.

•Why do you want to return the vehicle to Nissan North America? C purchased a new veh but has taken veh to dlr multiple times for repairs and has lost time from work
•Where is the vehicle currently? in C's possession
•Where was the vehicle purchased? at CERRITOS NISSAN
•Was it purchased new or used? new
•Where is the vehicle serviced? at CERRITOS NISSAN
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? no

RCAS advised that RCAS created a dlr complaint for experience that C had and dlr did not do repairs correctly and Nissan will handle complaint internally.

RCAS states RCAS will work case for a possible repurchase and such cases are reviewed on a case by case basis.

RCAS asks who has helped C at dlr, and C states SA Gustavo normally helps C and SA Peter helped C the last time when C had to bring veh back to dlr after oil change.

RCAS states process may take 10 business days and RCAS setting follow up for 10/14/14.

RCAS provided C with name, ext. 458191, and case #.
RCAS offered further assistance. C was satisfied & declined further assistance.
RCAS thanked C for calling CA.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7997253	AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	POOR OR MPROPER OPERATION	11	10/9/2014	YX	AA	103500	OA
Edit | Del	CC-7997254	AUDIO/VIDEO/NAVI	BLUETOOTH	POOR OR MPROPER OPERATION	QA	10/9/2014	YX	AA	306500	OA
Edit | Del	CC-7997255	AUDIO/VIDEO/NAVI	NAV /GPS SYSTEM	POOR OR MPROPER OPERATION	11	10/9/2014	YX	AA	102500	OA
Edit | Del	CC-7997256	AUDIO/VIDEO/NAVI	NAV /GPS SYSTEM	MULT PLE REPA R ATTEMPTS	11	10/9/2014	YE	AA	102500	OA
Edit | Del	CC-7997257	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/9/2014	YX	BK	263000	OA

Show 1 more » | Go to list (6) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent	[redacted]	✓	10/20/2014	Benjamin Pastor	10/20/2014 3 34 PM
Edit | Del	Correspondence Request		✓	10/20/2014	Benjamin Pastor	10/20/2014 1:42 PM
Edit | Del	RHR Completed		✓	10/20/2014	Benjamin Pastor	10/20/2014 1 26 PM
Edit | Del	[redacted]		✓	10/14/2014	Michael Bardwell	10/20/2014 11:20 AM
Edit | Del			✓	10/14/2014	Benjamin Pastor	10/14/2014 8:19 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity Help

Check Activity

No records to display

Forms Forms Help

No records to display

Attachments Attach File | View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	17KB	10/20/2014 1:21 PM	Benjamin Pastor
Edit | View | Del		28KB	10/14/2014 7:20 AM	Karen Dorner
Edit | View | Del		96KB	10/14/2014 7:06 AM	Karen Dorner
Edit | View | Del		735KB	10/13/2014 2 33 PM	Benjamin Pastor

Case History Case History Help

Date	User	Action
10/22/2014 4:21 PM	Benjamin Pastor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/20/2014 1:41 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **10/20/2014**.
		Changed **Supporting Documents** from false to **true**.

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marisol Patino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/9/2014 12:35 PM
CA Multiple Repairs		Date/Time Closed	10/30/2014 11:09 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern / multiple repair		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MV2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	EAST CHARLOTTE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MV2EC[redacted]		
Created By	Leo Vergel Borjal 10/9/2014 12:35 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 10/30/2014 7:10 PM	Root Cause Code (2)	
Days Closed	442	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Marisol Patino (10/30/2014 11 08 AM)** RCAS-MP is closing case as no further assistance is needed. =========Case Summary========== RCAS-MP received case and c is requesting assistance Air Bag Light concern. RCAS-MP reviewed and found that the concern has not been duplicated. RCAS-MP closing case until further diagnosis is made. RCAS-MP closing case no further action needed.
Make Public		**Created By Kalia Johannes (10/30/2014 10 27 AM)** TL-KJ sending case to RCAS-MP for summary and closing as c has refused additional diagnosis.
Make Public		**Created By Kalia Johannes (10/30/2014 10 26 AM)** TL-KJ made outbound call to c on [redacted] and was advised calls are recorded. TL disconnected call. RCAS is not to call this line. *** TL-KJ made outbound call to c on [redacted] nd spoke with c. C advised that c's passenger air bag light has been going on and off intermittently when someone is sitting in the passenger seat. C advised in NJ c re-checked all of the codes and reset them and did a zero point reset. C advised c spoke with CRR and was transferred to RCAS. C advised that RCAS advised that NNA cannot inspect the veh after the dlr advised that someone would inspect the veh. C advised that the light goes in when c's wife is in the seat indicating that the air bag is off. TL advised that the dlr stated has been unable to duplicate the concern. C agreed but advised that the concern only happens when c's wife is in the seat. TL understood and recommended that c bring the veh to the dlr with c's wife and demonstrate the issue for c. C refused and advised the concern is intermittent, C's wife got on the phone and advised that if the light comes on at 11 pm is someone from the dealer going to come and meet c? C advised c can take a video of the concern. TL advised that a video of the light would not indicate any codes or what component may be causing it and that c would need to demonstrate the concern for the dlr. C advised c feels someone from NNA should inspect the veh, TL understood but advised if the concern is that intermittent that c does not feel c can demonstrate the concern for the dlr and the dlr has been unable to duplicate, NNA will not send an inspector. C wished to discuss hypothetical situations and if c was in an accident and the air bag does not go off what then? TL advised that there are many sensors in the veh and every air bag will not go off in every impact. TL advised cannot discuss hypothetical situations. C advised c has a friend that has another veh, non-NNA, and that the c's friend had the same problem and the entire system was replaced. TL advised that NNA's warranty does not cover parts replacement if there is no indication of a concern, that NNA cannot simply throw parts at a veh. C advised c will simply call c's local TV station. TL understood and thanked c for c's time, call ended mutually.
Make Private	✓	**Created By Marisol Patino (10/13/2014 11 09 AM)** RCAS-MP contacted C @ [redacted]. RCAS-MP inquired about C's concern. C states the passenger air bag light goes intermittently. C states it did not do it for a long time but it started doing it again. C states C took it to the dealership and was advised that everything was okay but the light is going off again. C states C took it to the dealership last week and the dealership reset the air bag light. C states C is going on a trip and the air bag light is off and that is not safe. C states C was advised by a SA that sometimes NNA sends a DTS to look at customer's vehicles. C states C has looked at some blogs and about 20 people have complaint for the same concern. RCAS-MP apologized to C for C's inconvenience. RCAS-MP explain to C that NNA does not sent a DTS unless the dealership has been able to duplicate the concern and have not been able to correct the concern. RCAS-MP explain to C that the dealership has determine that C's vehicle is operating as design. C states C does not believe that's good enough. C states RCAS-MP should look at this situation as going to the doctor. C states the dealership was the bad doctor that could not find C's concern and now C has gone to NNA who is supposed to be the better doctor and find a resolution for C. C states SA-Lex told C that NNA would send a DTS.

C states the car is defective.
C states C needs a DTS to inspect C's vehicle.

RCAS-MP advised C that the dealership has determine that the vehicle is operating and as design and if C disagrees with this C can take the vehicle to a second dealership for a second opinion.

C states just because the dealership cannot duplicate the problem does not mean there is not a problem.
C states NNA has a right to do a recall or update a code.
C states the dealership did not test the car, C states the dealership did not a good job.

C states C would like to speak to RCAS-MP supervisor.

RCAS-MP advised C that a TL will contact C tomorrow.

C states C is going to be out of the country for two weeks and would like for a TL to contact C after Oct. 29.

RCAS-MP understood and wished C a good trip.
Call ends mutually.

Make Private ✓

Created By Marisol Patino (10/10/2014 10 19 AM)
RCAS-MP contacted C @[redacted]6 left vmx including case number, name, and RCAS-MP contact of 615.725.7579. RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 10/13/14 end of business day.

RCAS-MP contacted C @[redacted] left vmx including case number, name, and RCAS-MP contact of 615.725.7579. RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 10/13/14 end of business day.

Make Private ✓

Created By Marisol Patino (10/10/2014 10 07 AM)
RCAS-MP contacted SM-Gina and inquired about C's vehicle.

SM-Gina states C was at the dealership yesterday.
SM-Gina states the dealership was unable to duplicate C's concern.
SM-Gina states no repairs were performed.

Make Public

Created By Leo Vergel Borjal (10/9/2014 12 42 PM)
crr-lb received a call from c stated that c's airbag light keeps illuminating.
c stated c took the veh in at H LLTOP NISSAN to get the veh checked.
c stated nna dlr informed c that dlr did check all the codes and nothing is wrong.
c stated the light didn't come on again for several months then suddenly went on again so c took the veh at EAST CHARLOTTE NISSAN assisted by SA Ron Traver.
c stated dlr did the zero balance adjustment and had the issue fixed for couple of days and now c have the same issue.
c stated c did a research and found out complaints about the same concern.
crr-lb advised c that c's case will be escalated to rcas for review to get possible resolution.
crr-lb advised c RCAS will have the case reviewed
crr-lb advised c to expect a call from RCAS before the next business day ends.
c understood.
crr-lb offered further assistance, c declined.
crr-lb provided name, ext and case number.
crr-lb leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7997237	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/9/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/30/2014 11:09 AM	Marisol Patino	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/30/2014 10:27 AM	Kalia Johannes	Changed **Case Owner** from Kalia Johannes to **Marisol Patino**.
10/13/2014 11:11 AM	Marisol Patino	Changed **Follow Up Date** from 10/13/2014 to **10/30/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [8] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Holly Allen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/13/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/9/2014 3:43 PM
CA Multiple Repairs		Date/Time Closed	10/13/2014 11:14 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEHICLEC CONCERN		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,364		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AB7AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF ATHENS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AB7AP2DN[redacted]		
Created By	Celedonio Evalyn, 10/9/2014 3:43 PM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	457	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Holly Allen (10/13/2014 11 12 AM)** RCAS-HA is closing case due to no further assistance available at this time **********CASE SUMMARY********* c contacted NNA regarding an OCS light concern dlr was not aware of concern c taking vehicle back to dlr RCAS-HA closing case pending diagnosis
Make Private	✓	**Created By Holly Allen (10/13/2014 11 11 AM)** RCAS-HA contacted c at [redacted] got no answer, left a voicemail with case # and contact info RCAS-HA contacted c at [redacted] about case PREVIOUS UNRELATED FILE FOUND: None PREVIOUS RELATED F LE FOUND: None RCAS-AA VERIFIED C'S name, home & email address, concern, phone#, vin#, mileage ********** RCAS-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None c stated that c had taken vehicle for OCS campaign twice and vehicle is still not repaired c stated that light comes on while someone is in the seat and airbag is off when someone is in the seat RCAS-HA apologized to c for c's experience RCAS-HA advised c that dlr was not aware there was a concern with the vehicle and asked that c bring vehicle back into dlr for diagnosis or to explain OCS operation to c c stated c has a video of concern RCAS-HA advised c to show video to dlr and ask for SM Jerry Booker c stated c would do that RCAS-HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (10/10/2014 9 25 AM)** RCAS-HA contacted dlr and spoke with SM Jerry SM advised that c just needed to bring the vheicle back into dlr and dlr would fix it
Make Public		**Created By Celedonio Evalyn (10/9/2014 7 24 PM)** Vehicle Concern
Make Public		**Created By Celedonio Evalyn (10/9/2014 7 24 PM)** crr ec called c today at [redacted], routed to the vmx crr ec left message informing c that the follow up call back on c from RCAS specialist is moved on 10/13/14 crr ec apologized crr ec gave name , ext num and case #
Make Public		**Created By Celedonio Evalyn (10/9/2014 7 21 PM)** case start
Make Public		**Created By Celedonio Evalyn (10/9/2014 7 21 PM)** crr ec noting to call c back before the end of today's business day to inform c that RCAS follow up date is re scheduled on 10/13/14 instead of 10/10/14
Make Public		**Created By Celedonio Evalyn (10/9/2014 5 41 PM)** CRR EC received a call from c\s wife [redacted] who is now c c stated c's been taking veh at NISSAN OF ATHENS to work on the OCS campaign on c's veh c stated dealership unable to fix the issue until the 2nd time , last was 9/18-19/14 c stated c again asked to bring veh back to the dealership c stated before c take veh for the 3rd time s would like Nissan to contact the dealership first to know if dealership can fix the issue crr ec empathized

crr ec completed account verification
c's best contact #[redacted]
c's VIN : 1N4AB7AP2DN[redacted]

crr ec advised c that c's concern will be reviewed at the regional dept, will gather further information and check all resources to come up with best resolution with c's concern, c understood and agreed
CRR-EC offered further assistance, c declined
CRR-EC stated the closing script, gave name , ext number and case number
CRR-EC forwarding case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8000497	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/13/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/13/2014 11:14 AM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/9/2014 7 24 PM	Celedonio Evalyn	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000021OqG**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [28] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie Mathis [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/9/2014	Type	CA
Follow Up Date	1/2/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/9/2014 3:51 PM
CA Multiple Repairs		Date/Time Closed	1/9/2015 8:44 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00052573

DTS Inspection

DTS Inspection Date	12/15/2014 12:18 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney Demand Voluntary Repurchase - repurchased due to 5 repairs regarding airbag light on with passenger in seat 34 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,083		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LARRY H. M LLER NISSAN HIGHLANDS RANCH	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$37,833.47	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 5N1AR2MM4D[redacted]		
Created By	Angela Baase, 10/9/2014 3 51 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:33 AM	Root Cause Code (2)	
Days Closed	369	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie Mathis (1/9/2015 8 43 AM)** Arbs-ASM notes atty receipt of overage check on 1/8 and signed by J. Rei. Arbs attached POD to case.
Make Public		**Created By Angie Mathis (1/6/2015 8 06 AM)** Arbs-ASM submitted the following ck request: Ck payable to c and atty in the amount of $710.00, Fed Ex [redacted]
Make Public		**Created By Angie Mathis (1/5/2015 3 05 PM)** Arbs-ASM received email from NMAC: The last payment from the customer was on 11/14/14 with the amount of $710 00.
Make Public		**Created By Angie Mathis (1/2/2015 2 09 PM)** Arbs-ASM submitted email to NMAC to inquire c's last pymnt amount and date.
Make Public		**Created By Tammy Knotts (12/30/2014 3 16 PM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NMAC for OVERPAYMENTS in the amount of $710.00 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/4/2014 12 53 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: airbag light on when psgr in seat
Make Public		**Created By Angie Mathis (11/7/2014 2 40 PM)** Arbs-ASM notes the following: Ck [redacted] payable to NMAC in the amount of $12,754.44 Ck [redacted] payable to c and atty in the amount of $24,369 03 Morley case 217370, Fed Ex [redacted]
Make Public		**Created By Angie Mathis (11/5/2014 3 35 PM)** Arbs-ASM submitted the following ck requests: Ck payable to NMAC in the amount of $12,754.44 Ck payable to c and atty in the amount of $24,369 03
Make Public		**Created By Angie Mathis (11/5/2014 3 22 PM)** Arbs-ASM received email from atty with completed repurchase agreement attached and attached to case.
Make Public		**Created By Angie Mathis (11/5/2014 9 23 AM)** Arbs-ASM prepared repurchase letter and forwarded via email to atty: $34,096.19 - Base Price: $99.00 - Wheel Locks: $90.00 - Landcar: $489.00 - Delivery: $1,983.05 Sales Tax: $27.20 - Filing Fee: $36,784.44 - Total Amounts Paid: $1,160.97 - Less Usage: (3,405 / 100,000 x $34,096) $12,754.44 - Less Loan Payoff: $13,915.41 - Total Deductions: $22,869 03 - Total Refund:

$1,500.00 - Attorney Fees:
$37,123.47 - Total Repurchase:

Make Public

Created By Angie Mathis (11/5/2014 9 07 AM)
Arbs-ASM received email from NMAC:

Hi Angie,

Below is the payment/payoff information that you requested.

SR# [redacted]
Account# [redacted]
Customer [redacted]
30 day payoff $12754.44 good thru 12/5/2014
Per diem 0 00
# of scheduled payments received 18
Scheduled Payment amount 709.29
Total Principal paid 12,780
Total Interest paid 0
Late fees paid 0.00
Recent payment received on 10/15/2014 in the amount of $710.00

Thanks,

Make Public

Created By Angie Mathis (11/4/2014 10 21 AM)
Arbs-ASM responded to atty via email:

Ms. MacWilliams-Brooks,

I am in receipt of your fax and email; thank you. I requested the payoff through NMAC and once received will provide you the repurchase offer letter.

Thank you,

Make Public

Created By Josh Wegener (11/4/2014 10 18 AM)
DRTS- Retrieved & attached Factory Invoice

Make Public

Created By Angie Mathis (11/4/2014 9 25 AM)
Arbs-ASM reviewed sales contract and notes loan through NMAC.

Arbs submitted email to NMAC requesting payoff information.

Make Public

Created By Angie Mathis (11/4/2014 9 20 AM)
Arbs-ASM received fax from atty office stating c would prefer repurchase offer. Arbs attached docs to case.

Make Public

Created By Angie Mathis (10/22/2014 4 47 PM) Last Modified By Angie Mathis (10/22/2014 4 47 PM)
Arbs-ASM prepared offer letter to atty-Mealanie Mac Williams-Brooks via Fed Ex [redacted]

1. Vehicle repurchase under the terms of the Colorado Lemon Law and attorney fees in the amount of $1,500.00
2. Vehicle replacement under the terms of the Colorado Lemon Law and attorney fees in the amount of $1,500.00
3. Cash settlement in the amount of $5,500.00 inclusive of attorney fees.

Arbs attached letter and docs to case.

Make Public

Created By Angie Mathis (10/22/2014 4 39 PM)
Arbs-ASM notes the following:

5 repairs reg airbag light on with psgr in seat
34 days out of service
DTS-Thomas inspected veh approx 9/17/14 per case [redacted] nd unable to dup concerns and made no repairs.

Make Public

Created By Angie Mathis (10/22/2014 4 34 PM)
Arbs-ASM notes additional visit since last review:

7/16/14-7/16/14 Mileage: 14,083
C/S airbag light on - could not dup

Make Public

Created By Angie Mathis (10/22/2014 4 21 PM)
Arbs-ASM reviewed previous case and notes RHR reviewed by Arbs-Ashley:

07/16/13 - Mileage: 3,405 - RO: [redacted] - Days Down: 2
Concerns:
1. Radio will not pick up stations
2. Air bag light comes on when an adult is in the seat but not when a child is in the seat.
3. PC216 OCS camp.
4. PC225 BRK to MBR
5. Hood Vibrates
Actions:
1. Reattached wires in A-pillar, verified, radio works.
2. Performed 0 point reset. Corrected concern
3. Inspected. Did not replace sensors
4. Replaced both torque members
5. Adjusted hood stoppers

12/03/13 - Mileage: 7,550 - RO: [redacted] Days Down: 1
Concern:
1. R13080 ABS Reprogram Campaign
2. C states passenger airbag light does not work
Action:
1.Completed Campaign
2. Unable to duplicate concern

02/11/14 - Mileage: 8,867 - RO: 1[redacted] Days Down: 3
Concern:
1.C states airbag light not working correctly
Action:
1. Replaced both seat sensors, performed zero point reset and test drive to verify light is still functioning properly.

03/13/14 - Mileage: 9,424 - RO: [redacted] Days Down: 15
Concern:
1.C states passenger airbag light on all the time with passenger in seat
Action:
1. Replaced control module, performed zero point reset and test drive. No light came on with other tech in seat.

05/13/14 - Mileage: 10,373 - RO: [redacted] - Days Down: 1
Concern:
1. R14050 OCS Reprogram Campaign
Action:
1. Completed Campaign

Make Public

Created By Angie Mathis (10/22/2014 4 06 PM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public

Created By Angela Baase (10/15/2014 4 32 PM)
DRTS attached RHR

Make Public

Created By Angela Baase (10/13/2014 2 52 PM)
DRTS attached Ro's

Make Public
Created By Angela Baase (10/13/2014 1 43 PM)
DRTS attached Sales Documents

Make Public
Created By Angela Baase (10/13/2014 1 04 PM)
DRTS contacted dealer 5041 and spoke to a service adviser to verify if Bonnie did fax over the requested RO's and left a return phone number and verified they had the correct fax number. DRTS asked to re-send or contact for further instruction or questions.

Make Public
Created By Angela Baase (10/13/2014 12 35 PM)
DRTS contacted dealer 5041 and left a voice mail for Mary Parker to see if she can fax over the Title Application and customer signed Purchase Order. Left a fax and return phone number.

Make Public
Created By Angela Baase (10/13/2014 9 01 AM)
DRTS contacted Kevin at dealer 5041 to follow up for repair orders that were requested last week and he is going to follow up with Bonnie who was supposed to have faxed them over already.

Make Public
Created By Angela Baase (10/10/2014 8 45 AM)
DRTs contacted dealer 5041 and spoke to Kevin in the service department to get all customer copy RO's and tech notes for this vehicle. Kevin will fax these over.

Created By Angela Baase (10/9/2014 4 48 PM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases-[redacted]
Open recalls\campaigns-none

DRTS in receipt of Attorney Letter received 10/8/2014 sent via Standard overnight mai[redacted]rom Foster Graham Milstein & Calisher, LLP Attorneys At Law. Letter dated 10/7/2014. DRTS received 10/09/2014.

Make Public

Laws cited-Breach of contract, breach of warranty (expressand implied), and claims related to the Colorado Consumer Protection Law, the Colorado Lemon Law, and the Colorado Motor Vehicle Repair Act.

Nonconformity is a defect in the passenger side airbag. When an adult is in the passenger seat a light illuminates along with a message that the sensor does not detect an adult in the seat, and therefore the airbag will not deploy in an emergency. The sensor light does not illuminate when a child sits in the seat.
Several repair attempts have been made but all attempts have failed to resolve the defect.

Customer requests to settle their claims for a fair value, taking into account the anxiety, inconvenience, frustration and expenses they have endured. If issue is not soon resolved in an acceptable manner a lawsuit will be filed to include but not limited to, breach of contract, breach of warranty and claims related to the Colorado Consumer Protection law, the Colorado Lemon Law and the Colorado Motor Vehicle Repair Act.Advising to set forth at C R.S. 42-10-103. All recoverable costs,to include interest and attorney fees will be pursued.

Asking to contact the attorney office on or before October 29,2014 to discuss an amicable resolution of this matter, and avoid expensive and unnecessary litigation.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7997848	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/9/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/6/2015	Angie Mathis	1/7/2015 7:41 AM
Edit | Del	New DTS Request		✓	12/6/2014	Thomas Teieda	12/4/2014 4:47 PM
Edit | Del	Review Approved Check Request		✓	11/6/2014	Angie Mathis	11/7/2014 7:42 AM
Edit | Del	Review Approved Check Request		✓	11/6/2014	Angie Mathis	11/7/2014 7:42 AM
Edit | Del	Collect Factory Invoice		✓	11/4/2014	Angela Baase	11/4/2014 10:16 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052573	DRT Resolution	5N1AR2MM4D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0140195	[redacted]	1/7/2015	Attorney	Approved	$710 00	44BUYBACK	Nissan South West Buyback/Trade	Foster Graham	Milstein & Calisher
	CR0136813		11/7/2014	Lienholder	Approved	$12,754.44	44BUYBACK	Nissan South West Buyback/Trade	Nissan Motor	Acceptance
	CR0136815		11/7/2014	Attorney	Approved	$24,369 03	44BUYBACK	Nissan South West Buyback/Trade	Foster Graham	Milstein & Calisher

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	70KB	2/12/2015 12:34 PM	Tammy Knotts
Edit | View | Del		11KB	1/9/2015 8:44 AM	Angie Mathis
Edit | View | Del		45KB	1/5/2015 3:11 PM	Angie Mathis

Edit | View | Del	[redacted]	119KB	12/30/2014 3:16 PM	Tammy Knotts
Edit | View | Del	[redacted]	990KB	11/7/2014 2:41 PM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/9/2015 8:44 AM	Angie Mathis	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/2/2015 2 09 PM	Angie Mathis	Changed **Follow Up Date** from **11/4/2014** to **1/2/2015**.
1/2/2015 2 06 PM	Angie Mathis	Changed **Case Owner** from Jim Land to **Angie Mathis**.

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Surveys

Surveys Help

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [1] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Joy Acebedo [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/9/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/9/2014 5:16 PM
CA Multiple Repairs		Date/Time Closed	10/9/2014 5:27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PUENTE H LLS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PUENTE H LLS NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3APXEC[redacted]		
Created By	Joy Acebedo, 10/9/2014 5:16 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	461	Action Code	NT8E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Joy Acebedo (10/9/2014 5 26 PM)** CRR-JA verified c's name CRR-JA verified address CRR-JA verified phone/alt CRR-JA verified email Issue: C's wife called which now refer as c. C said that the dlr already performed the recall about the OCS last May but c said that the issue is still happening. C is wondering if c can bring the veh back to the dlr so that the dlr can fix the veh for free. Diagnosed: Not yet. SA: Vanessa CRR-jA check the vin and explain to c that c can bring the veh to the dlr since the veh still has an active Basic Warranty. CRR-JA explain that the dlr have to diagnose the veh first and if the dlr found out that the issue is a manufacturing defect, the dlr have to follow the warranty information. CRR-JA asked c for further assistance but c decline. CRR-JA provided name, case and extension number. CRR-JA inform c about the survey. Crr offered to transfer call to the dlr: c agreed CRR-JA is closing the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7997914	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/9/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/9/2014 5 27 PM	Joy Acebedo	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/9/2014 5:16 PM	Joy Acebedo	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **HONE** [redacted] **VIN 1N4AL3APXEC** [redacted]

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Surveys Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jordan Atchley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/9/2014 6:13 PM
CA Multiple Repairs		Date/Time Closed	12/1/2014 10:05 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time 8:00 AM PST Notes to Agent:It is mandatory for this customer to be present for this inspcetion to demonstrate the concern.		
Description	airbag light comes on that does not comes off.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HENDERSON NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP2EC[redacted]		
Created By	Raquel Ocampo 10/9/2014 6:13 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:32 AM	Root Cause Code (2)	
Days Closed	408	Action Code	NT2M
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jordan Atchley (12/1/2014 10 05 AM) ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger airbag light turning on and off.
Make Public		***STATEMENT OF DECISION*** RCAS-JA scheduled DTS. DTS found veh to be operating as intended. RCAS-JA offered SC for $150 for C's inconvenience.
		Created By Jordan Atchley (11/26/2014 12 18 PM) RCAS-JA placed outbound call to C at [redacted] C states appointment went ok. C states C is not completely satisfied. C states manual states 100 lbs. C states girlfriend weighs 122 lbs. C states light still goes on. C states C does not have any other concerns. C states C will live with light on. C states C wants compensation for times in. RCAS-JA informed C A service credit can be issued at the rate of once per VIN per customer. If the customer has received a service credit according to the VIN history, the customer IS NOT ELIG BLE for a service credit. The new owner of a pre-owned vehicle IS ELIG BLE if there is no prior history indicating the "new owner" has received a service credit. A service credit debit card CANNOT be issued to reimburse a customer for previous services.
Make Public		Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories. This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date. If there is a balance at the end of the 6 month term the balance will be forfeited. The Service Credit may NOT be sold to another VIN. RCAS-JA verified C's address. RCAS-JA offered $150 SC for future service. C states ok. RCAS-JA inquired if C needs anything else. C states no. RCAS-JA thanked C for calling NNA. Call ended mutually. RCAS-JA closing case pending SC approval.
		Created By Jordan Atchley (11/21/2014 1 28 PM) RCAS-JA placed outbound call to C at [redacted]
Make Public		RCAS-JA left VMX stating name, reminding C of appointment on 11/25 at 8 AM, and call back # 615-725-7633. RCAS-JA setting follow-up for 11/28/14.
Make Public		**Created By Jordan Atchley (11/21/2014 1 25 PM)** RCAS-JA placed outbound to dlrshp.

SA confirmed appointment.

Created By Jordan Atchley (11/14/2014 11 51 AM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that appointment on 11/25 at 8 AM is the only available until 12/9 as per email with DTS.

C states C will make 11/25 appointment then.

RCAS-JA reminded C that C's girlfriend needs to be present.

C states C knows.

RCAS-JA setting follow-up for 11/24/14.

Make Public

Call ended mutually.

****

RCAS-JA notes previous conversation did not save from 11/12/14.

RCAS-JA contacted C on 11/12/14.
RCAS-JA informed C of appointment.

C stated C would like a later time.

RCAS-JA informed C that RCAS-JA would request later but this is not guaranteed.

C states ok.

Call ended mutually.

Created By Raffy Del Rosario (11/12/2014 9 58 AM)
c asked to be transfer to this extension 457385 where the agent was always busy.
crr-rd verified c's contact information.
crr-rd told c case was handled by rcas-ja and in the best position to handle c's claim not crr-dm.
crr-rd provided c with rcas-ja direct number and called but reached vmx.
Make Public
crr-rd transferred c to rcas-ja vmx and sent email to rcas-ja telling c called in today and requesting for a call back.
primary contact number: [redacted]
secondary contact numb[redacted]
CRR-RD asked for further assistance, c stated no.
CRR-RD provided c with ca file number, crr name and extension.
exiting from the case.

Created By Leo Vergel Borjal (11/11/2014 2 48 PM)
crr-lb received a call from c who wants to return a call to RCAS
crr-lb verified that there are no changes on contact information.
Make Public
crr-lb advised c that crr-lb will try to reach rcas first, crr-lb advised c that crr-lb will transfer c directly if rcas is reached, c understood.
crr-lb informed c that c will still be transferred so c can leave msg in VM. c agreed
crr-lb offered further assistance, c declined. crr-lb gave name & extension. crr-lb exiting case.

Created By Jordan Atchley (11/11/2014 10 16 AM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

RCAS-JA left VMX stating name, appointment availability, and requesting call back at # [redacted]

RCAS-JA setting follow-up for 11/14/14 to confirm appointment.

Created By Jordan Atchley (11/6/2014 12 02 PM)
RCAS-JA placed outbound call to C at [redacted]

C states C has taken veh 3 times now.
C states dlrshp states there is nothing wrong.
C states C has film that shows there is something wrong.
C states C just wants it fixed.
Make Public

RCAS-JA informed C that RCAS-JA will request DTS.
RCAS-JA requested C's girlfriend who triggers concern can also be present.

C states ok.

RCAS-JA setting follow-up for 11/11/14.
Call ended mutually.

Created By Jordan Atchley (11/5/2014 11 51 AM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

RCAS-JA left VMX stating name and call back# [redacted]

RCAS-JA setting follow-up for 11/6/14.

Created By Jordan Atchley (11/4/2014 10 58 AM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

RCAS-JA left VMX stating name and call back# [redacted]

RCAS-JA setting follow-up for 11/5/14.

Make Public

Created By Dennis Martinez (11/4/2014 9 39 AM)
Vehicle Concern

Created By Dennis Martinez (11/4/2014 9 38 AM)
crr-dm received call from c stating that the problem on c's veh has not been resolved
c said that c was last assisted by sa-flower/shadow at the dlr
crr-dm verified c's contact information, nothing has changed
c said that the problem happens intermittently or periodically.
crr-dm asked c if c consulted bbb, c said no because c wants nna to fix the problem on c's veh
c said that c has a video which shows the air bag problem on c's veh
Make Public
crr-dm consulted tl-jp on the case, tl-jp advised to re-open case and set follow-up date 110414
crr-dm pulled up sop 2.4
crr-dm told c that c's case will be re-opened and will receive a call from rcas before the end of the business day today
c understood.
crr-dm offered further assistance, c declined.

crr-dm provided name, ext and case number.

crr-dm exiting case

Created By Jordan Atchley (10/30/2014 3 46 PM)
CASE SUMMARY
Make Public
C contacted Nissan CA requesting assistance with air bad sensor light.

RCAS-JA notes dlrshp unable to duplicate concern.

Make Public

Created By Jordan Atchley (10/30/2014 3 45 PM)
RCAS-JA placed outbound call to C at [redacted]

C states dlrshp told C that nothing is wrong with veh.
C states C's girlfriend is not petite.
C states C just does not understand how this concern keeps happening.

RCAS-JA informed C that if C can duplicate concern for dlrshp, NNA could look further at this point.

C states C will just take this to BBB again.
C states NNA is not helpful ever.

RCAS-JA apologized for C's frustration.

Call ended mutually.

RCAS-JA closing case as no further assistance needed.

Created By Jordan Atchley (10/27/2014 1 12 PM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

RCAS-JA did not reach VMX.

RCAS-JA setting follow-up for 10/30/14.

Created By Jordan Atchley (10/22/2014 5 27 PM)
RCAS-JA placed outbound call to C a[redacted]

RCAS-JA inquired into when the last time C took veh to dlrshp was.

C states light is worse.
C states nothing wrong with veh just that light.
Make Public C states C is going to take veh to Henderson Nissan.

RCAS-JA states RCAS-JA will follow-up with C on 10/27/14 to check on concern.

C states that is fine.

Call ended mutually.

Created By Jordan Atchley (10/17/2014 2 06 PM)
RCAS-JA placed outbound call to C a[redacted]

C states C just wants veh fixed.
C states C purchased new veh.
C states concern is worst.
Make Public C states girlfriend weighs 122 lbs. and sometimes light goes on and sometimes light goes off.
C states DTS was dispatched on last veh and light was defective.
C states light was not fixed on last veh.
C states C was given new veh this time around.

RCAS-JA setting follow-up for 10/22/14.

Call ended mutually.

Make Public Created By Jordan Atchley (10/16/2014 2 10 PM)
RCAS-JA changing follow-up to 10/17/14 at C's request.

Created By R.R Martinez (10/16/2014 1 47 PM)
Make Public continutaion...

C's request

CRR RM offered further assistance, C declined.
CRR RM provided name, ext number.

Created By R.R Martinez (10/16/2014 1 45 PM)
CRR RM recieved a call from c stated that C will not be available today

Make Public

CRR RM told C that the next follow up date is today and C will be contacted today

C requested to be contacted tomorrow from 10am to 6pm instead at [redacted]

CRR RM told C that CRR RM will be putting a note on the case regarding

Created By Raquel Ocampo (10/14/2014 12 42 PM)
crr-ro rcvd a call from c
crr-ro verified with c no contact info has change
c wants to speak with RCAS
Make Public crr-ro advised c that RCAS is scheduled to contact c on 10/16/14

crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro exiting the case

Created By Jordan Atchley (10/13/2014 5 29 PM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

RCAS-JA left VMX stating name, case#, and call back# [redacted]

RCAS-JA setting follow-up for 10/16/14.

Make Public Created By Raquel Ocampo (10/9/2014 6 19 PM)
c said that c wants a new vehicle without this problem bec c stated that when c took the veh at the dlrshp c was told that there is nothing wrong with it. c was very frustrated.

Created By Raquel Ocampo (10/9/2014 6 17 PM)
crr-ro rcvd a call from c
crr-ro verified c's info.
c stated that this veh is a replacement of c's 2013 altima bec of teh issue with the airbag.
c stated that c is having the same problem again in this vehicle that the airbag light comes on that does not comes off. C said that c's gf weighs 122 lbs.

Make Public

crr-ro advised c that the case will be escalated to RCAS for further review.
crr-ro advised c that RCAS will be contacting c on the 2nd business day. c understood.
c provided best contact# [redacted]
crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro exiting the case

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8027288	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/30/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/8/2014	Frank Gibford	11/6/2014 5:43 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053691	Goodwill Service Credit	1N4AL3AP2EC[redacted]	Processed	Service Experience	Jordan Atchley	RCAS	Jim Land	12/1/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/1/2014 10:05 AM	Jordan Atchley	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/26/2014 12:18 PM	Jordan Atchley	Changed **Follow Up Date** from 11/28/2014 to **12/2/2014**.
11/21/2014 1:28 PM	Jordan Atchley	Changed **Follow Up Date** from 11/24/2014 to **11/28/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [12] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raquel Taylor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/9/2014 6:33 PM
CA Multiple Repairs		Date/Time Closed	10/14/2014 4:59 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	DTS request		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,188		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	EMP RE NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	10/14/2014
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]N: 1N4AL3AP5EN[redacted]		
Created By	Raquel Taylor, 10/9/2014 6 33 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	456	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Raquel Taylor (10/14/2014 3 57 PM)** summary: c called in with a concern about c's Ocs was not working, and asked for assistance with repair. rcas looked into C's information and found that c's issue has not been diagnosed c was advised. C then asked for a supervisor. assisting supervisor called and advised c to take the veh to a different dlr for a second opinion.
Make Private	✓	**Created By Catherine Martinez (10/14/2014 12 19 PM)** Rcas assisting TL Lillian Reyes Rcas call [redacted] C answered call. Rcas advised call maybe recorder for quality purpose. C understood. Rcas offer assistance. C stated want to complain in reference Rcas Joshua Lemus. C stated that Rcas JL was not professional and advised c to don't drive veh if c think veh is not safe. Rcas apologized. C stated even was advised that dlrship advised NNA that last time c took veh to the was on May and that was not true. Rcas apologized to c and advised c that Rcas JL advised c the information on the case but Rcas a this time call dlrship who advised Rcas that c when to the dlrship on 10/09/14 and dlrship could duplicate any concern Rcas apologized to c and advised c due that dlrship cannot duplicate concern Rcas can just recommended c to take veh to another dlrship for a second opinion. c STATED DON'T HAVE TIME. c CLAIM WORK FROM 8 AM TO 8 PM and the only way c will fix veh if dlrship come to c home. Rcas apologized and advised dlrship don't do service at c home. C stated that mean NNA is not assisting c. Rcas advised c that all dlrship are independent own and the dlrship don't offer service at c's home. C stated then don't understand why c requested for a TL to call C. Rcas apologized to c. RCAS- offered further assistance: C declined. RCAS provided c with case #, RCAS'S Name, extension #.
Make Private	✓	**Created By Catherine Martinez (10/14/2014 9 41 AM)** Rcas call empire Nissan @[redacted] Rcas spoke with SM Jerry who stated on 05/26 dlrship perform campaign on the veh and c came back on 10/09/14 and dlrship couldn't duplicate any concern with the veh .
Make Private	✓	**Created By Joshua Lemus (10/13/2014 1 30 PM)** **Escalation Summary** C called in requesting to speak with RCAS-RQ due to C returning call RCAS provided information on case notes & advised SM states that the veh hasn't been at the dlrshp since May & advised the C that the SM recommends the C take the veh to the dlrshp C stated that the C took the veh to the dlrshp when the C called to open case 10/09/14 RCAS understood & apologized the SM was confused & advised the C that RCAS will let RCAS-RQ know to contact the SM for information C asked what should the C do with the veh in the meantime RCAS advised C RCAS does not recommend the C to use a veh the C is not safe/comfortable with C became upset & stated that the C wanted to speak with RCAS's supervisor & states that the C doesn't like the way RCAS is treating the C RCAS apologized & advised C will be contacted by the end of the next business day C refused to accept information after RCAS repeating info to the C 4 times & stated that the C was going to wait on the line until a supervisor gets on the phone RCAS advised C that the call was being unproductive & RCAS is going to end call C stated again the C isn't going to hang up RCAS provided name & ext & ended call
Make Private	✓	**Created By Joshua Lemus (10/13/2014 1 22 PM)** RCAS received call from the C stating that the C was just called & the C was returning the call RCAS advised the C that RCAS-RQ is unavailable & offered to assist the C C understood RCAS advised the C that based on the case notes the SM has been contacted & the SM states that the last time the veh was at the dlrshp was in May & the SM recommends the C takes the veh to the dlrshp C states that the C took the veh to the dlrshp on 10/09/14 & states that the dlrshp was the one who gave the C NNA's # & asked how can the SM not know that the C took the veh RCAS understood & apologized for the inconvenience & advised the C that it could have been a mistake that the SM made C states that Nissan is waiting for the C & the C's family to get into an accident & the C sue Nissan RCAS apologized & advised the C that RCAS will advise RCAS-RQ that the C took the veh to the dlrshp C asked what does the C do then with the veh RCAS advised the C RCAS does not recommend using a veh the C does not feel safe or comfortable using C asked how is the C not going to drive the veh & states that the C wants to speak with a supervisor RCAS understood & advised the C that RCAS will escalate the call to a supervisor & advised the C that the C will be called by the end of the next business day C states that the C wants a supervisor RCAS apologized & advised the C that the supervisor will contact the C by the end of the next business day C states that the C has the right to speak with a supervisor & every company has a supervisor RCAS understood & advised the C that the supervisor needs to review the case & view the information then the supervisor will contact the C C states that the C is not going to hang up until RCAS puts a supervisor RCAS advised the C unfortunately RCAS cannot do that & reiterated information

C states that the C is not going to hang up
RCAS understood & advised the C that the call is being unproductive & RCAS advised the C that RCAS is going to end the call
C states that the C is not going to hang up
RCAS understood & provided C name & ext & ended call

Make Private ✓ **Created By Raquel Taylor (10/13/2014 12 58 PM)**
rcas called c at [redacted] 1 57pm and a male called in and answered
rcas asked to speak with [redacted] and the phone was disconnected
rcas setting follow up for C for 10/14/14

Make Private ✓ **Created By Karen Dorner (10/13/2014 8 00 AM)**
SRD-KD changing follow up to 10/13 for C to be contacted and advised C would need to take veh to dlrshp if C having concerns, campaign was done in May and C has not been back to dlrshp.

Make Private ✓ **Created By Karen Dorner (10/10/2014 12 29 PM)**
SRD-KD received email from Sm Jerry stating:

Dlr performed the OCS recall last visit in May and haven't seen the customer since. No idea whats up. Maybe we should have C come in before requesting DTS

SRD recommends C making appt to take veh to dlrshp due to C has not been to dlrshp since 5/14

Make Private ✓ **Created By Karen Dorner (10/10/2014 11 40 AM)**
SRD-KD sent email to Sm Jerry at jerry@empirenissan.com

Make Private ✓ **Created By Karen Dorner (10/10/2014 11 36 AM)**
SDR-KD assisting

SRD called Empire Nissan 9093909977 at 12:34 Pm Est, left vmx for SM Jerry providing Cs name, last 8 of vin and concern with OCS. SRD advised Sm to contact RCAS RQ at 800 343 6913 ext 458180.

Make Private ✓ **Created By Karen Dorner (10/10/2014 11 36 AM)**
SDR-KD assisting

SRD called Empire Nissan 9093909977 at 12:34 Pm Est, left vmx for SM Jerry providing Cs name, last 8 of vin and concern with OCS. SRD advised Sm to contact RCAS RQ at 800 343 6913 ext 458180.

Make Private ✓ **Created By Raquel Taylor (10/9/2014 6 41 PM)**
RCAS checked for open campaigns found none
RCAS verified and updated C's name,email, VIN, mileage, how acquired veh, srv dlr address,
only #('s) c provided to call: [redacted]

RCAS received a call from C stating that c's Ocs was not working and c's veh has been repaired 2 times. c stated that every time c's wife sits in the front seat the air bag sensor flickers on and off and C does not feel safe with this. C stated that C wanted some one from nissan to assist with c's repairs
RCAS advised that in this RCAS could look into sending out a DTS for c's concern. RCAS advised c that rcas would work c's case and contact C back 10/14/14
C understood.

RCAS provided C with name, ext. 458180 , and case #.
RCAS offered further assistance. C was satisfied & declined further assistance.
RCAS thanked C for calling CA.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8002979	NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL INQUIRY	QF	10/14/2014	ZR	AZ	204500	OF
Edit | Del	CC-8002980	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/14/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	10/14/2014	Raquel Taylor	10/14/2014 12:37 PM
Edit | Del	EMPIRE NISSAN		✓	10/13/2014	Raquel Taylor	10/14/2014 3:59 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/14/2014 4:59 PM	Raquel Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

10/14/2014 3:58 PM	Raquel Taylor	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [40] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jacinta Pederson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/9/2014	Type	CA
Follow Up Date	1/8/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/10/2014 7:02 AM
CA Multiple Repairs		Date/Time Closed	1/7/2015 9:47 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Final Repair
Inspection Time/Notes	Appointment Time: 10:00 am eastern time		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP5DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SHEEHY NISSAN OF SPRINGFIELD	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP5DL[redacted]		
Created By	Ashley Fiting, 10/10/2014 7:02 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	371	Action Code	NT9H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jacinta Pederson (1/7/2015 9 46 AM)** Arbs closing file pending c contact.
Make Public		**Created By Jacinta Pederson (1/6/2015 12 38 PM)** Arbs left vmx for c.
Make Public		**Created By Jacinta Pederson (1/5/2015 8 45 AM)** Arbs left vmx for c.
Make Private	✓	**Created By Jennifer Pou (12/8/2014 2 01 PM)** RCAS-Jennifer Pou adding to notes RCAS spoke with Soraya Espinosa and c stated c was contacted by dlr and dlr advised a part could not be ordered until Nissan authorizes repair RCAS exiting case
Make Private	✓	**Created By Jennifer Pou (12/8/2014 1 59 PM)** RCAS-Jennifer Pou received a call from c stating wants to speak with: ARBS-Jacinta Pederson Rcas asked c if any contact information such as address or phone #'s have changed, c stated: no RCAS asked c permission to place call on hold for 1 minute to verify if agent is available, c agreed. RCAS thanked c for waiting period, RCAS left a vmx advising of c's call and concern RCAS provided c with RCAS'S name & extension. RCAS came back to c advised of vmx and c disconnected call RCAS emailing arbs RCAS exiting case
Make Public		**Created By Jacinta Pederson (12/5/2014 2 01 PM)** Arbs received call from SM/Harold informing arbs SM spoke to DTS/MW. SM advised no codes are have been duplicated. SM advised c presented the SM with a video, but the video was not very clear. SM advised no repairs are needed at this time. SM and arbs discussed the intermittent airbag light. Arbs understand their are different entities involved with the is airbag light. SM agrees as c not waiting for the system to reset it self when the c starts the car or how the c is sitting in the seat. Arbs agreed and will f/u with the c. Arbs thanked SM for the information.
Make Public		**Created By Jacinta Pederson (12/5/2014 10 18 AM)** Arbs contacted SM/Harold Blake and discussed seat cushion information. SM advised the second seat cushion was not ordered. SM advised SM will contact DTS/MW to discuss codes found prior to ordering the part. Arbs informed SM arbs contacted DTS/MW and informed DTS of the information provided by SA/Greg and DTS was not aware of the issue. Arbs requested SM call arbs back once SM contacts the DTS/MW. Arbs informed SM that DTS would be going on vacation soon and stressed SM to call DTS soon. SM agreed.
Make Public		**Created By Jacinta Pederson (11/25/2014 7 35 AM)** Arbs received email reply from DTS/MW advising DTS was not aware of the second seat back cushion ordered.
Make Public		**Created By Jacinta Pederson (11/24/2014 3 25 PM)** Arbs emailed DTS/MW confirming DTS was made aware of the 2nd seat bottom cushion ordered.
Make Public		**Created By Jacinta Pederson (11/24/2014 3 21 PM)** Arbs contacted SA/Greg who advised the seat bottom was installed and the c picked up the vehicle and the next day the c returned because the air bag light was on. SA/Greg informed arbs the dealer ordered another seat bottom cushion. Arbs asked if the DTS was contacted. SA/Greg believes the SM contacted the DTS. Arbs thanked SA for the information.
Make Public		**Created By Jacinta Pederson (11/20/2014 9 53 AM)** Arbs contacted SA/Preston who informed arbs the vehicle is at the dealership and the part is being installed. Arbs thanked SA for the update.
Make Public		**Created By Jacinta Pederson (11/18/2014 11 59 AM)** Arbs contacted SA/Greg who advised the seat bottom arrived and the c dropped off the vehicle today. SA informed the part will be installed and the vehicle will be returned back to the c tomorrow. Arbs was appreciative of the information.
Make Public		**Created By Jacinta Pederson (11/12/2014 2 37 PM)** Arbs contacted Greg/SA who advised dlr is waiting on the seat bottom part to come in.

Arbs asked if c was in a loaner. SA/Greg advised DTS released vehicle to c as waiting for seat bottom part to arrive. Arbs asked ETA on part. SA it usually takes a week.

Created By Jacinta Pederson (11/6/2014 7 23 AM) Last Modified By Jacinta Pederson (11/6/2014 7 23 AM)
Arbs reviewed DTS inspection findings.

Make Public

DTS MW met with Mr. & Mrs. [redacted] and the explained their concerns as a vibration felt in the passenger seat while stopped with the vehicle in drive and the Passenger Airbag Off light coming on sometimes with a passenger in the seat.
We adjusted the engine target idle to 688 RPMs to resolve the vibration concern.
We found DTC P00A0 in the Air Bag system and ordered the seat bottom frame with sensors and the OCS control unit per TSB NTB14-084.

Make Public

Created By Jacinta Pederson (10/23/2014 2 10 PM)
Arbs contacted SM /Harold and provide SM with the inspection information date/time/DTS/MW.
Arbs informed SM the c's name is Soraya Espinoza, which is the co-owner of the vehicle.

SM was appreciative of the information.

Make Private

Created By Raquel Taylor (10/23/2014 1 58 PM)
rcas- Raquel quinones received a call ARBS
rcas-RQ called C at [redacted] and spoke with Soraya Espinoza and assisted with translation between and ARBS

Make Public

Created By Jacinta Pederson (10/23/2014 1 58 PM)
Arbs contacted Soraya Espinoza ph# [redacted] with the assistance of the Spanish Team/Rachel.
C agreed to the DTS/MW inspection on 11/5/2014 @ 10 00 am est.

Make Private

Created By Catherine Martinez (10/23/2014 12 46 PM)
Rcas received call from S[redacted] returning calls.
Rcas advised c that Agent in charge of c case is ARBS Jacinta Pederson. Rcas verify c info like address and phone #. Rcas ask c for a brief hold of 1 to 2 minute until Rcas verify if ARBS is available. C understood.

Rcas call ARBS JP Rcas left a VMX to ARBS requesting to call c back. Rcas also send email to ARBS asking if ARBS is available. NO response.

Rcas came back and apologized for the hold. Rcas advised c that ARBS is not available. C inquire why ARBS is calling c. Rcas advised due to an email c send. C understood.
Rcas offered c further assistance. C decline.
Rcas provide c with Rcas Name, Ext and C case

Make Private

Created By Catherine Martinez (10/23/2014 10 52 AM)
Rcas received VMX from C [redacted] requesting a call back at [redacted]. Rcas sending a task to ARBS

Make Public

Created By Jacinta Pederson (10/23/2014 10 09 AM)
Arbs called [redacted] and left a vmx to have Soraya Espinoza to call arbs.

Make Public

Created By Edison Martinez (10/23/2014 10 00 AM)
RCAS Edison got a call from c [redacted]
c is calling in response to a missed call c has from ARBS
C [redacted] stated that [redacted] peaks english and to please call [redacted] and speaks english no translation needed.

Make Private

Created By Catherine Martinez (10/23/2014 9 59 AM)
Rcas Received call from C stating will like to give authorization to daughter in law [redacted] due that c just sign veh but veh is more zoraya. Rcas ask c if c can provide best # for MRS Espinoza. C stated will look for it. C stated can place Rcas in hold until c look for info for MRS [redacted]
C place Rcas in hold call drop.

Rcas call [redacted] Rcas left a VMX requesting a call back.

Rcas didn't call other # due that c call back and Rcas EOM is taking care c.
Rcas exiting case

Make Private

Created By Joshua Lemus (10/23/2014 8 55 AM)
RCAS assisted ARBS-Jacinta Pederson with translation

RCAS called [redacted] & left VMX for the C to return call to NNA AT 1-800-647-7261

RCAS called [redacted] & left VMX for the C to return call to NNA at 1-800-647-7261

Make Public

Created By Jacinta Pederson (10/23/2014 8 55 AM)
Arbs contacted Spanish Team/Josh for assistance.

Make Public

Created By Jacinta Pederson (10/23/2014 8 51 AM)
Arbs received proposed DTS /Mike Wetherill inspection date of 11/5/2014 @ 10 00 am @ Sheehy Nissan of Springfield.

Make Public

Created By Jacinta Pederson (10/22/2014 3 25 PM)
Arbs submitted DTS final repair request.

Make Public

Created By Jacinta Pederson (10/22/2014 3 24 PM)
Arbs submitted final repair request.

Make Public

Created By Jacinta Pederson (10/20/2014 11 12 AM)
Arbs notes in c's previous CA#[redacted] c alleged brake issue.

No issue was found with the brakes once vehicle inspected.

Make Public

Created By Jacinta Pederson (10/20/2014 11 07 AM)
Arbs reviewed previous I R case.

Make Public

Created By Ashley Fiting (10/17/2014 9 30 AM)
DRTS received Sales Documents from dealer 3031 and attached to the case for review.

Make Public

Created By Ashley Fiting (10/17/2014 8 40 AM)
DRTS called dealer 3031 and could still not reach Miguel in the finance department so I spoke with Sonya in accounting and she said she would fax the contract and title application over. Provided name, fax number. and customer name

Make Public

Created By Ashley Fiting (10/15/2014 3 09 PM)
DRTS called dealer 3031 to check up on sales docs with Miguel and he said he faxed them twice already, gave him email address and different fax number and requested he try again.

Make Public

Created By Jacinta Pederson (10/14/2014 12 32 PM)
Arbs called ph# [redacted] left a message with [redacted] who answered the phone. C[redacted] advised arbs [redacted] was not available.
Arbs provided poc info for arbs and the reason for arbs call.
George informed arbs c will call arbs back at a more convenient time.
Arbs understood.

Make Public

Created By Ashley Fiting (10/14/2014 8 28 AM)
DRTS completed and attached RHR.

Make Public

Created By Ashley Fiting (10/10/2014 1 36 PM)
DRTS received Repair Orders from dealer 3031 and 1744 and attached to the case for review.

Make Public

Created By Ashley Fiting (10/10/2014 1 27 PM)
DRTS called dealer 3031 and spoke with finance personnel Miguel. Miguel said he would send the Sales Documents over via fax. Provided name, fax number, customer name, and date of purchase.

Make Public

Created By Ashley Fiting (10/10/2014 1 11 PM)
DRTS called dealer 1744 and spoke with SA Marie, requested she fax over any and all repair orders. She said she would. Provided name, fax number, and VIN.

Make Public

Created By Ashley Fiting (10/10/2014 1 07 PM)
DRTS called dealer 3031 and spoke with SA Ron, requested he send me all repair orders for this VIN. Ron stated he would send them via fax. Provided name, fax number, and VIN.

Make Public

Created By Ashley Fiting (10/10/2014 12 59 PM)
There were some RO's attached to the letter also

Make Public

Created By Ashley Fiting (10/10/2014 7 09 AM)
Previous Cases [redacted]

Recalls/Campaigns- None

DRTS in receipt of a customer letter from [redacted], sent on 10/06/2014 and received on 10/09/2014. DRTS received the letter on 10/10/2014 and attached the letter to the case.

The customer states the problems she has had or currently has with the vehicle include, seat vibrates badly, only shakes when foot is on brakes, vibrates when stopped, and passenger airbag light comes on. The customer requests for a final repair attempt and if that cannot be done then a buy back of the vehicle. NNA respond date is as soon as possible.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7998132	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/10/2014	YX	BK	233500	OA
Edit | Del	CC-7998133	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	10/10/2014	YX	AD	121500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/5/2014	Mike Wetherill	10/22/2014 5:24 PM
Edit | Del	Call	[redacted]	✓	10/23/2014	Jacinta Pederson	10/23/2014 1:59 PM
Edit | Del	Call		✓	10/23/2014	Jacinta Pederson	10/23/2014 10:07 AM
Edit | Del	Call		✓	10/23/2014	Jacinta Pederson	10/23/2014 10:07 AM
Edit | Del	Collect Sales Documents		✓	10/20/2014	Ashley Fiting	10/17/2014 9:31 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	315KB	10/17/2014 9:32 AM	Ashley Fiting
Edit | View | Del		26KB	10/14/2014 8:30 AM	Ashley Fiting
Edit | View | Del		534KB	10/10/2014 1:39 PM	Ashley Fiting
Edit | View | Del		214KB	10/10/2014 1:38 PM	Ashley Fiting
Edit | View | Del		741KB	10/10/2014 1:01 PM	Ashley Fiting

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/7/2015 9:47 AM	Jacinta Pederson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/6/2015 12 39 PM	Jacinta Pederson	Changed **Follow Up Date** from 1/6/2015 to **1/8/2015**.
1/5/2015 8:45 AM	Jacinta Pederson	Changed **Follow Up Date** from 1/2/2015 to **1/6/2015**.

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Surveys

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Case [redacted]

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Vicky Anderson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/10/2014 8:38 AM
CA Multiple Repairs		Date/Time Closed	10/13/2014 3:08 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	I R-Air Bag-EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	3N1CN7AP4D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR	F31910	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: angela orsini PHONE: V N: 3N1CN7AP4DL[redacted]		
Created By	Michael Atienza 10/10/2014 8 38 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	457	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Vicky Anderson (10/13/2014 3 04 PM) ARBS called C and C stated that she was on lime stone making a left turn and the other vehicle struck C in rear passenger side and the car spun out and hit a pole with C's passenger side front. C stated that she has minor neck and back pain and there was no property damage. C wanted to know why the driver side air bag did not deploy and the passenger side air bags did. ARBS explained to C that the air bags aren't intended to deploy in every incident. ARBS explained to C that this appears to be a matter for C to discuss with C's insurance. ARBS explained to C that ARBS will send C a copy of the Consumer Safety & Air Bag Guide. ARBS confirmed C's address and sent to C via Fed EX. (tracking number[redacted] CLOSING CASE, C TO PURSUE C'S INSURANCE. ARBS SENT C THE CONSUMER SAFETY & AIR BAG GUIDE VIA FED EX. **********
Make Public		
Make Public		**Created By Vicky Anderson (10/13/2014 2 33 PM)** ARBS called C at ([redacted] and left a message on C's voice mail. 1ST CALL, PROBE NCOMPLETE **********
Make Public		**Created By Vicky Anderson (10/10/2014 12 08 PM)** c said c was in an accident
Make Public		**Created By Vicky Anderson (10/10/2014 12 07 PM)** RECEIVED CASE, UNDER REV EW, VERIFY PROBE **********
Make Public		**Created By Michael Atienza (10/10/2014 9 14 AM)** c said c was in an accident. c said it is a 2013 nissan versa. c said c was hit at the rear side of the vchl. c said the side airbag passenger is the only air bag that deploy. crr-ma ask for the mileage of the vhcl. c said c have no idea what is the mileage.c said c have a schedule meeting with c lawyer for the incident. c asking if it is nomal for the driver s airbag not to deploy. crr-ma told c that it is not normal. c said only the side passenger airbag deploy. c said c hit c head on the steering wheel. crr-ma apologized for the incontinence. crr-ma creating I R report. crr-ma ask c if will be represented by a lawyer. c said it depend of how nissan will approach the case. crr-ma filling I R report. crr-ma

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8001243	RESTRAINT SYSTEM	LEFT FRONT AIRBAG	GENERAL INQUIRY	QA	10/13/2014	ZR	BK	262500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	10/10/2014	Vicky Anderson	10/10/2014 9:42 AM

Emails

Emails Help

Send an Email

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
Edit | Del	F31910	I R	Michael Atienza 10/10/2014 9:13 AM	10/10/2014

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	136KB	10/13/2014 3 03 PM	Vicky Anderson

Case History

Case History Help

Date	User	Action
10/13/2014 3:08 PM	Vicky Anderson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/10/2014 12:08 PM	Vicky Anderson	Changed **Description**.
10/10/2014 9:41 AM	Annice Hill	Changed **Case Owner** from Michael Atienza to **Vicky Anderson**.

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Surveys

Surveys Help

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Case Comments [50] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [5] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Robert Peterson [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/14/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/10/2014 10:03 AM
CA Multiple Repairs		Date/Time Closed	1/5/2015 1:15 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes			
Description	C requests repurchase due to repeat concerns with brake noise and no-start concerns. ARBS offered cash settlement or non lemon-law repurchase. C declined, will refer to attorney.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	40,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	4,000
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MAGIC NISSAN OF EVERETT	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/23/2014	Vehicle Service Contract	
RHR Completed	12/23/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]PHONE: VIN: 1N4AL3AP2DN[redacted]		
Created By	Raffy Del Rosario 10/10/2014 10:03 AM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:33 AM	Root Cause Code (2)	SCCE
Days Closed	373	Action Code	NT4E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Robert Peterson (1/5/2015 1 10 PM)** • ARBS notes conclusion of case: C requested repurchase after multiple visits for brake noise, alleged no-start, and alternator rattle. ARBS offered $1,500 cash settlement w/ release OR program summary repurchase as GW for repeat visits. C rejected offer, states will retain ATTY. ARBS advised of where to send retainer letter. • C rejected ARBS's voluntary repurchase or settlement offer. • ARBS closing case.
Make Public		**Created By Robert Peterson (1/5/2015 1 07 PM)** • ARBS rec'd the following email from C in response to voluntary repurchase or settlement offer: "In regards to your question on a loan or lease on the car and as i said before i paid $23,5k CASH no loan no lease and as i stated before i DO NOT agree to $1,500 00 as a payment for what you called my troubles nor do i agree to selling u my car that i paid cash for at a 60% of what i paid! i need a safe car of equal value to what i paid for the lemon i have been unsafely driving my children and grandchildren in so I have a appointment to see my attorney today @ 3 and he will be contacting you on my behalf from here on thank u have a nice day" • ARBS responded via email with: "Mrs. Foutch, Thank you for your response. I will log your comments in your file. If you decide to retain an attorney, you will be working with a different agent. In which case, please have your attorney send a letter of representation to: Nissan North America, Inc. Consumer Affairs Department P.O. Box 685003 Franklin, TN 37068-5003 Thank you,"
Make Public		**Created By Robert Peterson (1/5/2015 8 10 AM)** • ARBS sending LOI letter via FedEx overnight [redacted]
Make Public		**Created By Robert Peterson (1/2/2015 5 02 PM)** • ARBS notes NNA is in a position to offer VOLUNTARY (non lemon-law) repurchase of this vehicle. • ARBS emailed C with Nissan's Letter of Intent [to repurchase or settle] as requested by C.
Make Public		**Created By Robert Peterson (1/2/2015 4 49 PM)** brakes rotors issue
Make Public		**Created By Robert Peterson (1/2/2015 4 46 PM)** • ARBS called C to offer settlement ARBS explained that NNA is not in a position to offer repurchase or replacement, but does want to offer C $1,500 settlement for inconveniences. C stated that $1,500 is not enough to compensate C for so much hassle with vehicle, that C ultimately wants a vehicle that will reliably get C and children and grandchildren around town on trips. ARBS asked how C thinks vehicle is unreliable? C explained that C occasionally and sporatically will not start. ARBS advised that ARBS sees some no-start concerns on RO's but have never been duplicated, noting aftermarket alarm/ remote start. C states that SM advised C where to take vehicle for remote start system back when C first purchased vehicle. C attempted to explain that NNA does not feel that vehicle qualifies for lemon law buyback, due to mileage / repair attempts and back then it was all just brake noise. ARBS OFFERED C PROGRAM SUMMARY REPURCHASE/REPLACEMENT ARBS explained to C that NNA could repurchase the vehicle, but explained cash price of the vehicle less usage deduction. C states 40,000 miles, usage would be roughly 40% of value of vehicle. C states that C gave $23,500 for vehicle, would not take a $14,100 buyback. C states that competitors have offered $19,000 for trade-in-value. C states that C will continue through Attorney. C requests ARBS send ARBS's info for C to forward to attorney. C disconnected call.

Make Public

Created By Robert Peterson (1/2/2015 4 37 PM)
• ARBS notes C has been inconvenienced by repeat visits, feels that some compensation is in order.
• ARBS taking case to offer cash settlement.

Make Public

Created By Arma Andon (12/31/2014 12 48 PM)
TL forwarded vmx to ARBS-RP

Make Public

Created By Arma Andon (12/30/2014 6 04 PM)
TL-AA reviewed with ARBS-RP and ARBS informed TL that ARBS agent will contact C by EOB 12/31/14

Make Public

Created By Robert Peterson (12/30/2014 5 26 PM)
• ARBS notes after careful review: NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts to warrantable concerns that would substantially impair the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Make Public

Created By Robert Peterson (12/30/2014 5 25 PM)
• ARBS notes summary of RHR:

*Brake noise: 5 visits / 4 repairs (including GW new wheels)
PABI/OCS: 4 visits (1 recall only) / 2 adjustments (1 recall)
Rattle noise: 1 visits / 1 repair (alternator per TSB)
Extended Crank, No-Start: 3 visits / 0 repairs (DLR recommended taking aftermarket remote-start off)
*Trim and Windshield Fit: 1 visit / 1 SOP

Repair attempts within first 24,000 miles of service: 1 bulb, 3 brake noise, 1 alternator noise*

*ARBS notes bulb blown, brake noise and alternator noise do not substantially impair the use, value, or safety of the new motor vehicle.

Make Public

Created By Robert Peterson (12/30/2014 5 12 PM)
• ARBS reviewing case and notes previous related case: [redacted] in which DTS-JD inspected vehicle.

• ARBS notes the following service history:

01/25/13 @ 1,441 Miles 1 Day Down
CONCERN:
1.C states right front marker bulb inoperative
ACTION:
1 Replaced burnt out maker bulb

04/04/13 @ 5,362 Miles 1 Day Down
CONCERN:
1 Air bag light on
ACTION:
1 No codes found, set zero point reset; System operates properly

06/06/13 @ 9,073 Miles 8 Days Down
CONCERN:
1 LOF
2 Left front wheel keeps squeaking
3 Mount and balanced one tire
4.C states squeak noise when stopping
ACTION:
1.Complete
2 Replaced front brakes and resurfaced rotors
3 Found screw in tire, replaced tire
4 Performed TSB for updated brake hardware; Road tested OK after rear hardware and pads completed

11/22/13 @ 18,012 Miles 1 Day Down
CONCERN:
1.C states still have brake noise
2.C states hears clunking noise from wheel/CV joint
3 Mount and balanced tires as recommended by express service
ACTION:
1.Test drove with Service Manager and Tech on separate visits, unable to determine cause of noise to correctly diagnose
2.Unable to duplicate noise
3 Found screw in left rear tire, Repaired

02/25/14 @ 23,593 Miles 9 Days Down
CONCERN:
1 LOF
2 Left rear tire losing air
3.C states on light accel around 20-40MPH rattle noise heard
4.C states brakes squeaking more in AM
5 Perform campaign PC228
6.C states noise from brakes
ACTION:
1.Complete
2 Found nail in sidewall, replaced left rear tire
3 Replaced alternator per TSB for noise concern
4 Found front rotors glazed, replaced front brake pads and rotors
5.Complete
6 Removed and replaced rear brake pads, hardware kit, and rear rotors

04/17/14 @ 25,486 Miles 1 Day Down
CONCERN:
1 Performed campaign R1405
ACTION:
1.Complete

07/17/14 @ 29,488 Miles 19 Days Down
CONCERN:
1 Brakes make noise at times
2 Air bag status lamp on when someone in passenger seat
3 Has extended crank at times
4 Noise from engine on startup and shutdown
5 Delay when turning HVAC fan on high
6.Info. display goes blank at times
7 Brake lamp comes on at times
8.C states center console stays attached then falls into place
9 LOF
ACTION:
1 Replaced steel wheels with aluminum wheels, replaced rear brake pads, replaced rear brake calipers, and hardware kit
2 DTS performed OCS reprogram
3 No problems found
4 Replaced electronic power steering bracket per TSB
5 No problems found
6 Replaced instrument cluster
7 DTS performed reprogram
8 Removed adhesive from tray tab
9.Complete

06/20/14 @ 29,433 Miles 6 Days Down
CONCERN:
1.C requested 30K mile service

2.C states brakes still make noise
3.C states dash goes black at times
4.C states at times when you push start button, nothing happens
5 Replaced in-cabin filter
ACTION:
1.Complete
2 Replaced front brake pads and rotors
3.Test drove 39 miles, no problem found
4.Tested for 3 days, no problem found
5.Complete

12/15/14 @ 39,398 Miles 1 Day Down
CONCERN:
1.C states veh won't start
2.C not satisfied with rust on rotors
3.C states that OCS lamp illuminates at times
4.C states right front lower windshield trim doesn't fit
5.C states hears winding noise when turning engine off
6.C states trim fell drivers outside door handle
7.C states abnormal tire wear
8.C states excessive wheel spin on accel
9.C states wiper motor makes noise at times
10.C states distance to empty is erratic at times
ACTION:
1.C has aftermarket alarm, suggested remove alarm and retest
2.Concern is visual and not safety related
3 No repair performed
4.Confirmed trim would need to be replaced
5.Concern is electric power steering; Veh operating as designed
6.Trim piece needed to be ordered and replaced
7.Suggested perform alignment
8.Unable to verify concern; Veh operating as designed
9. Unable to verify concern; Veh operating as designed
10 No DTC's & unable to verify concern; Veh operating as designed

Make Public

Created By Arma Andon (12/26/2014 1 04 PM)
TL changing follow up date to 12/30 as following 5th business day to allow for RHR decision

Make Public

Created By Sara Dorazio (12/23/2014 2 08 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Robert Peterson for review.

Make Public

Created By Vance Walden (12/23/2014 10 55 AM)
RCAS-VW contacted SM-Jim @ 4253475763
RCAS advised SM to verify days down for RO# [redacted]

SM stated c's veh stayed at DLR
RCAS advised SM to fax Tech timestamps

RCAS advised SM to verify days down for RO# [redacted]
SM stated c's veh stayed at DLR
RCAS advised SM to fax Tech timestamps

RCAS advised SM to verify days down for RO# [redacted]
SM stated c's veh stayed at DLR
RCAS advised SM to fax Tech timestamps

RCAS advised SM to fax timestamps to RCAS @ 6159672270
SM understood

Call ended mutually

Make Public

Created By Arma Andon (12/22/2014 4 43 PM)
TL contacted c @ [redacted] and C didn't have vmx set up and was unable to leave vmx

Make Public

Created By Vance Walden (12/17/2014 6 47 PM)
RCAS-VW discussed c's case with TL-AA

TL advised RCAS to continue to process RHR and set follow up date for 5 business days out from when RHR was requested and TL would follow up with c

RCAS noting setting follow up for Monday 12/22

Make Public

Created By Vance Walden (12/17/2014 6 44 PM)
RCAS-VW contacted c @ [redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."

RCAS advised c that RCAS received the DTS inspection and RCAS would like to review the notes with c

C/S that c has said several times that c does not want to speak with RCAS
C/S that c would discuss c's case with someone other than RCAS

C ended call

Make Public

Created By Vance Walden (12/17/2014 6 40 PM)
RCAS-VW contacted SA-Paul @ [redacted]
RCAS advised SA to fax all of c's ROs to RCAS @ [redacted]
RCAS advised SA to include timestamps for any RO open for 7 days or more

SA understood and stated that SA would have SM process RCAS request tomorrow
RCAS thanked SA for assistance

Call ended mutually

Make Public

Created By Arma Andon (12/16/2014 10 47 AM)
TL placing in RCAS-VW queue to process RHR request

TL recommends RCAS informing TL when C contact is due

Make Public

Created By Arma Andon (12/15/2014 11 11 AM)
C contacted TL
C stated that C has had a horrible experience with RCAS and RCAS treated C terribly
C stated this has been going on for months and C has received no help
C stated that C is worried about driving the veh
C stated that C's lawyer told C to file lemon law at DLR
C stated that C doesn't want veh
C stated C wants a new or equal value veh

TL asked C if C had retained an attorney
C stated no, but C spoke with one and told them to file lemon law
TL understood
TL stated TL did reach out to DTS and confirmed the meeting for today
TL stated that as per C's request the RHR will take approx. 10 business days to review

TL stated that TL will follow up with C 12/17 to inquire about C's DTS meeting
C thanked TL

TL stated this should have been resolved months ago
C stated that RCAS-Quincey H should have handled case
C stated that RCAS-VW told the SM that cussed C out to call C
C stated that C can't believe how C was treated
C stated that C is going to the doctor due to this veh

TL apologized for previous experience and that TL's goal is to make this experience as pleasant as possible
C understood

C stated C will have convo with DLR about lemon law during DTS meeting
C stated DLR should have filed this months ago
TL stated that TL can't speak to DLRs policy, but NNA CA will use NNA CA's policies and begin a repair history review as per C's request
C understood

Call ended mutually

Make Public

Created By Arma Andon (12/15/2014 10 45 AM)
TL sent email to C providing contact info

TL placing in RCAS-VW queue to contact C to inquire if C meet with DTS and for RCAS to provide C TL contact info

Make Public

Created By Arma Andon (12/15/2014 10 41 AM)
TL contacted c @ [redacted] but vmx box wasn't set up and unable to leave vmx

Make Public

Created By Arma Andon (12/15/2014 10 40 AM)
TL received a call from DTS - Joe Dill stating DTS will be at DLR at 10 am

Created By Vance Walden (12/12/2014 1 30 PM)
RCAS-VW received call from c
RCAS advised c that DTS can meet with c on Monday 12/15 at 9am at Magic NIS Everett

C/S that c has has been waiting for supervisor to contact c
C/S that no one has contacted c
RCAS apologized and advised that on last conversation the call was ended and c had not verified if would be able to meet with DTS
RCAS advised c that c had stated that c would file lawsuit against NNA

Make Public

C/S that c should have still received and c wants to speak with supervisor
RCAS advised that RCAS supervisor is not currently available
C/S that c wants next highest supervisor
RCAS apologized and and advised c that there is no supervisor currently available to speak with c
C/S that RCAS is lying and advised that c would bring c's lawyer to DLR and file lemon law against NNA

C/S that c wants to speak to supervisory
RCAS apologized and advised c that there is no supervisor currently available
RCAS advised c that RCAS would escalate c's case and supervisor would contact c on Monday

C ended call

Created By Vance Walden (12/12/2014 1 15 PM)
RCAS-VW contacted c @ [redacted]

C's vmx box has not been setup yet

RCAS sending follow email and setting for Monday 12/15

Make Public

RCAS-VW received call from DTS-Joe

DTS stated that DTS can meet with c on Monday

RCAS thanked DTS for assistance and advised that RCAS would send follow up email to c

Call ended mutually

Created By Vance Walden (12/12/2014 1 07 PM)
RCAS-VW contacted DTS-Joe @ [redacted]

Make Public

RCAS left vmx advising DTS that c left vmx yesterday advising that c has an appointment Monday 12/15
RCAS advised DTS that c's case was closed due to c stating c would sue NNA and c did not confirm DTS date

RCAS advised DTS to provide next available appointment date to review c's veh

Created By Vance Walden (12/12/2014 12 59 PM)
RCAS-VW received vmx from c 12/11 @ 11:38am

Make Public

C/A RCAS that c has an appointment Monday 12/15 with DTS
C/S that c wants to speak supervisor regarding c's concern
C/S that c is still going to file lemon law paperwork

C/A RCAS to contact c back at [redacted]

Make Public

Created By Vance Walden (11/12/2014 10 53 AM)
RCAS-VW received call from c

C/S that c received email advising an appointment date of 12/15/14
C/S that c never agreed to this date
C/S that c has waited 6 months to repair c's veh and c's concern has not been resolved

RCAS apologized and advised c that the 12/15/14 is the DTS next available date
C/S that NNA has done nothing to repair c's veh
C/S that c would be in court over NNA by the time 12/15/14
C/S that c would be filling a lawsuit against NNA this week

RCAS apologized and advised c if c needed further assistance

C ended call

RCAS closing case
****
Case Summary:
C requested assistance to resolve c's multiple veh concerns
SM-Jim stated that SM does not have an updated diagnosis of c's veh
SM stated that c was last at DLR in August
C stated that SM cussed c out and made c cry hysterically
C advised RCAS to discuss c's concerns with GM and call c back
RCAS left vmx advising GM-Jesse to contact RCAS to further discuss c's veh concern
C stated that DTS-Joe inspected c's veh and stated that c's concern is a known concern
C stated that DTS advised different wheels would resolve c's concern
C stated that DTS applied new wheels, but c does not like that c can see c's parts that are rusted and does not like it
C stated that c's airbag sensor is still not functioning properly
C stated that c's ignition concern still exists and has not been resolved
RCAS advised DTS if DTS would like to contact c or if DTS would like RCAS to resubmit for DTS inspection
DTS advised RCAS another DTS inspection would be the best direction
RCAS advised c that DTS-Joseph would be able to meet with c on Wednesday 11/5/2014 11:00 AM

C/S that was great
RCAS received internal message from DTS-Joe that c has not shown up to DLR yet
DTS advised RCAS that in DTS notes the inspection time is for 9am PST
RCAS apologized and advised that c that there was a miscommunication internally and c's appointment is scheduled for 9am
C/S that c does not have time right now to drive 30min to DLR
RCAS apologized and advised c that RCAS can have c's appointment rescheduled
DTS advised RCAS that DTS could meet with c Monday 12/15/14 @ 10am PST
C/S that c received email advising an appointment date of 12/15/14
C/S that c never agreed to this date
RCAS apologized and advised c that the 12/15/14 is the DTS next available date
C/S that c would be filling a lawsuit against NNA this week

Created By Vance Walden (11/12/2014 10 27 AM)
RCAS-VW contacted c @ [redacted]

Make Public

C's vmx box has not been setup yet

RCAS sending follow up email advising of DTS inspection
RCAS setting follow up date for Thursday 11/13

Created By Vance Walden (11/12/2014 10 08 AM) Last Modified By Vance Walden (11/12/2014 10 08 AM)
RCAS-VW received vmx from c

Make Public

C/A RCAS for a call back immediately

Created By Vance Walden (11/7/2014 6 19 PM)
RCAS-VW contacted c @ [redacted]

Make Public

C's vmx box has not been setup yet

RCAS sending follow up email

RCAS setting follow up date for Wednesday 11/12

Created By Vance Walden (11/6/2014 4 57 PM)
RCAS-VW contacted c @ [redacted]

Make Public

C's vmx box has not been setup yet

RCAS setting follow up for Friday 11/7

Created By Vance Walden (11/5/2014 11 48 AM)
RCAS-VW contacted DTS-Joe @ [redacted]
RCAS advised DTS that c will not be able to meet with DTS today
RCAS advised DTS that c would not have agreed to 9am time

Make Public

RCAS advised DTS that RCAS would resubmit for reschedule appointment

DTS stated DTS would try to remember to schedule c's appointment a little later

Call ended mutually

Created By Vance Walden (11/5/2014 11 48 AM)
RCAS-VW contacted DTS-Joe @ [redacted]
RCAS advised DTS that RCAS has on DTS form that inspection date is for 11am

DTS advised RCAS that in DTS notes the inspection time is for 9am PST
DTS advised RCAS that request system converts time to CST and does not keep time at PST
RCAS advised DTS that RCAS would follow up with c to see if c can meet with DTS as soon as possible
DTS acknowledged and advised if c cannot meet with DTS that DTS would reschedule
RCAS understood

Call ended mutually

RCAS-VW contacted c @ [redacted]
RCAS apologized and advised that c that there was a miscommunication internally and c's appointment is scheduled for 9am
RCAS advised c if c would be able to meet with DTS sooner than 11am

Make Public

C/S that c would have never agreed to a 9am time because c's kids are in school
C/S that c does not have time right now to drive 30min to DLR
RCAS apologized and advised c that RCAS can have c's appointment rescheduled
C/S that c has been dealing with c's veh concerns in July and still has not been resolved

C/S that RCAS does not know how many concerns c has had with c's veh
C/S that RCAS does not what it is like to go out to c's veh in the rain and c's veh won't start
C/S that RCAS does not know that c has taken c's veh to DLR multiple times for brake repairs
C/S that c has not been compensated by NNA for c's time trying to resolve c's concerns
C/S expletives at RCAS over c's veh concerns

C/A RCAS if c needs to get a lawyer to address c's concerns
C/S that c does not want to have to get a lawyer
RCAS apologized and advised c that RCAS can have c's appointment rescheduled
C/S that c has been dealing with c's concerns long enough
C/S that c would go get a lawyer to handle c's concerns
C/A RCAS to have someone contact c with a resolution to c's veh concerns

C ended call

Created By Vance Walden (11/5/2014 11 23 AM)
RCAS-VW received internal message from DTS-Joe that c has not shown up to DLR yet

RCAS advised DTS that RCAS would try to contact c

Make Public

RCAS-VW contacted c @ [redacted]
RCAS advised c that RCAS received message from DTS that DTS is at DLR waiting on c

C/S that c's email advised that c's appointment is at 11am

RCAS advised c that RCAS would follow up with DTS

Call ended mutually

Make Public

Created By Vance Walden (11/4/2014 5 24 PM)
RCAS-VW setting follow up to Thursday 11/6 to follow up with c after c's DTS inspection

Make Public

Created By Vance Walden (11/4/2014 5 21 PM)
RCAS-VW contacted c @ [redacted]

C's vmx box has not been setup yet

RCAS sending follow up email reminding c of c's DTS appointment

Created By Vance Walden (10/29/2014 1 37 PM)
RCAS-VW contacted c @[redacted]

Make Public

C's vmx box has not been setup yet

RCAS setting follow up date for Tuesday 11/4 to remind c of c's DTS appointment

Created By Vance Walden (10/28/2014 10 14 AM)
RCAS-VW contacted c @[redacted]

C/S that RCAS woke c up
RCAS apologized to c and advised if c would like RCAS to contact c back later
C/S that c was up and advised what RCAS wanted
RCAS advised c that DTS-Joseph would be able to meet with c on Wednesday 11/5/2014 11:00 AM

C/S that was great

Make Public

RCAS advised c if c would be able to meet with DTS

C ended call

RCAS sending follow up email to confirm if c would be able to meet with DTS

RCAS setting follow up date for tomorrow

Make Public

Created By Vance Walden (10/23/2014 3 04 PM)
RCAS-VW changing follow up date to Tuesday 10/28 pending DTS recommended appointment date

Created By Vance Walden (10/23/2014 3 03 PM)

Make Public

RCAS-VW received email from DTS-Joseph

DTS advised RCAS another DTS inspection would be the best direction

Created By Vance Walden (10/23/2014 1 29 PM)
RCAS-VW sent email to DTS-Joseph

Make Public

RCAS advised DTS that c does not like that c can see c's rusted brake parts through c's wheels
RCAS advised DTS that c's concerns have returned after DTS inspection
RCAS advised DTS if DTS would like to contact c or if DTS would like RCAS to resubmit for DTS inspection

Created By Vance Walden (10/23/2014 1 18 PM)
RCAS-VW contacted c @[redacted]
RCAS apologized to c that RCAS has not be able to further discuss c's concern with GM-Jesse
RCAS advised c to provide more information about c's veh concern

C stated that c's molding for the windshield needs to be replaced because the molding is folded under
C stated that c contacted GM-Jesse about c's molding, but has not heard from GM regarding c's windshield molding part
C stated that c has replaced c's brakes several times and SM-Jim yelled at c stating that there was nothing wrong with c's brakes
C stated that DTS-Joe inspected c's veh and stated that c's concern is a known concern
C stated that DTS advised different wheels would resolve c's concern
C stated that DTS advised c if c would like to pick out c's wheels
C stated that c declined to pick out c's wheels
C stated that DTS applied new wheels, but c does not like that c can see c's parts that are rusted and does not like it
C stated that c's airbag sensor is still not functioning properly
C stated that c's ignition concern still exists and has not been resolved

Make Public

RCAS advised c if c has returned c's veh to DLR to further address c's concern
C stated that c has not returned c's veh to DLR
C stated that c was waiting on GM-Jesse to contact c back
C stated that c has not attempted to take c's veh back to DLR because c does not trust DLR any more
RCAS advised c if c would like to visit another NIS DLR for further diagnosis of c's veh to address c's concern
C advised RCAS was does c need to go somewhere else when it is DTS job to repair c's veh

C advised RCAS to contact DTS back to verify what parts were put on c's veh
RCAS advised c that DTS would only apply parts that were needed for c's repair
C stated that RCAS has not seen c's veh and cannot pass judgement on what parts were needed for c's repair
C stated that RCAS cannot see c's veh where c can see through c's wheels and see c's rusted parts
C advised RCAS to have DTS contact c to further discuss c's concerns or have RCAS supervisor contact c

C ended call

Created By Vance Walden (10/23/2014 12 47 PM)
RCAS-VW contacted GM-Jessie @ [redacted]

Make Public

RCAS left vmx advising GM to contact RCAS to further discuss c's veh concern
RCAS advised GM that c requested that RCAS discuss c's concern with GM then contact c back
RCAS advised GM to contact RCAS back @ 6157257536

Created By Vance Walden (10/17/2014 6 17 PM)
RCAS-VW contacted c @[redacted]
RCAS apologized to c that RCAS was not able to follow up with c yesterday
RCAS advised c that RCAS discussed c's concern with SM-Jim

Make Public

C stated that SM cussed c out and made c cry hysterically
C stated if RCAS would have reviewed c's previous cases that RCAS would know to discuss c's concern with GM-Jessie who has been handling c's case
C advised RCAS to discuss c's concerns with GM and call c back

C ended call

Created By Vance Walden (10/16/2014 2 11 PM)
RCAS-VW contacted SM-Jim @[redacted]
RCAS advised SM for more information about c's veh concerns

SM stated that SM does not have an updated diagnosis of c's veh
SM stated that c was last at DLR in August
RCAS advised SM about c's rear brake concerns
SM stated that DLR has made several attempts for brake repairs
SM stated if DTS felt that c's rear rotors would have needed to be replace, the DLR would have replaced them

Make Public

SM stated that DTS authorized to put different wheels on c's veh to resolve c's brake concern

RCAS advised SM if c has any current open recalls on c's veh
SM stated that c only has the most recent hood latch recall concern open

RCAS advised SM that RCAS would follow up with c and advise to c visit DLR to perform c's most recent recall and have c's veh diagnosed
SM understood

Call ended mutually

Make Public

Created By Vance Walden (10/13/2014 6 06 PM)
RCAS-VW contacted c @ [redacted]
RCAS advised c that RCAS would be reviewing c's case
RCAS advised c that RCAS would follow up with DLR to get more information about c's veh concern

RCAS advised c that RCAS would follow up with c on Thursday 10/16
C understood

Call ended mutually

Make Public

Created By Raffy Del Rosario (10/10/2014 10 34 AM)
c also stated c has no idea how the recall for the spare tire performed on the veh but c will look up the docs to find out.

Created By Raffy Del Rosario (10/10/2014 10 31 AM)
related case number (s) [redacted]
c stated veh was been to the dlr 20 times a year due for different issues.
c stated the recent was MAGIC NISSAN OF EVERETT had the veh for 3 months and nna representative 1st name Joe went out to the dlr and repaired the veh and found out other couple of recalls where the veh was involved but the dlr failed to notify c.
c stated front rotors was replaced but the rear rotors was not and c spoke with GM of sales department of the dlr name Jessie and was informed the rear rotors was not change.
c stated the brakes started to squeak and c wants NNA to replaced the parts.
c also mentioned the parts that was ordered for the windshield but c never had a return call back updates from the dlr for the past 2 and half months.
c also asked for the open recalls on the veh and closed recalls that was performed since c found recall for the hood affecting c's veh.
c also stated an issue with the cluster in the middle of the dash, issue with the alternator and the light for the air bag regarding front passenger seat where sometimes on and off.
c stated the OCS was replaced under the recall but replaced again by Joe when the current repair was performed but issue still the same.

crr-rd provided c with the closed recalls on the veh:

SF:

Make Public

SRH-22077174 ALTIMS L33 SPARE TIRE CM 4/8/2014 23,593 [redacted]

R1405 Service Closed 2013-2014 - Nissan Occupant Classification System Module Reprogramming OCCUPANT CLASS SYSTEM OCS
PC228 Service Closed 2013 - Altima Sedan Spare Tire Inflation Pressure ALTIMS L33 SPARE T RE

crr-rd also told c no final information yet for those veh that are affected for this up coming recall:

2013 Nissan Altima Secondary Hood LatchPreliminary Notification

c states c wants NNA to do something for the brakes issue since issue still the same after 2nd service performed.

best number to call c # ([redacted]

CRR-RD told c case will be transferred to RCAS for further review and a call back
will be given to c from RCAS before the end of the next business day.
CRR-RD asked for further assistance, c stated no.
CRR-RD provided c with ca file number, crr name and extension.
case transferred to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7998456	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/10/2014	YX	AD	121500	OA
Edit | Del	CC-7998457	BODY	WINDSHIELD/WINDOW (FRONT/REAR)	POOR OR IMPROPER OPERATION	13	10/10/2014	YX	AB	111000	OA
Edit | Del	CC-7998458	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR IMPROPER OPERATION	14	10/10/2014	YX	BK	263000	OA
Edit | Del	CC-7998459	ENGINE ELECTRICAL	ALTERNATOR	POOR OR IMPROPER OPERATION	11	10/10/2014	YX	AF	131000	OA
Edit | Del	CC-7998460	INTERIOR (NON-ELECTRIC)	DASH/PANEL/TRIM	POOR OR IMPROPER OPERATION	QA	10/10/2014	YX	AU	187000	OA

Show 1 more » | Go to list (6) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	1/9/2015	Robert Peterson	1/5/2015 1:11 PM
Edit | Del			✓	12/23/2014	Robert Peterson	1/2/2015 5 03 PM
Edit | Del			✓	12/23/2014	Vance Walden	12/23/2014 2:09 PM
Edit | Del	RHR		✓	12/23/2014	Vance Walden	12/23/2014 1:11 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RYdMb:ref]		✓	12/15/2014	Arma Andon	12/15/2014 10:42 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0RYdMb:ref] 12/15/2014Case #1[redacted] Thank you for taking the time to...	[redacted]	12/15/2014 10:42 AM
Reply | To All | Del	Sent		DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0RYdMb ref] 12/12/2014 Case # 1[redacted] VIN # 1N4AL3AP2DN[redacted] ...		12/12/2014 1:18 PM
Reply | To All | Del	Sent		DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0RYdMb ref] 11/7/2014 Case # 1[redacted] VIN # 1N4AL3AP2DN[redacted]		11/7/2014 6:28 PM
Reply | To All | Del	Sent		DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0RYdMb ref] 11/4/2014 Case # 1[redacted] VIN # 1N4AL3AP2DN[redacted]		11/4/2014 5:23 PM
Reply | To All | Del	Sent		DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0RYdMb ref] 10/28/2014 Case # 1[redacted] VIN # 1N4AL3AP2DN[redacted]		10/28/2014 10:16 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	87KB	1/5/2015 1:15 PM	Robert Peterson
Edit | View | Del		137KB	1/2/2015 5:00 PM	Robert Peterson
Edit | View | Del		90KB	12/23/2014 11:35 AM	Vance Walden
Edit | View | Del		86KB	12/23/2014 11:01 AM	Vance Walden
Edit | View | Del		117KB	12/22/2014 10:18 AM	Vance Walden

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/5/2015 1:15 PM	Robert Peterson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/2/2015 4:49 PM	Robert Peterson	Changed **Follow Up Date** from 12/30/2014 to **1/14/2015**.
		Changed **Description**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [25] | Case Categorizations [2] | Open Activities [3] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/10/2014 10:31 AM
CA Multiple Repairs		Date/Time Closed	12/11/2014 8:57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEHICLE CONCERN - PASSENGER A RBAG LIGHT ISSUE / MULT PLE REPA RS - C stated that C had dlrshp check issue after the campaign was performed and that dlrshp did some ressetting but the light continues to come on.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP9DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GREAT NECK NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 3N1AB7AP9DL[redacted]		
Created By	Michelle Henares 10/10/2014 10:31 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:33 AM	Root Cause Code (2)	
Days Closed	398	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Heather Leslie (12/11/2014 8 57 AM) RCASNE HL- case summary c has a concern regarding airbag light c states that the DLR has not been able to duplicate c concern c states that c will contact c attorney DLR has confirmed that DLR is unable to duplicate concern CLOSE CASE
Make Private	✓	c has been contacted by RCAS supervisor Created By: Jennifer Edwards (12/11/2014 8:36 AM) RCAS-JE assisting TL with escalations RCAS-JE called C at [redacted] RCAS-JE spoke to [redacted] will be referred to as C from here on C stated airbag light comes on and off C stated dlrshp adv not able to duplicate concern C stated wife weighs 120lb C stated has been to dlrshp more than once for concern with airbag RCAS-JE apologized to C for concern with veh RCAS-JE adv C that if C is not confident in diagnosis from dlrshp RCAS-JE would recommend taking veh to a different Nissan dlrshp for diagnosis RCAS-JE recommended NISSAN OF GARDEN CITY C stated will take veh to another dlrshp Call ended mutually
Make Public		**Created By Jennifer Edwards (12/11/2014 8 36 AM)** RCAS-JE assisting TL with escalations RCAS-JE called C at [redacted] RCAS-JE spoke to [redacted] will be referred to as C from here on C stated airbag light comes on and off C stated dlrshp adv not able to duplicate concern C stated wife weighs 120lb C stated has been to dlrshp more than once for concern with airbag RCAS-JE apologized to C for concern with veh RCAS-JE adv C that if C is not confident in diagnosis from dlrshp RCAS-JE would recommend taking veh to a different Nissan dlrshp for diagnosis RCAS-JE recommended NISSAN OF GARDEN CITY C stated will take veh to another dlrshp Call ended mutually
Make Public		**Created By Jennifer Edwards (12/10/2014 3 21 PM)** RCAS-JE assisting TL BS with escalations RCAS-JE called C at [redacted] no ans left vmail with case number [redacted] will follow up on 12/11
Make Public		**Created By Jeanne Lorraine Coria (12/10/2014 11 07 AM)** crr-jc received a call from c following-up on the case. crr-jc verified that there are no changes on contact information.

c stated that c missed the call from rcas yesterday and wants to try to contact rcas
c wants to speak to rcas supervisor
crr-jc tried to contact rcas sup but only reached vmx
crr-jc informed c
c wants to be transferred to vmx
crr-jc also informed c that crr will send IM to rcas to contact c asap
c understood
crr-jc offered further assistance, c declined. crr-jc gave name & extension. crr-jc transferred c to vmx. crr-jc exiting case.

Make Public

Created By Jennifer Edwards (12/9/2014 1 01 PM)
RCAS-JE assisting TL-BS with escalations
RCAS-JE called C at [redacted] no ans left vmail with case number [redacted] will follow up on 12/10

Make Public

Created By Jeanne Lorraine Coria (12/9/2014 10 34 AM)
adding notes
c also stated that rcas sup can leave vmx to c if rcas sup is unable to contact c
c will return the call asap

Make Public

Created By Jeanne Lorraine Coria (12/9/2014 10 32 AM)
crr-jc received a call from c following-up on the case. crr-jc verified that there are no changes on contact information.
c is requesting to be tranferred to crr-mc
crr-jc informed c that rcas sup contacted c twice but only reached vmx
c stated that [redacted] is an invalid number and requested to be deleted on file
crr-jc asked for best phone number
c gave [redacted] as the best phone number
crr-jc informed c that crr-jc will document everything in the system
c said that c doesnt want to talk to rcas-hl because c said that rcas-hl told c that theres nothing rcas-hl can do
c wants to talk to rcas sup
crr-jc told c that crr will send M to rcas sup and will escalate the case again
c understood.
crr-jc offered further assistance, c declined. crr-jc gave name & extension. crr-jc exiting case.

Make Private ✓

Created By Brittney Smith (11/25/2014 3 52 PM)
TL-BS called c at [redacted] and lvm requesting c return call.

closing case due to not being able to contact the customer

Make Private ✓

Created By Brittney Smith (11/21/2014 3 11 PM)
TL-BS called c at [redacted]. and was not able to lvm

Make Public

Created By Mark Chester Carpio (11/21/2014 8 14 AM)
CRR-MC Reopening the Case.
CRR-MC received a case follow up call from c,
CRR-MC verified if any of c's contact info changed.
C said no
C stated that c just spoke with RCAS-HL
C stated that RCAS stated that will be closing the case and cannot provide assistance to c's v eh concern
C stated that NNA should be responsible for c's veh c stated that c's veh had the issue from the very beginning c stated that yes it didn't happen all the time however it is still a safety concern for c
CRR-MC apologized however CRR-MC reiterate RCAS decision
CRR-MC advised that the veh concern needs to be diagnosed and advised as noted c can get a second opinion from another authorized NIssan dlr
C declined and insisted for c's request
C ask for a higher specialist to review c's concern
C stated that c will not get any assistance c will contact c attorney
CRR-MC advised that a supervisor will contact c within 4-8 business hours.
CRR-MC ask c to provide the best number,
C provided contact #[redacted]
CRR-MC offered further assistance, c declined.
CRR-MC provided a recap
CRR-MC provided name, case number, and ext number
CRR-MC thanked C for calling Nissan Consumer Affairs

Make Private ✓

Created By Heather Leslie (11/21/2014 7 49 AM)
RCASNE HL-

case summary

c has a concern regarding airbag light
c states that the DLR has not been able to duplicate c concern
c states that c will contact c attorney
DLR has confirmed that DLR is unable to duplicate concern

CLOSE CASE

Make Private ✓

Created By Heather Leslie (11/21/2014 7 47 AM)
RCASNE HL- called c at [redacted]
spoke to c Lejy
c states that no information has changed since last conversation
advised that the call may be recorded
advised that NNA CA has contacted the DLR and has confirmed that the DLR was unable to duplicate c concern
advised that without a diagnosis NNA CA cannot offer further assistance
advised that if c is not confident in the diagnosis made by Great Neck Nissan c can take the veh to another NNA DLR
c states that c does not have time every month to go to DLR
c started yelling at RCAS
RCAS asked c to refrain from yelling
advised that NNA CA is attempting to assist c
c states that c has not taken the veh to the DLR with another passenger
c states that c had uncle test the seat and c uncle weights 180
c states that c is done dealing with RCAS and will take video and all times that c has contacted RCAS to c attorney
RCASNE HL- advised that c can take c to an attorney
thanked c for c time and disconnected call

Make Private ✓

Created By Heather Leslie (11/21/2014 7 37 AM)
RCASNE HL-
called DLR spoke to SA James
c went to the DLR on 11/20/14
c concern is off when a person is in the seat
unable to duplicate concern

Make Private ✓

Created By Heather Leslie (11/21/2014 7 32 AM)
RCASNE HL- received vmx from c from Saturday
c states that c is still having same airbag concern
c states that c is going to make an appointment with the DLR

Make Private ✓

Created By Heather Leslie (11/20/2014 2 10 PM)
RCASNE HL- received missed call from c from today

Make Public

Created By Cherielyn Ceiane (11/20/2014 8 23 AM)
CRR-CNC confirmed that no contact info has changed.
CRR-CNC received call from C stated that c was by rcas to take the veh to the dr. c said that c spoke to the dlr and c was told that the dlr cant duplicate the ussie
crr understood
CRR-CNC advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day. c undertood
CRR-CNC offered further assistance. c declined
CRR-CNC provided c with file number, name and extension number
CRR-CNC transferring file to RCAS.

Make Private ✓ **Created By Heather Leslie (10/23/2014 8 57 AM)**
RCASNE HL-

case summary
customer states that the campagin was completed and now the airbag light comes on
veh has been repaired
veh has been picked up

Make Private ✓ **Created By Heather Leslie (10/23/2014 8 56 AM) Last Modified By Heather Leslie (10/23/2014 8 56 AM)**
RCASNE HL- called c at [redacted]
spoke to c [redacted]
advised that the call may be recorded for quality and training purposes
c states that c just came back from the appointment
c states that the c does not have a passenger to test the veh
c states that the parts were installed
c states that c will test the veh
RCASNE HL- advised if c has further concerns to take the veh to DLR first then contact NNA CA if further assistance is required
close case

Make Private ✓ **Created By Heather Leslie (10/17/2014 1 25 PM) Last Modified By Heather Leslie (10/23/2014 8 56 AM)**
RCASNE HL- called c at [redacted]
spoke to c [redacted]
advised that the call may be recorded for quality and training purposes
c states that c showed the DLR the c concern about airbag
c states that sometimes that c sits on the passenger side of the veh
c states that there are three sensors that must be replaced
c states that the DLR advised that the c will be contacted once the parts arrive and that the parts are covered under labor
set follow up for Thursday
c agreed

Make Private ✓ **Created By Heather Leslie (10/17/2014 11 37 AM) Last Modified By Heather Leslie (10/23/2014 8 56 AM)**
RCASNE HL- called c at [redacted]
left vmx [redacted]

Make Private ✓ **Created By Heather Leslie (10/17/2014 9 48 AM) Last Modified By Heather Leslie (10/23/2014 8 56 AM)**
RCASNE HL- received vmx from c stating that the c made an appointment for 10/16/14 at 7:30 a.m. c did not leave case# or phone#

Make Public **Created By Heather Leslie (10/14/2014 2 12 PM)**
RCASNE HL- called c at [redacted]
spoke to c Lejy
advised that the call may be recorded for quality and training purposes
c verified name, address, email, make/model and mileage
c states that c has not notified the DLR of the problem coming back
RCASNE HL- advised that the DLR must be involved in the concern
c will contact the DLR to set up an appointment for diagnosis
RCASNE HL- provided agent HL contact number 615-725-7154
change follow up to verify if an appointment was made

Make Private ✓ **Created By Heather Leslie (10/14/2014 2 04 PM) Last Modified By Heather Leslie (10/23/2014 8 56 AM)**
RCASNE HL- called c at [redacted]
left vmx [redacted]

Make Public **Created By Michelle Henares (10/10/2014 10 40 AM)**
Vehicle concern

Make Public **Created By Michelle Henares (10/10/2014 10 39 AM)**
CRR-MH received a call from C's,husband, [redacted] who is referred to as c in the case. C stated that the passenger air bag light issue has not been resolved.
C stated that C had a case filed on the issue.
CRR-MH found related case no [redacted]
C stated that veh was checked by the dlrshp about 2 months ago after the campaign was performed but issue persists. C stated that dlrshp did some resetting but the light continues to come on.
C does not know what to do. C would like the issue fixed before the warranty runs out.
CRR-MH verified C's updated contact information.
CRR-MH informed C that the case will be forwarded to the regional office for review and a regional specialist will be in contact with C by the end of the next business day. The best no. to reach C is [redacted]
CRR-MH escalating case to RCAS for vehicle concern.
CRR-MH offered further assistance to C. C declined.
CRR-MH gave name, extension number and case number to C.
CRR-MH leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7998596	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/10/2014	YX	BK	233500	OA
Edit | Del	CC-7998597	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/10/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	10/23/2014	N/A	Heather Leslie
Edit | Cls	Call	Not Started		✓		12/9/2014	N/A	Heather Leslie
Edit | Cls	Call	Not Started		✓		12/10/2014	N/A	Heather Leslie

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
12/11/2014 8:57 AM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/11/2014 8:36 AM	Jennifer Edwards	Changed **Case Owner** from Brittney Smith to **Heather Leslie**.
12/10/2014 3:21 PM	Jennifer Edwards	Changed **Follow Up Date** from 12/10/2014 to **12/11/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/13/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/10/2014 1:38 PM
CA Multiple Repairs		Date/Time Closed	10/13/2014 2:35 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF GARDEN CITY	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 5N1AR2MM5DC[redacted]		
Created By	Joy Acebedo, 10/10/2014 1:38 PM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	457	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
		Created By Heather Leslie (10/13/2014 2 35 PM) RCSANE HI - called c at [redacted] spoke to c [redacted] c verified name, address, email, phone number, make/model and mileage c was unable to keep Saturday commitment to take the veh to the DLR c state that c will take the veh to DLR on Thursday or Friday apologized for inconvenience
Make Public		c states that c has had 2 other Nissan veh c states that c has had other problems with veh including battery, airbag, brakes c states that c received notification from attorney about veh c mentioned Lemon Law c mentioned that Nissan does not have good customer service c states that this is unfair that c has to go back and forth to the DLR provided agent phone number to c asked for call back once c has time to take the veh to the DLR close case pending c call back about veh diagnosis
Make Public		**Created By Heather Leslie (10/13/2014 2 22 PM)** RCASNE HI - unable to data net the case called c at [redacted] left vmx 615-725-7154
Make Public		**Created By Joy Acebedo (10/10/2014 1 44 PM)** CRR-JA verified c's name CRR-JA verified address CRR-JA verified phone/alt CRR-JA verified email This is inline with the case number [redacted] Issue: C called again saying that the passenger airbag sensor is on again and do not know what to do anymore because c keeps on going back and forth even if the dlr already performed the campaign. C said that c has other Nissan veh but this is the only Nissan veh that is having the same issue which the electrical part and airbag sensor issue. CRR-JA check the vin and asked c if c where given a Service Credit for a total of 200. C said yes but c said that it did not help c because the issue is back. C said that the dlr will try to fix the veh again tomorrow (Saturday) but c would like to talk to the Nissan Office again so that Nissan Office can check the veh on why the issues keeps on going back. CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day. CRR-JA is forwarding the case to RCAS CRR-JA asked c for further assistance but c decline. CRR-JA provided name, case and extension number.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7998986	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	MULT PLE REPA R ATTEMPTS	11	10/10/2014	YE	AF	134000	OA
Edit | Del	CC-7998987	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/10/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/13/2014 2:35 PM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/10/2014 1:45 PM	Joy Acebedo	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000020gZE**.

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No records to display

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Case [redacted]

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Case Comments [11] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Goss [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/10/2014 1:47 PM
CA Multiple Repairs		Date/Time Closed	11/4/2014 10:02 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,574		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM9D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GETTEL NISSAN OF SARASOTA	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/13/2014
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM9DC[redacted]		
Created By	Dianne Picar, 10/10/2014 1:47 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:33 AM	Root Cause Code (2)	
Days Closed	435	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jessica Goss (11/4/2014 10 02 AM) C stated has OCS concerns and that passenger side airbag light is always on while C's wife sits in passenger seat. RCAS-JG advised C to get current diagnosis. RCAS-JG emailed SM to advised that C would be visiting dlr soon for diagnosis on passenger airbag light. RCAS-JG closing case pending C call back. C reopened case on 10/23. RCAS-JG documented C's concerns and advised to try not engaging the vehicle until C's wife is positioned in the passenger seat. RCAS-JG spoke to SM-JJ on 10/31. SM-JJ advised that vehicle is operating as designed and that the sensors are verifying that it's not safe for the airbags to deploy when C's wife is sitting in the passenger seat. C was not satisfied. C stated that the vehicle in not operating as designed that is not happy with determination that there is not repair needed at this time. RCAS-JG closing case as vehicle is operating as designed and there is no further assistance available to C at this time.
Make Public		**Created By Jessica Goss (11/4/2014 9 58 AM)** RCAS-JG made outbound call to C. RCAS-JG asked if C has tried starting the vehicle after C's wife is positioned in the seat. C stated has. RCAS-JG asked if it has helped. C stated it did not. RCAS-JG advised that had spoke to SM-JJ and that the vehicle has been determined to be operating as designed. RCAS-JG advised that the sensors are determining that when C's wife is sitting in the front passenger seat, the air bag is not safe to deploy. RCAS-JG advised that an airbag deploying is a violent event and in certain conditions is not safe to deploy. C stated understands what RCAS-JG is telling C. C stated that its not acceptable. C stated is not happy. C stated knows this is happening in other vehicles and that other Cs are having similar concerns. C stated no other vehicle C has owned operates this way. RCAS-JG apologized. C stated if the vehicle is operating as designed, then why did NNA recall them. C stated is going to have larger people sit in the passenger seat and show that OCS sensors are not working right. RCAS-JG advised that understands C's concerns but, at time time, as the concern has not been duplicated and it is documented that the vehicle is operating as designed, there is not repair to be made. C stated understands that RCAS-JG is just saying what has been told to say and that RCAS-JG cannot help. C stated that NNA is trying to cover up the concern. C stated that wants RCAS-JG to document that C is not happy and this is not acceptable. C thanked RCAS-JG for help. RCAS-JG apologized for not being able to address concerns to C's satisfaction. C terminated call.
Make Public		**Created By Jessica Goss (10/31/2014 9 45 AM)** RCAS-JG made outbound call to DLR and spoke to SM-JJ.

RCAS-JG advised that C is still having concerns about being instructed that vehicle is operating as designed and wife should sit in the back seat.

SM-JJ stated that no one told C that wife had to sit in the back seat.
SM-JJ stated that vehicle is operating as designed.
SM-JJ stated that if the sensors determine that the air bag is not safe to deploy, the airbag will not deploy.
SM-JJ stated that the vehicle is operating as designed.

Make Public

Created By Jessica Goss (10/30/2014 4 09 PM)
RCAS-JG made outbound call to C.
RCAS-JG advised has not been able to reach dlr.
RCAS-JG advised that had received additional information regarding OCS sensors.
RCAS-JG advised that OCS sensor may not classify weight correctly if the vehicle is in drive prior to C's wife getting in the passenger seat.
RCAS-JG suggested making sure C's wife is in the vehicle before putting it into gear.

C stated would try that and see if it works.

RCAS-JG advised will continue to try to reach dlr and follow up with C on 11/4/2014

Make Public

Created By Jessica Goss (10/27/2014 3 50 PM)
RCAS-JG made outbound call to C.

C stated that took the vehicle into the dealership 3 times for the OCS sensor light.
C stated that happens every time someone sits in the passenger seat.
C stated that SM showed C a TSB that tells C's to have children or small passengers to sit in the back seat.
C stated that wife will not ride in the back seat.
C stated that SM told C that sometimes people get hurt when they sit in the back seat.
C stated that the light is always on when C's wife sits in the seat.
C stated will not make wife sit in the back seat.
C stated has a copy of the TSB.
C stated that the vehicle is clearly not operating as designed.

RCAS-JG apologized to C
RCAS-JG advised that the sensors determine whether it is safe for the airbag to deploy.
RCAS-JG advised that will followup with SM.
RCAS-JG advised that if the SM determines that vehicle is operating as designed, then there is no further assistance available to C.

RCAS-JG advised will followup with C on 10/30/2014

Make Public

Created By Jessica Goss (10/24/2014 4 38 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 10/27/2014

Make Public

Created By Cherielyn Ceiane (10/23/2014 9 25 AM)
CRR-CNC confirmed that no contact info has changed.
CRR-CNC received call from C providing case number
CRR-CNC informed C that if the the representative is not available, C will be routed to vmx so C can leave message and
CRR-CNC will send internal message to the previous representative requesting for a call back. C agree
CRR-CNC offered further assistance, C declined.
CRR-CNC provided name, ext.
CRR-CNC exiting file.

Make Private ✓

Created By Jessica Goss (10/13/2014 11 38 AM) Last Modified By Jessica Goss (10/13/2014 11 38 AM)
CASE SUMMARY:

C stated has OCS concerns and that passenger side airbag light is always on while C's wife sits in passenger seat.
RCAS-JG advised C to get current diagnosis.
RCAS-JG emailed SM to advised that C would be visiting dlr soon for diagnosis on passenger airbag light.

RCAS-JG closing case pending C call back.

Make Private ✓

Created By Jessica Goss (10/13/2014 11 37 AM) Last Modified By Jessica Goss (10/13/2014 11 37 AM)
RCAS-JG notes sent SM-JJ an email advised that referred C back to dlr for diagnosis

Make Private ✓

Created By Jessica Goss (10/13/2014 11 35 AM)
RCAS-JG made outbound call to C.
RCAS-JG confirmed name, phone #, and vehicle.
RCAS-JG advised call may be recorded or monitored for quality and training purposes.

C stated brought veh in prior to recall in April, for recall in May and again in August.
C stated is going to take vehicle back into the dealership.
C stated that every time has been in the dlrship, dlrship performed reprogram.
C stated that reprogram will resolve for a couple weeks.
C stated that a couple weeks later the light comes back on.
C stated that the light stays on most of the time.
C stated that passenger seat is adjusted midway back.
C stated that has no problem with the dealership and service has been great.
C stated is concerned about safety.
C stated that light is always on when wife is in passenger seat.
C stated wants Nissan to be aware of concern.

RCAS-JG advised that C needs to go get a current diagnosis of concern.
RCAS-JG advised will notify the dlrship that C is going to come back in for concern.
RCAS-JG advised that if C needs further assistance after diagnostic and repair to please call back and RCAS-JG will reopen case.
RCAS-JG provided direct number.

C stated was satisfied and call ended mutually.

Make Private ✓

Created By Dianne Picar (10/10/2014 2 14 PM) Last Modified By Jessica Goss (10/13/2014 11 35 AM)
crr-dp received a call from c
c called in because the passenger air bag light came on again after the campaign was performed.
c stated that it is at the dealership with the same issue 3 times
crr-dp apologized and empathized
crr-dp acknowledged c
crr-dp verified c's name, vin, address, mileage, phone number and email address.
crr-dp asked when is the veh diagnosed? c said 8/26
crr-dp asked who was the representative c talked to. c said SA Jonathan machobian
crr-dp asked where is the vehicle right now?c said at home
crr-dp asked what is the diagnosis? c said recallibrated the computer for the campaign that was performed
crr-dp informed c that crr-dp will forward this case to RCAS for a review and expect a call by the end of the next business day.
C understood.
crr-dp offered further assistance, c declined
crr-dp provided case number, name and
EXT#
crr-dp exiting case forwarding case to RCAS.

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del CC-7999005	NISSAN PRODUCT INQUIR ES	PATHF NDER	PROVIDED RECALL NFORMATION	QF	10/10/2014	VG	AZ	207500	OF
Edit | Del CC-7999006	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/10/2014	YX	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/4/2014 10:02 AM	Jessica Goss	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/30/2014 4:09 PM	Jessica Goss	Changed **Follow Up Date** from 10/30/2014 to **11/4/2014**.
10/27/2014 3:50 PM	Jessica Goss	Changed **Follow Up Date** from 10/27/2014 to **10/30/2014**.

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Surveys Surveys Help

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [23] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/10/2014	Type	CA
Follow Up Date	11/7/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/10/2014 2:59 PM
CA Multiple Repairs		Date/Time Closed	1/12/2015 8:25 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	Pending
		DRT Resolution	CST00052091

DTS Inspection

DTS Inspection Date	12/17/2014 2:25 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: Notes to Agent: I will begin the evaluation process for this vehicle on 12/17/14.		
Description	DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Voluntary State Attorney General repurchase due to 8 repair attempts and 27 days out of service due to airbag light concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	8	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,448		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SALEM NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$40,479.17	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/10/2014	Vehicle Service Contract	
RHR Completed	10/13/2014	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM2EC[redacted]		
Created By	Gloria Holman, 10/10/2014 2:59 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 10/14/2015 12:32 AM	Root Cause Code (2)	
Days Closed	366	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/30/2014 1 30 PM)** DRTS TK: Check(s) from NMAC for OVERPAYMENTS in the amount of $528.35 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/25/2014 11 48 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: airbag light coming on and off when passenger in the seat
Make Public		**Created By Jim Land (11/25/2014 11 44 AM)** Voluntary State Attorney General repurchase due to 8 repair attempts and 27 days out of service due to airbag light concern
Make Public		**Created By Chad Alsup (11/5/2014 1 47 PM)** ARBS-CA notes Morley [redacted] sent via Fed Ex [redacted] ARBS-CA closed case
Make Public		**Created By Managed Services (10/31/2014 4 04 PM)** RESEND NG CHECK REQUEST FOR 10/27 & 10/28
Make Public		**Created By Chad Alsup (10/31/2014 2 49 PM)** ARBS-CA left message to review case with C
Make Public		**Created By Heidelyn Mariano (10/31/2014 1 30 PM)** c called in wanted to speak with ARBS-CA c provided case number, c stated that c is been trying to call ARBS but always routed to vmx crr-hm informed c that will be sending IM to ARBS and let know about c's concern c understood crr-hm asked further assistance crr-hm provided quick recap crr-hm provided closing spiel such as name and ext number. crr-hm exiting the case
Make Public		**Created By Chad Alsup (10/27/2014 9 07 AM)** ARBS-CA notes sent check requested to ARBS-SUP ARBS-CA requested check in the amount of $36,125.21 payable to NMAC ARBS-CA requested check in the amount of $4353.96 payable to C
Make Public		**Created By Chad Alsup (10/27/2014 8 51 AM)** Voluntary State Attorney General repurchase due to 8 repair attempts and 27 days out of service due to airbag light concern
Make Public		**Created By Chad Alsup (10/27/2014 8 19 AM)** ARBS-CA notes received signed offer letter
Make Public		**Created By Chad Alsup (10/23/2014 12 33 PM)** ARBS-CA notes C stated will send in signed offer letter later this week
Make Public		**Created By Chad Alsup (10/17/2014 10 13 AM)** ARBS-CA notes waiting on return of signed offer letter
Make Public		**Created By Chad Alsup (10/16/2014 9 08 AM)** ARBS-CA notes sent offer letter to C via FedEx [redacted] nd email
Make Public		**Created By Chad Alsup (10/16/2014 8 47 AM)** Down Payment $961 53

Additional Payments (7 @ $549 53 per month) $3,846.71
Total Amounts Paid $4,808.24

Less Usage (5,027 miles / 100,000 x $4,808.24) $454 28

Total Deductions $454.28

Total Refund $4,353.96

Total Repurchase $4,353.96

Created By Chad Alsup (10/16/2014 8 27 AM)
Hi Chad,

Below is the payment/payoff information that you requested.

Make Public

SR[redacted]
Account#[redacted]
Custome[redacted]
Payoff amount is $36125.21 good thru 11/13/2014
Payments received 8
Payment amount $549.53
Recent payment received on 9/12/2014 in the amount of $549 53

Created By Chad Alsup (10/14/2014 2 16 PM)
ARBS-CA contacted C via phone, ARBS-CA NNA will offer to repurchase the vehicle

Make Public

ARBS-CA notes received registration and lease agreement from customer via documents for hearing

ARBS-CA advised should have offer letter together in the next couple of business day

ARBS-CA requested payoff from NMAC

Created By Chad Alsup (10/14/2014 2 07 PM)

Make Public

ARBS-CA notes 8 repair attempts, including 7 repair attempts to correct passenger airbag light, last 2 repair attempts dealership was unable to duplicate concern but repairs/updates made on previous 5 attempts.

ARBS-CA notes 27 days down, 8 repair attempts to correct concern with weather strip and passenger airbag system

Created By Chad Alsup (10/14/2014 2 05 PM)
ARBS-CA received RHR

In-Service date 07/15/13

10/16/13 6 miles
—Dlr preformed ABS recall campaign
1 day down

04/30/14 340 miles
–C states weather strip on pass side is loose
—Dlr SOP roof rails
—Dlr performed R1405 Occupant classification system update
1 day down

06/02/14 5027 miles
–C states pass air bag off light is on with pass in seat and with the seat belt on
—Dlr unable to duplicate concern
1 day down

Make Public

07/01/14 6561 miles
–C states pass airbag off light comes on with passenger in seat, seat belt on
—Dlr unable to duplicate concern, reapplied reprogramming to passenger seat / Dlr replaced passenger seat pressure sensors
1 day down

07/22/14 7430 miles
–C states air bag lamp passenger side off light is on
—Dlr replaced controller assy and reprogrammed system
7 days down

08/04/14 7639 miles
–C states airbag light t comes on and off
—Dlr performed zero point reset
5 days down

09/22/14 8993 miles
–C states pass side off air bag light coming back on
—Dlr no repairs made, unable to confirm concern
10 days down

10/06/14 9448 miles
–C states pass air bag off light came on on initial start
—Dlr unable to duplicate concern
1 day down

Make Public

Created By Gloria Holman (10/13/2014 9 47 AM)
DRTS completed the RHR and attached to the case.

Make Public

Created By Gloria Holman (10/13/2014 9 14 AM)
DRTS received repair orders from Dealer #5310 on October 13, 2014 at 10 01 am and attached to the case.

Make Public

Created By Gloria Holman (10/13/2014 8 30 AM)
DRTS called Dealer #5310 on October 13, 2014 at 9:28 am and spoke with Brian, Service Advisor. Brian stated he will send the documents via fax.

Make Public

Created By Gloria Holman (10/10/2014 3 22 PM)
DRTS collected the sales documents and RO's from Dealer #5301 and attached to the case.

Make Public

Created By Gloria Holman (10/10/2014 3 18 PM)
Previous Cases - [redacted] Tech Line
Open recalls / Campaigns - None
DRTS in receipt of Customer Letter, from Richard Desharnais, sent via certified mail, tracking #[redacted] dated October 7, 2014, DRTS received October 10, 2014. The letter is attached to the case for your review.

C/S the passenger air bag light comes on with a passenger in the seat with the seat belt on. C/S the vehicle has been returned to the dealership 7 times after a recall repair on April 30, 2014. Customer can provide pictures taken on cell phone showing this problem.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7999241	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/10/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/27/2014	Peter Merkel	11/28/2014 2:26 PM
Edit | Del	Call		✓	11/1/2014	Chad Alsup	10/31/2014 2:49 PM
Edit | Del	Review Approved Check Request		✓	10/27/2014	Chad Alsup	10/27/2014 3:04 PM
Edit | Del	Review Approved Check Request		✓	10/27/2014	Chad Alsup	10/27/2014 3:04 PM
Edit | Del	Collect Sales Documents		✓	10/21/2014	Gloria Holman	10/10/2014 3:21 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052091	DRT Resolution	5N1AR2MM2EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0136041	524196	11/5/2014	Lienholder	Approved	$36,125 21	26BUYBACK	Nissan North East Buyback/Trade	NISSAN MOTOR	ACCEPTANCE CORP
	CR0136042	524240	11/5/2014	Customer	Approved	$4,353 96	26BUYBACK	Nissan North East Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	118KB	12/30/2014 1 30 PM	Tammy Knotts
Edit | View | Del		3 07MB	11/5/2014 1:48 PM	Chad Alsup
Edit | View | Del		154KB	11/5/2014 1:38 PM	Chad Alsup
Edit | View | Del		459KB	10/16/2014 9:13 AM	Chad Alsup
Edit | View | Del		27KB	10/13/2014 9:46 AM	Gloria Holman

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/12/2015 8 25 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/25/2014 11:44 AM	Jim Land	Changed **Case Owner** from Chad Alsup to **Jim Land**.
11/25/2014 11:44 AM	Jim Land	Changed **Description**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Darian Little [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/10/2014 3:49 PM
CA Multiple Repairs		Date/Time Closed	10/17/2014 2:27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern/ Passenger air light is on/ Unable to diagnose		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CROWN NISSAN OF DECATUR	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP3DC[redacted]		
Created By	Dianne Picar, 10/10/2014 3:49 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	453	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Darian Little (10/17/2014 2 27 PM)** RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger air bag light concern. RCAS-DL advised to C to review service bulletin with DLR as well as reviewing owners manual for information on the operation of the passenger airbag light. C was not satisfied with the help that RCAS-DL provided to C.
Make Public		**Created By Darian Little (10/17/2014 2 26 PM)** RCAS-DL contacted C via [redacted] RCAS-DL advised to C that after reviewing case with DTS and SM-Brian C is advised to review a service bulletin with the SM as well as to review the owner's manual for information on the way that the passenger air bag light should operate RCAS-DL advised to C that SM is aware that C may come into DLR to review the service bulletin and C is welcome to review at C convenience RCAS-DL advised to C that outside of this information there is no further assistance RCAS-DL can provide C states C is not satisfied and would file a complaint with the BBB RCAS-DL apologized to C for not being able to assist in the way that would satisfy C C understood and had no further questions or concerns Phone call ended mutually
Make Public		**Created By Darian Little (10/16/2014 4 13 PM)** RCAS-DL received vxm from C requesting call back on 10/16 @ 1 28pm Call back number i[redacted]
Make Public		**Created By Darian Little (10/16/2014 10 53 AM)** RCAS-DL contacted DLR and left vxm for SM-John to call back at[redacted] ********** RCAS-DL contacted C via [redacted] RCAS-DL left VXM stating name, case number, and prompted C to contact RCAS-DL at C's earliest convenience at [redacted] RCAS-DL contacted C via [redacted] RCAS-DL left VXM stating name, case number, and prompted C to contact RCAS-DL at C's earliest convenience at [redacted] ********** RCAS-DL received a call from SM-Jon SM states DTS referred SM –Brian to a service bulletin regarding the concern for the passenger air bag light SM states the information on bulletin would not address the concern but provide C with information on how the passenger airbag light may work RCAS-DL states if the veh is operating as designed the C can be referred to the owners manual as well as the information on service bulletin SM agreed and states DTS is not needed for this concern Phone call ended mutually
Make Public		**Created By Darian Little (10/15/2014 3 26 PM)** RCAS-DL sent email to DTS for request for DTS to contact Master Technician for possible recommendation for repairs.
Make Public		**Created By Darian Little (10/13/2014 3 56 PM)** RCAS-DL contacted C via ([redacted] RCAS-DL left VXM stating name, case number, and prompted C to contact RCAS-DL at C's earliest convenience RCAS-DL contacted C via [redacted] RCAS-DL VER F ED C's name, home & email address, concern, phone#, mileage: RCAS-DL CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: [redacted] Previous RELATED Case(s) Found: none RCAS-DL advised to C that because C concern has not been duplicated by DLR there are no recommendations for repair at this moment RCAS-DL advised to C that RCAS-DL would reach out to DTS to advised to DTS of C concern and to request for DTS to contact Master Technician for any recommendations to address C concern RCAS-DL advised to C that follow up would be set for Thursday 10/16 for more information C understood Phone call ended mutually
Make Public		**Created By Darian Little (10/13/2014 3 44 PM)** RCAS-DL contacted DLR and spoke with SM-John SM states C veh has been in DLR multiple times SM states husband weighs over 125 lbs. and the passenger airbag light is in SM states Tech line has been involved

SM states the concern is that the DLR is unable to duplicate C concern
SM states maybe have DTS contact DLR master technician – Steve Hayes before requesting DTS to inspect veh.
RCAS-DL agreed with SM
Phone call ended mutually

Make Public

Created By Dianne Picar (10/10/2014 6 52 PM)
Vehicle Concern/ Passenger air light is on

Make Public

Created By Dianne Picar (10/10/2014 6 51 PM)
crr-dp received a call from c
c called in because c stated that there is a campaign performed in the vehicle regarding the passenger air bag.
c stated that the passenger seat air bag light is on again.
c stated that it is the 5th time that the vehicle is brought to the dealership regarding the issue.
c stated that the dealer don't know what to do.
crr-dp apologized and empathized
crr-dp acknowledged c
crr-dp verified c's name, vin, address, mileage, phone number and email address.
crr-dp asked when is the veh diagnosed? c saidlast sept. 16.
crr-dp asked who was the representative c talked to. c said SA Bryan
c stated that c wants NNA to replace the vehicle.
crr-dp apologized and provided empathy to c.
crr-dp informed c that crr-dp will forward this case to RCAS for a review and expect a call by the end of the next business day.
C understood.
crr-dp offered further assistance, c declined
crr-dp provided case number, name and
EXT#
crr-dp exiting case forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7999306	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/10/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	follow up with DLR for proper time frame for C to have veh diagnosed	[redacted]	✓	10/16/2014	Darian Little	10/16/2014 10:53 AM
Edit | Del	request for DTS to contact master technician at DLR		✓	10/13/2014	Darian Little	10/15/2014 3:26 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/17/2014 2:27 PM	Darian Little	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 10:53 AM	Darian Little	Changed **Follow Up Date** from 10/16/2014 to **10/17/2014**.
10/13/2014 3:56 PM	Darian Little	Changed **Follow Up Date** from 10/13/2014 to **10/16/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [40] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/11/2014 12:17 PM
CA Multiple Repairs		Date/Time Closed	12/26/2014 1 06 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051266

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary Replacement: NNA is replacing the vehicle due to 4 repair visits for a passenger airbag light malfunction with 32 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Checks Approved/Replacement/SOC
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	15,692		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN6D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PARK PLACE INFINITI	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$54,451.30	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/16/2014	Vehicle Service Contract	
RHR Completed	10/16/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AL0MN6D[redacted]		
Created By	Jacklyn Capers, 10/11/2014 12:17 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:35 AM	Root Cause Code (2)	
Days Closed	383	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jim Land (11/5/2014 2 52 PM) DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: passenger airbag light malfunction.
Make Public		Created By Annice Hill (10/23/2014 2 18 PM) Received check made payable to Park Place Infiniti in the amount of $54,451.30. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		Created By Amanda Simcox (10/23/2014 7 09 AM) Checks approved. Case transmitted in VSPC. Morley case # [redacted]
Make Public		Created By Amanda Simcox (10/22/2014 11 23 AM) RC received signed acceptance. RC requested checks.
Make Public		Created By Amanda Simcox (10/21/2014 2 23 PM) RC sent C and DLR SOC letters.
Make Public		Created By Ricardo Garcia (10/21/2014 1 40 PM) ARBS-RG notes the following approved figures (+) Base Price $48,969.00 (+) Sales Tax $4,006.72 (+) Doc Fee $497.30 (+) License Fee $28 28 (+) Registration Fee $950 00 (=) Total Due to Dealer from NNA $54,451.30 Notes Usage $0 00 Upgrades $0.00
Make Public		Created By Amanda Simcox (10/21/2014 9 46 AM) C called in to inquire on case progress. RC advised that figures were with quality and RC should have them for C by the end of the week. RC also advised that C could possibly proceed with SOC and that RC had inquired about that from NMAC. RC explained SOC to C. C understood. Call ended mutually.
Make Public		Created By Christine Wilsey (10/21/2014 8 35 AM) Worksheet notes Usage waived in replacement No upgrade charge; replacement veh MSRP is less than current veh MSRP
Make Public		Created By Christine Wilsey (10/21/2014 8 35 AM) (+) New Vehicle Invoice: $48,969 00 (+) Sales Tax: $4,006.72 (+) Title/Lic/Reg Fees: $978.28 (+) Dealer Doc Fee: $497.30 (= Total due to Dealer $54,451.30 (-) Customer portion to Dealer: ($0.00) (=) Total NNA Pays to Dealer: $54,451 30
Make Public		Created By Christine Wilsey (10/21/2014 8 35 AM) Customer letter - SOC Customer Responsibility: $0 00
Make Public		Created By Amanda Simcox (10/21/2014 7 47 AM) RC sent replacement figures to quality.

Make Public
Created By Amanda Simcox (10/21/2014 7 38 AM)
RC inquired about SOC from NMAC.

Make Public
Created By Amanda Simcox (10/21/2014 7 08 AM)
RC received docs from Arthur at DLR.

Make Public
Created By Sara Dorazio (10/20/2014 3 52 PM)
DRTS obtained and attached the factory invoice.

Make Public
Created By Amanda Simcox (10/20/2014 3 40 PM)
RC spoke with Arthur at dealership. Arthur will send over new vehicle invoice and BOS.

Make Public
Created By Amanda Simcox (10/20/2014 11 43 AM)
RC left VM for Arthur regarding requested docs and requesting callback.

Make Public
Created By Amanda Simcox (10/20/2014 11 02 AM)
C called in about title app. The document C had sent in was what the dealership supplied as title app. RC attached doc to case.

RC advised that RC had contacted Arthur at dealership and requested documentation on replacement vehicle. C will also contact Arthur to expedite receipt of docs.

Make Public
Created By Amanda Simcox (10/20/2014 9 28 AM)
RC received payoff info, purchase contract, and payment history from NMAC.

RC emailed C informing C that RC needed a copy of the title or title application.

Make Public
Created By Amanda Simcox (10/20/2014 9 23 AM)
SR# [redacted]
Account [redacted]
Custome [redacted]
30 day payoff $25771 52 good thru 11/20/2014
Per diem 2.49
# of scheduled payments received 13
Scheduled Payment amount 475 03
Total Principal paid 5,058.29
Total Interest paid 1,119.04
Late fees paid 0.00
Recent payment received on 10/10/2014 in the amount of $476.00

Make Public
Created By Amanda Simcox (10/17/2014 3 33 PM)
C called in to confirm receipt of faxed docs. RC confirmed receipt but advised that C will need to send in actual purchase contract. C will send in.

C stated that C found a replacement vehicle. C was working with Arthur O'Kosi.

RC contacted Arthur and requested invoice and mock BOS on replacement vehicle. Arthur will email to RC.

Make Public
Created By Amanda Simcox (10/17/2014 11 18 AM)
Consumer Affairs Voluntary : NNA is offering to buy back the vehicle due to 4 repair visits for a passenger airbag light malfunction with 32 days out of service.

Make Public
Created By Amanda Simcox (10/17/2014 11 11 AM)
C returned RC's VM.

RC explained LOI and that replacement and settlement. C would like to proceed with replacement. RC advised C to look for a replacement vehicle that is comparable to current vehicle. RC advised that C would be responsible for current loan payoff plus any upgrade charges on new vehicle.

C is financed through NMAC. RC will request payoff info, payment history, and purchase contract.

RC emailed LOI to C.

Call ended mutually.

Make Public
Created By Amanda Simcox (10/17/2014 10 43 AM)
RC left C VM regarding LOI and providing contact info.

Make Public
Created By Amanda Simcox (10/17/2014 8 29 AM)
Consumer Affairs Voluntary : NNA is offering to buy back the vehicle due to 4 repair visits for a passenger airbag light concern with 32 days out of service.

Make Public
Created By Amanda Simcox (10/17/2014 8 26 AM)
RC sent C LOI via FedEx tracking # [redacted]

October 17, 2014

[redacted]
Las Vegas, NV [redacted]

Re: 2013 Infiniti JX / VIN: 5N1AL0MN6DC [redacted]

Dea [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your vehicle. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your appeal and after a review of all available facts, Nissan offers to voluntarily assist you with your request.

In order to complete the process, Nissan requires particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me as soon as possible, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's title(if in your possession) or title application
- A legible copy of the vehicle's current registration
- A legible copy of the driver's license for all vehicle owners
- A copy of the purchase contract for the vehicle
- A payoff confirmation statement from your lienholder(10 day payoff referencing account number, collateral, amount of interest you pay per day, and overnight payoff address)
- A detailed payment history from your lien holder

Please return the requested information to me via fax at (615) 967-2244 or scan and email. We anticipate completing the process within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you decide you would prefer to keep your vehicle, Nissan would be willing to provide a settlement for $3,500 00. In exchange for this check, you will retain ownership of your vehicle and will sign a Confidential Settlement Agreement and Release of Nissan North America, Inc., all Nissan entities, dealers and suppliers, though all warranties will remain in effect.

If you have any questions you are welcome to call me at [redacted] though email is preferred at amanda.simcox@nissan-usa com. I am generally in the office 8 a.m. – 5 p m. EST Monday-Friday.

Sincerely,

Amanda Simcox
Customer Quality
Repurchase Coordinator
Nissan North America, Inc.
Phone: (989) 497-8959
Fax: (615) 967-2244

Make Public
Created By Ricardo Garcia (10/17/2014 7 30 AM)
ARBS-RG completed RHR Review. ARBS-RG sent case to DRT CASES ASSIGNED TO MORLEY for review.

Make Public

Created By Ricardo Garcia (10/17/2014 7 30 AM)
ARBS-RG sent notification to CSM, DOM, FOM in regards to buyback offer on 10/17/14

Created By Ricardo Garcia (10/17/2014 7 29 AM)
ARBS-RG notes the following

****
REASON : 4 repair visits related to passenger airbag light concern
LEMON LAW : YES – **NEVADA**
USAGE : FULL USE
RETENTION GOODWILL : F REPLACEMENT - USAGE DOES NOT APPLY
OPTIONS : REPURCHASE – REPLACEMENT – SETTLEMENT
NNA will offer $3,500.00 as a cash settlement in lieu of the buyback
****

Make Public

Created By Ricardo Garcia (10/17/2014 7 27 AM)
C HAS MULTIPLE VEH CONCERNS AND IS REQUEST NG ASSISTANCE

Make Public

Created By Ricardo Garcia (10/17/2014 7 16 AM)
ARBS-RG notes the following

32 days down
4 visits - 3 repairs - 1 recall related to passenger airbag light concern

NO ADDITIONAL CASES FOUND
TECH L NE CASE FOUND
- Case # [redacted] Related to RO # [redacted]
NO DTS FOUND
NO ADDITIONAL WARRANT ES FOUND

Make Public

Created By Ricardo Garcia (10/17/2014 7 04 AM)
ARBS-RG notes the following repairs

10/23/13 @ 2,379 miles — RO # [redacted] — 9 days down
Issue:
1.) Headliner at driver's side a pillar doesn't fit properly
2.) Perform R1307 : ABS Reprogramming
3.) Install roof rail cross bars per due bill
4.) Weather stripping, on passenger roof rail is loose
Action:
1.) Replaced headliner
2.) Complete
3.) Complete
4.) Found rail separating from weather stripping / replaced roof rail.

12/20/13 @ 4,307 miles — RO # [redacted] — 7 days down
Issue:
1.) Airbag light is flashing
Action:
1.) Replaced diag sensor unit

01/13/14 @ 5,682 miles — RO # [redacted] — 10 days down
Issue:
1.) Airbag light is on
2.) Mount and balance left rear tire
Action:
1.) Replaced side airbag
2.) Complete

04/22/14 @ 9,443 miles — RO # [redacted] — 1 day down
Issue:
1.) Perform R1404 : OCS Reprogramming
Action:
1.) Complete

07/11/14 @ 12,710 miles — RO # [redacted] — 1 day down
Issue:
1.) Driver visor won't stay up
2.) Driver door pops when opened all the way
Action:
1.) Replaced sun visor
2.) Tightened door stay

09/27/14 @ 15,692 miles — RO # [redacted] — 4 days down
Issue:
1.) Passenger airbag light does not show that airbag is on when passenger sitting in seat
Action:
1.) Replaced OCS sensors as per bulletin

Make Public

Created By Sara Dorazio (10/16/2014 10 19 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Ricardo Garcia for review.

Make Public

Created By Jacklyn Capers (10/16/2014 10 03 AM)
RCAS rec'd RO's and attached to case
—
RCAS contacted RTLR, in regard to the days down on c's veh and was advised the following verification:
1.) 07051: veh time down is correct. veh was at RTLR and awaiting parts. Veh could not be driven without headliner
2.) 09547: veh time down is correct. RTLR awaited parts and veh was at RTLR
3.) 10410: technical assistance was involved and veh at RTLR awaiting parts arrival
—
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public

Created By Jacklyn Capers (10/16/2014 8 31 AM)
RCAS sending email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at 615 984 5739. RCAS also requesting that RO's, open for more than 5 days, be accompanied by time stamps to verify days down.

Make Public

Created By Eric Turner (10/15/2014 6 28 PM)
RCAS-ET notes that C stated during previous conversation that C has videos of concern, if and when the ARBS agent cares about such information.

Make Public

Created By Eric Turner (10/15/2014 6 25 PM)
RCAS-ET fielded inbound call from Katie Bell - the C.
C requested process regarding lemon law, as vehicle has been brought in for service 6 times, the vehicle was purchased a year ago, and the vehicle is still presenting with the concern.
C stated that C is scared to ride in the passenger seat at this time, as C believes that if C is in an accident, C may be caused serious harm.

RCAS-ET advised C of 10 business day turnaround on request, and that RCAS will follow up throughout that process.
C understood, thanked RCAS for time.
Call ended mutually.

Make Public

Created By Elizha Colquitt (10/15/2014 6 19 PM)
RCAS-EC received a call from c
C stated that c never received a call
RCAS-EC advised c that RCAS-ET was out sick for a few days
RCAS-EC advised c that RCAS-EC would transfer call to RCAS-ET
C thanked
RCAS-EC transferred call

Make Public

Created By Eric Turner (10/15/2014 3 34 PM)
RCAS-ET placed outbound call to SM-Charles @ Park Place Inf.
Sm advised RCAS that on last service visit, sensors were replaced per an ITB.
SM stated that the client's concern has never been duplicated.
SM stated that retailer has attempted to duplicate the concern by placing all body types in the passenger seat.
SM stated no codes have ever been present on vehicle.
SM stated that vehicle is operating as intended.
RCAS-ET thanked SM for time.
Call ended mutually.

Make Public

Created By Justin Dunning (10/15/2014 11 12 AM)
RCAS-jd received call from C requesting to speak with RCAS-ET
RCAS-jd advised C that RCAS-ET was on the other line and RCAS-jd could transfer C to RCAS-ET's VMX
C agreed and thanked RCAS
RCAS-jd thanked C and transferred to VMX

Make Public

Created By Jacklyn Capers (10/11/2014 12 19 PM)
RCAS checked for previous related cases, found: 0
RCAS checked for previous unrelated cases, found: 1
RCAS verified c's name, address, contact info, VIN#, current mileage, and svc RTLR.

RCAS received a call from c who states that the c is having an airbag light concern with the veh. C states that teh veh has been to the RTLR 4 times and c would like assistance as c feels the RTLR is not fixing the veh.

RCAS asked c for c's preferred contact #, c advised [redacted]

RCAS advised c that c's case would be reviewed and c would receive a call back by EOB on 10/13/14, from c's RCAS to gather further info and provide contact info. C understood, RCAS thanked c and provided case#. Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-7999693	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/11/2014	YX	BK	233500	OA
Edit | Del	CC-7999694	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/11/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/7/2014	Frank Gibford	11/5/2014 7:35 PM
Edit | Del	Review Approved Check Request		✓	10/22/2014	Amanda Simcox	10/23/2014 7 06 AM
Edit | Del	Approved - Replacement Figures		✓	10/21/2014	Amanda Simcox	10/21/2014 2 06 PM
Edit | Del	Review SOC figures		✓	10/21/2014	Ricardo Garcia	10/21/2014 1:40 PM
Edit | Del	Collect Factory Invoice		✓	10/20/2014	Sara Dorazio	10/20/2014 3 52 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00051266	DRT Resolution	5N1AL0MN6D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0135727	[redacted]	10/23/2014	Dealer	Approved	$54,451.30	92BUYBACK	Infiniti West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | De	[redacted]heck pdf	73KB	12/24/2014 9:50 AM	Tammy Knotts
Edit | View | De	[redacted]ealer SOC.pdf	149KB	10/22/2014 11 23 AM	Amanda Simcox
Edit | View | De	[redacted]igned Acceptance.pdf	456KB	10/22/2014 11 22 AM	Amanda Simcox
Edit | View | De	[redacted]OC docs.pdf	508KB	10/21/2014 11 07 AM	Amanda Simcox
Edit | View | De	[redacted]ew Invoice.pdf	80KB	10/21/2014 7:08 AM	Amanda Simcox

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/26/2014 1:06 PM	Jim Land	Changed **Case Record Type** from CA to CA **Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/5/2014 2:50 PM	Jim Land	Changed **Case Owner** from Amanda Simcox to **Jim Land**.
11/5/2014 2:50 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/29/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/13/2014 10:07 AM
CA Multiple Repairs		Date/Time Closed	6/8/2015 2:16 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	Pending
		DRT Resolution	CST00052243

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	Total Days Down - 10 5 Visits for Brakes Squeak (1) @ 11,865 Miles / Repl R Brake Pads & hardware kit (2) @ 17,676 Miles / SOP (3) @ 17,889 Miles / Repl R Rotors, Pads & Hardware (4) @ 18,037 Miles / Repl F Pads & Resurfaced Both F Rotors (5) @ 23,555 Miles / Cleaned R Brakes		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,555		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MAGIC NISSAN OF EVERETT	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$29,466.62	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP7DN[redacted]		
Created By	Heathre Vanriper, 10/13/2014 10:07 AM	Root Cause Code	SCSH
Last Modified By	NNAETL 10/14/2015 12:35 AM	Root Cause Code (2)	
Days Closed	219	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/12/2014 10 20 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1495.00 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/21/2014 11 55 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: Brakes Squealiing
Make Public		**Created By Janelle Cantrall (10/30/2014 2 21 PM)** Arbs Sent out Morley and Attached Copy to Case file FedEx [redacted] Arbs Closing Case file.
Make Public		**Created By Janelle Cantrall (10/30/2014 7 14 AM)** Arbs Prepared Morley [redacted]
Make Public		**Created By Janelle Cantrall (10/30/2014 6 59 AM)** Arbs notes: Check Requests Approved 10.29.2014
Make Public		**Created By Janelle Cantrall (10/29/2014 8 17 AM)** Arbs Submitted BBB Auto Line Repurchase For 5 Visits for Brakes Squealing repairs and 10 Days Down C $ 6,696 51 Cap One Auto Finance $22,517.11 + 30 Day P/D @ $8.43 = $252 90 Total $22,770.01 G/T 11 29.2014 Usage 11,870 miles divided by 120,000 multiplied by purchase price $22,414 00 No DTS No Tech Line
Make Public		**Created By Janelle Cantrall (10/29/2014 6 48 AM)** Arbs Rec'd Signed Repurchase Agreement
Make Public		**Created By Janelle Cantrall (10/28/2014 12 22 PM)** Arbs Emailed the Revised repurchsae Agreement to C Ms. [redacted] I received your bank statement showing the interest paid to date and have revised the repurchase agreement. Please sign the last page and return all the pages back to me to complete the repurchase process. You will be contacted by a Morley agent in about a week to schedule the surrender date for you vehicle at Magic Nissan. Regards,
Make Public		**Created By Janelle Cantrall (10/28/2014 12 17 PM)** Arbs Revised Repurchase Agreeement

October 28, 2014

[redacted]
Lake Stevens, WA [redacted]

RE: 2013 Nissan Altima / 1N4AL3AP7DN[redacted]

Dear [redacted]

Nissan North America, Inc. (NNA) wishes to finalize this matter as soon as possible. Based on the concerns with the brakes, NNA agrees to repurchase the above referenced vehicle under the terms of the Washington State Lemon Law.

Based on the information above and the documents we have received, the refund calculations are as follows:

Base Price $22,414.00
Taxes $2,129 33
Title & Reg. Fee $190.75
Dealer Doc Fee $150.00
Service Contract $2,000.00
VSC Sales Tax $184 00
Interest Paid To Date $4,360.15
WA Admin Fee $2 50
Subtotal of Credits $31,430.73

Less a reasonable allowance for use** ($2,217.11)
Subtotal of Deductions ($2,217.11)

Total Refund from NNA at Surrender* $29,213.62

Payoff to Capital One Auto Finance ($22,517.11)

Total due to Jessica Zoellin & Orion Quill at time of Surrender $6,696 51

*Since a loan must be paid off in order to obtain a free-and-clear title, the refund will be divided between the consumer and the lienholder with first priority assigned to the lienholder. In the event that the loan payoff exceeds the total refund amount, the consumer will be responsible for the deficiency.

**11,870 miles divided by 120,000 multiplied by purchase price $22,414 00.

Make Public

Created By Janelle Cantrall (10/28/2014 12 15 PM)
Arbs Rec'd Bank Interest Paid to Date from Lienholder

Created By Janelle Cantrall (10/27/2014 8 54 AM)
October 27, 2014

[redacted]
Lake Stevens, WA [redacted]

RE: 2013 Nissan Altima / 1N4AL3AP7DN[redacted]

Dear [redacted]

Nissan North America, Inc. (NNA) wishes to finalize this matter as soon as possible. Based on the concerns with the brakes, NNA agrees to repurchase the above referenced vehicle under the terms of the Washington State Lemon Law.

Based on the information above and the documents we have received, the refund calculations are as follows:

Make Public

Base Price $22,414.00
Taxes $2,129 33
Title & Reg. Fee $190.75
Dealer Doc Fee $150.00
Service Contract $2,000.00
VSC Sales Tax $184 00
WA Admin Fee $2 50
Subtotal of Credits $27,070.58

Less a reasonable allowance for use** ($2,217.11)
Subtotal of Deductions ($2,217.11)

Total Refund from NNA at Surrender* $24,853.47

Payoff to Capital One Auto Finance ($22,542 00)

Total due to Jessica Zoellin & Orion Quill at time of Surrender $2,311 07

*Since a loan must be paid off in order to obtain a free-and-clear title, the refund will be divided between the consumer and the lienholder with first priority assigned to the lienholder. In the event that the loan payoff exceeds the total refund amount, the consumer will be responsible for the deficiency.

**11,870 miles divided by 120,000 multiplied by purchase price $22,414 00.

Created By Janelle Cantrall (10/27/2014 8 53 AM)
Arbs Sent Rep agreement to C

Ms. [redacted]

Make Public

I have attached the repurchase agreement for you to read over. The payoff that you sent me from Capital One did not list the Finance charges you have paid to date and you are entitled to a refund. I can revise the agreement when I receive that amount you have paid from Capital One. Keep in mind the GAP that you purchased for $800 is refundable through your dealer.

Please let me know if you have any questions. I will be in the office until 4PM today.

Sincerely,

Make Public

Created By Janelle Cantrall (10/27/2014 7 03 AM)
Arbs Re'd P/O from CAP ONE

Make Public

Created By Janelle Cantrall (10/24/2014 3 30 PM)
Arbs Emailed c

Hello Ms. [redacted]

I wanted to touch base with you because I still have not received the payoff from Capital One for you loan. Please forward that information to me so that I may complete the Repurchase calculations.

Sincerely,

Make Public

Created By Janelle Cantrall (10/17/2014 3 44 PM)
Arbs Rec'd REG & Sales Contract

Created By Janelle Cantrall (10/16/2014 10 49 AM)
Arbs Emailed C @[redacted]

Ms.[redacted]

Make Public

Thank You for speaking with me this morning concerning the repurchase of your Altima. I have attached the lien holder form for Capital One to complete with your payoff information. I will also need:

1. Sales contract
2. Current registration

There is an allowance for mileage charge and I will be able to let you know what that amount is when I receive all the documents requested.

Sincerely,

Make Public

Created By Janelle Cantrall (10/16/2014 10 49 AM)
Arbs called C @[redacted] to discuss the Buyback process
C would like another Altima
C is financed with Cap One Auto Finance
Arbs explained how the Buyback works
C will send arbs doc
Arbs verified c email

Make Public

Created By Janelle Cantrall (10/16/2014 8 43 AM)
Arbs FedEx Repurchase Intent Letter

7715 1541 4326

Make Public

Created By Janelle Cantrall (10/16/2014 8 28 AM)
Arbs Notes:

Total Days Down - 10

5 Visits for Brakes Squeak
(1) @ 11,865 Miles / Repl R Brake Pads & hardware kit
(2) @ 17,676 Miles / SOP
(3) @ 17,889 Miles / Repl R Rotors, Pads & Hardware
(4) @ 18,037 Miles / Repl F Pads & Resurfaced Both F Rotors
(5) @ 23,555 Miles / Cleaned R Brakes

1 Visit for C/S Inside Escution comes off @ 2,388 Miles / SOP
1 Visit for C/S Whistle Noise while Driving @2,388 Miles / Took coolant out & Installed into locator boss seat.
1 Visit For C/S the driver's seat belt is locked @ 2,611 Miles / Repl Driver's Seat Belt assy.
1 Visit for C/S D Door Pass handle cover @ 2,611 Miles / Repl Pass F door inside Handle cover
1 Visit C/S RPMS go up when gas pedal depressed but doesn't go any faster / Normal Operation
1 Visit C/S to replace windshield @ 17,889 / Sublet repl Windshield C Pay
1 RECALL @ 18,037 Miles / Reprogram OCS
1 Visit C/S Air Bag issue under 100 lbs light comes on @ 23,555 Miles / No Codes Found

Created By Janelle Cantrall (10/16/2014 8 18 AM) Last Modified By Janelle Cantrall (10/16/2014 8 18 AM)
Arbs Rev'd Case File, RO's, RHR and CPIA

06/11/13 @ 2,388 Miles RO [redacted] Day Down.....1
1. C's inside escution comes off. / Ordered part.
2. C's whistle noise while driving. / Took coolant out & properly installed into locator boss seat.

06/17/13 @ 2,611 Miles RO [redacted] Days Down.... 3
1. C's that the driver's side seat belt is locked. / Replaced driver's side seat belt assy.
2. Replace passenger front door inside handle cover. / Replaced passenger front door inside handle cover.

01/03/14 @ 11,865 Miles RO [redacted] Day Down.....1
1. C's RPMS go up when gas pedal depressed but doesn't go any faster. / Normal operation.
2. C's brakes squeak all the time when applied. / Replaced rear brake pads & hardware kit.

Make Public

05/13/14 @ 17,676 Miles RO [redacted] Day Down.....1
1. C's brakes still squeak. / Ordered new pads rotors & hardware for front brakes.

05/21/14 @ 17,889 Miles RO [redacted] Day Down.....1
1. Replace SOP brake parts. / 1. Replaced rear rotors, pads, & hardware.
2. Replace windshield. / Sublet replaced windshield. (CP)

05/30/14 @ 18,037 Miles RO [redacted] Day Down....1
1. C's brakes still squeak, right front brake squeak in reverse. / Replaced front pads & re-surfaced both front rotors.
2. Recall R1405. / Reprogram OCS

10/04/14 @ 23,555 Miles RO [redacted] Day Down....1
1. C's still has air bag issue under 100 lbs light comes on. / Scanned & scoped systems, no codes found.
2. C/S Brakes noisy again. / Cleaned rear brakes.

2.

Make Public

Created By Albert Jimenez (10/15/2014 1 35 PM)
DRTS completed RHR & attached to the case.

Make Public

Created By Albert Jimenez (10/15/2014 10 40 AM)
DRTS rec'd RO's from Dlr # (5302) & attached to the case.

Make Public

Created By Albert Jimenez (10/15/2014 10 04 AM)
DRTS called Dlr # (5302) spoke with Service Manager (Jim) requesting any & all C copy RO's, provided C name, V N, Year, Model, Make, fax #, Jim agreed to fax any & all C copy RO's

Make Public

Created By Albert Jimenez (10/14/2014 3 48 PM)
DRTS called Dlr # (5302) spoke with Service Advisor (Paul) requesting any & all C copy RO's, SA Paul agreed to fax any & all C copy RO's.

Make Public

Created By Janelle Cantrall (10/13/2014 4 12 PM)
Arbs Called C @[redacted]
Arbs left VXM for C to call back to discuss c concerns with vehicle
Arbs left Arbs p# and hours in the office

Make Public

Created By Heathre Vanriper (10/13/2014 10 10 AM)
NIS1429639. DRTS rec'd CCF from BBB 10/13/14 dated same. C seeks: Repurchase. CCF states: Loud squeaky breaks when coming to stops*5, airbag recall reprogram*1, driver side seat belt completely locked up*1, airbag*1.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8000270	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	10/13/2014	YX	AD	121500	OA
Edit | Del	CC-8000271	RESTRAINT SYSTEM	SEAT BELT EXTENDER/TETHER STRAP	POOR OR MPROPER OPERATION	15	10/13/2014	YX	BK	238500	OA
Edit | Del	CC-8000272	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/13/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/23/2014	Joseph Dill	11/28/2014 5 24 PM
Edit | Del	Review Approved Check Request		✓	10/29/2014	Janelle Cantrall	10/30/2014 6 54 AM
Edit | Del	Review Approved Check Request		✓	10/29/2014	Janelle Cantrall	10/30/2014 6 53 AM
Edit | Del	Call		✓	10/29/2014	Janelle Cantrall	10/29/2014 8 01 AM
Edit | Del	Create RHR		✓	10/21/2014	Albert Jimenez	10/15/2014 1 35 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052243	DRT Resolution	1N4AL3AP7DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0136251	[redacted]	10/30/2014	Customer	Approved	$6,696.51	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	
	CR0136252	[redacted]	10/30/2014	Lienholder	Approved	$22,770.11	44BUYBACK	Nissan South West Buyback/Trade	CAPITAL ONE	AUTO FINANCE

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check.pdf	79KB	12/12/2014 10 21 AM	Tammy Knotts
Edit | View | Del	[redacted]Morley.pdf	611KB	10/30/2014 2 20 PM	Janelle Cantrall
Edit | View | Del	[redacted]Signed Repurchase Agreement.PDF	117KB	10/29/2014 6:47 AM	Janelle Cantrall
Edit | View | Del	[redacted]Reviwsed Repurchase Agreement.pdf	70KB	10/28/2014 12:17 PM	Janelle Cantrall
Edit | View | Del	[redacted]Revised Repurchase Worksheet.xls	33KB	10/28/2014 12:16 PM	Janelle Cantrall

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
6/8/2015 2:16 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
11/21/2014 11:53 AM	Jim Land	Changed **Case Owner** from Janelle Cantrall to **Jim Land**.
11/21/2014 11:53 AM	Jim Land	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [60] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [4] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/13/2014 10:42 AM
CA Multiple Repairs		Date/Time Closed	1/14/2015 9:14 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00054457

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	NNA is offering to buy back the vehicle due to 6 repair visits for a passenger airbag light concern with 7 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF COOL SPR NGS
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,988		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF COOL SPR NGS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$43,608.92	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/17/2014	Vehicle Service Contract	
RHR Completed	11/18/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN5DC[redacted]		
Created By	Maria Theresa Roque-Balisi, 10/13/2014 10:42 AM	Root Cause Code	SCSV
Last Modified By	NNAETL 10/14/2015 12:35 AM	Root Cause Code (2)	
Days Closed	364	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (1/8/2015 2 35 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case[redacted] The reason for repurchase is: Passenger airbag light concern
Make Public		**Created By Ricardo Garcia (12/18/2014 3 02 PM)** ARBS-RG sent SOC Docs from NMAC and SOC Letter to Dealer to SM-Riley Groves of NISSAN OF COOL SPR NGS via email on 12/18/14
Make Public		**Created By Ricardo Garcia (12/18/2014 3 01 PM)** ARBS-RG submitted Morley Packet #[redacted] via FEDEX #[redacted] on 12/18/14
Make Public		**Created By Ricardo Garcia (12/17/2014 9 17 AM)** ARBS-RG received signed SOC letter from customer via email on 12/17/14. ARBS-RG submitted check request for approval on 12/17/14 check to NISSAN OF COOL SPRINGS : $43,608 92
Make Public		**Created By Ricardo Garcia (12/16/2014 1 48 PM)** ARBS-RG sent SOC letter to customer via email on 12/16/14
Make Public		**Created By Ricardo Garcia (12/16/2014 1 45 PM)** ARBS-RG sent email to ANNA FRALEY on 12/16/14 regarding SOC
Make Public		**Created By Ricardo Garcia (12/16/2014 1 41 PM)** ARBS-RG notes the following figures (+) Invoice Price $39,894 00 (+) Processing Fee $598 00 (+) Business Tax $121.48 (+) State Sales Tax 2,842 94 (+) Local Tax $80.00 (+) Registration Fee $72 50 (=) Total $43,608.92 (=) Total due to Dealer from NNA $43,608.92
Make Public		**Created By Ricardo Garcia (12/16/2014 1 35 PM)** ARSB-RG notes the following Current Vehicle 2013 Nissan Pathfinder Platinum VIN: 5N1AR2MN5DC[redacted] MSRP $41,020.00 Replacement Vehicle 2014 Nissan Pathfinder Platinum VIN: 5N1AR2MN2FC6[redacted] MSRP $42,870.00 (+) Upgrade $0 00 (+) Usage $0.00 (=) Total Customer's Participation $0.00
Make Public		**Created By Ricardo Garcia (12/16/2014 1 33 PM)** ARBS-RG notes the following Call Made : 12/15/14 Phone # :[redacted] Spoke with Customer

Reason : To discuss replacement vehicle. Customer stated vehicle was located on cars.com Customer provided V N # and ARBS-RG pulled up invoice and agreed to do vehicle provided. Customer stated visit at NISSAN OF COOL SPR NGS would be made today to view replacement. ARBS-RG understood.

Created By Ricardo Garcia (12/15/2014 2 41 PM)
ARBS-RG received current registration from customer via email on 12/5/14.

Make Public

Call Made : 12/15/14
Dealership : NISSAN OF COOL SPR NGS
Phone # : (615) 790-2500
Left message with Sales Manager: Riley Groves
Reason : To obtain status update on replacement vehicle.

**ARBS-RG sent email to SM-Riley on 12/15/14

Created By Ricardo Garcia (12/11/2014 2 34 PM)
ARBS-RG received current registration from customer via email on 12/5/14.

Make Public

Call Made : 12/11/14
Dealership : NISSAN OF COOL SPR NGS
Phone # : (615) 790-2500
Spoke with Sales Manager: Riley Groves
Reason : To discuss replacement option. SM-Riley stated email was never received. ARBS-RG understood and resent email. SM-Riley confirmed email was received.

Created By Ricardo Garcia (12/8/2014 11 12 AM)
ARBS-RG received current registration from customer via email on 12/5/14.

Make Public

Call Made : 12/8/14
Dealership : NISSAN OF COOL SPR NGS
Phone # : (615) 790-2500
Spoke with Sales Manager: Riley Groves
Reason : To discuss replacement option. ARBS-RG verified SM-Riley email address. ARBS-RG sent information regarding replacement option to SM-Riley via email on 12/8/14.

Created By Ricardo Garcia (12/5/2014 10 52 AM)
ARBS-RG received current registration from customer via email on 12/5/14.

Make Public

Call Made : 12/5/14
Dealership : NISSAN OF COOL SPR NGS
Phone # : (615) 790-2500
Left Message with Sales Manager: Riley Groves
Reason : To discuss replacement option.**Waiting on call back**

Created By Ricardo Garcia (12/4/2014 3 16 PM)
ARBS-RG notes the following

Make Public

Call Made : 12/4/14
Dealership : NISSAN OF COOL SPR NGS
Phone # : (615) 790-2500
Left Message with Sales Manager: Riley Groves
Reason : To discuss replacement option.**Waiting on call back**

Created By Ricardo Garcia (12/4/2014 3 12 PM)
ARBS-RG notes the following

Make Public

Call Made : 12/4/14
Phone # : ([redacted]
Spoke with Customer's Wife - [redacted]
Reason : To discuss offers. Customer requested to move forward with the replacement and coordinate with NISSAN of COOL SPRINGS. ARBS-RG understood.

Created By Ricardo Garcia (12/3/2014 2 44 PM)
ARBS-RG received payoff information from NMAC Morley Payoff Request on 12/3/14

Make Public

Below is the payment/payoff information that you requested.

SR[redacted]
Account#[redacted]
Customer [redacted]
30 day payoff $29815 62 good thru 1/3/2015
Per diem 2 81
# of scheduled payments received 13
Scheduled Payment amount 676.32
Total Principal paid 7,516.47
Total Interest paid 1,275.69
Late fees paid 0.00
Recent payment received on 11/1/2014 in the amount of $676 32

Thanks,

Created By Ricardo Garcia (12/3/2014 2 41 PM)
ARBS-RG received current registration from customer via email on 12/2/14. ARBS-RG made outbound call to customer at ([redacted] to obtain another copy of current registration and if customer has any questions regarding repurchase and replacement option to call ARBS-RG.

Make Public

Created By Ricardo Garcia (12/2/2014 9 53 AM)
ARBS-RG sent email to NMAC Morley Payoff Request to obtain payoff information on 12/2/14

Make Public

Created By Ricardo Garcia (12/2/2014 9 48 AM)
ARBS-RG notes the following

Make Public

Call Received : 12/2/14
Phone # : ([redacted]
Spoke with Customer
Reason : To discuss offers. ARBS-RG verified customer's email address. ARBS-RG verified customer's lienholder Nissan Motor Acceptance Corp. ARBS-RG requested from customer copy of current registration. ARBS-RG sent offer letter to customer via email. Customer stated wife could be reached at [redacted] to discuss case information. ARBS-RG understood.

Created By Ricardo Garcia (12/2/2014 9 12 AM)
OCS concern

Make Public

Created By Ricardo Garcia (12/2/2014 9 10 AM)
ARBS-RG notes the following

Make Public

Call Made : 12/2/14
Phone # : ([redacted]
Spoke with [redacted]
Reason : To discuss offers. ARBS-RG requested for customer and customer's wife was able to provide alternate # to reach customer.

Call Made : 12/2/14
Phone # : [redacted]
Left Message with Customer
Reason : To discuss offers. **Waiting on call back**

Created By Ricardo Garcia (12/2/2014 8 45 AM)
ARBS-RG notes the following

Make Public

7 days down
6 visits - 2 recalls - 1 repair related to passenger airbag light concern
1 visit - 1 repair related to transmission shuddering

ADDITIONAL CASES FOUND
- Case # 1[redacted] CLOSED
NO TECH L NE CASE FOUND
DTS FOUND
- Bryan Hayden inspected vehicle on 11/5/14 at NISSAN OF COOL SPRINGS
NO ADDITIONAL WARRANTIES FOUND

Created By Ricardo Garcia (12/2/2014 8 38 AM)
ARBS-RG notes the following repairs

10/25/13 @ 1704 miles — RO # [redacted] — 1 day down
Issue:
1) Perform R1308 : ABS Reprogramming
Action:
1) Completed

11/05/13 @ 2839 miles — RO # [redacted] — 1 day down
Issue:
1) Customer States transmission is shuddering/slipping
2) Customer states pass air bag light flashes
Action:
1) Reprogrammed TCM
2) Could not duplicate customers concern

01/27/14 @ 9455 miles — RO # [redacted] — 1 day down
Issue:
1) Customer states there is a high pitched whistle from under the hood while driving at all speeds.
2) Customer states passenger airbag off light is staying on
3) Customer states when turning on the rear hear it turns the A.C. on in the front.
Action:
1) Found whistle noise to be coming from the roof moulding seals loose replace both roof rack mouldings.
2) Inspected for stored codes none present operating properly at this time.
Make Public
3) This is a normal operating is using the defrost settings.

05/13/14 @ 17874 miles — RO # [redacted] — 1 day down
Issue:
1) Perform R1405 : OCS Reprogramming
Action:
1) Completed

07/26/14 @ 32741 miles — RO # [redacted] — 1 day down
Issue:
1) Perform R1405 : OCS Reprogramming
Action:
1) Complete

08/27/14 @ 25688 miles — RO # [redacted] — 1 day down
Issue:
1) Customer states that while sitting in passenger seat, airbag light for passenger will be on – saw video confirming
Action:
1) Performed Zero Point Reset

11/05/14 @ 28988 miles — RO # [redacted] — 1 day down
Issue:
1) Airbag light intermittent on. Customer to meet with Bryan Hayden, NNA DTS.
Action:
1) Operating as designed, no clock, no notes.

Make Public
Created By Heathre Vanriper (12/2/2014 7 37 AM)
NIS1432761. DRTS rec'd CCF from BBB 12/01/14 dated same. C seeks: Buyback. CCF states: Passenger side airbag light comes on intermittently*4. See attached for review.

Created By Daniel Ciano (12/1/2014 10 29 AM)
EXEC-Daniel Ciano contacted C and advised NNA is not in a position to repurchase C's veh.
C was dissatisfied with resolution.
Make Public
EXEC referred C to BBB AutoLine.
C requested Autoline information in an email as C was driving at the time of the call.
EXEC sent C email with BBB AutoLine information.
//EXEC is closing case at this time due to no further action is required.//

Make Public
Created By Daniel Ciano (11/24/2014 10 28 AM)
EXEC-Daniel Ciano contacted C and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 1 Dec 2014 2014.//

Make Public
Created By Daniel Ciano (11/19/2014 8 47 AM)
EXEC-Daniel Ciano contacted C and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 24 Nov 2014.//

Created By Chantel Foxhall (11/19/2014 8 27 AM)
ARBS notes:

Make Public
At this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS consult with CA Management and CSM for any possible further assistance and/or offer a DTS inspection on vehicle.

Created By Chantel Foxhall (11/19/2014 8 26 AM)
ARBS notes the following repair summary:

In-Service Date: 9/30/2013

Current Mileage: 28,988

7 days down

Make Public
1 visit for ABS recall - 1 reprogram
1 visit for transmission shudder - 1 reprogram of TCM
4 visits for airbag light stays on - 1 no dup, 1 normal operation, 1 zero point inspection, 1 normal operation
2 visits for OCS recall - 2 reprogram
1 visit for whistle nois from hood - 1 replacement of moldings
1 visit for A/C inop - 1 normal operation

TECH Line Cases (0)

CA Cases (1) - [redacted]

DTS Cases (1)

Make Public
Created By Chantel Foxhall (11/18/2014 3 18 PM)
ARBS notes the following repair orders:

10/25/13 – 1,704 miles
Concern:
-Recall Campaign – Customer states perform ABS reprogram as per open recall
Action:

-Reprogram ABS module per recall
1 day down

11/05/13 – 2,839 miles
Concern:
-C/S transmission is shuddering/slipping
-C/S pass air bag light flashes
Action:
-Reprogrammed TCM
-Could not duplicate customers concern
1 day down

12/02/13 – 5,228 miles
Concern:
Action:
1 day down

1/27/14 – 9,455 miles
Concern:
-C/S there is a high pitched whistle from under the hood while driving at all speeds.
-C/S passenger airbag off light is staying on
-C/S when turning on the rear hear it turns the A.C. on in the front
Action:
-Found whistle noise to be coming from the roof moulding seals loose replace both roof rack mouldings.
-Inspected for stored codes none present operating properly at this time.
-This is a normal operating is using the defrost settings.
1 day down

5/13/14 – 17,874 miles
Concern:
-Recall campaign
Action:
-Do recall R1405 NTB14-027 OCS Repro
1 day down

7/26/14 – 23,741 miles
Concern:
-Recall campaign
Action:
-1) Customer states R1405 – Complete
1 day down

8/27/14 – 25,688 miles
Concern:
-C/S that while sitting in passenger seat, airbag light for passenger will be on – saw video confirming
Action:
-Did 0 point –advised proper seat position roadtested – not default found
1 day down

11/05/14 – 28,988 miles
Concern:
-C/S airbag light intermit on. Customer to meet with Bryan Hayden, NNA DTS.
Action:
Operating as designed, no clock, no notes.
1 day down

Make Public

Created By Sara Dorazio (11/18/2014 2 22 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Chantel Foxhall for review.

Make Public

Created By Daniel Ciano (11/18/2014 1 31 PM)
EXEC-Daniel Ciano submitted RHR.
//EXEC resetting f/u for 19 Nov 2014.//

Make Public

Created By Daniel Ciano (11/17/2014 11 10 AM)
EXEC-Daniel Ciano contacted SM-MH who advised SM would sent ROs asap.
EXEC thanked SM and call ended mutually.
//EXEC resetting f/u for 18 Nov 2014.//

Make Public

Created By Daniel Ciano (11/17/2014 11 07 AM)
EXEC-Daniel Ciano contacted C and left vmx with EXEC's direct line.
//EXEC will follow up with C asap.//

EXEC rec'd inbound call from C.
C advised that C was told by DTS that CA agent would contact C to discuss repurchase or replacement.
EXEC advised that there are no notes indicating that C would be contacted for that purpose.
C acknowledged.
EXEC advised that EXEC would contact DTS and follow up with C asap.
C agreed.
EXEC thanked C and call ended mutually.
//EXEC will follow up with DTS asap //

EXEC contacted DTS-BH who advised that DTS was with a DTS in training and both can confirm that DTS did not tell C that C would be getting C's veh repurchased or replaced.
DTS advised that DTS advised C that C's OCS was working as designed and that C will rec. cb from CA shortly after inspection.
EXEC acknowledged.
EXEC thanked DTS and call ended mutually.
//EXEC will follow up with C asap.//

EXEC contacted C and advised that DTS did not state that C's veh would be repurchased or replaced, only that CA would be reaching out to C after inspection took place.
C advised that C would like to pursue repurchase and/or replacement, and that C would like the time frame in an email.
EXEC acknowledged.
EXEC advised that EXEC is unable to send specifics of C's case in an email and that EXEC would sent the time frame for cb only.
C acknowledged.
C requested that EXEC take the following note down in case:

"We are aware of our rights as consumers, and we have gone through all the necessary steps under the law..."
C states that C will be pursuing further assistance via social media and possibly legal action if the vehicle is not repurchased.
EXEC acknowledged and advised EXEC would gather ROs to begin review for repurchase or replacement, but that EXEC can not guarantee C's veh will be repurchased or replaced.
C acknowledged.
EXEC advised EXEC will follow up with C in 5 business days.
C acknowledged.
EXEC thanked C and call ended mutually.
//EXEC will follow up with SM asap to request ROs and C NLT COB 24 Nov 2014 //

Make Public

Created By Daniel Ciano (11/13/2014 9 39 AM)
EXEC-Daniel Ciano contacted C and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 17 Nov 2014 or pending return contact from C //

Make Public

Created By Daniel Ciano (11/11/2014 7 54 AM)
EXEC-Daniel Ciano contacted C and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 13 Nov 2014 or pending return contact from C //

Make Public

Created By Daniel Ciano (11/7/2014 12 47 PM)
EXEC-Daniel Ciano contacted C and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 11 Nov 2014 or pending return contact from C //

Make Public

Created By Daniel Ciano (11/4/2014 10 43 AM)
EXEC-Daniel Ciano contacted C and left vmx reminding C of C's DTS inspection on 5 November @ 0930 @ Nissan of Cool Springs.
//EXEC will follow up with C NLT COB 7 Nov 2014.//

Make Public

Created By Daniel Ciano (11/3/2014 7 50 AM)
EXEC-Daniel Ciano contacted C and left vmx reminding C of C's DTS inspection on 5 November @ 0930 @ Nissan of Cool Springs.
//EXEC will follow up with C NLT COB 4 Nov 2014.//

Make Public

Created By Daniel Ciano (10/28/2014 9 24 AM)
EXEC-Daniel Ciano contacted C and provided websites given to EXEC for C's information by Product Engineer-Danielle Bojanzyk.
Websites are as follows:
~~~~~~~~~~~~~~~~~~~~
IIHS website - http://www iihs.org/iihs/ratings
NHTSA (NCAP) website - http://www.safercar gov/Safety+Ratings
~~~~~~~~~~~~~~~~~~~~
C acknowledged.
EXEC thanked C and advised EXEC would follow up with C NLT COB 3 Nov 2014.
C agreed.
EXEC thanked C and call ended mutually.
//EXEC will follow up with C NLT COB 3 Nove 2014 //

Make Public

Created By Daniel Ciano (10/24/2014 8 34 AM)
EXEC-Daniel Ciano contacted C and advised that any information on crash safety data that EXEC can provide would be the same information C could find in a google search, specifically, the saftey ratings, etc.
C advised that C would like EXEC to follow up with C NLT COB 29 to see if EXEC has any further information.
EXEC acknowledged.
EXEC thanked C and call ended mutually.
//EXEC will follow up with C NLT COB 29 Oct 2014.//

Make Public

Created By Daniel Ciano (10/23/2014 10 31 AM)
EXEC-Daniel Ciano contacted DTS who advised that the TSB would be provided to the customer for any inquiries that C might have.
EXEC acknowledged.
//EXEC notes that during the conversation with DTS, SF deleted appt.//
EXEC reset appt and advised DTS of SF error.
EXEC thanked DTS and call ended mutually.

//EXEC will follow up with C NLT COB 24 Sept 2014.//

Make Public

Created By Daniel Ciano (10/23/2014 10 13 AM)
EXEC-Daniel Ciano spoke with C's wife, who is PoC henceforth.
C requested crash test data on the passenger side airbag for C's veh.
EXEC advised that EXEC is not sure where to find said data, but that EXEC would inquire internally to determine if information is available, and if so, if EXEC is able to share said data, or if data is proprietary.
C requested percentage of DTS repairs that are sucessful in resolving customer's concerns.
EXEC advised that such data is not available, since customers who are satisfied rarely contact EXEC back, and as each case is different, it would be impossible to for EXEC to synthesize such an inquiry into a hard-data response.
C advised that C would like to know anyway.
EXEC acknowledged.
EXEC advised that EXEC would research C's initial data request to determine what data is available, as well as what data can be shared.
EXEC advised that most likely, there will be no internal data that is not proprietary.
C acknowledged.
C inquired as to how C can be sure that any repairs DTS makes are done correctly.
EXEC advised that any repairs that could be made by DTS should resolve C's concerns, but if the repair does not resolve C's concern, then C should contact EXEC asap to reopen C's case if case is closed in order to review C's concerns at that time.
C acknowledged.
EXEC advised that EXEC would email C a DTS verification email and would include EXEC's direct line in the event that C has any further questions.
C agreed.
EXEC thanked C and call ended mutually.
//EXEC will follow up with DTS asap to advise of C's inquiries //

Make Public

Created By Daniel Ciano (10/23/2014 9 36 AM)
EXEC-Daniel Ciano rec'd vmx from C requesting email confirmation of DTS appointment.
C left number for C's wife, who will be present for inspection, as follows:
Cell: [redacted]
//EXEC will follow up with C via email to confirm appt, and C's wife via phone to advise msg rec'd //

Make Public

Created By Daniel Ciano (10/22/2014 8 35 AM)
EXEC-Daniel Ciano contacted C who tentatively confirmed the DTS inspection date/time/location and advised that C would need the final say from C's wife, however, for now, C accepts the inspection parameters.
EXEC acknowledged.
EXEC thanked C and call ended mutually.
//EXEC will follow up with dlr asap //

EXEC contacted SM-Mark Hepler and left vmx with EXEC's direct line.
//EXEC will follow up with SM NLT COB 23 Oct 2014.//

Make Public

Created By Daniel Ciano (10/22/2014 8 35 AM)
EXEC-Daniel Ciano contacted C who tentatively confirmed the DTS inspection date/time/location and advised that C would need the final say from C's wife, however, for now, C accepts the inspection parameters.
EXEC acknowledged.
EXEC thanked C and call ended mutually.
//EXEC will follow up with dlr asap //

EXEC contacted SM-Mark Hepler and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 23 Oct 2014.//

Make Public

Created By Daniel Ciano (10/21/2014 10 51 AM)
EXEC-Daniel Ciano rec'd vmx from C.
EXEC contacted C who reiterated C's concerns and advised that C was dissatisfied with case handling by previous agent, as agent had advised C that C's wife would need to sit in the back.
EXEC apologized.
C advised that C would like to keep C's veh, and repair it, but if a repair is not possible, C would like to pursue repurchase.
EXEC acknowledged.
EXEC advised that EXEC would submit for DTS inspection.
EXEC explained DTS inspection.
C acknowledged and agreed.
EXEC advised that EXEC would follow up with C pending return contact from DTS with inspection date/time.
C agreed.
EXEC thanked C and call ended mutually.
//EXEC will submit for DTS inspection asap.//

Make Public

Created By Daniel Ciano (10/21/2014 9 17 AM)
EXEC-Daniel Ciano contacted C@ [redacted] and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 22 Oct 2014 or pending return contact from C.//

Make Public

Created By Leo Vergel Borjal (10/21/2014 8 58 AM)
crr-lb received a call from c who wants to follow-up on the case
crr informed c that c will be contacted by the end of the business day today.
c understood
crr offered further assistance
c declined
crr provided name and extn
crr exiting case

Make Public

Created By Daniel Ciano (10/17/2014 10 41 AM)
Vehicle Concern

Make Public
Created By Daniel Ciano (10/17/2014 10 40 AM)
EXEC-Daniel Ciano contacted C and left vmx with EXEC's direct line.
//EXEC will follow up with C NLT COB 21 Oct 2014.//

Make Public
Created By Adrian Lagdameo (10/16/2014 9 57 AM)
TRANSFERRED NOTES FROM THE CASE CREATED IN ERROR: [redacted]
c called in stating that he feels like his 2013 NISSAN PATHFINDER is a lemon and c has been trying to file this issue with the dealership 3 weeks ago, c sent in a lemon law letter to the dealership but c hasn't received any response yet
crr-al apologized and provided assurance to assist
crr-al asked for c's full name, mailing address and contact details
c provided it
crr-al also asked for the last 6 of the V N
c provided it
c stated that the issue on the veh is about the airbag which deploy with sporadic frequency.
c also said that there is an Air Bag recall on it and the dealership has been trying to fix it 3x now but the issue is still there.
crr-al asked for the name of the dealership and SA involved
c said it is COOL SPR NGS NISSAN but c can't remember the name of the SA
c stated that the last time he took the car in was 5-6 weeks ago c
crr-al apologized
crr-al advised c that this case will be escalated to RCAS which will call c by the end of the next business day
c agreed
crr-al confirmed a good call back number
c provided: [redacted]
crr-al offered further assistance
c declined
crr-al provided a quick recap, case number, name, extension number, branding and ended the call
===
crr-al noting that this case was created in error.
crr-al checked on the account and have seen that there is already an existing case on the account which is [redacted]
crr-al contacted c again and reached vmx
crr-al left a message that there is already an existing case for c
and crr-al will just add a documentation that c called again today asking for a follow up.
crr-al advised c that the case is already being handled by the EXEC team
crr-al provided the correct case number to c: [redacted]
crr-al will now close the case it was created due to error.
crr-al now transferring this documentations to the appropriate case.
=====
crr-al will send an e-mail to exec-dc for follow up.
crr-al now exiting case

Make Public
Created By Daniel Ciano (10/15/2014 2 30 PM)
EXEC-Daniel Ciano assuming ownership of case due to EXEC-escalation.
//EXEC will follow up with C asap.//

Make Public
Created By Eboni Smith (10/14/2014 4 04 PM)
RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES advised that call is recorded for a quality purposes

RCAS-ES confirm c vehicle

C stated that NNA is not standing behind vehicle because significant other is 120 pounds and cant ride in the front seat

RCAS-ES advised that according to National Highway Traffic Safety admin that there is no precise height and weight at which an individual is considered to be at risk. The primary determinant as to whether an individual will be injured by a deploying air bag is the distance from which the individual is seated from the air bag.

C started to use explosive language

RCAS-ES advised that have to keep phone calls productive and professional

C stated that would like to speak to supervisor

RCAS-ES advised that is encouraged to visit www.nhtsa.gov or safecar.gov for a better understanding

C stated no longer wants to speak to RCAS-ES

RCAS-ES advised supervisor will contact c next business day 10/15

C hung up

Make Public
Created By Eboni Smith (10/14/2014 3 59 PM)
RCAS-ES reached out to NISSAN OF COOL SPRINGS @ 6157902500

SM Mark stated that vehicle is performing as designed
SM stated has not rode in another vehicle with customer but is willing to.
SM stated the husband wife is 110 pounds
SM stated do not request a DTS

Make Public
Created By Eboni Smith (10/14/2014 2 56 PM)
RCAS-ES reached out to NISSAN OF COOL SPRINGS @ 6157902500

RCAS-ES left a voicemail with RCAS-ES direct number 615.725.7751

RCAS-ES generated an email with V N to SM Marc regarding c concern

Make Public
Created By Eboni Smith (10/14/2014 11 16 AM)
wrong case notes attached to case Please disregard

Make Public
Created By Eboni Smith (10/14/2014 11 15 AM) Last Modified By Eboni Smith (10/14/2014 11 15 AM)
RCAS-ES attached RO to customer case

Make Public
Created By Eboni Smith (10/14/2014 11 15 AM)
RCAS-ES received fax from SM regarding c paid receipt for case [redacted]

Make Public
Created By Maria Theresa Roque-Balisi (10/13/2014 10 47 AM)
CRR-MR verified name, VIN, address, contact number, email, service DLR and mileage.
CRR-MR received a call from C stating C is having problems with the airbag.
C stated C would like to invoke the lemon law.
C stated the Veh has been back to the DLR 3 times for the same problem.
C stated the last time that the DLR tried to fix the airbags was 6 weeks ago.
CRR-MR informed C that the case will be escalated to RCAS for review. C understood.
CRR-MR informed C that a regional specialist will get in touch with C before the end of the next business day. C understood.
CRR-MR offered further assistance. C declined.
CRR-MR provided case number, CRR's name and extension number.
CRR-MR escalating case to RCAS.
CRR-MR exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8000407	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT		14	10/13/2014	YX	BK	233500	OA

				POOR OR MPROPER OPERATION						
Edit | Del	CC-8000408	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/13/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	1/10/2015	Bryan Hayden	1/8/2015 9:51 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	12/17/2014	Ricardo Garcia	12/18/2014 7:30 AM
Edit | Del	[redacted]		✓	12/2/2014	Ricardo Garcia	12/2/2014 9:13 AM
Edit | Del	[redacted]		✓	12/2/2014	Daniel Ciano	12/2/2014 8:47 AM
Edit | Del	[redacted]		✓	12/2/2014	Ricardo Garcia	12/2/2014 7:39 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0Rv4wg ref] *12/1/2014 Case # [redacted] VIN # 5N1AR2MN5DC[redacted] Dear Mr. and Mrs.*	[redacted]	12/1/2014 10:27 AM
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09j8L. 500F0Rv4wg:ref] *11/17/2014 Case # [redacted] VIN # 5N1AR2MN5D[redacted] Dear Mr. and Mr*		11/17/2014 11 01 AM
Reply | To All | Del	New		**Re DTS Vehicle Inspection Notice [ref 00DA09j8L. 500F0Rv4wg ref]** *Dan Scott and I have been out of town the last few days. We are back in town ...*		11/12/2014 11:17 AM
Reply | To All | Del	Sent		DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Rv4wg:ref] *10/23/2014 Case # [redacted] VIN # 5N1AR2MN5DC[redacted] Dear Mr. and Mrs....*		10/23/2014 10 07 AM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00054457	DRT Resolution	5N1AR2MN5D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0139322	[redacted]	12/18/2014	Dealer	Approved	$43,608.92	34BUYBACK	Nissan South East Buyback/Trade	NISSAN OF	COOL SPRINGS

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] Morley Packet.pdf	1.09MB	1/13/2015 3:12 PM	Ricardo Garcia
Edit | View | Del	[redacted] SOC Docs from NMAC.pdf	178KB	12/17/2014 3:53 PM	Ricardo Garcia
Edit | View | Del	[redacted] SOC Letter to Dealer.pdf	276KB	12/17/2014 9:22 AM	Ricardo Garcia
Edit | View | Del	[redacted] Signed SOC Letter.pdf	718KB	12/17/2014 9:18 AM	Ricardo Garcia
Edit | View | Del	[redacted] Mock Buyer's Order pdf	657KB	12/16/2014 1:51 PM	Ricardo Garcia

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/14/2015 9:14 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/8/2015 2 32 PM	Jim Land	Changed **Case Owner** from Ricardo Garcia to **Jim Land**.
1/8/2015 2 32 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [8] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Denise Doddy [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/13/2014 10:48 AM
CA Multiple Repairs		Date/Time Closed	10/20/2014 2:59 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
Description	Notes to Agent: Passenger airbag light will not go off if someone is setting in seat.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	12,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF LIVERMORE	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /VIN: 5N1AL0MM4EC[redacted]		
Created By	April Chenault, 10/13/2014 10:48 AM	Root Cause Code	SCPP
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	450	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Denise Doddy (10/20/2014 10 44 AM)** rcas-dd contacted c at [redacted] rcas-dd spoke with c and explained the understand c states went on website and saw many people with the same concern . c states what is being done about the concern with the airbag sensor light coming on. c states ok understood that no codes and INF is aware of the concern with vehicle. rcas-dd explained to the customer with no codes coming on the retailer has performed the OCS recall. The retailer is unable to provide further assistance without codes stored. rcas-dd if codes are present then further assistance can be provided. NF is working on a case by case basis and understand it might be a lot of other vehicles but our concern is with c's vehicle. rcas-dd closing case.
Make Public		**Created By Denise Doddy (10/20/2014 10 38 AM)** rcas-dd contacted c at [redacted] rcas-dd spoke with c and explained the understand c states went on website and saw many people with the same concern . c states what is being done about the concern with the airbag sensor light coming on. c states ok understood that no codes and INF is aware of the concern with vehicle. rcas-dd explained to the customer with no codes coming on the retailer has performed the OCS recall. The retailer is unable to provide further assistance without codes stored. rcas-dd if codes are present then further assistance can be provided. NF is working on a case by case basis and understand it might be a lot of other vehicles but our concern is with c's vehicle. rcas-dd closing case.
Make Public		**Created By Denise Doddy (10/16/2014 2 40 PM)** rcas-dd contacted c at [redacted] left msg for c to c/b.
Make Public		**Created By Denise Doddy (10/15/2014 7 36 AM)** rcas-dd received email from sm-mtroche stating the concern needs to be captured when the light has come on so the codes can be identified.
Make Public		**Created By Denise Doddy (10/14/2014 12 42 PM)** rcas-dd spoke with currently at retailer c states the airbag light is constantly going on with various people is seating in the psgr side c states concerned with safety and someone sitting in vehicle. c states this has become a real concern with c. c states does not accept s/a recommendation to just watch when moving in the seat. rcas-dd informed c the owners manual is accurate and if the psgr is moving it could cause the airbag to come on also. rcas-dd explained will contact retailer to follow with retailer regarding the veh status.
Make Public		**Created By Denise Doddy (10/14/2014 10 42 AM)** rcas-dd contacted c at [redacted] left msg for c to c/b
Make Public		**Created By Denise Doddy (10/13/2014 12 13 PM)** rcas checked VROI veh purchased new veh was at retailer for concern 9/8/14 -unable to dup latest update was performed on 5/15/14
Make Public		**Created By April Chenault (10/13/2014 10 52 AM)** C states has taken the veh 2 times to RTLR. C states that the passenger side airbag is not working correctly. C states that the SA advised C must position self correctly in the seat for the airbag to work. C states C is currently in a loaner veh. RCAS-AC gave c case number. RCAS-AC advised that Specialist will follow up with C by COB on 10/14/2014. Call ended mutually. C states best contact number is [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del CC-8009597	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/20/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your Inquiry to Infiniti [ref: 00DA09j8L. 500F0Rv56V ref]	[redacted]	✓	10/20/2014	Denise Doddy	10/20/2014 2 57 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your Inquiry to Infiniti [ref: 00DA09j8L. 500F0Rv56V ref] *0/20/2014 Case # [redacted] VIN # 5N1AL0MM4EC[redacted]*	[redacted]	10/20/2014 2:57 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/20/2014 2:59 PM	Denise Doddy	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 2:41 PM	Denise Doddy	Changed **Follow Up Date** from 10/16/2014 to **10/20/2014**.
10/14/2014 2:54 PM	Denise Doddy	Changed **Case Servicing Dealer** from SACRAMENTO INF NITI to **INFINITI OF LIVERMORE**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [41] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [3] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/13/2014 12:04 PM
CA Multiple Repairs		Date/Time Closed	3/19/2015 9:37 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051762

DTS Inspection

DTS Inspection Date	3/18/2015 10:28 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	NNA is repurchasing the vehicle due to the 5 repairs and 22 days down for passenger "off" airbag light is on with a passenger in seat.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Checks Approved/Repurchase
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF PADUCAH	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$20,568.77	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/20/2014	Vehicle Service Contract	
RHR Completed	10/20/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP0EC[redacted]		
Created By	Jose Mari Gozar Jr 10/13/2014 12 04 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:35 AM	Root Cause Code (2)	
Days Closed	300	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Amanda Simcox (12/12/2014 9 38 AM)** Correction: No refund is due to C.
Make Public		**Created By Amanda Simcox (12/12/2014 9 19 AM)** RC confirmed payoff of loan and overpayment sent to NNA. C's last payment of $362 83 was made on 10/7. RC requested refund check and attached FedEx label to case.
Make Public		**Created By Tammy Knotts (12/10/2014 3 17 PM)** DRTS TK: Check(s) from NMAC for OVERPAYMENT in the amount of $3.44 sent to LOCKBOX #54457; FED EX TRACKING [redacted]. Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/21/2014 10 13 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Repurchase due to airbag light being off with passenger in seat
Make Public		**Created By Annice Hill (11/5/2014 3 14 PM)** Received check made payable to C in the amount of $3,096 25 and also a check made payable to NMAC in the amount of $17,472 52. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Managed Services (10/31/2014 4 04 PM)** RESENDING CHECK REQUEST FOR 10/27 & 10/28
Make Public		**Created By Amanda Simcox (10/29/2014 7 26 AM)** RC emailed C and provided progress on case.
Make Public		**Created By Amanda Simcox (10/29/2014 6 54 AM)** Checks approved. Case transmitted in VSPC. Morley case # [redacted]
Make Public		**Created By Amanda Simcox (10/27/2014 2 46 PM)** Loan payoff updated through 11/27/2014 for $17,472 52 4 x 0.43 = 1.72 + 17,470.80 = 17,472 52
Make Public		**Created By Amanda Simcox (10/27/2014 2 44 PM)** RC received updated signed acceptance. RC requested checks.
Make Public		**Created By Amanda Simcox (10/27/2014 1 13 PM)** C called RC inquiring about repurchase letter. RC advised that intitial amounts were incorrect and asked C to sign and send in updated letter. C understood. Call ended mutually.
Make Public		**Created By Amanda Simcox (10/27/2014 12 03 PM)** RC resent repurchase letter to C requesting that C sign and resend as loan payoff amount was incorrect on the initial.
Make Public		**Created By Amanda Simcox (10/24/2014 11 49 AM)** RC received C's signed acceptance. RC requested checks.
Make Public		**Created By Monique Joy Pablo (10/24/2014 11 36 AM)** c called and wanted to know rcas fax c said that c lost the number c doesn't have the case number crr-mp verified name , address crr-mp asked c if there is any changes with contact information. c said no crr-mp told c that rcas fax is (615) 967-2244 c stated that it is all c needed

crr-mp offered further assistance, C declined.
crr-mp gave name, extension number
crr-mp brand the call
crr-mp exiting case.

Make Public

Created By Amanda Simcox (10/24/2014 9 19 AM)
RC called C and confirmed receipt of repurchase letter. C will attempt to print and sign and send back.

Make Public

Created By Amanda Simcox (10/24/2014 7 07 AM)
RC sent C repurchase letter.

Make Public

Created By Trisha Zamarron (10/23/2014 3 28 PM)
ARBS note reviewed and approved the following repurchase calculations:

Base Price $22,984 00
Doc Fee $249.00
Sales Tax $1,322.19
Lic/Reg $27.00
cert Title $34.00
Lien Fee $22 00
Interest paid $168.62

Total Purchase Price $24,806 81

Less Usage 16633 $3,739.76
Less Rebate $500.00
Loan Payoff $17,470 80
Total Deductions $21,710.56

Refund Amount $3,096 25

Make Public

Created By Christine Wilsey (10/23/2014 12 34 PM)
Worksheet notes

Not refunding GAP for $636 00

Usage: mileage/100,000 x purchase price - rebates
Usage: 16,633/100,000 x 22,984 00 - 500 00 = 3,739.76

Make Public

Created By Christine Wilsey (10/23/2014 12 33 PM)
Customer letter

Base Price: $22,984.00
Sales Tax: $1,322.19
Lic/Reg/Fees: $83.00
Dealer Doc Fee: $249 00
Finance Charges: $168.62
Less Usage @ 16,633 miles: ($3,739.76)
Less Lien Payoff (good through 11/23/2014) ($17,740 80)
Less rebate ($500 00)
Total Refund To Customer $3,096.25

Make Public

Created By Amanda Simcox (10/23/2014 9 35 AM)
NNA is repurchasing/replacing the vehicle due to the 5 repairs and 22 days down for passenger "off" airbag light is on with a passenger in seat.

Make Public

Created By Amanda Simcox (10/23/2014 9 35 AM)
RC received purchase contract, payment history, and payoff info from NMAC.

RC sent repurchase figures to quality.

Make Public

Created By Amanda Simcox (10/23/2014 9 31 AM)
SR# [redacted]
Account [redacted]
Custome
30 day payoff $17470.80 good thru 11/23/2014
Per diem 0.43
# of scheduled payments received 11
Scheduled Payment amount 362 83
Total Principal paid 3,822 51
Total Interest paid 168 62
Late fees paid 0.00
Recent payment received on 10/7/2014 in the amount of $362.83

Make Public

Created By Amanda Simcox (10/22/2014 2 36 PM)
RC received driver's licenses, registration, and title from C.

Make Public

Created By Amanda Simcox (10/22/2014 9 40 AM)
C is eligible for SOC per NMAC.

Make Public

Created By Amanda Simcox (10/22/2014 9 12 AM) Last Modified By Amanda Simcox (10/22/2014 9 12 AM)
C called and stated that C's wife does not want another Nissan and inquired if there was another option. RC explained repurchase. C would like to see repurchase figures. RC advised that once all requested documentation was received that RC would put together repurchase figures for C.

Call ended mutually.

Make Public

Created By Amanda Simcox (10/22/2014 8 48 AM)
RC called C regarding LOI. RC explained replacement and settlement options. C would like to have the vehicle replaced. RC advised C to send in docs and look for replacement vehicle.

C would like to switch dealerships. RC advised that this would be fine.

C provided email address and RC emailed LOI.

C is financed through NMAC. RC inquired about purchase contract, payment history, payoff info, and SOC.

Call ended mutually.

Make Public

Created By Amanda Simcox (10/22/2014 8 25 AM)
Vehicle Concern - Airbags

Make Public

Created By Amanda Simcox (10/22/2014 8 20 AM)
RC sent C via FedEx tracking # [redacted]

October 22, 2014

[redacted]
Almo, KY [redacted]

Re: 2014 Nissan Altima / V N: 1N4AL3AP0EC[redacted]

Dear [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your vehicle. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenience you may have experienced.

Nissan carefully considered your appeal and after a review of all available facts, Nissan offers to voluntarily assist you with your request.

In order to complete the process, Nissan requires particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following documents to me as soon as possible, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's title(if in your possession) or title application
- A legible copy of the vehicle's current registration
- A legible copy of the driver's license for all vehicle owners
- A copy of the purchase contract for the vehicle
- A payoff confirmation statement from your lienholder(10 day payoff referencing account number, collateral, amount of interest you pay per day, and overnight payoff address)
- A detailed payment history from your lien holder

Please return the requested information to me via fax at (615) 967-2244 or scan and email. We anticipate completing the process within 2 to 4 weeks from the time of your acceptance. Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you decide you would prefer to keep your vehicle, Nissan would be willing to provide a settlement for $2,500 00. In exchange for this check, you will retain ownership of your vehicle and will sign a Confidential Settlement Agreement and Release of Nissan North America, Inc., all Nissan entities, dealers and suppliers, though all warranties will remain in effect.

If you have any questions you are welcome to call me at (989)497-8959, though email is preferred at amanda.simcox@nissan-usa.com. I am generally in the office 8 a.m. – 5 p.m. EST Monday-Friday.

Sincerely,

Amanda Simcox
Customer Quality
Repurchase Coordinator
Nissan North America, Inc.
Phone: (989) 497-8959
Fax: (615) 967-2244

Make Public

Created By Trisha Zamarron (10/21/2014 11 42 AM)
ARBS note verified the two contact numbers [redacted] c/s both are good.

Make Public

Created By Trisha Zamarron (10/21/2014 11 30 AM)
ARBS note contacted c @ [redacted] NNA is offering you options within our repurchase program, a repurchase coordinator will be going into greater detail with you and will be contacting you within in 24 to 48 hours providing the available options.

ARBS note c/s concern still occurs and the dealership informed him there is nothing more they can do. It is intermittent, and not safe.

Make Public

Created By Trisha Zamarron (10/21/2014 11 21 AM)
ARBS note NNA offers to voluntarily repurchase or replace the above referenced vehicle under the terms of the KY State Lemon Law, due to the 5 repairs and 22 days down for passenger "off" airbag light is on with a passenger in seat.

ARBS note reasonable allowance for use applies to a refund but not to a replacement. Full usage.

ARBS note if c does not want a repurchase or replacement, NNA will offer $2,500.00 as a cash settlement in lieu of the buyback.

Make Public

Created By Trisha Zamarron (10/21/2014 11 18 AM)
ARBS note the following repair history per CPIA, ROs, RHR:

05/14/14 @ 9,986 miles RO#[redacted]
Concerns:
1. Recall R1405 reprogram occupant classification system
2. Customer states that there is a bad rattle in front end when hitting bumps
3. LOF
4. Tire rotation
5. MPI
Actions:
1. Performed and completed
2. Unable to duplicate
3. Performed and completed
4. Performed and completed
5. Performed and completed

07/31/14 @ 13,421 miles RO#[redacted]
Concerns:
1. Customer states that there is a loud squeaking coming from suspension
2. Customer states that passenger airbag light comes on and off frequently
Actions:
1. Replaced right front strut and right front spring seat
2. Rechecked programming, all up to date at this time.

08/14/14 @ 14,016 RO# [redacted]
Concerns:
1. Customer states that passenger airbag light keeps coming on and staying on, light won't go off until car shuts off
Actions:
1. Airbag code found, replaced control unit under passenger seat. Zero point reset.

09/08/14 @ 15,132 miles RO#[redacted]
Concerns:
1. LOF
2. MPI
3. Customer states that passenger airbag light continues to stay on while passenger is in seat
Actions:
1. Performed and completed
2. Performed and completed
3. Unable to duplicate

10/10/14 @ 16,633 RO# [redacted]
Concerns:
1. Customer states that passenger airbag light stay on while passenger siting in seat
Actions:
1. Replaced airbag pressure sensor

==========
ARBS note the following:
KY

5 visits for passenger airbag light on while passenger is in seat.
*campaign 1405
*ck'd programming-all up to date
*code; repl control unit under ass seat
*no dup
*repl airbag pressure sensor

APR
veh has been in service for 1 yr.
tech case [redacted] related
ca [redacted] related
no
22 days down

Make Public

Created By Sara Dorazio **(10/20/2014 9 28 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for review.

Created By Brandon Chase Hayes **(10/17/2014 2 31 PM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 2 35 PM)**
RCAS-Chase Hayes contacted C @[redacted]@ 2 28 PM

Make Private ✓

C did not answer

RCAS left VMX stating name, case number,and RCAS contact number
615-725-7672. RCAS advised follow up on 10/22/14

Created By Vidah May Lucas **(10/17/2014 1 51 PM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 2 27 PM)**
c called about case followup
crr-vl verified info of c and reiterated case and told c case was set for followup today
c stated c's light comes on again and c called the dlr and was advised it's what is going on with the veh. c stated c is making a payment on the veh and would not risk safety.
c is going out of town this weekend. c stated c wants NNA to give c something else to drive and would like dlr to keep veh until they could fix it.
c still wants repurchased of veh.

Make Private ✓

crr-vl asked to put c on hold so crr can check if RCAS is available
crr-vl told c that crr already sent im to rcas and tried to dial ext but was routed to vmx. crr offered to transfer c but c refused and requested for RCAS to call c back.

C'S BEST PHONE NO.:[redacted]

crr-vl offered further assistance; c declined
crr-vl provided case no.,name and ext
crr-vl exiting case

Make Private ✓

Created By Vidah May Lucas **(10/17/2014 1 43 PM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 2 27 PM)**
RCAS CASE FOLLOW-UP

Created By Brandon Chase Hayes **(10/17/2014 10 31 AM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 10 37 AM)**
RCAS-Chase Hayes contacted NISSAN OF PADUCAH @ 270-443-0946 @ 10:15 AM

RCAS spoke with service adviser Den

RCAS asked if SA could send all RO's to RCAS for C's veh

RCAS advised that C has requested a repurchase

Make Private ✓

SA advised C was aware of C's concerns

RCAS asked SA if SA could fax RO's to 615-967-2176

SA agreed

RCAS thanked SA

Call ended mutually

Created By Brandon Chase Hayes **(10/14/2014 4 13 PM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 10 14 AM)**
RCAS-Chase Hayes contacted C @ [redacted]@ 3 54 PM

C answered

RCAS spoke with C about case

C states that veh is unsafe

C states that will not ride in front of veh

RCAS apologizes to C for the experience and asks what is C requesting of NNA?

C states that C wants NNA to buyback C's veh because it is unsafe

Why do you want to return the vehicle to Nissan North America?because DLR in Paducah Kentucky has worked on veh 6 times, multiple repair attempts and have not been able to fix C's concerns. C states that passenger OCS light continues to stay on with C's wife in seat

RCAS advised C that RCAS can complete an RHR and submit to arbitration fpr review

RCAS advised RHR takes between 10-14 business days to complete

Make Private ✓

Where is the vehicle currently?With C
Where was the vehicle purchased?Nissan of Paducah
Was it purchased new or used?New
If used, when was the vehicle purchased?
Where is the vehicle serviced?Nissan of Paducah
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?

C states that C changed oil one time

C states that C's wife is not comfortable riding in veh.

C asks if NNA is going to repurchase veh.

RCAS advised that case would be reviewed and could not advise whether or not veh would be eligible for repurchase.

C understood

RCAS gave C RCAS contact number[redacted]

RCAS advised would follow up with C on 10/16/14

C agreed

Call ended mutually

Created By Diana Maniquis **(10/14/2014 3 37 PM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 10 14 AM)**
crr-dm received a call from c who was asking for an update about this case.

Make Private ✓

crr-dm verified if any of c's info changed, c stated that nothing changed. c stated that c was calling for an update about this case. c is getting unhappy about this veh. c feels that this issue with the veh can no longer be fixed and that c is concerned about the safety of c's family. CRR assured c that the request for escalated to rcas and that c is scheduled to get a follow-up call before the business day ends today. CRR told c that crr will send an email to rcas dept to request for a call as soon as possible, c understood.
crr-dm leaving case.

Make Private ✓

Created By Jose Mari Gozar .Jr **(10/13/2014 12 11 PM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 10 14 AM)**
Additional Information:
C states that the veh is currently at the dlrshp
C states that c brought it in on 10/10/204

Make Private ✓

Created By Jose Mari Gozar .Jr **(10/13/2014 12 10 PM)** **Last Modified By** Brandon Chase Hayes **(10/17/2014 10 15 AM)**
CRR-JG received a call from c asking for assistance with c's veh
CRR-JG verified c's name, address, phone number, email address, & vin.
CRR-JG checked for open safety & service campaigns/upgrades found: 0
C states that c has ad the veh in 5 documented times and 2 other times that was not noted
C states that it was all for the concerns regarding the 2013-2014 - Nissan Occupant Classification System Module Reprogramming
C states that c wants NNA to buyback the veh as c believes that the veh is a lemon

CRR-JG advised c that the case will be transferred to rcas for review.
CRR-JG escalating case to RCAS for Vehicle Concern
CRR-JG advised c to expect a call before the end of the next business day. C understood.
CRR-JG offered further assistance. C declined.
CRR-JG provided name, case and extension number.
CRR-JG leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8020716	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/27/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/19/2014	Jeff Silverthorn	11/28/2014 12:30 PM
Edit | Del	Review Approved Check Request		✓	10/28/2014	Amanda Simcox	10/29/2014 6:52 AM
Edit | Del	Review Approved Check Request		✓	10/28/2014	Amanda Simcox	10/29/2014 6:51 AM
Edit | Del	Approved-Repurchase Figures		✓	10/23/2014	Amanda Simcox	10/24/2014 6:50 AM
Edit | Del	Review repurchase figures		✓	10/23/2014	Trisha Zamarron	10/23/2014 3:30 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00051762	DRT Resolution	1N4AL3AP0EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0135957	[redacted]	11/5/2014	Customer	Approved	$3,096.25	24BUYBACK	Nissan North Central Buyback/Trade	[redacted]	
	CR0135958		11/5/2014	Lienholder	Approved	$17,472.52	24BUYBACK	Nissan North Central Buyback/Trade		
	CR0138992			Customer	Not Submitted	$0.01	24BUYBACK	Nissan North Central Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	73KB	2/3/2015 9:19 AM	Tammy Knotts
Edit | View | Del		73KB	1/30/2015 1:11 PM	Tammy Knotts
Edit | View | Del		21KB	12/12/2014 9:38 AM	Amanda Simcox
Edit | View | Del		116KB	12/10/2014 3:17 PM	Tammy Knotts
Edit | View | Del		237KB	10/27/2014 2:42 PM	Amanda Simcox

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/19/2015 9 37 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/21/2014 10:10 AM	Jim Land	Changed **Case Owner** from Amanda Simcox to **Jim Land**.
11/21/2014 10:10 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case Comments [7] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/14/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/13/2014 12:16 PM
CA Multiple Repairs		Date/Time Closed	10/14/2014 2:40 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	airbag concern		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF HUNT NGTON	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 10/13/2014 12:16 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8 04 PM	Root Cause Code	SCIN
Days Closed	456	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT6A
		Document ID	CA15934106

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Heather Leslie (10/14/2014 2 40 PM) RCASNE HL- called c at [redacted] spoke to c Carl advised that the call may be recorded for quality and training purposes c verified name, address, email, make/model and mileage RCASNE HL- recommended that the c take the veh to another NNA DLR for second opinion since c is not happy with the answer from the original DLR c states that the original DLR told c that the daughter and wife weight could influence the airbag light and that it is safer for the airbag light to be off for the daughter and wife c asked if c can take to the DLR in a couple of weeks or change c mind about which DLR c can take the veh to, agent advised yes RCASNE HL- provided case number, phone number and advised to call back to reopen case once diagnosis is completed
Make Public		Created By Heather Leslie (10/14/2014 2 31 PM) firstname [redacted] lastname [redacted] email : [redacted] homephone : [redacted] address1 : [redacted] address2 : city : Huntington twitter : state : NY zip : [redacted] owner : true make : Nissan source : NissanConnectUs vin : 1N4AL3AP7EC[redacted] dealerstate : dealername : Nissan of Huntingto comments : Hello. Our 2014 Altima has a problem with the passenger side air bag - the warning light comes on even when someone is sitting there (my daughter and/or my wife). We brought the car in for recall earlier this year and I just had the car serviced at the dealer today. They said this is normal and that there are no codes or problems with the car. I am not comfortable that this is normal and I am planning to report this to the appropriate safety and consumer affairs agencies. Before I do this, I would like Nissan to have the opportunity to address this problem and to record this concern. Please advise and thank you. (10/13/2014)
Make Public		Created By Ma. Cristina Dahlea Rimando (10/13/2014 1 16 PM) case moved
Make Public		Created By Ma. Cristina Dahlea Rimando (10/13/2014 1 16 PM) **********E-MAIL Case Logged********* E-MA L addressed to : NNACONSUMERAFFA RS@NISSAN-USA.COM Method of contact : E-MAIL Previous related case found: None campaign details:None **********Response Details********* crr-mcr made an outbound call to c's phone numbe[redacted]at 2:12 pm est. crr-mcr spoke to c. crr-mcr advised that call may be recorded for training and quality assurance purposes. c stated that veh was taken to NISSAN OF HUNT NGTON today:10/13/14 and was advised by SA(C forgot name) that everything is normal on the veh. c seeking assistance as felt like c purchased a defective veh. c stated that it drives c crazy owning a veh had been recalled for airbag. c feels unsafe on the veh. crr-mcr apologized for the inconvenience crr-mcr informed c that concern will be forwarded to regional office for further review and will be contacted by the end of the next business day. c agreed and verified best contact number:718-935-4796, crr-mcr asked for further assistance, c declined crr-mcr gave name,extension and case number *** crr-mcr responded to c's e-mail address: [redacted] crr-mcr apologized for the inconvenience crr-mcr informed c that concern will be forwarded to regional office for further review and will be contacted by the end of the next business day. crr-mcr forwarded case to rcas, set follow-up date:10/14/14(1 business day)
Make Public		

Created By Ma. Cristina Dahlea Rimando (10/13/2014 1 11 PM)
firstname : [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : Huntington
twitter :
state : NY
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP7EC[redacted]
dealerstate :
dealername : Nissan of Huntingto
comments : Hello. Our 2014 Altima has a problem with the passenger side air bag - the warning light comes on even when someone is sitting there (my daughter and/or my wife). We brought the car in for recall earlier this year and I just had the car serviced at the dealer today. They said this is normal and that there are no codes or problems with the car. I am not comfortable that this is normal and I am planning to report this to the appropriate safety and consumer affairs agencies. Before I do this, I would like Nissan to have the opportunity to address this problem and to record this concern. Please advise and thank you. (10/13/2014)

Created By Ma. Cristina Dahlea Rimando (10/13/2014 1 11 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 [redacted]
address2 :
city : Huntington
twitter :
state : NY
Make Public
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP7EC[redacted]
dealerstate :
dealername : Nissan of Huntingto
comments : Hello. Our 2014 Altima has a problem with the passenger side air bag - the warning light comes on even when someone is sitting there (my daughter and/or my wife). We brought the car in for recall earlier this year and I just had the car serviced at the dealer today. They said this is normal and that there are no codes or problems with the car. I am not comfortable that this is normal and I am planning to report this to the appropriate safety and consumer affairs agencies. Before I do this, I would like Nissan to have the opportunity to address this problem and to record this concern. Please advise and thank you. (10/13/2014)

Created By Managed Services (10/13/2014 12 16 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Huntington
twitter :
state : NY
Make Public
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP7EC[redacted]
dealerstate :
dealername : Nissan of Huntingto
comments : Hello. Our 2014 Altima has a problem with the passenger side air bag - the warning light comes on even when someone is sitting there (my daughter and/or my wife). We brought the car in for recall earlier this year and I just had the car serviced at the dealer today. They said this is normal and that there are no codes or problems with the car. I am not comfortable that this is normal and I am planning to report this to the appropriate safety and consumer affairs agencies. Before I do this, I would like Nissan to have the opportunity to address this problem and to record this concern. Please advise and thank you. (10/13/2014)

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8000876	NISSAN PRODUCT NQUIR ES	ALTIMA	CRITICISM	QF	10/13/2014	ZH	AZ	204500	OF
Edit | Del	CC-8000877	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/13/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09i8L 500F0Rv7ic:ref]	[redacted]	✓	10/13/2014	Ma. Cristina Dahlea Rimando	10/13/2014 1:21 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09i8L 500F0Rv7ic ref] *10/13/2014 Case # [redacted] VIN # 1N4AL3AP7EC[redacted] Tha...*	[redacted]	10/13/2014 1 21 PM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname [redacted] homephone : 7...*	nissanconsumeraffairs@my-nissan-usa com	10/13/2014 12:16 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/14/2014 2:40 PM	Heather Leslie	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 2:31 PM	Heather Leslie	Changed **Description**.
10/13/2014 1:17 PM	Ma. Cristina Dahlea Rimando	Changed **Transferred to RCAS** from false to **true**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [8] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Noelle Baker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/13/2014 2 55 PM
CA Multiple Repairs		Date/Time Closed	10/16/2014 1:40 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern - Powertrain		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	26,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN5D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MODERN NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	

Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN5DC[redacted]		
Created By	Roselle Beconia, 10/13/2014 2 55 PM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 10/16/2014 7:13 PM	Root Cause Code (2)	
Days Closed	454	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Noelle Baker (10/16/2014 1 40 PM) **summary** c called in stating c's veh has concerns with c's veh shuddering and c's airbag light not working properly rcas-nb spoke to the dlr and the dlr was unable to diagnose c's concerns rcas-nb advised c that the dlr does have to duplicate c's concerns to be able to make any repairs that may be necessary to resolve c's concerns
Make Public		Created By Noelle Baker (10/16/2014 1 36 PM) rcas-nb received a call from c @ [redacted] and c stated that c just picked up c's veh from the dlr and c stated that c's airbag concern has been happening for a long time and c stated that c has been advised by the dlr that the dlr has been unable to duplicate c's concerns with the airbag and with c's veh shuddering c stated that c feels that this is a safety concern with c's veh airbag light, and c stated that c will never buy another nna veh rcas-nb apologized for c's concerns and advised c that it is necessary for c's veh concerns to be duplicated for the dlr to be able to diagnose c's concern to be able to make any repairs that may be necessary and rcas-nb recommended that if c feels uncomfortable with the fact that modern nissan was unable to diagnose c's veh, rcas-nb advised c that c could get a second opinion and rcas-nb gave c the information for crown nissan and advised c to request a ride along with a tech @ the dlr c understood and stated that c will take c's veh to crown nissan call ended mutually rcas-nb is closing this case pending duplication/diagnosis
Make Public		Created By Noelle Baker (10/16/2014 1 09 PM) rcas-nb called c @ [redacted] and left vxm with rcas-mnb's contact # and c's case #
Make Public		Created By Monique Joy Pablo (10/16/2014 12 50 PM) crr-mp receive a call from c. c wants to follow up case c stated that c wanted an update with case . crr-mp asked c if there is any changes in c's contact info c said no crr-mp told c that rcas is in the best position to update c with the case , c understood crr-mp transfer c to rcas. rcas was not available. crr-mp told c that crr-mp will sent internal message to rcas for follow up crr-mp offer c to be transferred to rcas vmx , c agreed crr-mp provided name extension, brand the call crr-mp transfer c to rcas voicemail. crr-mp sent internal message to rcas
Make Public		Created By Joan Arrieta (10/16/2014 11 43 AM) crr-ja received a follow up call from c stating c havent received call back yet asking for a case update crr-ja advised c rcas has started working on the case and c will get a call back towrds the end of todays businessday c asked for rcas full name and contact information crr-ja only provided rcas first name and advised c rcas will rpovide the contact # upon call back c agreed crr-ja provided name ext crr-ja exitng case
Make Public		Created By Noelle Baker (10/16/2014 11 19 AM) rcas-nb called dlr and spoke to sm-chuck and sm stated that that c had c's veh @ the dlr for shuddering concerns and airbag light concerns and sm stated that the dlr drove c's veh 195 miles with no duplication regarding the shuddering and sm stated that the dlr has had a tech drive c's veh for a few days with someone in the the passenger's seat and sm stated that the airbag light concern could not be duplicated either and sm stated that sm has spoken with fom-ta and fom advised sm to return c's veh back to c
Make Private	✓	Created By Russell Rigsby (10/15/2014 2 30 PM) RCAS-RR transferring case to RCAS-NB as case has not been worked.
Make Public		Created By Roselle Beconia (10/13/2014 3 22 PM) related case [redacted] crr received a call from c c states that c had been following up with rcas Thomas Elton c complains c does not gert a response from rcas crr asked if c's veh is already diagnosed by nna dlr c states that veh has been at MODERN NISSAN for a few days now

crr apologized to c for any inconvenience and informed c that crr will update c's case and will notify rcas about c's concern
c states c wants to speak with rcas superiorr
crr informed c that crr will escalate the case and c will be schedule for a follow up in 4 to 8 business hours

crr-rb offered further assistance
c declined
crr-rb provided c with crr name and extension number
crr-rb provided case number
crr-rb exits case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8005699	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	UNABLE DIAGNOSE/DUPLICATE	10	10/16/2014	WT	BG	302500	OA
Edit | Del	CC-8005700	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	10/16/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/16/2014 1:40 PM	Noelle Baker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 1:09 PM	Noelle Baker	Changed **Follow Up Date** from 10/16/2014 to **10/17/2014**.
10/15/2014 2:30 PM	Russell Rigsby	Changed **Follow Up Date** from 10/14/2014 to **10/16/2014**.

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Surveys

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Case [redacted]

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Case Comments [20] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Vance Walden [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/13/2014 5:33 PM
CA Multiple Repairs		Date/Time Closed	11/5/2014 10:14 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern / buyback		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,798		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MMXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ADVANTAGE NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	10/22/2014	Vehicle Service Contract	
RHR Completed	10/22/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MMXE[redacted]		
Created By	Kim Katrina Tan 10/13/2014 5:33 PM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	434	Action Code	NT2M
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Vance Walden (11/5/2014 10 13 AM) RCAS-VW noting c's $200 SC has been approved RCAS closing case ********** Case Summary: C requested repurchase of c's veh due to c's air bag light concern not being resolved ARBS-AN reviewed c's RHR for possible veh repurchase ARBS advised RCAS that NNA is not in a position to offer a repurchase of this vehicle TL-AA advised RCAS to offer 2 year maintenance plan to keep an eye on the veh TL advised RCAS if c has maintenance plan to offer $200 SC RCAS apologized and advised c that NNA is not in a position to offer a repurchase of this vehicle RCAS advised c that RCAS would like to offer c $200 SC C/S that c is not happy and NNA is supposed to make c happy C/S that c's veh is a lemon and wants c's veh replaced RCAS advised c that RCAS can request for DTS to inspect c's veh and further explain how the OCS operates C/S that c does not want DTS to explain to c how c's veh works C/S that c is going to contact BBB to address c's concern
Make Public		**Created By Vance Walden (10/31/2014 4 09 PM)** RCAS-VW setting follow up for Friday 11/7 pending SC approval
Make Public		**Created By Vance Walden (10/31/2014 4 05 PM)** RCAS-VW received call from c RCAS advised c that c's case has been reviewed RCAS apologized and advised c that NNA is not in a position to offer a repurchase of this vehicle RCAS advised c that RCAS would like to offer c $200 SC C/A RCAS what about c's air bag concern C/S that c is a mother and does not feel safe in c's veh C/S that c is not going drive c's veh and park c's veh C/S that c's concern is a safety concern and NNA should fix c's veh C/S that c is going to contact BBB to address c's concern RCAS apologized and advised c if c needed further assistance C/A RCAS how can c appeal the decision RCAS apologized and advised c that this is NNA decision C/S that c is not happy and NNA is supposed to make c happy C/S that c is the customer and the customer is always right C/S that c's veh is a lemon and wants c's veh replaced RCAS advised c that RCAS can request for DTS to inspect c's veh and further explain how the OCS operates C/S that c does not want DTS to explain to c how c's veh works C/S that c wants c's case appealed C/S advised RCAS how can c appeal c's case RCAS advised c if c would like to follow up with BBB C/S that c would do that C/A RCAS how does c get c's $200 SC RCAS advised c that RCAS needs to verify c's mailing address and review the C terms and conditions C verified c's address Service Credit Terms and Conditions - Terms and conditions listed below must be communicated and documented/copied into case comments. A service credit can be issued at the rate of once per V N per customer. If the customer has received a service credit according to the V N history, the customer IS NOT ELIG BLE for a

service credit. The new owner of a pre-owned vehicle IS ELIGIBLE if there is no prior history indicating the "new owner" has received a service credit.
A service credit debit card CANNOT be issued to reimburse a customer for previous services.
Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories.
This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date.
If there is a balance at the end of the 6 month term the balance will be forfeited.
The Service Credit may NOT be sold to another V N.

C understood

RCAS advised c that SC approval process takes between 3-5 business days and once approved c's SC would deliver within 2-4 weeks
C understood

Call ended mutually

Created By Vance Walden (10/31/2014 3 28 PM)
RCAS-VW received vmx from c 10/31 @ 3:18pm

C/A RCAS to contact c back @ [redacted]

Make Public

CRT-VW placed outbound call to C at [redacted]
RCAS left vmx apologizing to c that RCAS has been unable to contact c
RCAS advised c to contact RCAS back @ [redacted]
RCAS advised c that RCAS would follow up Monday 11/3

Created By Naveli Mejia (10/31/2014 3 15 PM)
CRT-NM placed outbound call to C at [redacted]

****

Make Private ✓ CRT-NM left C a voicemail.
CRT-NM informed C, CRT-NM is calling from NNA CA on behalf of RCAS-VW, the case # and direct phone #.

****

Ended call.

Created By Vance Walden (10/28/2014 2 26 PM)
RCAS-VW received vmx from c 10/28 @ 1:52pm

Make Public

C/S that c received message advising to contact RCAS back for more information about c's case

C/A RCAS to contact back

Created By Nicholas Stanton (10/28/2014 1 46 PM)
RCAS-NS called c on behalf of RCAS-VW

Make Public

RCAS-NS left a call back message for RCAS-VW. Stating RCAS has new info regarding the case.

Created By Vance Walden (10/27/2014 1 10 PM)
RCAS-VW received email from TL-AA

Make Public

TL advised RCAS to offer 2 year maintenance plan to keep an eye on the veh

TL advised RCAS if c has maintenance plan to offer $200 SC

Make Public **Created By Vance Walden (10/27/2014 12 55 PM)**
RCAS-VW sent email to TL-AA to review c's case for possible GW due to c's RHR denial

Created By Anna Naraeva (10/24/2014 1 43 PM)
ARBS-AN reviewed repair history. NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to unreasonable repair attempts for any warrantable concerns that would substantially impair this vehicle.
NNA will continue to honor the terms and conditions of all applicable warranties.

Make Public

Created By Anna Naraeva (10/24/2014 1 43 PM)
ARBS-AN reviewed RHR with following repairs that were complete at the time:

Dates: 08/14/14- 08/15/14 Mileage: 5,185 RO#: [redacted] Days:2

1 Perform MPI
2 Perform LOF
3.C states that passenger air bag light comes on with passenger in seat

DLR ACTIONS:
1.Complete
2.Complete
3 Replaced both OCS sensors and reprogrammed system.

Dates: 10/07/14-10/08/14 Mileage: 7,736 RO#: [redacted] Days 2

1.C states air bag light came on when no one was in seat
2 Perform MPI

DLR ACTIONS:
1 Reprogrammed OCS module, rechecked to specs
2.Complete

Created By Vance Walden (10/22/2014 10 58 AM)
RCAS-VW contacted c @ [redacted]
RCAS left vmx apologizing to c that RCAS was not able to follow up with c yesterday
RCAS advised c that RCAS has collected c's information and submitted c's request for review

RCAS advised c that RCAS would follow up with c on Tuesday 10/28 pending a decision from NNA
RCAS advised c to contact RCAS back @ [redacted] if c had any questions

Make Public **Created By Sara Dorazio (10/22/2014 10 50 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Anna Naraeva for review.

Make Public **Created By Vance Walden (10/20/2014 6 28 PM)**
RCAS-VW noting setting follow up for Tuesday 10/21 to complete c's RHR

Make Public **Created By Vance Walden (10/15/2014 1 58 PM) Last Modified By Vance Walden (10/15/2014 1 58 PM)**
RCAS-VW setting follow up date for Friday 10/17 to verify that ROs have been received

Make Public **Created By Vance Walden (10/15/2014 1 58 PM)**
RCAS-VW contacted SM-Durwin @ [redacted]
RCAS advised SM that c is requesting for repurchase of c's veh
RCAS advised SM to fax all of c's RO information to [redacted]

SM stated that SM would fax c's information later today

RCAS thanked SM for assistance

Call ended mutually

Created By Vance Walden (10/14/2014 3 49 PM)
RCAS-VW contacted c @[redacted]
RCAS advised c this call may be recorded for quality and training purposes
RCAS advised c that RCAS would be reviewing c's case
RCAS advised c if c has had c's veh diagnosed for c's most recent concern

C stated that c took c's veh back last week
RCAS advised c if DLR performed full diagnosis
C stated yes and DLR kept c's veh overnight and was advised that c's veh was ready
C stated that when c picked c's veh up that airbag light is now on c's passenger side and on c's dash
C stated that c went back in to DLR before c left and advised that c's concern had not been resolved
C stated that DLR could not determine why c's other air bag light had come back on

C stated that c does not want c's veh anymore
RCAS advised c if c is requesting for repurchase of c's veh
C stated c is requesting for repurchase of c's veh

RCAS advised c that since c is requesting repurchase of c's veh that RCAS would start the RHR process
RCAS advised c that RHR could take up to 10 business days or more to process c's request
RCAS advised c that there is no guarantee that NIS will repurchase c's veh
C understood

Make Public

RCAS advised c to answer the below questions to being the RHR process

Why do you want to return the vehicle to Nissan North America? c stated that c's passenger side air bag concern has not been resolved

Where is the vehicle currently? c stated veh is at c's home

Where was the vehicle purchased? veh purchased at Advantage NIS

Was it purchased new or used? purchased new

Where is the vehicle serviced? veh serviced at Advantage NIS

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? veh has not been to multiple NIS DLRs

RCAS advised c that RCAS would follow up with DLR to collect all of c's repair information
RCAS advised c that RCAS would follow up with c on Tuesday 10/21 with an update to c's case

C advised RCAS for c's case# and RCAS contact
RCAS provided c's case# [redacted] and direct line [redacted]
C stated c would wait for RCAS call on Tuesday 10/21

Call ended mutually

Created By Kim Katrina Tan (10/13/2014 5 48 PM)
crr-kt placed outbound call to c 6:37pm est

crr-kt informed c that the call will be recorded for quality and training purposes, c agreed

c stated c wants NNA to repurchase veh without ruining c's credit
c's veh had previous campaign on OCS but c's airbag and airbag light was not fixed by campaign and by dlr

Make Public

crr-kt informed c that crr-kt will escalate case to rcas and rcas will review c's case and will call c before the end of the next business day
c understood
c's best # is [redacted]

crr-kt offered further assistance, c declined
crr-kt provided case #, name, extension number to c
crr-kt transferring the case to RCAS and set follow up date to 10/14/14
crr-kt exiting case

Make Public

Created By Kim Katrina Tan (10/13/2014 5 39 PM)
veh concern

Created By Kim Katrina Tan (10/13/2014 5 38 PM)
c stated veh has been at dlr for 4times for t he passenger airbag problem
airbag light has been on and dlr was not able to fix veh

Make Public

crr-kt empathized verified name, address, phone numbers, email

c stated c's phone is about to die and requested crr-kt to call c, crr acknowledged

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8001680	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/13/2014	YX	BK	233500	OA
Edit | Del	CC-8001681	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/13/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]		✓	10/24/2014	Vance Walden	10/27/2014 12 54 PM
Edit | Del			✓	10/22/2014	Anna Naraeva	10/24/2014 1:43 PM
Edit | Del			✓	10/22/2014	Vance Walden	10/22/2014 10 51 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052449	Goodwill Service Credit	5N1AR2MMXE[redacted]	Processed	Consumer Affairs Experience	Arma Andon	TL	Jim Land	11/4/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	70KB	10/22/2014 10 33 AM	Vance Walden
Edit | View | Del		69KB	10/22/2014 9:57 AM	Vance Walden
Edit | View | Del		227KB	10/20/2014 6:27 PM	Vance Walden

Case History

Case History Help

Date	User	Action
11/5/2014 10:14 AM	Vance Walden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/31/2014 4:10 PM	Vance Walden	Changed **Follow Up Date** from 11/3/2014 to **11/7/2014**.
10/31/2014 3:15 PM	Naveli Mejia	Changed **Follow Up Date** from 10/31/2014 to **11/3/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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[redacted]

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Case Comments [77] | Case Categorizations [3] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+1] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Danielle Spurling [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	2/3/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/13/2014 6 05 PM
CA Multiple Repairs		Date/Time Closed	2/3/2015 3:42 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 10am Notes to Agent:i will need to interview the customer and have a master tech available for at least 2 hours		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM2D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JACK E COOPER NF NITI	Data Net	
Case Servicing Dealer Region	Infiniti South Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/26/2014	Vehicle Service Contract	
RHR Completed	11/28/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AL0MM2D[redacted]		
Created By	Elizha Colquitt, 10/13/2014 6 05 PM	Root Cause Code	SNSH
Last Modified By	NNAETL, 10/14/2015 12:35 AM	Root Cause Code (2)	
Days Closed	344	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Danielle Spurling (2/3/2015 3 41 PM)** Summary: C stated that passenger side airbag is not operating correctly. Infiniti sent a DTS to inspect veh twice and determined veh was operating as designed. C requested RHR, RHR was declined. C was unhappy with response and requested escalation. C spoke with TL-WC and TL-TJ who reiterated veh is performing normally Rtlr refused to assist with trade due to amount owed for veh. Decision: EXEC spoke with c and advised NF is unable to assist further as veh is performing normally. C was unhappy with outcome and advised c will be contacting news for c's area. EXEC recommended c continue to work with rtlr. EXEC closing file, no other assistance available.
Make Private	✓	**Created By Danielle Spurling (2/3/2015 3 38 PM)** EXEC-DS calling 916-350-0338 at 2 08 p m. cst EXEC spoke with c and requested verification of concerns c stated pass airbag light did not malfunction until OCS campaign was completed. c stated after campaign, pass airbag light would turn on and off with c's wife (5'3, 125 lbs) and c's 13 year old daughter (5'3, 115 lbs). c stated DTS inspected veh and met with c's wife first in 11/2014. c stated multiple parts in the seat were replaced. c stated repairs did not resolve concern. c stated on 12/30/2014, c met with DTS, DTS hooked up diagnosis tool and advised no error codes found, veh was performing as designed. c stated light continues to come on. c stated c has a video from two weeks ago where c's daughter was in pass seat and light stayed on. EXEC understood and apologized for c's concerns and experience. EXEC advised OCS is sensor that determined if persons in pass seat would be helped or harmed by airbag deployment, in event of incident. EXEC advised if persons is not of appropriate weight or position, airbag is turned off. c understood. c stated c understands the operation of OCS. c stated c's concern is that sensor is not consistent. c stated light is not always ON when c's wife or daughter are in pass seat. c stated light will be on sometimes and off sometimes. c stated c has videos of this happening, but INF has not resolved concerns. EXEC understood and apologized for misunderstanding c's concerns. EXEC advised videos can help rtlr or DTS to understand concern, but unfortunately may not assist in diag. EXEC advised in order to verify and address concerns, NF relies on rtlr or DTS having duplicated item to verify failed part or find error code. EXEC advised without this taking place, there is not enough information for concerns to be properly addressed. c stated this is not satisfactory. c stated c wants INF to provide c with a letter explaining why light is coming on intermittently and why light is not consistent. EXEC advised this would not be possible, as concern has not been duplicated. EXEC recommended c work with rtlr. c stated INF needs to do something about this. c asked who EXEC's boss is EXEC advised is c's highest POC in public faced division. c asked EXEC to verify INF Executives do not talk to customers EXEC advised is POC c stated c will be contacting local news stations to escalate matter because public needs to know what NF has done and how INF does not care about customers. c stated c is a VP in customer service and would talk to customer's if needed. c stated c would not care about OCS or light coming on if light was consistent. c stated c's family is involved and EXEC does not understand and INF does not care enough to address matter. EXEC apologized that c is unhappy with response from NF, EXEC advised is not in a position to diagnose veh. c thanked EXEC for EXEC's time, call was ended.
Make Private	✓	**Created By Danielle Spurling (1/30/2015 3 56 PM)** EXEC-DS received vmx from c returning call. c requested contact at [redacted] **Created By Danielle Spurling (1/30/2015 12 07 PM)** EXEC-DS calling [redacted] at 12 05 p m. cst EXEC left vmx for c requesting contact, provided file#, name and contact information
Make Private	✓	Summary: C states that passenger side airbag is not operating correctly. Infiniti has sent a DTS to inspect veh and determined veh is operating as designed. C requested RHR, RHR was declined. C is unhappy with response and requested escalation. EXEC called c and left vmx, closing file pending contact.
Make Private	✓	**Created By Danielle Spurling (1/30/2015 9 18 AM)** EXEC-DS reviewed case and prev cases: [redacted]: Unrelated, Welcome Contact (03/04/14 - 03/27/14) - Unrelated, C expressed concerns with svc from rtlr. C was disappointed in veh quality, veh had concerns with car rolling when parked on a hill, color transfer on to seat, inferior material used on body panel, and whistle from AC. Rtlr was unable to accommodate c's loaner veh request, c was to set appt for concerns to be addressed.

[redacted] (06/10/14 - 06/23/14) - Unrelated, C[redacted]mpensation due to veh concerns as c is a multiple NF owner. INF reimb c $300 towards tow package c had installed.
[redacted] - Unrelated, c emailed POP for case[redacted]

[redacted] (08/12/14 - 08/13/14) - Related, C expressed concerns with airbag light coming on. Techline was contacted. Rtlr advised c reprogramming was completed. INF reviewed O/M description of operation. C was dissatisfied and advised c would leave veh in rtlr parking lot and contact BBB.

Make Public
Created By Tondia Johnson (1/29/2015 4 05 PM)
Supervisor TJ reviewed case with Executive Team Lead BP will follow up with C. Sup-Tj transfer case to Executive Team BP.

Make Public
Created By William Crockett (1/28/2015 6 43 PM)
TL-WC placed call to c @ [redacted] spoke to c.
TL advised c that TL was calling on behalf of SPVR-TJ.
TL explained SPVR is taking some time to review the case info once again and will reach out to c by cob on tomorrow. C understood. C stated c was asking that SPVR-TJ's MGR reach out to c. TL advised c that the request will be noted. C thanked TL for the call and call ended mutually.

Make Public
Created By Tondia Johnson (1/27/2015 2 29 PM)
sup-tj advised c that c will receive a return call by 1/28/15.
summary**
C states that passenger side airbag is not operating correctly.
Infiniti has sent a DTS to inspect c vehicle and advised that at this time vehicle is operating as designed too. Sup-TJ advised c will receive a return call by 1/28/15.

Make Public
Created By Tondia Johnson (1/27/2015 2 26 PM)
Sup-tj return call to c and discuss case.Sup-TJ advised c that c will be sent letter stating that a Dealer Technical Specialist inspected vehicle and determine that the vehicle is operating as designed too. C states that c is requesting a specific letter with information DTS communicated be included in letter. Sup-TJ advised c that Infiniti will not be able to include that information in letter. C states that c is requesting that case be escalated. Sup-Tj advised c that case will be escalated to the executive department.

Make Public
Created By Tondia Johnson (1/23/2015 2 32 PM)
Sup-TJ received vmail from c stating mailing address is 2 Redbull lane Broken Arrow OK, 74014.

Make Public
Created By Tondia Johnson (1/23/2015 11 27 AM)
Supervisor TJ received return call from c. C left message on vmail. C states that airbag light continues to come on. C states is requesting a written letter stating that vehicle is operating as designed too.

Make Public
Created By Tondia Johnson (1/21/2015 3 20 PM)
Sup-TJ phone c at [redacted] left message on vmail.

Make Public
Created By Tondia Johnson (1/14/2015 4 51 PM)
Supervisor TJ phone c a[redacted] talk with C. Sup-TJ asked if c had taken vehicle back to retailer. C states C has not had time to take vehicle back to retailer because c has to work and c does not know when C will have time to take vehicle back to retailer for further diagnosing with passenger side air bag.
Sup-TJ advised c that sup-Tj will follow up with week of 1/19/15.

Make Public
Created By Tondia Johnson (1/13/2015 4 13 PM)
Sup-TJ to follow up with c on 1/14/15.

Make Public
Created By Tondia Johnson (1/13/2015 4 12 PM)
Supervisor TJ phone retailer talk with Erica in service advised vehicle has not been brought in to retailer as of today1/13/15.

Make Public
Created By Tondia Johnson (1/12/2015 4 38 PM)
C states that c has a video of current concern with passenger side airbag.

Make Public
Created By Tondia Johnson (1/12/2015 4 30 PM)
Sup-TJ return call to c and discussed case. Sup-Tj apologize to for any miscommunication about retailer being abler to assist c with trading in vehicle.
C states that c is still experiencing concern with passenger side airbag. C states has a video of concern. Sup-TJ advised c that if c is still experiencing concern with airbag, c will need to take vehicle back to retailer for further diagnosing. C states that c will be obtained an attorney but has not obtained one at this time. Sup-TJ to follow up with retailer and c and a couple days to get update on c vehicle.

Make Public
Created By Tondia Johnson (1/12/2015 4 06 PM)
Supervisor TJ received vmail from and call from General Manager Steve that retailer will not be able to assist c with trade because of amount owed on c vehicle.

Make Public
Created By Tondia Johnson (1/9/2015 3 23 PM)
Sup-TJ to follow up with GM Steve Lujack.

Make Public
Created By Tondia Johnson (1/9/2015 2 37 PM)
Supervisor TJ received return call from C. Sup-TJ discussed case with c and advised c that retailer is willing to assist c with trade. Sup-TJ advised c to contact General Manager Steve.

Make Public
Created By Tondia Johnson (1/9/2015 12 49 PM)
Sup-TJ phone c at [redacted] left message on vmail. 12:48.

Make Public
Created By Tondia Johnson (1/8/2015 4 14 PM)
Sup-TJ phone c a[redacted] left message on vmail for return call.

Make Public
Created By Tondia Johnson (1/8/2015 4 12 PM)
Supervisor TJ phone retailer left message for General Manager Steve.
Sup-TJ received return call from GM Steve. Sup-tj advised unable to provided VPP for c. GM Steve advised will try and assist c further.

Make Public
Created By Tondia Johnson (1/7/2015 4 33 PM)
Supervisor TJ return call to c and discussed case. C states that c is frustrated with the customer service c has been provided. C states that c is still experiencing concern with passenger airbag light. C states that c has been working with General Manager Steve Lujack. Sup-TJ advised c that sup-TJ would like to review case further and follow up with c on 1/8/15. C agreed okay for sup-TJ to follow up with c on 1/8/15

Make Public
Created By William Crockett (1/6/2015 11 01 AM)
Received call from c returning call from TL.
TL advised TL called c @ c's request to speak to a spvr.
C asked if TL was aware of the details of the case. TL advised yes.
TL apologized to c for the veh's inconvenience. TL advised c that INF is in receipt of the report from the Technical Specialist regarding the veh. TL advised c that INF has determined that the veh is operating as intended. TL stated TL is aware that there was some conversation between c, the rtlr and DTS about a trade assist. TL explained trade assist offers have to be reviewed by INF Mgmnt and that the DTS may not have been aware. TL advised c that upon review of the case INF is not in a position to offer a trade assist or VPP. TL apologized again to c for the experience. TL advised c that INF is confident in the DTS' assessment of the veh and is confident that the veh is operating as it is intended with no necessary repairs at this time. C stated c does not agree and feels INF does not care about c's loyalty or c's family. C stated since NF does not care, c plans to post to social media today all the personal videos that c has recorded of the air bag light being on, along with comments about c's interactions with the rtlr, the DTS and INFCA. TL empathized with c and the situation. TL attempted to assure c that NF will agree to review c's repurchase request again in the event there are subsequent repairs required to the airbag in the immediate future. C asked to have the case escalated again. TL agreed to escalate the case and advised c will receive a call within 48hrs. Call ended mutually.

Make Public
Created By William Crockett (1/5/2015 5 42 PM)
TL-WC sent email notification to DTS-RU that INF will not be offering trade assist or VPP
-
TL-WC placed call to c @ [redacted]
Left vmx with direct phone # requesting call back.

Make Public
Created By William Crockett (1/5/2015 12 45 PM)
TL-WC reviewed case with ArbsSpvr-RD
INF is not in a position to offer a trade assist.

Make Public
Created By Chariese Buck (1/2/2015 1 01 PM)
RCAS-CB called c at [redacted]
RCASCB advised C that inspection results from DTS are in
RCASCB advised C that DTS was not able to determine if C's veh concern is a defect with the sensor in C's passenger seat
RCASCB advised that the concern does seem to be specific to C's veh
RCASCB advised that due to C not having concern in other vehicles the RTL is looking into a trade assist option for C
RCASCB advised that upper management who assists in these matters at the RTL is OOO until Monday 1/5/15 so a sales manager will contact C on 1/5/15 with the details on the trade
C asked if the trade is a buyback
RCASCB advised that the trade is not a buyback but a trade out handled on the RTL level
RCASCB advised that concern with C's veh could not be duplicated with other passengers and concern may be specific to the weight of C's passengers so NNA would like to resolve concern with a trade out on the RTL level instead of as a buyback in pursuit of lemon law.
C understood
C stated the whole experience has been frustrating
C stated C fears for the safety of C's family in veh
C stated C's only options are to post videos on social media or get a lawyer
C stated that C requested a buyback but INF refuses to buyback veh
C stated that NF is not willing to help C
C stated that C has been a loyal client and has owned Nissan veh's and INF veh's

C requested to speak to a supervisor
RCASCB apologized for the inconvenience and advised that case will be escalated so that manager can contact C on Monday 1/1/15 by COB as manager is OOO for the holiday
C understood
RCASCB offered additional assistance
call ended mutually
call ended mutually

Make Public

Created By Chariese Buck (1/2/2015 12 20 PM)
RCASCB received inbound call from General Director- Mark regarding C's concern
Mark advised that Sales Manager is crunching numbers to potentially do a trade assist for C
Mark advised that Sales Manager will follow up with C by COB on Monday 1/5/15 once FOM is back in office to assist in any way possible from corporate
RCASCB understood
RCASCB advised will follow up with C to provide update and advise that case is still under review as majority of management team who can assist in this matter is OOO until 1/5/15
RCASCB confirmed with Mark that DTS found veh to operate to factory specs but to renew C's confidence in the safety of the brand and to continue to retain C's loyalty, will work on trade assist option instead of pursuit of Lemon Law review
RCASCB understood and agreed
call ended mutually

Make Public

Created By Chariese Buck (1/2/2015 10 23 AM)
RCASCB contacted SA-Frank @[redacted]
RCASCB asked if C was provided a trade option
RCASCB stated DTS notes advised that C may be working with Director-Mark
SA stated will need to consult with Director to receive the details for RCASCB
SA stated will have Director contact RCASCB at 615-725-7277
RCASCB agreed
call ended mutually

Make Public

Created By William Crockett (12/31/2014 10 44 AM)
TL-WC sent email to Arbs-NT regarding DTS findings.

Make Public

Created By Chariese Buck (12/29/2014 11 01 AM)
RCAS-CB called c at [redacted]
RCASCB advised contacting C on behalf of RCAS-EC as RCAS-EC is OOO for the holidays
RCASCB verified/reminded C of DTS appointment @ 10:00AM on 12/30/14
C agreed
C asked if DTS will hold veh
RCASCB advised that DTS has requested time to speak with C and the master tech at RTL regarding C's concerns with veh
RCASCB advised that DTS has advised that inspection could take at least 2 hours and that if C is not able to stay the entire time, arrangements can be made for C to receive a loaner veh
C understood
RCASCB offered additional assistance
C stated that C's personal assistant subscription has ended and C requested the contact information to NF Personal Assistance
C stated C emailed ICA but was not provided the contact information
RCASCB apologized for the inconvenience and advised C INF Personal Assistant phone number is 888-774-1411
RCASCB advised will follow up with C 2 business days after DTS appointment (per SOP 2.16
C agreed
call ended mutually

Make Public

Created By Elizha Colquitt (12/12/2014 11 40 AM)
RCAS-EC called c at [redacted]
RCAS-EC greeted c
RCAS-EC asked c if the date and time 12/30 at 10 AM would work
C accepted this
RCAS-EC advised c that: NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
C stated that cd is done with this and c is going to be putting up all of the videos of the airbag not working on YOUTUBE and wants INF to know this
RCAS-EC acknowledged
Call ended mutually

Make Public

Created By Elizha Colquitt (12/10/2014 5 59 PM)
RCAS-EC called c at [redacted] and left a vmx at 615-725-7194

Make Public

Created By Nikita Thomas (12/8/2014 2 45 PM)
Arbs notes in-service date of 12/15/13
Arbs notes veh mileage of 16,979
Arbs notes 9 days down
Arbs notes C's concern with airbag light no going off
Arbs notes no duplication for 1st visit for airbag concern
Arbs notes 2 service visits for airbag concern
Arbs notes 1 installation ACU unit
Arbs notes RCAS has scheduled DTS Inspection for 12/30

ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Arbs recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Make Public

Created By Nikita Thomas (12/8/2014 2 43 PM)
ARBS-NT notes the following service history:

OPEN DATE: 06/13/14 M LEAGE: 7,119 RO#[redacted]DAYS DOWN: 1
CONCERN:
1.) Popping when opening right front door
2.) Vehicle rolls backwards on incline
ACTION:
1.) Adjusted loose right front door strap
2.) OCS Reprogram

OPEN DATE: 10/06/14 M LEAGE: 15,024 RO#[redacted]DAYS DOWN: 1
CONCERN:
1.) Popping sound on driver's side door
2.) Passenger side airbag goes off and on
3.) Blind spot warning indicator showing error
ACTION:
1.) Tightened bolt and loose strap
2.) Unable to duplicate/ no repair
3.) Unable to duplicate/ no repair

OPEN DATE: 11/04/14 M LEAGE: 16,979 RO[redacted]DAYS DOWN: 7
CONCERN:
1.) Air bag light will not turn off
ACTION:
1.) Installed OCS sensors and airbag control unit

Make Public

Created By Elizha Colquitt (12/5/2014 5 07 PM)
RCAS-EC called c at [redacted] and left a vmx advising c that the inspection date was setup for 12/30/14 at 10 AM and requested callback with confirmation of inspection

Make Public

Created By Elizha Colquitt (12/4/2014 5 50 PM)
RCAS-EC called c at [redacted]
RCAS-EC greeted c
RCAS-EC advised c the that the repurchase request is being reviewed still and in regards to the airbag light being on again it does need to be inspected again by the DTS
C acknowledged that and said that c will await the call for the time to inspect the veh
RCAS-EC apologized that c is having so many inconveniences wiht the veh and that is not the way NF would like INF customers to experience ownership
C stated that is ok and it is not RCAS-EC's fault and c appreciates all the help
RCAS-EC acknowledged
Call ended mutually

Make Public	**Created By Elizha Colquitt (12/4/2014 5 17 PM)** RCAS-EC called SM at # 918-271-3786 and advised c that the veh airbag off light is on again SM stated that a DTS should be sent again for this if it has resurfaced
Make Public	**Created By Elizha Colquitt (12/2/2014 11 10 AM)** RCAS-EC called SM-JP at 918-271-3786 and left a vmx advising that the veh airbag light is now on again and requsting callback at 615-725-7194 as to what can be done
Make Public	**Created By Elizha Colquitt (12/2/2014 11 07 AM)** RCAS-EC called c [redacted] RCAS-EC greeted c RCAS-EC advised c that the the repurchase request is still being reviewed C acknowledged and advised that the concern has not been resolved and now the airbag off light is beginning to come on again while wife or daughter is present in the seat RCAS-EC acknowledged this and advised c that RCAS-EC would call RTLR and see what can be done C thanked Call ended mutually
Make Public	**Created By Sara Dorazio (11/28/2014 3 41 PM)** DRTS received the RHR. The RHR was assigned to ARBS- Nikita Thomas for review.
Make Public	**Created By Chariese Buck (11/28/2014 3 36 PM)** RCASCB attaching and forwarding RHR to ARBS for further review RCASCB exiting case
Make Public	**Created By Chariese Buck (11/28/2014 3 02 PM)** RCASCB attaching RO's recieved from Jackie Cooper INF RCASCB noting that RO #'s [redacted] were not available as hard copies from RTL RCASCB verified information for RO #'s [redacted] and 87776 in VROI
Make Public	**Created By Chariese Buck (11/28/2014 12 41 PM)** RCASCB contacted SA-Cliff at Jackie Cooper INF RCASCB requested copies of any and all RO's available related to VIN JN1AL0MM2DC[redacted] SA stated will forward RO copies to RCASCB via fax @ 615-984-5956
Make Public	**Created By Chariese Buck (11/28/2014 12 34 PM)** RCASCB contacted SA-Janae at Sacramento INF @ 9169694000 RCASCB requested copies of RO #'s [redacted] RCASCB provided fax # 615984-5956 RCASCB provided phone [redacted] SA-Janae stated will fax RO's to RCASCB Call ended mutually
Make Public	**Created By Chariese Buck (11/26/2014 3 25 PM)** RCASCB contacted SM-Jimmie at Jackie Cooper NF via email RCASCB requested copies of any and all RO's related to VIN 5N1AL0MM2D[redacted] RCASCB is awaiting response from SM
Make Public	**Created By Chariese Buck (11/26/2014 3 20 PM)** RCASCB contacted SM-Rob @[redacted] RCASCB advised still waiting for copies of RO's requested SM advised will pull all RO's including PDI call ended mutually
Make Public	**Created By Chariese Buck (11/26/2014 11 21 AM)** RCASCB contacted SA-Frank @[redacted] RCASCB requested copies of all RO's available for VIN 5N1AL0MM2DC[redacted] SA-Frank advised will pull RO's and fax to RCASCB shortly RCASCB provided fax # 615-984-5956
Make Public	**Created By Elizha Colquitt (11/26/2014 11 08 AM)** RCAS-EC called c at [redacted] and left a vmx advising that the repurchase request is still being reviewed and if c had any further questions c could call RCAS-EC at 615-725-7194
Make Public	**Created By Chariese Buck (11/26/2014 11 04 AM)** RCASCB contacted SA-Chrystal @[redacted] RCASCB requested copies of any and all RO's for V N 5N1AL0MM2DC[redacted] SA-Chrystal advised will pull RO's and fax to RCASCB shortly RCASCB provided fax # 615-984-5956
Make Public	**Created By Elizha Colquitt (11/21/2014 6 13 PM)** RCAS-EC called c at [redacted] RCAS-EC greeted c RCAS-EC advised c that the repair was not done on veh previously because the RTLR could not duplicate it, but the DTS was able to find the solution C acknowledged and understood RCAS-EC advised c that a repurchase request could be submitted for c although it is not guarenteed C thanked for the extension of assistance RCAS-EC advised c that this would be submitted and RCAS-EC would follow up with c next week C thanked Call ended mutually
Make Public	**Created By Elizha Colquitt (11/20/2014 7 10 PM)** * 916-350-0338
Make Public	**Created By Elizha Colquitt (11/20/2014 7 10 PM)** RCAS-EC called c at [redacted] and left a vmx for c requesting callback at 615-725-7194
Make Public	**Created By Elizha Colquitt (11/19/2014 6 26 PM)** RCAS-EC called c a[redacted] and left a vmx for c advising that RCAS-EC is still reviewing case for c and if c had any questions c could call at [redacted]
Make Public	**Created By Elizha Colquitt (11/17/2014 10 40 AM)** *** [Added after the case is closed.] *** RCAS-EC received a call from c C gave an update on the case C stated that DTS-Rob told c's wife C stated that DTS-Rob told c's wife that the airbag is a secondary safety device C stated that this is besides the point C stated that c has received the vehicle back C stated that there were things thrown into the back seat C stated that the passenger door now has a scratch where the handle there C stated that c and c's wife are convinced that the INF is a joke C is stating what bothers c C stated that c bought a veh that is supposed to work properly with the airbag C stated that c now has it fixed and wonders why this did not happen before C stated that c is very upset about the experience and wishes c could just get rid of the veh and give it back RCAS-EC apologized to c for the experience that c has and advised c that his is not how we want our brand represented or customers treated and c will further review the concern c is having and call c by eob 11/19/14 C thanked Call ended mutually
Make Public	**Created By Elizha Colquitt (11/11/2014 10 59 AM)** RCAS-EC called c at [redacted] and left a vmx requesting callback and status of veh Closing case; lack of customer response
Make Public	**Created By Elizha Colquitt (11/10/2014 10 53 AM)** RCAS-EC called c at [redacted] and left a vmx requesting callback at 615-725-7194 and update for the operation of the veh
Make Public	**Created By Elizha Colquitt (11/7/2014 5 29 PM)** RCAS-EC called c at [redacted] RCAS-EC left a vmx asking to call back at [redacted] to let RCAS-EC know if everything is satisfactory

Make Public	**Created By Elizha Colquitt (11/7/2014 5 22 PM)** RCAS-EC called SM-Jimmy at [redacted] RCAS-EC greeted c at SM-Jimmy SM-Jimmy stated that c has picked up the veh
Make Public	**Created By Elizha Colquitt (11/6/2014 11 12 AM)** RCAS-EC called c at [redacted] RCAS-EC greeted c RCAS-EC asked c how everything went C stated that DTS spent 3/4 of the time telling c that airbags are not important C states nevertheless, INF is going to be replacing the sensors for airbag C states that c wants to know if the perception of NF and airbags RCAS-EC advised c that the airbags are important and apologizes for the experience c had with the DTS C states that c was made to feel stupid when the DTS was there C states that DTS was extremely rude and that DTS was lecturing c while c was there C changed the subject and advised that c last heard that c would be picking up the veh today and it would be working properly RCAS-EC acknowledged and apologized for c to have this experience with DTS C acknowledged Call ended mutually
Make Public	**Created By Elizha Colquitt (11/4/2014 5 12 PM)** RCAS-EC received a VMX from c C stated that c's wife had the vehicle inspected and the DTS was very rude C stated that c will have all of the sensors replaced by INF and DTS experience was unpleasant for c's wife
Make Public	**Created By Elizha Colquitt (11/3/2014 11 23 AM)** RCAS-EC called c at [redacted] RCAS-EC left vmx reminder for dts inspection at 11/4 at 2 PM and advised c to call back if c had any questions
Make Public	**Created By Elizha [redacted]2014 11 23 AM)** RCAS-EC called c at [redacted] RCAS-EC greeted c and advised c that the veh needs to be taken to the NF RTLR and c will meet up with DTS-Robert C thanked and acknowledged Call ended mutually
Make Public	**Created By Elizha Colquitt (10/27/2014 12 34 PM)** RCAS-EC received a vmx from c confirming the c will be able to make the DTS inspection on 11/4 at 2 PM
Make Public	**Created By Elizha Colquitt (10/27/2014 11 20 AM)** RCAS-EC called c at 9[redacted] RCAS-EC and left a vmx requesting callback to confirm the inspection time for DTS at 615-725-7194
Make Public	**Created By Elizha Colquitt (10/24/2014 5 37 PM)** RCAS-EC called c at [redacted] RCAS-EC left a vmx with c requesting callback at 615-725-7194
Make Public	**Created By Elizha Colquitt (10/23/2014 3 13 PM)** RCAS-EC received a call from c C greeted RCAS-EC and advised RCAS-EC that c was returning phone call RCAS-EC advised c that there is a DTS inspection set for 11/4/14 at 2:00 PM C asked what a DTS is? RCAS-EC advised c that it is a Dealer Technical Specialist C asked if the DTS is going to tell c the same thing the RTLR told c RCAS-EC assured c that RCAS-EC would not set up request for c that would leave c unsatisfied and advised c that DTS are INF best techs from NF C laughed and said good C stated that it is c's wife's car and c will check if time works with c's wife RCAS-EC acknowledged C stated that c would call back tommorrow with confirmation RCAS-EC acknowlegdged Call ended mutually
Make Public	**Created By Elizha Colquitt (10/23/2014 11 31 AM)** RCAS-EC called c at 9[redacted] RCAS-EC left a vmx advising c that an inspection for veh is set up for 11/4/2014 at 2:00 PM and to call back at [redacted] if this time worked for c
Make Public	**Created By Elizha Colquitt (10/21/2014 5 31 PM)** RCAS-EC called c at # [redacted] and left a vmx requesting callback # and advising c an inspection for c's veh is in the process of being set up
Make Public	**Created By Elizha Colquitt (10/21/2014 1 21 PM)** RCAS-EC received an email from CXM-Bob to submit DTS request for c's veh
Make Public	**Created By Elizha Colquitt (10/21/2014 11 49 AM)** RCAS-EC sent email to FOM-Jerry and CXM-Bob to advised both of the concerns held by c and veh
Make Public	**Created By Elizha Colquitt (10/17/2014 5 32 PM)** RCAS-EC called c at #[redacted] RCAS-EC asked c if c is having concerns with veh airbag light C stated that when c and passengers sit in veh the airbag light says off as opposed to remaining on C stated that the seats are not sending signal to airbags that seats are occupied C states that it is defective C states that RTLR states that no error codes are coming up C states that RTLR gave c lessons on how to sit in seat for the airbags to come on C states that c has a video of c's wife bouncing on seat and sitting various ways and states that the airbag never came on C states that if something happens to c's wife or c's daughters c will be furious C stated that c did not have the concern until the recall for 2013-2014 - Infiniti Occupant Classification System Module Reprogramming was done C wants the concern resolved RCAS-EC empathized and acknowledged Call ended mutually
Make Public	**Created By Elizha Colquitt (10/17/2014 11 53 AM)** ********** In service date: 12/15/2013 Current Mileage: 34,566 Purchased: new OOW 0 Miles/0 Months OPW 0 Miles/0 Months Spent at RTLR: $997 06 Last Visit: 10/07/14 VSC: Elite Protection Program **********
Make Public	**Created By Elizha Colquitt (10/16/2014 6 06 PM)** RCAS-EC received a call from SM RCAS-EC asked SM for contact info for c SM gave # 916-350-0338 as best for c
Make Public	**Created By Elizha Colquitt (10/15/2014 11 34 AM)** RCAS-EC called c at #[redacted] but it is a fax # RCAS-EC found other contact # in VPOI-Host RCAS-EC called c at #[redacted] and left a vmx requesting callback at 615-725-7194 RCAS-EC called c at #[redacted] and left a vmx requesting callback at 615-725-7194
Make Public	**Created By Elizha Colquitt (10/14/2014 2 55 PM)** RCAS-EC received an email from the region that c is having concerns with airbag light not turning off SM-Jimmy stated that c has recorded it when it happens SM-Jimmy would like some assistance on it

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039925	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR IMPROPER OPERATION	14	10/13/2014	YX	BK	263000	OA
Edit | Del	CC-8122863	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	10/13/2014	WT	BK	263000	OA
Edit | Del	CC-8122864	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	MULT PLE REPA R ATTEMPTS	14	10/13/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	12/7/2014	Robert Underwood	12/5/2014 4:12 PM
Edit | Del			✓	11/28/2014	Nikita Thomas	3/13/2015 1:13 PM
Edit | Del			✓	11/28/2014	Elizha Colquitt	11/28/2014 3:41 PM
Edit | Del			✓	11/26/2014	Charlese Buck	11/28/2014 3 36 PM
Edit | Del			✓	10/23/2014	Robert Underwood	10/21/2014 10:18 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	49KB	12/1/2014 11:19 AM	Charlese Buck
Edit | View | Del		62KB	11/28/2014 3 37 PM	Charlese Buck
Edit | View | Del		57KB	11/28/2014 3 37 PM	Charlese Buck
Edit | View | Del		191KB	11/28/2014 3 37 PM	Charlese Buck
Edit | View | Del		447KB	11/28/2014 3 37 PM	Charlese Buck

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/3/2015 3:42 PM	Danielle Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/30/2015 4:41 PM	Danielle Spurling	Changed **Follow Up Date** from 1/30/2015 to **2/3/2015**.
1/30/2015 3:54 PM	Danielle Spurling	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [4] | Case Categorizations [4] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Benjamin Pastor [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/14/2014 1:35 PM
CA Multiple Repairs		Date/Time Closed	10/15/2014 3:35 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ALHAMBRA NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MN6DC[redacted]		
Created By	Benjamin Pastor 10/14/2014 1 35 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	455	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Benjamin Pastor (10/15/2014 3 35 PM)** RCAS cannot data net case because dlr is not enabled to use dlr portal.
Make Private	✓	**Created By Benjamin Pastor (10/15/2014 3 34 PM)** RCAS called C at [redacted] at 4:23 PM EST and spoke with C. RCAS states that RCAS spoke with dlr and was told that dlr only performed oil change and never did a veh diagnostic about airbag light concern. RCAS advised C to have veh diagnostic at dlr for any needed repairs, and C states C has a service appointment for 10/20/14. RCAS provided RCAS's contact info stating C can call back if needed. Summary: C called CA stating C took veh to dlr for OCS airbag service campaign but airbag light comes on almost everyday and dlr could not help C. RCAS contacted dlr and was told dlr never did veh diagnostic for airbag concern. RCAS spoke with C and advised C to take veh to dlr for a veh diagnostic and C can call RCAS back if needed.
Make Private	✓	**Created By Karen Dorner (10/15/2014 10 49 AM)** SRD-KD assisting SRD called Alhambra Nissan 6262896161 at 11:45 Am Est, SRD advised SM not available. SRD spoke with SA Issac. SA stated campaign was done 5/15/14 and C has not come back in for concern. SA stated C came in for free LOF and never mentioned air bag concern. SRD advised SA C also has paint concern. SA stated for C to make appt to come in and speak with SM for concerns. SRD thanked SA
Make Private	✓	**Created By Benjamin Pastor (10/14/2014 1 47 PM)** C's name: [redacted] #'s provided by C to call: [redacted] C's vin # (if c provides): 5N1AR2MN6D[redacted] C's address: [redacted] SAN GABR EL, CA [redacted] C's campaign info provided to C: RCAS checked for previously related cases found: RCAS checked for previously unrelated cases found: [redacted] RCAS verified and updated C's name,address, primary & alternative phone #'s, email, VIN, mileage, how acquired veh and srv dlr. RCAS checked for open campaigns found: none RCAS received a call from (C's wife [redacted] now referred to as C) stating C took veh to dlr for OCS service campaign six months after purchasing veh but airbag light comes on almost everyday. C states that the light comes on at random times for different lengths of time sometimes 5 minutes, 10 minutes, or 30 minutes. C states C went back to dlr and was told dlr could not duplicate concern and C is worried that this is a safety issue for C's family. C also states that there is a very small paint concern near front tire and C wants to know if paint repairs will be covered under warranty. RCAS advised that veh does not have any open service campaigns. RCAS states that RCAS will work case and call dlr for more info about airbag concern. RCAS states that veh still has basic warranty for 3 years or 36,000 miles whichever comes first to cover paint concerns that are factory defects and advised C to take veh to dlr for a veh diagnostic. C states C can only take veh to dlr on Mondays. RCAS setting follow up for 10/17/14. RCAS provided C with name, ext. 458191, and case #. RCAS offered further assistance. C was satisfied & declined further assistance. RCAS thanked C for calling CA. RCAS closing case due to no other follow-up action required.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8002654	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/14/2014	YX	BK	263000	OA
Edit | Del	CC-8002655	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	10/14/2014	YE	BK	263000	OA
Edit | Del	CC-8002656	BODY	PAINT	POOR APPEARANCE	QA	10/14/2014	YU	AB	108000	OA
Edit | Del	CC-8002657	BODY	PAINT	WARRANTY COVERAGE NQUIRY	QA	10/14/2014	WZ	AB	108000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	ALHAMBRA NISSAN	[redacted]	✓	10/15/2014	Benjamin Pastor	10/15/2014 10:49 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/15/2014 3:35 PM	Benjamin Pastor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/14/2014 1:47 PM	Benjamin Pastor	Changed **Follow Up Date** from 10/14/2014 to **10/17/2014**.
10/14/2014 1:35 PM	Benjamin Pastor	Changed **Subject** to **CUSTOMER** [redacted] **VIN 5N1AR2MN6DC** [redacted]

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [9] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Holly Allen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/16/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/14/2014 1:40 PM
CA Multiple Repairs		Date/Time Closed	10/16/2014 2 51 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	dlr could not duplicate the problem		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	irf
# Vehicles Owned	6	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,976		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP4DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SUTHERLIN NISSAN MALL/GA	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP4DL[redacted]		
Created By	Dennis Martinez, 10/14/2014 1:40 PM	Root Cause Code	SCNT
Last Modified By	NNAETL, 10/14/2015 12:34 AM	Root Cause Code (2)	
Days Closed	454	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Holly Allen (10/16/2014 2 50 PM) RCAS-HA is closing case due to no further assistance available at this time **********CASE SUMMARY******* c contacted NNA regarding an OCS light concern dealer could not duplicate concern c refused to take vehicle to another dealer for a second opinion RCAS-HA closing case
Make Private	✓	**Created By Russell Rigsby (10/16/2014 2 29 PM)** SRCAS-RR transferring case to RCAS-HA for summary and closing.
		Created By Russell Rigsby (10/16/2014 2 28 PM) SRCAS-RR made outbound call to c. SRCAS-RR confirmed c's concern. C stated c has 2013 Nissan Sentra. C stated c's wife sits in passenger seat and every two weeks, airbag light will come on. C stated dlr could not re-create concern. C stated dlr had no codes.
Make Private	✓	C stated RCAS-HA advised c to trade-in c's veh. SRCAS-RR apologized to c. SRCAS-RR informed c that TL would pull call logs. C understood. SRCAS-RR informed c that without diagnosis of c's veh, NNA will not provide warranty funds toward c's concern. C stated c is going to sell c's veh. SRCAS-RR offered further assistance. C declined further assistance. Call ended mutually.
		Created By Kristie Ellamae Formentera (10/15/2014 3 27 PM) *** [Added after the case is closed.] *** Crr-kf received call from c following up on the case. C stated that C wanted to have a resolution for the issue. C stated that C don't want to talk to RCAS because C stated that RCAS is rude and was unable to help C regarding the concern. C wanted to talk to a manager. crr-kf empathized and acknowledged. Crr-kf asked if there are any changes with c's contact information. C said none. crr-kf checked the information that C needs. crr-kf reopened the case.
Make Public		crr-kf informed C that crr-kf will escalate the concern to the appropriate person and that somebody will be calling C within 4-8 business hours. C stated that the best contact number to reach C [redacted] C understood. crr-kf asked for further assistance. C said NO crr-kf provided name and ext number crr-kf ended the call. crr-kf leaving case open.
Make Private	✓	**Created By Holly Allen (10/15/2014 3 13 PM)** RCAS-HA contacted dlr and spoke with SM Kevin SM advised that vehicle is operating as designed and dlr cannot duplicate c's concerns
Make Private	✓	**Created By Holly Allen (10/15/2014 3 11 PM)** RCAS-HA is closing case due to no further assistance available at this time *********CASE SUMMARY******

c contacted NNA regarding an OCS light concern that dlr cannot duplicate
CA recommended c take vehicle to another dlr for a second opinion
c refused assistance
RCAS-HA closing case

Created By Holly Allen (10/15/2014 3 10 PM)
RCAS-HA contacted c at [redacted] about vehicle concern

c stated that c is having OCS light concerns
c stated that the light stays on while c's wife is riding in the seat
c stated that c has taken the vehicle to dlr and dlr cannot duplicate the concern

Make Private ✓
RCAS-HA apologized to c for c's experience
RCAS-HA advised c that c could take vehicle to another dlr for a second opinion but until the concern could be duplicate the concern cannot be addressed
c stated c lives to far away to take vehicle to another dlr and what if c takes vehicle to another dlr and the concern cannot be duplicated and c has take a day off work
RCAS-HA advised c that c could take a video of the concern and show dealer the video of the concern
c stated that if c was in an accident and air bag did not deploy Nissan will be responsible
RCAS-HA advised c that c's concerns would be documented
c continued to argue with RCAS-HA and call was not being productive
c refused to take vehicle to another dlr
RCAS-HA disconnected call as call was unproductive and c refused assistance

Make Public
Created By Dennis Martinez (10/14/2014 2 02 PM)
Vehicle Concern

Make Public
Created By Dennis Martinez (10/14/2014 2 02 PM)
crr-dm received call from c stating that c's having issues with the front passenger air bag of the veh
crr-dm apologized to c, c acknowledged
c said that c's wife weighs 145 lbs but the passenger air bag light would turn on and off intermittently
crr-dm verified c's name, vin, address, mileage, phone number, email address & dlr.
c said that c took the veh to the dlr for diagnosis and c was assisted by sm-kevin
sm told c that the dlr could not duplicate the problem
crr-dm advised c that file will be transferred to rcas for review.
crr-dm advised c to expect a call before the end of the next business day.
c understood.
crr-dm offered further assistance, c declined.
crr-dm provided name, ext and file number.
crr-dm leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8002694	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/14/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/16/2014 2:51 PM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 2:29 PM	Russell Rigsby	Changed **Case Owner** from Kalia Johannes to **Holly Allen**.
10/15/2014 3:28 PM	Kristie Ellamae Formentera	Changed **Escalated By ID** from 005F0000001zc9s to **005F00000049PMd**.

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Case [redacted]

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Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Wendy Martin [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/15/2014 8:05 AM
CA Multiple Repairs		Date/Time Closed	10/24/2014 3:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN1D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PEARSON NISSAN OF OCALA	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MN1DC[redacted]		
Created By	R.R Martinez 10/15/2014 8 05 AM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	446	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Wendy Martin (10/24/2014 3 09 PM)** ***CASE SUMMARY*** C contacted NNA with a veh concern for multiple repair attempts on c airbag light C has been to the dlr multiple times C veh has been repaired C very happy with the way dlr took care of veh RCAS-WM closing case
Make Private	✓	**Created By Wendy Martin (10/24/2014 3 07 PM)** C state dthat c is very happy with repair and that the dlr did a very good job but c will see in a few months if the veh stays repaired RCAS-WM stated to c that if c has problems in the future do not hesitate to call NNA C understood Call ended mutually
Make Private	✓	**Created By Wendy Martin (10/24/2014 3 05 PM)** RCAS-WM contacted c C state that c picked upi veh and veh is repaired
Make Public		**Created By Wendy Martin (10/21/2014 3 27 PM)** C stated that the veh is still at the dlr c stated that the dlr is not repaired yet c stated that the veh has alot of repairs that have to be done to veh C stated that the dlr stated that all the repairs will be done by Friday c stated that the c has brought the veh back to the dlr at least 5 times for the same concern C stated that c had a concern with the headliner and the dlr had to order a new one and the dlr is replacing that part as well . C is just really frustrated that the air bag light keeps going off and the dlr states it is fixed and then two months later it starts doing the same thing C feels c has been more than patient RCAS-WM apologized to c for the continued experience RCAS-WM stated to c that RCAS-WM will contact dlr and speak with Amanda as requested by c RCAS-WM stated to c that RCAS-WM will follow up with c on Friday after RCAS-WM speaks with dlr.
Make Private	✓	**Created By Marisol Patino (10/16/2014 2 52 PM)** RCAS-MP contacted C @ [redacted] RCAS-MP inquired about C's concern. C states C has the vehicle in the shop right now. C states this is the 4 or 5th time C has the vehicle at the shop for the air bag ligth. C states C performed the recall but the concern it's still there. C states C has been told that there is a weight restriction of 80 pounds. C states the dealership is in the process replacing the seats. C states C was told by the SA to call NNA and report C's concern. C states C expend $37,000 for a vehicle that C does not feel safe in. C states there should not be a weight restriction. C states C is very disappointing. C states C's dream car is 370Z Nismo but C is starting to doubt about purchasing that. C states RCAS-MP can take a look at all the stuff that has been done to C's vehicle. RCAS-MP asked when C is getting the vehicle back. C states is supposed to be tomorrow. C states this car is a joke. C states multiple things have been replaced. C states C purchased the car brand new and is now questing the quality of the vehicle. C states if C has another problem with this C will be talking to somebody about lemon law. RCAS-MP understood and apologize to C. C states C needs to know that the security of C C states if the dealership gets the vehicle fix C states C is scared of the vehicle and the air bag not working for C's wife.

C states the problem is intermittent.
C states C has no peace of mind with the vehicle.

C states C wants to know what other options C has.
C states this whole situation is very frustrating.
C states if C had to go buy a vehicle right now it would not be a Nissan because C cannot trust it and that is a really sad thing to say because C really loves Nissan.
C states C wants the dealership to really make sure the vehicle is completely fix before C gets it back.

RCAS-MP understood and advised C that the dealership is doing everything possible to fix C's vehicle.

C understood.

RCAS-MP advised C that RACS-WM will continue to follow up with C next week.

C understood.
Call ends mutually.

Make Private ✓

Created By Marisol Patino (10/16/2014 2 10 PM)
RCAS-MP contacted the SA-Brian.
RCAS-MP inquired about C's concern.

SA-Brian states the recall has been done and the sensor has been replaced.
SA-Brian states the sensor will be replaced again for customer satisfaction.
SA-Brian states that the concern only comes up when C's wife seat's in that seat.
SA-Brian states C's wife waits 100 pounds.
SA-Brian states 80 pounds is the border line.

RCAS-MP asked if SA-Brian is aware of C's windshield concern.

SA-Brian states the windshield's came from the factory like that and in the right top corner the sealing did not adhere completely.
SA-Brian states the windshield has been replaced and the headliner will be replaced as well.

RCAS-MP asked if the air bag light was the only concern at the moment.

SA-Brian states that is correct.

RCAS-MP thanked SA-Brian for the info.

Make Public

Created By R.R Martinez (10/15/2014 8 49 AM)
CRR RM received a call from C regarding an ongoing issue with C's 2013 pathfinder

C said the issue is regarding the passenger seat airbag light

C said C was told that there has to be 80lbs to turn the lights off
C Said C was told that under 80lbs it wouldnt even register

C said the next step of the dealership for the ongoing issue is replacing the seat cushion

C said C wants Nissan to assist C with this or C will not buy another Nissan anymore

C said C is also having issue with the windshield leaking, C said C was told that the dealership will replace the windshield

CRR RM apologized to C for the inconvenience

CRRR RM told C that CRR RM will be creating a case for C
CRR RM advised C that case will be escalated to Regional Dept for review.
CRR RM advised C to expect a call within the next business day.
C understood.
CRR RM offered further assistance, C declined.
CRR RM provided name, ext and case number.
CRR RM leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8018910	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/24/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action

10/24/2014 3:11 PM	Wendy Martin	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 3:27 PM	Wendy Martin	Changed **Follow Up Date** from 10/21/2014 to **10/24/2014**.
10/16/2014 2:52 PM	Marisol Patino	Changed **Follow Up Date** from 10/16/2014 to **10/21/2014**.

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Case [redacted]

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Case Comments [34] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Social Support Team [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Social-USA
Follow Up Date	11/11/2014	Case Origin	Internal
Supporting Documents		Date/Time Opened	10/15/2014 8:53 AM
CA Multiple Repairs		Date/Time Closed	6/8/2015 2:18 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00051999

DTS Inspection

DTS Inspection Date	11/24/2014 6:16 PM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	Morley VSPC CBB Case #[redacted] Vehicle Model: Altima Vehicle Year: 2014 VIN: 1N4AL3AP0EC[redacted] Location: BR DGEWATER CBB repair request. Reason for repurchase is: passenger airbag light on DTS Evaluation Form, Vehicle Condition Report and Closing Confirmation will be emailed to you from Morley VSPC.	DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	Consumer Affairs Voluntary Repurchase of the vehicle due to 3 repair visits for an passenger airbag light on with 5 days out of service.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Cks rec'd by Morley - closing case
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,706		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BRIDGEWATER NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$23,774.82	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/23/2014	Vehicle Service Contract	
RHR Completed	10/23/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP0EC[redacted]		
Created By	Charles Harrison 10/15/2014 8:53 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:34 AM	Root Cause Code (2)	
Days Closed	219	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (11/24/2014 10 36 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: passenger airbag light on
Make Public		**Created By Barbara Sage (11/6/2014 2 12 PM)** Checks rec'd by Morley - RC closing case
Make Public		**Created By Annice Hill (11/5/2014 3 39 PM)** Received check made payable to C in the amount of $4,144 80 and also a check made payable to NMAC in the amount of $19,630 02. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Barbara Sage (11/5/2014 7 24 AM)** Morley case # [redacted] created; docs attached.
Make Public		**Created By Barbara Sage (11/3/2014 2 25 PM)** RC submitted request for C & lienholder checks.
Make Public		**Created By Kristina Rosas (11/3/2014 1 49 PM)** Below is the payment/payoff information that you requested. SR# [redacted] Account#: [redacted] Customer: Payoff amount is $19630.02 good thru 11/18/2014 Payments received 9 Payment amount $223.01 Recent payment received on 10/17/2014 in the amount of $223.01 Copy of title not on file.
Make Public		**Created By Barbara Sage (11/3/2014 8 47 AM)** RC rec'd signed repurchase offer; requesting checks.
Make Public		**Created By Barbara Sage (10/31/2014 9 45 AM)** RC transmitting lease repurchase offer to C at e-mail address on file.
Make Public		**Created By Ricardo Garcia (10/31/2014 8 40 AM)** ARBS-RG notes the following figures Down Payment $1,500 00 Additional Payments (8 x $223.01) $1,784 08 (=) Total Credits $ 3,284 08 (-) Less Usage : $639.28 <—— Less a reasonable allowance for use (2,853 miles / 100,000) x $22,407.40 (=) Total Refund to Customer : $4,144.80 NMAC payoff good thru 11/18/14 for $19,630.02.

Make Public

Created By Christine Wilsey (10/30/2014 10 45 AM)
Worksheet notes

NMAC payoff good thru 11/18/14 for $19,630.02. Overnight payoff: NMAC 8900 Freeport Pkwy Irving TX 75063
Usage: 2,853 miles / 100,000 * 22,407.40 = $639.28 Payment history amount consistent: total payments $1,784 08.
Names on original lease Brian & Jennifer Astorino, no middle initial for either.
Called dlr X3 for copy of title application - stonewall but no copy forthcoming. Asked C to call dlr for title app - finally got it on 4th

Make Public

Created By Christine Wilsey (10/30/2014 10 45 AM)
Customer repurchase letter

8 Payments paid: $1,784.08
Down Payment: $3,000.00
Total Amounts Paid: $4,784 08
Less usage fee @ 2,853 miles: ($639 28)
Total Due to Customer: $4,144 80
Lien Pay Off thru 11/18/14: $19,630.02
Total Lease Repurchase: $23,774 82

Make Public

Created By Barbara Sage (10/30/2014 8 08 AM)
RC called C at [redacted] left vmx requesting he call dlr to send title application via fax so lease repurchase can process.

Make Public

Created By Barbara Sage (10/29/2014 10 48 AM)
Consumer Affairs Voluntary : NNA is offering to buy back the vehicle due to 3 repair visits for an passenger airbag light concern with 5 days out of service.

Make Public

Created By Sara Dorazio (10/27/2014 8 14 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Barbara Sage (10/27/2014 8 08 AM)
RC rec'd drivers' licenses and vehicle registration from C over the weekend; awaiting NMAC financials to begin formal repurchase offer.

Make Public

Created By Barbara Sage (10/24/2014 3 42 PM)
RC took inbound call from C; C wants repurchase of lease rather than replacement. C states there is a "long list" of vehicles with this problem and when repurchase is accomplished he is "done with Nissan." RC stated she understood and will work up lease repurchase when documents are available. Call ended mutually.

Make Public

Created By Barbara Sage (10/24/2014 3 11 PM)
RC issued LOI to C via Fed E[redacted] e-mail address on file.

Make Public

Created By Ricardo Garcia (10/24/2014 10 40 AM) Last Modified By Ricardo Garcia (10/24/2014 10 40 AM)
ARBS-RG completed RHR Review. ARBS-RG sent case to DRT CASES ASSIGNED TO MORLEY for review.

Make Public

Created By Ricardo Garcia (10/24/2014 10 40 AM)
ARBS-RG sent notification to CSM, DOM, FOM in regards to buyback offer on 10/24/14

Make Public

Created By Ricardo Garcia (10/24/2014 10 38 AM)
SSA-CH, C states his 2014 Altima airbag light has been repaired 3 time, C states he does not feel safe in his vehicle

Make Public

Created By Ricardo Garcia (10/24/2014 10 32 AM)
ARBS-RG notes the following

****
REASON : 3 repair visits related to passenger airbag light concern
LEMON LAW : YES -- **NEW JERSEY**
USAGE : @ first report @ 2,853 miles
RETENTION GOODWILL : IF REPLACEMENT - USAGE DOES NOT APPLY
OPTIONS : REPURCHASE -- REPLACEMENT -- SETTLEMENT
NNA will offer $1,500 00 as a cash settlement in lieu of the buyback
****

Make Public

Created By Ricardo Garcia (10/24/2014 10 17 AM)
ARBS-RG notes the following repairs

6/7/14 @ 2,853 miles — RO #[redacted] — 1 day down
Issue:
1) Perform R1405 : OCS Reprogramming
Action:
1) Tech reprogrammed OCS as per TSB

8/23/14 @ 5,102 miles — RO #[redacted] — 1 day down
Issue:
1) Customer states noise from blower
Action:
1) tech removed blower motor and found leaves in blower and removed leaves no charge to C as courtesy

9/18/14 @ 5,789 miles — RO #[redacted] — 2 days down
Issue:
1) Customer states air bag light comes on intermittently
Action:
1) Tech performed zero point reset

10/14/14 @ 6706 miles — RO #[redacted] — 1 day down
Issue:
1) Customer states air bag light still comes on after recall was performed
Action:
1) Tech inspected OCS and found no faults

5 days down
3 visits - 1 recall - 1 repair related to passenger airbag light concern

NO ADDITIONAL CASES FOUND
TECH LINE CASE FOUND
- Case #[redacted] - Related to RO #[redacted]
NO DTS FOUND
NO ADDITIONAL WARRANTIES FOUND

Make Private ✓

Created By Janisha Wilkerson (10/23/2014 10 25 AM)
RCAS-JW contacted C at[redacted]
RCAS-JW informed C that RCAS-JW is still waiting on further information from technical resources in regard to C's air bag light concern
RCAS-JW left vmsg for C to return call including RCAS-JW contact #, hours of operation, and case #; next follow up 10/28/14

Make Public

Created By Sara Dorazio (10/23/2014 10 25 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Ricardo Garcia for review.

Make Private ✓

Created By Janisha Wilkerson (10/23/2014 10 20 AM)
RCAS-JW submitted and completed RHR for further processing

Make Private ✓

Created By Janisha Wilkerson (10/20/2014 12 28 PM)
RCAS-JW sent DTS request and email; waiting on response

RCAS-JW sent email to SM:AI for all RO's to proceed with RHR; waiting on documents

Make Private ✓

Created By Janisha Wilkerson (10/20/2014 12 12 PM)
RCAS-JW contacted C a[redacted]
C stated that C does not feel safe in C's veh due to the air bag concern
C stated that C has been to the dlr over 3 times and the dlr cannot find a concern with the air bag light
RCAS-JW informed C of the RHR process

C understood
RCAS-JW informed C that RCAS-JW will follow up with C by COB 10/23 to allow time for the dlr to contact Tech Support in regard to the concern
C understood
Call ended mutually

Created By Janisha Wilkerson (10/20/2014 12 00 PM)
RCAS-JW contacted dlr at 9087223600 spoke to SM:Al
RCAS-JW informed dlr the concerns of C
RCAS-JW asked for the last date of service and mileage
SM:Al stated 10/14/14/ 6,706
SM:Al stated that the recall was completed on June 7, 2014
Make Private ✓ SM:Al stated that on Sept 18 the customer stated that the air light came on in the veh on passenger side
SM:Al stated that a 0 point reset was completed on the veh
SM:Al stated that C returned Oct 14 stating that the air bag light was still on
SM:Al stated that the veh was tested and could not find any faults
RCAS-JW asked dlr to contact Tech line
SM:Al stated that a tech will contact tech line if needed but the dlr could not find any faults with the veh after te reset was completed
Call ended mutually

Created By Janisha Wilkerson (10/15/2014 11 10 AM)
RCAS-JW tried to data net the case but it is not available for this dlr
PREVIOUS RELATED CASES FOUND: none
PREVIOUS UNRELATED CASE: none
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: none
VER F ED C's name, vin, address, mileage, phone number:
Best contact: [redacted]
RCAS-JW informed C that this call may be recorded for training and quality purposes

RCAS-JW contacted C at [redacted]
Make Private ✓ C stated that the air bag light would go off when a passenger sits in the veh
C stated that the dlr informed C that the light is operating properly and that the dlr reprogrammed the veh
C stated that C's veh was brought back to the dlr on 10/14
C stated that the dlr stated that there is nothing wrong with the veh and there are no codes
C stated that when someone sits in the passenger side of the veh the air bag light will come on stating its disabled
C stated that the recall was supposed to fix this concern
C stated that C does not feel safe in the vehicle
C stated that this is the 3rd time visiting the dlr same the same concern
C stated that C spoke with SA:Darrin at the dlr
RCAS-JW informed C that RCAS-JW will follow up with C by COB 10/20/2014
C understood
Call ended mutually

Created By Charles Harrison (10/15/2014 10 41 AM)
Please call C on the number below

Make Private ✓ ****

[redacted]

****

Created By Charles Harrison (10/15/2014 10 39 AM)
SSA-CH documenting Private Messages via Facebook

****

Make Private ✓ C: "Can you have them call me at [redacted] It's my new #."

SSA: "Brian,
We will be sure to alert your Regional Specialist of your new number.
Thanks again! – Charlie, Nissan Social Support"

****

Created By Charles Harrison (10/15/2014 10 28 AM)
SSA CH- ESCALAT NG CASE TO RCAS

Make Private ✓ SSA - CH is advising C that concerns have been documented and a case has been created

SSA - CH is requesting that RCAS contact C no later than COB 10/16/14

SSA - CH is providing C with 800 number and case # for reference

Created By Charles Harrison (10/15/2014 10 28 AM)
SSA-CH documenting Private Messages

****

C: "I've had my 2014 Altima in today for the 3rd time since the recall for the air bag light. I've gotten all excuses pointing to us instead of admitting there is an issue. I've seen dozens of complaints online from others having the same issue. I do not feel safe in this car. What needs to be done before Nissan fixes the problem?

Bridgewater Nissan is the dealer, The V N is 1N4AL3AP0EC[redacted]. I don't know where to find a "case number", but I have numbers on the paperwork they gave me today."

SSA: "Good morning, Brian.

Thank you for reaching out to us and we apologize for the continued concerns with your Altima. We, our dealers, and our Consumer Affairs Specialists work daily to deliver an outstanding ownership experience that will earn your confidence and trust. We have documented your concerns and have created a case with Consumer Affairs on your behalf.

Make Private ✓ One of our Regional Specialists will be following up with you by the close of business tomorrow (7pm CST), Oct. 16th. If you would like to speak with someone directly please call 1-800-NISSAN-1 and reference case number [redacted] or the last six digits of your VIN.

Thanks and have a great day!"

C: "Charlie, how will I be contacted?"

SSA: "Hello again, Brian.

A Regional Specialist will be following up with you via phone by the close of business tomorrow.

Thank you!"

****

Created By Charles Harrison (10/15/2014 8 53 AM)
SSA-CH documenting comments via Facebook

****

Make Public C: "Allison, I have the same issue w/ a 2014 Altima. t was in today for the 3rd time after the recall and was given all the excuses from my wife not sitting correctly to the seat is reclined to far back. I asked the manager what he would do if it was his wife sitting in the car and an accident occurred. He said to call Nissan."

****

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8029438	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/3/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	11/26/2014	Carlos Ferreira	11/24/2014 6:17 PM
Edit | Del	Review Approved Check Request		✓	11/4/2014	Barbara Sage	11/5/2014 1:15 PM
Edit | Del	Review Approved Check Request		✓	11/4/2014	Barbara Sage	11/5/2014 7:02 AM
Edit | Del	Approved - Repurchase Figures		✓	10/31/2014	Barbara Sage	10/31/2014 9:42 AM
Edit | Del	Review Astorino repurchase figures		✓	10/30/2014	Ricardo Garcia	10/31/2014 8:41 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00051999	DRT Resolution	1N4AL3AP0EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0136583	[redacted]	11/5/2014	Customer	Approved	$4,144.80	26BUYBACK	Nissan North East Buyback/Trade	[redacted]	
	CR0136584		11/5/2014	Lienholder	Approved	$19,630.02	26BUYBACK	Nissan North East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	72KB	1/30/2015 1:27 PM	Tammy Knotts
Edit | View | Del		73KB	1/30/2015 10:30 AM	Tammy Knotts
Edit | View | Del		3MB	11/3/2014 8:48 AM	Barbara Sage
Edit | View | Del		247KB	10/29/2014 10 51 AM	Barbara Sage
Edit | View | Del		13KB	10/29/2014 10 50 AM	Barbara Sage

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
6/8/2015 3 00 PM	Charles Harrison	Closed.
6/8/2015 2:18 PM	Jim Land	Changed **Case Owner** from Jim Land to **Social Support Team**.
		Changed **Subject** from SOCIAL: Product CUSTOMER: [redacted] N: 1N4AL3AP0EC[redacted] o **CUSTOMER** [redacted] **VIN 1N4AL3AP0EC**[redacted]
		Changed **Status** from Open to **Closed**.
		Closed.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [11] | Case Categorizations [3] | Open Activities [1] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/28/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/15/2014 11 26 AM
CA Multiple Repairs		Date/Time Closed	10/27/2014 7 24 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh issue- OCS		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GREAT NECK NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted]VIN: 5N1AR2MM0EC[redacted]		
Created By	Sheena Marie Dela Cruz 10/15/2014 11:26 AM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8 07 PM	Root Cause Code (2)	
Days Closed	443	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Heather Leslie (10/27/2014 7 14 AM)** RCASNE HL- called c at [redacted] spoke to c Doug advised that the call may be recorded for quality and training purposes c has confirmed that the veh has been picked up c states that c has not driven the veh with anyone in the seat c states that the case should not be closed until the c identifies concerns as resolved
Make Private	✓	**Created By Heather Leslie (10/27/2014 7 12 AM)** RCASNE HL- received email from SM Frank who states that the veh is complete and has been picked up
Make Private	✓	**Created By Heather Leslie (10/23/2014 9 16 AM)** RCASNE HL- sent email to SM Frank to ask when the veh repair will be complete and to advise of conversation that agent had with c regarding closing the CA case
Make Private	✓	**Created By Heather Leslie (10/23/2014 9 11 AM)** RCASNE HL- called c at [redacted] spoke to c Douglas advised that the call may be recorded for quality and training purposes advised that the parts have arrived and the DLR will call to schedule appointment c states that c spoke to SM Frank yesterday and that an appointment has been set for tomorrow 10/24/14 RCASNE HL- asked if c was advised how long the veh will be at the DLR for repair process c unaware c states that even once the veh is complete that c will not believe that the veh is fixed and concern is resolved until c has been driving the veh for a while because the concern is intermittent RCASNE HL- advised that once the veh has been delivered to the c the case would be closed as agent cannot leave the case open if the veh has been repaired and delivered to the c c understood but states that this is bad customer service RCASNE HL- apologized but advised that the reason is because agent cannot leave the case open for months if there is no concern and that agent would have to call every 3 business days with no work being done on the veh and that is not how the case is handled advised that agent will follow up by COB on Tuesday
Make Private	✓	**Created By Heather Leslie (10/23/2014 9 08 AM)** RCASNE HL- called DLR at 516-482-7700 SA Peter advised that the parts have came in and the c will be contacted for an appointment
Make Private	✓	**Created By Heather Leslie (10/21/2014 4 10 PM) Last Modified By Heather Leslie (10/23/2014 9 16 AM)** RCASNE HL- called c at [redacted] spoke to c Douglas advised that the call may be recorded for quality and training purposes advised that the parts are expected to arrive tomorrow advised that two parts were ordered to prevent an additional wait time advised that agent will follow up Thursday
Make Private	✓	**Created By Heather Leslie (10/21/2014 4 08 PM) Last Modified By Heather Leslie (10/23/2014 9 16 AM)** RCASNE HL- called DLR at 516-482-7700 spoke to SM Frank SM states that SM spoke to c last week SM states that a diagnostic unit was ordered control assembly and OCS sensor SM states that the DLR will perform TSB with results pending to replace one or both components SM states that SM ordered both just in case so there was no additional wait time SM states that the parts should be available tomorrow
Make Private	✓	**Created By Heather Leslie (10/16/2014 1 06 PM) Last Modified By Heather Leslie (10/23/2014 9 16 AM)** RCASNE HL- called c at [redacted] spoke to [redacted] advised that the call may be recorded for quality and training purposes c verified name, address, email, make/model and mileage c states that the airbag light continues to turn off and on c states that the airbag light is on if someone is sitting in the seat c states that the airbag light being on means that the airbag will not deploy c states that c was not having a problem with the airbag until the campaign was completed on the veh c states that c received a campaign notice and took the veh to DLR on 5/12/14 c states that a new sensor and controller may be ordered, no ETA for parts c states that this is the fourth attempt c states that if the airbag does not deploy then Nissan has a serious liability against the company

c states that c goes to Great Neck Nissan
c states that this is c third Nissan veh within 10 years
c states that c is not happy with c concerns
c states that c spoke to the DLR today
c states that c told the DLR that c is going to call NNA CA
c states that c concern is that the DLR does not know how to fix the concern
c agreed upon follow for Tuesday
RCASNE HL- provided phone number and confirmed case number
advised that agent must contact the DLR for an update
c understood

Created By Heather Leslie (10/16/2014 12 57 PM) Last Modified By Heather Leslie (10/23/2014 9 16 AM)

Make Private ✓ RCASNE HL- unable to data net the case
called c [redacted]
left vmx

Make Public Created By Sheena Marie Dela Cruz (10/15/2014 11 32 AM)
Vehicle Concern

Created By Sheena Marie Dela Cruz (10/15/2014 11 32 AM)

Make Public Crr-sd received call from c.
c was upset that c's been at the nna dlr for 3 times for the same issue.
c stated the airbag light keeps on coming on and the campaign that was released did not resolve the issue. c's been dealing with SM Frank Agustino who up to now hasn't called c. c last visited the dlrship in 10/06/2014.

Crr-sd asked how can nna help c.
C stated c want nna to fix the issue permanently.

Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agreed. crr-sd offered further assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number.
Crr-sd transferring case to RCAS.

C stated the best number to contact c [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8003835	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	BROKEN/CRACKED	14	10/15/2014	ZB	BK	233500	OA
Edit | Del	CC-8003836	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/15/2014	YX	BK	233500	OA
Edit | Del	CC-8003837	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/15/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	10/23/2014	N/A	Heather Leslie

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/27/2014 7:24 AM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/23/2014 9:12 AM	Heather Leslie	Changed **Follow Up Date** from 10/23/2014 to **10/28/2014**.
10/21/2014 4:10 PM	Heather Leslie	Changed **Follow Up Date** from 10/21/2014 to **10/23/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [32] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [2] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Anna Naraeva [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/14/2014	Type	CA
Follow Up Date	1/7/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/15/2014 1:00 PM
CA Multiple Repairs		Date/Time Closed	1/7/2015 3 07 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00055182

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Veh was out of service for 84 days, loaner provided for 69 days, 7 repair attempts for transmission shudder.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,371		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BAKER NISSAN NORTH	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$6,500.00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] IN: 5N1AR2MN0DC[redacted]		
Created By	Angela Baase, 10/15/2014 1:00 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/2/2015 9:27 PM	Root Cause Code (2)	
Days Closed	371	Action Code	NE9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Anna Naraeva (1/9/2015 10 45 AM)** *** [Added after the case is closed] *** Case remains closed.
Make Public		**Created By Anna Naraeva (1/9/2015 10 45 AM)** *** [Added after the case is closed] *** ARBS emailed c's attorney:" Mr. Patrick: Here is the policy number for extended warranty – Gold Preferred with $100 deductible for 84 months/100,000 miles. Policy #: [redacted]. The package will be mailed to [redacted] case within the next 30 days. Let me know if you have any questions. Thank you! Anna NARAEVA"
Make Public		**Created By Anna Naraeva (1/7/2015 3 07 PM)** Case closed.
Make Public		**Created By Anna Naraeva (1/7/2015 3 06 PM)** ARBS exchanged below emails with attorney:" Hi Anna. My client is agreeable with your proposal. When should he cancel the current extended warranty? Craig" *** "That's great! Earliest the better. He can go back to the date he signed the release."
Make Public		**Created By Anna Naraeva (1/7/2015 3 02 PM)** The check will be mailed to attorney's office via FedEx track # [redacted]
Make Public		**Created By Anna Naraeva (1/7/2015 8 34 AM)** ARBS emailed c's attorney:" Good morning Mr. Patrick: Yesterday, I processed the check request and extended warranty policy. In the process of extended warranty issuance, we noticed that [redacted] already have VSC, the same plan, but one year shorter. We can still proceed with our settlement however, I do not want them to waist their money and would recommend for them to cancel their existing policy. They will receive the prorated amount for the cost of what they paid, Estimated refund at this time, based off of the current mileage (30,371) and a cancel date using today's date- 1/7/15- shows he would be eligible for an estimated refund to his lien holder for approximately $1,700 00. Let me know if it is acceptable for them or do you have a different suggestion. Thank you! Anna NARAEVA"
Make Public		**Created By Anna Naraeva (1/6/2015 1 21 PM)** ARBS submitted request for VSC Gold Preferred for 84 Month/100,000 miles with $100 deductible.
Make Public		**Created By Anna Naraeva (1/6/2015 1 14 PM)** ARBS submitted check request in the amount of $6,500 to attorney's firm and c's name.
Make Public		**Created By Anna Naraeva (1/6/2015 12 55 PM)** ***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THE C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY***

Make Public

Created By Anna Naraeva (1/6/2015 11 18 AM)
Settlement is $6,500 inclusive and Gold Preferred VSC for 84 month/100,000 miles with $100 deductible.

Make Public

Created By Anna Naraeva (1/6/2015 11 14 AM)
ARBS received signed release and registration from c's attorney on 12/19. Copies are attached to the case.

Created By Anna Naraeva (12/18/2014 12 05 PM)
ARBS received response from attoney:"

Make Public

Hi Anna. Thank you for the follow-up email. I expect the signed release and registration any day now, hopefully today. There was some delay in obtaining a copy of the registration.

Craig Patrick"

Created By Anna Naraeva (12/18/2014 7 54 AM)
ARBS emailed c's attorney:"

Mr. Patrick:

Make Public

Do you have a signed release for [redacted] Are they still willing to proceed further? Just following up in case this case was overlooked. Today is the last day when we can request checks and then our accounting department will be closed until January. If you have a signed release letter, please forward it to me and I will move the case further.

Let me know if there are any changes or if you have any questions.

Thank you!

Anna NARAEVA"

Make Public

Created By Anna Naraeva (11/19/2014 3 58 PM)
ARBS emailed release letter to attorney. Copy is attached to the case.

Created By Anna Naraeva (11/19/2014 3 15 PM)
ARBS exchanged below emails with attorney:"

Mr. Patrick:

Unfortunately, the brochures you sent to me are a bit outdated. Only one part on the brochure is still correct, the parameters. The coverage is still valid for existing plans, but for the new ones we have different brochures and coverage.

For your client, we are offering Gold Preferred for 84 month/100,000 miles. More information about the coverage will be mailed to them after I will submit the request. The extended warranty is transferable to another owner, and more information about the process will be sent in the contract.

I will prepare the settlement agreement and will send to you very shortly.

Let me know if you have any questions.

Make Public

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

***

From: Craig Patrick [mailto craigpatrick@att net]
Sent: Wednesday, November 19, 2014 2:00 PM
To: Naraeva, Anna (EXTERNAL)
Subject: RE: Response to [redacted] case

Hi Anna. My clients will accept $6500 plus the Gold Preferred warranty offered below, provided the information attached is an accurate description of the Gold Preferred Warranty. My clients moved to OK last week and cannot find the current registration. They are planning to visit the nearest DMV in Texas and will send it to me ASAP, but can we please get the release to keep the process moving? They understand that release of the settlement funds is conditioned upon providing a current registration. Thank you!

Craig

Created By Anna Naraeva (11/17/2014 3 56 PM)
ARBs exchanged below emails with c's attorney:"

Mr. Patrick:

I topped out the offer by now. Here is what we can offer if your client is willing to accept. $6,500 and Gold preferred with $100 deductible. Extended Warranty for 7 years/100,000 miles. Let me know if it is acceptable.

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

Make Public

***

From: Craig Patrick [mailto craigpatrick@att net]
Sent: Thursday, November 13, 2014 1 01 PM
To: Naraeva, Anna (EXTERNAL)
Subject: RE: Response to Mr. and Mrs. [redacted] case

Hi Anna. Thank you for your email. Given the extensive repairs on this vehicle, my clients would like Nissan to warrant the vehicle for 7 years/100,000 miles. If Nissan will provide such a warranty, then my clients will accept the $7500. Let me know if this is acceptable.

Craig Patrick
Patrick Law Firm, P.C.

Created By Anna Naraeva (11/11/2014 12 45 PM)
ARBS responded to c's attorney on 11/11:"

Hello Mr. Patrick:

Make Public

Unfortunately, Nissan is not in a position to meet your counteroffer. At this time, without any new information, Nissan's position remains the same. The cash offer of $7,500.00 inclusive of fees is our final cash offer.

Thank you!

Anna NARAEVA"

Created By Anna Naraeva (11/11/2014 12 45 PM)
ARBs received below email from c's attorney on 11/7:'

Make Public

Anna: Thank you for your offer of $7,500. My client just had the 4th transmission (replaced 3 times) put in the vehicle, and the vehicle is still having issues with the key not being recognized and the back-up camera is also not working. My clients will settle this claim cash, but they need $9,500 to get it done. Let me know if this is acceptable.

Craig Patrick"

Created By Anna Naraeva (11/6/2014 1 50 PM)
ARBS received email back from c's attorney:"

Make Public

Anna: Thank you for your offer of $3,500. My clients' vehicle has been repaired under warranty 8 times this year and they have lost confidence in the vehicle. I have attached the repair records for your consideration. They will settle this claim for a repurchase plus $2500 in attorneys fees or $12,500 cash. Let me know if either of these options is acceptable.
Craig Patrick
Patrick Law Firm, P.C."

Make Public

Created By Anna Naraeva (11/6/2014 1 48 PM)
ARBS emailed NNA's offer of cash settlement in the amount of $3,500 to c's attorney via email, email address: c[redacted]nd mailed via FedEx track # [redacted]. Copy of the offer attached to the case.

Make Public

Created By Anna Naraeva (11/6/2014 1 46 PM)
Veh was out of service for 84 days, loaner provided for 69 days, 7 repair attempts for transmission shudder.

Make Public

Created By Anna Naraeva (11/6/2014 1 43 PM)
Special notes:"

** SA Aaron at dealer 2869 verified days down on the following R.O.'s:
83600 – Days accurate – loaner provided
85922 – Days accurate – loaner provided
460 – Days accurate – loaner provided
6395 – Days accurate – loaner not provided
20087 – Veh had oil change & tire rotation, warranty administrator did not close for couple of days, no loaner provided
21313 – Days accurate – loaner provided
24496 – Days accurate – loaner not provided

Make Public

Created By Anna Naraeva (11/6/2014 11 46 AM)
ARBS-AN reviewed RHR with following repairs that were complete at the time:

Dates: 12/16/13-12/16/13 Mileage: 13,038 RO#[redacted]s:1

1. MPI.
2. Recall R1308.
3. C's feels a shudder/jerking when slowing down to lower speeds while braking & turning.

DLR ACTIONS:
1. Completed.
2. Completed Recall R1308.
3. Reprogrammed TCM.

Dates: 01/09/14-01/24/14 Mileage: 14,537 RO#:[redacted]ays:16*

1. MPI.
2. C's feels a shudder/jerking when slowing down to lower speeds while braking & turning.

DLR ACTIONS:
1. Completed.
2. Replaced CVT, CVT cooler cleaning.

Dates 02/03/14-02/14/14 Mileage: 15,254 RO#[redacted]ays:12*
1. MPI.
2. C's feels a shudder/jerking when slowing down to lower speeds while braking & turning. After replaced of CVT assy, judder still present at apporx 20mph under normal acceleration.
3. Inspect & clean CVT cooler.
4. C's back up camera has interference lines dirty.
5. C's veh pulls right while driving.
6. Perform 3750 mile service.

DLR ACTIONS:
1. Completed.
2. Tech recommended replace CVT again. Replaced CVT.
3. Completed.
4. Cleaned lens.
5. Adjusted front & rear alignment angles.
6. Completed.

Dates: 02/27/14- 03/19/14 Mileage: 16,094 RO#[redacted] Days 21*

1. C's interference lines on back up camera.
2. C's all power outlets are INOP.
3. MPI.
4. C's veh will not start, has to jump start.
5. C's feels a shuddering/jerking when slowing down to lower speeds while braking & turning.

DLR ACTIONS:
1. Unable to duplicate.
2. Found burnt fuse, installed new fuse.
3. Completed.
4. Unable to duplicate.
5. Unable to duplicate. Perform software update.

Dates: 04/23/14-04/30/14 Mileage: 18,237 RO#:[redacted]Days 8*

1. Oil change & tire rotation.
2. C's back up camera display is fuzzy.
3. OCS Recall NTB14-027.
4. MPI.

DLR ACTIONS:
1. Completed.
2. Camera lens is clean, internal failure on monitor screen. Replaced FES monitor & return to manufacturer.
3. Completed Recall.
4. Completed.

Dates: 06/16/14- 06/20/14 Mileage:20,061 RO[redacted]ays 5

1. C's back up camera display is wavy & has vertical lines, more noticeable when veh is on motion.
2. MPI.

DLR ACTIONS:
1. Replaced A/V unit.
2. Completed.

Dates: 07/07/14- 07/07/14 Mileage: 22,724 RO#: [redacted]Days:1

1. C's while driving the passenger side air bag light would go on & off, also air bag light on dash would display & flash.
2. Oil change.

DLR ACTIONS:
1. Unable to verify.
2. Completed.

Dates: 09/08/14-09/17/14 Mileage: 26,681 RO#: [redacted]Days:10*

1. MPI.
2. C's the veh judders at slow/moderate speeds when turning & also in start/stop traffic.
3. C's she often get the "incorrect key i.d." error when trying to start the car.
4. Install tow hitch.
5. Replace windshield.

DLR ACTIONS:
1. Completed.
2. Unable to duplicate, no codes in system & fluid level good.
3. Adjusted shift control cable.
4. Completed.
5. Completed.

Dates: 09/22/14- 09/24/14 Mileage: 27,968 RO# [redacted] Days:3

1. C's transmission slips & shudders at speeds of 15-40mph.
2. MPI.

DLR ACTIONS:
1. Reprogrammed TCM to resolve as per bulletin.
2. Completed.

Dates: 10/07/14- 10/13/14 Mileage: 28,371 RO [redacted] Days:7*

1. MPI.
2. C's there is a shudder below 45mph.

DLR ACTIONS:
1. Completed.
2. Test drove several times, saved data monitor, sent info to CVT authorization & was approved. Replaced CVT & reprogrammed to right configuration.

Make Public — **Created By Angela Baase (10/20/2014 11 37 AM)**
DRTS attached Sales Documents

Make Public — **Created By Angela Baase (10/20/2014 11 25 AM)**
DRTS received a call back from Cheryl from Baker Nissan and wanted more information. DRTS explained that we needed a Title Application and customer signed sales agreement. Cheryl said she would pull the documents, let her boss know of what was going on and fax these over.

Make Public — **Created By Angela Baase (10/20/2014 10 38 AM)**
DRTS called Sarah the Title Clerk at Baker Nissan North to request a Title Application and customer signed Purchase Order. DRTS left a VM for Sarah to please fax over the sales documents or return the call. Left both the fax and phone number.

Make Public — **Created By Albert Jimenez (10/20/2014 8 53 AM)**
DRTS completed RHR & attached to the case.

Make Public — **Created By Angela Baase (10/16/2014 11 15 AM)**
DRTS contacted dealer 3346 and left a voice mail for Kelly to request all customer copy RO's, tech notes and any open RO's for this vehicle.

Make Public — **Created By Angela Baase (10/16/2014 11 11 AM)**
CORRECT COMMENT-PREVIOUS COMMENT NEEDS DELETED.
Eddie is from dealer 2869.

DRTS spoke to Saul at dealer 5422 (used to be dealer 2608-South Point Nissan, now inactive) in the service department to get all customer copy RO's, tech notes, and any open RO's .

Make Public — **Created By Angela Baase (10/16/2014 11 08 AM)**
In addition to previous comment, it was for dealer 5422, now Clay Cooley Nissan (used to be 2608-South Point Nissan).

Make Public — **Created By Angela Baase (10/16/2014 10 49 AM)**
DRTS contacted Eddie in the service department to get all customer copy RO's, tech notes, and any open RO's for this vehicle. He said he will fax them over.

Make Public — **Created By Angela Baase (10/15/2014 1 25 PM)**
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases [redacted]
Open recalls\campaigns-none

DRTS in receipt of Attorney Letter received 10/14/14 sent via US mail from Patrick Law Firm, signed by Craig M. Patrick. Letter dated 10/7/2014.

Laws cited-breach of written and implied warranties and violation of MMWA. Also in violation of Texas Deceptive Trade Practices Act.

Nonconformities to include the transmission, shuddering, jerking, back up camera, electrical, air bag light, and pulling right. Defects still present.

Customer is requesting that NNA rescind the transaction of the vehicle purchase. Upon agreement to cancel the transaction the vehicle will be returned in exchange for a full refund of the money paid for the vehicle, less a reasonable charge for their use of the vehicle. Alternately, $15,000 cash in full and final satisfaction of their claim. To include the amount of fees as of the date of this letter is $3,500, paid in addition to any repurchase or cash settlement, for a total of $18,500.

Requesting to settle this matter in a fair and equitable manner without the need for further legal action Letter states in the event NNA does not take advantage of this settlement offer, there will be no alternative but to recommend to the customer that a lawsuit be filed. In the event of a filed lawsuit, rather than seeking only the amount of compensation that is being requested, a full measure of damages will be sought in which the customer is legally entitled to along with customer's expenses and attorney's fees.

If interested in resolving this matter without litigation, contact with sufficient time to resolve within 60 days of receipt of letter.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8004090	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	PREMATURE WEAR/FAILURE	10	10/15/2014	WA	BG	302500	OA
Edit | Del	CC-8004091	AUDIO/VIDEO/NAVI	MONITOR, REAR	PREMATURE WEAR/FAILURE	13	10/15/2014	WA	AA	301000	OA
Edit | Del	CC-8004092	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/15/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09j8L. 500F0RwD1d:ref]	[redacted]	✓	1/13/2015	Rebecca Martin	1/13/2015 7 29 AM

Edit | Del CST00055183- VSC Docs	✓	1/12/2015	Rebecca Martin	1/13/2015 7 28 AM
Edit | Del Review Approved Check Request	✓	1/6/2015	Anna Naraeva	1/7/2015 2:25 PM
Edit | Del Collect Sales Documents	✓	10/23/2014	Angela Baase	10/20/2014 11:37 AM
Edit | Del Create RHR	✓	10/21/2014	Angela Baase	10/20/2014 8 53 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	VSC Original Doc[redacted]quest [ref: 00DA09i8l 500F0RwD1d:ref] *1/13/2015 Case #[redacted] VIN # 5N1AR2MN0D[redacted]*	[redacted]	1/13/2015 7 29 AM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00055182	DRT Resolution	5N1AR2MN0D[redacted]						
Edit	CST00055183	Goodwill VSC	5N1AR2MN0D[redacted]	Processed	Multiple Repair Issue	Anna Naraeva	DRT	Rebecca Martin	1/9/2015

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0140279	[redacted]	1/7/2015	Attorney	Approved	$6,500.00	DRTSETTLN	Nissan DRT Goodwill Settlement	PATRICK LAW	FIRM

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	69KB	2/12/2015 12 52 PM	Tammy Knotts
Edit | View | Del		107KB	1/6/2015 11:13 AM	Anna Naraeva
Edit | View | Del		52KB	1/6/2015 11:12 AM	Anna Naraeva
Edit | View | Del		32KB	11/19/2014 3 57 PM	Anna Naraeva
Edit | View | Del		166KB	11/6/2014 11 20 AM	Anna Naraeva

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/7/2015 3 07 PM	Anna Naraeva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/6/2015 12 55 PM	Anna Naraeva	Changed **Description**.
1/6/2015 12 55 PM	Anna Naraeva	Changed **Follow Up Date** from 12/23/2014 to **1/7/2015**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [10] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie McVey [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/16/2014	Type	CA
Follow Up Date	11/16/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/16/2014 1:00 PM
CA Multiple Repairs		Date/Time Closed	11/14/2014 3:05 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney demand due to 3 visits for 7 days down for the passenger air bag light being on with someone in the seat.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CARBONE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: EVA[redacted] VIN: 5N1AR2MM3D[redacted]		
Created By	Ashley Fiting, 10/16/2014 1:00 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	425	Action Code	NL6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Angie McVey (11/14/2014 2 40 PM) After review the following was sent to the customer's attorney via email: Dear Mr. Krukas: This office is in receipt of your letter regarding the above referenced Nissan customer. I have taken the time to review the complaint and the service history on the vehicle.
Make Public		Based on the information available it appears the vehicle was purchased in February 2013 and has approximately 30,000 miles. There were no more than 3 visits for any one complaint and it appears all concerns were resolved in September as evidenced by the lack of return with further complaint. An automobile is made up of thousands of various components and parts which are made by man, and assembled by man. Our wish is that there is never a failure however there is no guarantee given, but our word in the form of the warranty to assure that if it does we will cover the repair. While this is not the experience we would desire for our customer, Nissan has never failed to comply with the warranty that was given. Given this information Nissan would not be able to provide the resolution being sought. Thank you for allowing Nissan to review this matter.
Make Public		**Created By Angie McVey (11/14/2014 2 08 PM)** History found as follows: 1/28/14 at 16,486 miles-1 day down Concern 1. C/S drivers front window will not go up Action 1. Tech cleaned and lubed left front glass run 2/21/14 at 17,460 miles-1 day down Concern 4. C/S both side marker light inoperable Action 4. Replace both side marker light bulbs 5/20/14 at 21,403 miles-1 day down Concern 1. Recall 2. C/S when driving there is a humming type noise in front end Action 1. Tech performed recall R1405 2. Tech removed and replaced left front hub and bearing, all is normal at this time 7/16/14 at 21,404 miles-1 day down Concern 1. C/S there is a noise in right front wheel area , sounds like a humming noise 2. C/S passenger air bag light is on when there is a passenger in right front seat Action 1. Replace right front hub and bearing assembly, road test ok 2. Unable to find any problem at this time operation working normally 7/28/14 at 25,073 miles-1 day down Concern 1. C/S at times the passenger side air bag is off when seat is occupied 2. C/S when taking off from a stop the truck seems sluggish and there is a slight shudder Action 1. Tech reset zero point of passenger side seat. All air bag functions are normal at this time 2. A reprogram of transmission control module 8/25/14 at 26,355 miles-1 day down Concern 1. C/S key fob is not working

2. C/S there is a scraping noise in front end at low speed
Action
1. Tech disconnected battery and reprogrammed 2 I keys all is normal at this time
2. Tech could not duplicate at this time

9/30/14 at 29,780 miles-1 day down
Concern
1. C/S passenger air bag light will come on at times when seat is occupied
Action
1. Tech checked system for codes none found—could not duplicate at this time

---

No other CA file, No tech line, No DTS, Retail Sale, Contract purchased
2 x's hum noise 1=replaced left front hub and bearing, 2=replace right front hub and bearing – v has not returned with the complaint
3 x's passenger airbag light after recall performed 1=NPF, 2 = zero point reset, 3=NPF
1 x sluggish and slight shudder from stop – reprogram TCM
No impairment of use or safety of the vehicle found
Vehicle has not returned with a complaint since the Sept. visit.

Make Public — **Created By Ashley Fiting (11/10/2014 8 25 AM)**
ADD-ON TO PREVIOUS COMMENT-
THIS LETTER WAS RECEIVED AGAIN ON 11/10/2014

Created By Ashley Fiting (11/10/2014 8 25 AM)
*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C, F C SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY.**********

Previous Cases-[redacted]
Recalls/Campaigns- None

Make Public — DRTS in receipt of an attorney letter from Eugene Krukas, PLLC signed by Eugene Krukas. The letter was sent on 10/10/2014 and received on 10/15/2014. The letter was sent via US Mail. DRTS received letter on 10/16/2014 and attached the letter to the case for review.

The letter states this is in pursuant to the New York Lemon Law, Magnuson-Moss Warranty Act, and the New York General Business Law. The vehicle contains a number of defects that after numerous repair attempts have not been corrected. These defects include but are not limited to: air bag defect, hub bearing noise, sluggish transmission, key fob inoperative, and any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise. NNA respond date is 14 days from receipt of this letter. Enclosed with the letter are some repair orders that will be attached to the case for review.

Make Public — **Created By Ashley Fiting (10/21/2014 10 57 AM)**
DRTS received sales documents from dealer 5147 and attached to the case for review.

Make Public — **Created By Ashley Fiting (10/21/2014 7 33 AM)**
DRTS called dealer 5147 to check up on sales documents with title clerk [redacted] still was not able to reach her, left a voice-mail, requesting she call back. Provided name, phone number, and C name.

Make Public — **Created By Ashley Fiting (10/20/2014 7 21 AM)**
DRTS called dealer 5147 to check up on sales documents for this C. Left a voice-mail for title clerk [redacted] and requested she call back. Provided name, fax number, C name, and in-service date.

Make Public — **Created By Ashley Fiting (10/17/2014 7 54 AM)**
DRTS completed and attached RHR.

Make Public — **Created By Ashley Fiting (10/16/2014 1 29 PM)**
DRTS called dealer 5147 and spoke with title clerk [redacted] requested for signed sales contract and title application. [redacted] said she would send them via fax tomorrow. Provided name, fax number, and customer name.

Created By Ashley Fiting (10/16/2014 1 05 PM)
*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C, F C SHOULD CALL PLEASE REFER THEM TO THEIR ATTORNEY.**********

Previous Cases-[redacted]
Recalls/Campaigns- None

Make Public — DRTS in receipt of an attorney letter from Eugene Krukas, PLLC signed by Eugene Krukas. The letter was sent on 10/10/2014 and received on 10/15/2014. The letter was sent via US Mail. DRTS received letter on 10/16/2014 and attached the letter to the case for review.

The letter states this is in pursuant to the New York Lemon Law, Magnuson-Moss Warranty Act, and the New York General Business Law. The vehicle contains a number of defects that after numerous repair attempts have not been corrected. These defects include but are not limited to: air bag defect, hub bearing noise, sluggish transmission, key fob inoperative, and any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise. NNA respond date is 14 days from receipt of this letter. Enclosed with the letter are some repair orders that will be attached to the case for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8044958	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	POOR OR MPROPER OPERATION	02	11/14/2014	YX	BN	252000	OA
Edit | Del	CC-8044959	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/14/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	11/10/2014	Angie McVey	11/10/2014 8 27 AM
Edit | Del			✓	10/27/2014	Ashley Fiting	10/21/2014 10:57 AM
Edit | Del			✓	10/21/2014	Ashley Fiting	10/17/2014 7 54 AM
Edit | Del			✓	10/16/2014	Angie McVey	10/16/2014 1 08 PM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	1.48MB	11/10/2014 8:26 AM	Ashley Fiting
Edit | View | Del	[redacted]	1.48MB	11/10/2014 8:26 AM	Ashley Fiting
Edit | View | Del	[redacted]	254KB	10/21/2014 10:57 AM	Ashley Fiting
Edit | View | Del	[redacted]	28KB	10/17/2014 7:54 AM	Ashley Fiting
Edit | View | Del	[redacted]	154KB	10/17/2014 7:54 AM	Ashley Fiting

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/14/2014 3:06 PM	Angie McVey	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2014 2:43 PM	Angie McVey	Changed **Description**.
10/21/2014 7:31 AM	Ashley Fiting	Changed **Case Servicing Dealer** to **CARBONE NISSAN**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [7] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Cleo Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/28/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/16/2014 1 20 PM
CA Multiple Repairs		Date/Time Closed	10/28/2014 11 57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	c was asking assistance with issue on passenger airbag light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	35,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NATIONWIDE MOTOR SLS CORP	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MM0DC[redacted]		
Created By	Nicel Torres 10/16/2014 1:20 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 06 PM	Root Cause Code (2)	
Days Closed	442	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Cleo Smith (10/28/2014 11 55 AM) ********** case closure ********** RCAS-CS is closing the case after three attempts and no c contact.
Make Public		Created By Cleo Smith (10/27/2014 10 28 AM) RCAS-CS made outbound call to c at [redacted] # disconencted, 410-371-3090 vmx full RCAS next follow-up date of 10/28 RCAS ended call.
Make Private	✓	Created By Janisha Wilkerson (10/24/2014 3 41 PM) RCAS-JW contacted C at [redacted] # disconencted RCAS-JW contacted C at [redacted] RCAS-JW left vmsg for C to return call including RCAS-CS contact #, hours of operation, and case # next step RCAS_CS will get info from C and inform C that if C is still having concerns with veh to please take veh abck to dlr to address the current concerns since these concerns were not brought to the dlrs attention on the last service visit
Make Public		Created By Cleo Smith (10/20/2014 9 01 AM) RCAS called Nationwide Nissan at 410.252.8000 and spoke w/SM Rollins SM stated backup camera was stuck, one key didn't work but now work SM stated the airbag light doesn't always go off while driving SM stated C that someone informed C they smell antifreeze SM stated SM wasn't able to dup any of the issues and eveything seem to work fine before C left the dlr RCAS thanked the SM for time RCAS and SM call ended mutually
Make Public		Created By Cleo Smith ([redacted]) RCAS contacted the C at [redacted] and left voicemail RCAS provided contact #, case # and next follow-up date of 10/21 RCAS ended call.
Make Public		Created By Nicel Torres (10/16/2014 1 28 PM) Vehicle Concern
Make Public		Created By Nicel Torres (10/16/2014 1 28 PM) Crr-nt received a call from c stating that c has issue with the passenger airbag light that comes on Crr-nt verified and updated c's contact information C said that veh is at the dlr and dlr cannot reproduce the concern C said that c will be out of warranty and c only have 300 miles to go before warranty expire C said that c also has issue with the back up camera and c also had issue with the transmission C said that c wants assistance from nna to figure out what causes this issue C said that this is a safety concern C said c does o thave the V N because veh isstill at the dlr and c is driving Crr-nt called dlr to obtain V N Crr-nt advised c that crr-nt created a case for c's concern Crr-nt advised c that crr-nt will forward case for review and c will receive follow up call before the end of the next business day. crr-nt verified best n umber for c: ([redacted] crr-nt asked for further assistance but c declined crr-nt provided name, case number and extension number crr-nt provided recap of c's concern crr-nt forwarding case to rcas and leaving the case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8005644				14	10/16/2014	YX	BK	233500	OA

		RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION						
Edit | Del	CC-8005645	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/16/2014	WT	BK	233500	OA
Edit | Del	CC-8005646	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR IMPROPER OPERATION	10	10/16/2014	YX	BG	302500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09j8L._500F0Rwobq:ref]	[redacted]	✓	10/28/2014	Cleo Smith	10/28/2014 11:56 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:_00DA09j8L._500F0Rwobq:ref] *10/28/2014 Case # [redacted] Thank you for taking the tim...*	[redacted]	10/28/2014 11 56 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/28/2014 11:57 AM	Cleo Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/27/2014 10:28 AM	Cleo Smith	Changed **Follow Up Date** from 10/27/2014 to **10/28/2014**.
10/24/2014 3:41 PM	Janisha Wilkerson	Changed **Follow Up Date** from 10/21/2014 to **10/27/2014**.

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Surveys

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Case [redacted]

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Case Comments [1] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Joy Acebedo [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/17/2014 11:32 AM
CA Multiple Repairs		Date/Time Closed	10/17/2014 11:40 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LOU FUSZ NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP6EN[redacted]		
Created By	Joy Acebedo, 10/17/2014 11 32 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	453	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Joy Acebedo (10/17/2014 11 39 AM) CRR-JA verified c's name CRR-JA verified address CRR-JA verified phone/alt CRR-JA saw recent case via email: [redacted] Issue: C called asking if the passenger airbag recall was performed already because c said that every time c's wife will sit, the light will still be on unless c will turn off the engine and turn the engine on again. CRR-JA check the vin and inform c that the OCS campaign was performed by the dlr last 4/23/2014 but explain to c that since the Basic Warranty is still active, c can bring the veh to the dlr for diagnose. Diagnosed: not yet. Research: Vehicle Campaign Detail CRR-JA asked c for further assistance but c decline. CRR-JA provided name, case and extension number. CRR-JA inform c about the survey. Crr offered to transfer call to the dlr: c declined CRR-JA is closing the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8006958	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/17/2014	VG	AZ	204500	OF
Edit | Del	CC-8006959	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/17/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/17/2014 11:40 AM	Joy Acebedo	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/17/2014 11:32 AM	Joy Acebedo	Changed **Subject** to **CUSTOMER** [redacted] **VIN 1N4AL3AP6EN**[redacted]
		Changed **Home Phone** t[redacted]

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Surveys Surveys Help

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Case [redacted]

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Case Comments [29] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Danielle Spurling [Change]
Letter Sent Date	10/28/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/17/2014 12:08 PM
CA Multiple Repairs		Date/Time Closed	10/28/2014 3:07 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN1EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KEARNY MESA INFINITI	Data Net	✓
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	10/17/2014
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/21/2014	Vehicle Service Contract	
RHR Completed	10/21/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	

		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AL0MN1EC[redacted]		
Created By	Danielle Spurling, 10/17/2014 12:08 PM	Root Cause Code	SNSH
Last Modified By	System Account NNAINT, 10/31/2014 7:11 PM	Root Cause Code (2)	
Days Closed	442	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Danielle Spurling (10/31/2014 2:41 PM)** *** [Added after the case is closed.] *** rcas received vmx from c stating repairs were completed by rtlr. c stated c is still experiencing the same thing with the airbag concern. c stated c called rtlr and is being told to take veh back to rtlr to check for error codes. c stated c wants it written down what the reason is as to why it is not always working. c asked that rcas inform SM to put information in writing. c stated c will take veh to rtlr on 11/03.
Make Private	✓	**Created By: Danielle Spurling (10/28/2014 4:24 PM)** *** [Added after the case is closed.] *** rcas calling [redacted] at 4:22 p.m. cst rcas spoke with c, c advised c's wife informed c that INF is not assisting at all rcas advised reviewed for assistance in repurchase/replacement of veh. rcas advised request was declined. c understood. call was ended.
Make Private	✓	**Created By: Danielle Spurling (10/28/2014 4:17 PM)** *** [Added after the case is closed.] *** rcas received vmx from c stating c's wife advised no assistance was being provided. c requested contact to discuss at [redacted]
Make Private	✓	**Created By: Danielle Spurling (10/28/2014 3:04 PM)** summary: c contacted INF CA requesting repurchase of veh. c experienced concerns with airbag warning light and OCS sensor. veh has been repaired. c advised c felt rtlr discriminated against c, rcas submitted complaint to FOM and CXM. rcas informed c RHR was declined. c understood. rcas closing file.
Make Public		**Created By: Mae Strenciwilk (10/28/2014 2:50 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By: Danielle Spurling (10/28/2014 12:32 PM)** rcas received call from c's wife ([redacted] referred to as c) c stated c has veh, veh's oil change and tire light came on. c stated c has been banned from rtlr and does not know what to do. c stated Escondito rtlr is 30 miles from c. rcas understood and apologized. rcas advised did contact SM-TW to discuss. rcas advised SM advised is willing to continue servicing c's veh. c stated c no longer trusts rtlr and will not return rcas apologized for c's situation. rcas advised review for possible repurchase was also complete. rcas advised unfortunately, INF is not offering assistance in repurchase or replacement of veh. c understood. c asked for letter to be sent advising of c's concerns and decision. rcas advised letter will be sent with RHR decision, however, letter is no case specific. c understood. c verified address. c thanked rcas, call was ended rcas submitting RHR denial letter
Make Private	✓	**Created By: Danielle Spurling (10/28/2014 11:08 AM)** rcas sent email to CSM-RL and FOM-DB advising of RHR denial. rcas requested review for goodwill.
Make Public		**Created By: Angie McVey (10/28/2014 9:48 AM)** ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time. ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.
Make Private	✓	**Created By: Danielle Spurling (10/28/2014 9:34 AM)** rcas received email from SM-TW advising veh was picked up on 10/25.
Make Public		**Created By: Angie McVey (10/28/2014 9:23 AM)** History provided by the RCAS as follows: 4/29/14 at 2,356 miles-1 day down Concern 1.) OCS reprogramming 2.) Rubber gasket does not seat in windshield 3.) Vehicle sputters when accelerating Action 1.) Campaign complete 2.) No repair noted 3.) Normal operation 6/16/14 at 3,986 miles-3 days down Concern 1.) Windshield strip does not cover the front windshield 2.) LOF 3.) Side mirror does not go down when reversing 4.) P/S airbag does not always turn on with psgr in seat Action 1.) Replaced weather strip and cover 2.) LOF complete 3.) Turned on switch 4.) Replaced P/S control and reset 10/16/14 at 7,334 miles-6 days down Concern 1.) Airbag light comes on with psgr in seat Action 1.) Installed new OCS and then control unit _____ No more than 2 complaints found for airbag light.

No excessive days down found.
Nissan has never failed to comply with the warranty that was given.

Make Private

Created By: Danielle Spurling (10/24/2014 2:27 PM)
rcas sent email to FOM-Don Boldrey and CXM-Robert Livingston advising of c's concerns regarding discrimination

Make Private

Created By: Danielle Spurling (10/24/2014 12:02 PM)
rcas noting c's wife had already requested for repurchase review. rcas noting RHR review is under way

Make Private

Created By: Danielle Spurling (10/24/2014 12:02 PM)
rcas received call from [redacted] (c) advising c has tried to reach rcas
rcas apologized and advised rcas was out of office 10/23.
c understood.
rcas advised received information from SM-TW this morning advising parts arrived and repairs were complete
c stated c has not been updated
rcas advised SM indicated c would be contacted today
c understood. c stated c stated c's wife has been handling situation. c stated c wanted to voice c's concerns.
c stated c does not like to feel that c has been treated differently because c was a woman.
c stated c feels c may have been treated differently
c stated c's wife was given excuses as to why concern took place and told there is no weight limit for sensor and sensor was sensitive
c stated if c's wife had not pushed the issue, OCS was not operating properly and something could have happened to c's family
c stated c understands seat belt is primary safety item, however, airbag is important to safety. c stated c's wife was advised to leave the lot when there was an issue with the veh.
rcas understood and apologized for experience. rcas advised is aware of situation and concerns have been noted and addressed internally with rtlr.
c stated c's family is the most important thing. c stated if c was upset with sa or SM, which c did apologize to both personel. c stated c understands SM was in position to back employee, however customer should be given consideration and SM should have tried to understand that c was concerned for c's children safety.
c stated c has INF veh purchased for $40k that c has lost faith in. c stated now, c will have to drive 30 miles to svc with another rtlr because SM has asked c's wife not to return.
rcas advised has discussed this with SM-TW at length. rcas advised SM does understand why c's wife was upset. rcas advised SM did advise c's wife apologized for being upset. rcas advised SM is happy to continue servicing veh, and only asks that c's wife remain professional with staff.
c understood. c asked if INF can assist in getting c out of veh. c stated c is not comfortable with situation.
rcas understood and apologized. rcas advised can complete review for repurchase. rcas advised process can take up to ten business days. rcas advised follow up no later than 10/29
c agreed. c asked to by primary POC at [redacted]
rcas understood, call was ended

rcas setting task for rcas-JC for RHR

Make Private

Created By: Danielle Spurling (10/24/2014 10:42 AM)
rcas sent email to SM-TW requesting copy of RO once available

Make Private

Created By: Danielle Spurling (10/24/2014 10:41 AM)
rcas received email from SM-TW advising all parts arrived 10/23 and were installed. SM advised veh should be picked up today.

Make Private

Created By: Danielle Spurling (10/24/2014 10:28 AM)
rcas sent email to SM-TW requesting update on repair status

Make Private

Created By: Danielle Spurling (10/24/2014 10:08 AM)
rcas received vmx from MICHAEL MIZEJEWSKI advising rcas has been working with c's wife regarding veh concerns and svc dept experience. c advised has not got veh back. c stated c would like to talk to rcas regarding experiance. c requested contact a[redacted]

Make Private

Created By: Danielle Spurling (10/22/2014 9:44 AM)
rcas received email from SM-TW advising rtlr replaced the seat frame and control unit and sensor would not reset. SM advised rtlr ordered a new control unit and had same issue. SM advised rtlr contacted DTS-Craig Belle and was advised to replace the seat frame, control unit, and harness again. SM advised ordered parts. SM advised c was provided QX60 loaner.

Make Private

Created By: Danielle Spurling (10/22/2014 9:35 AM)
rcas sent email to SM-TW requesting update on repairs

Make Public

Created By: Sara Dorazio (10/21/2014 2:14 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Angie McVey for review.

Make Public

Created By: Jacklyn Capers (10/21/2014 1:44 PM)
RCAS rec'd RO's and attached to case
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public

Created By: Jacklyn Capers (10/21/2014 10:25 AM)
RCAS sending reminder email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at 615.984.5739. RCAS also requesting that RO's, open for more than 5 days, be accompanied by time stamps to verify days down. (2nd request)

Make Private

Created By: Danielle Spurling (10/21/2014 9:10 AM)
rcas received email from SM-TW advising rtlr ordered a second control unit because computer would not perfrom zero point reset. SM advised when c initially came in, c was very upset and yelled at sa. SM advised after SM spoke with c and diagnosed veh, c apologized for yelling. SM advised c is welcome back to rtlr as long as c remains professional with rtlr staff.

Make Private

Created By: Danielle Spurling (10/20/2014 4:37 PM)
rcas calling 6192518834 at 4:29 p.m. cst
rcas spoke with c and advised INF is reviewing c's request for possible repurchase. rcas advised was advised by SM on 10/17 that repairs were recommended
c verified. c stated repairs were complete on 10/17, however, concern was not resolved so rtlr contacted tech dept and were advised to order another part. c stated c was told part should arrive 10/21. c stated c was also offered an SUV loaner. c stated c does not know when veh will be complete
rcas understood. rcas advised information will be noted.
c stated c is upset because SM told c not to return to rtlr and c was right about there being an issue in veh. c stated c does not feel comfortable with svc dept and svc is very important to c.
rcas understood. rcas advised can discuss c's concerns with SM. rcas advised will follow up no later than 10/24, as rcas is out of office 10/23
c thanked rcas, call was ended

rcas sent email to SM advising of c's concerns and requesting ETA of repair completion

Make Public

Created By: DeWaun Quarles (10/20/2014 4:31 PM)
rcas received a call from c who only provided vin # and requested to know factory installed packages for vehicle
rcas verf per CPIA vehicle features

Make Public

Created By: Jacklyn Capers (10/20/2014 7:32 AM)
RCAS sending email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at 615.984.5739. RCAS also requesting that RO's, open for more than 5 days, be accompanied by time stamps to verify days down.

Make Private

Created By: Danielle Spurling (10/17/2014 2:43 PM)
rcas received email from SM-TW advising code was pulled from comuter for occupant sensor. SM advised contacted techline and was advised to replace the occupant sensor and control unit. SM advised part arrived today and should be completed today. SM advised will contact c with update.

Make Private

Created By: Danielle Spurling (10/17/2014 12:26 PM)
rcas noting contact information
[redacted]

Make Private

Created By: Danielle Spurling (10/17/2014 12:25 PM)
PREVIOUS RELATED FILES FOUND: None
PREVIOUS UNRELATED FILES: None
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: None

rcas verified c's name, address, contact information, VIN, mileage, svc rtlr, veh purchase status

rcas received call from [redacted] stating c has had issue with veh's pass side airbag warning light. c stated c is 4'11 1/2" and has children that are short, also. c stated when someone is sitting in pass seat, airbag turns on. c stated c advised rtlr of this and was told the system is very sensitive.
c stated c took veh to rtlr on 10/16. c stated sa told c again that system is sensitive. c stated c got upset with sa because airbag is not operating properly and should always be on.
c stated c asked to talk to SM. c stated sa told SM that c was cursing at sa. c stated that is a lie. c stated SM told c rtlr would diag veh, but c was no longer welcome in svc dept.
c stated c purchased veh 30 miles away in Escondido, this rtlr is 12 miles away. c stated c expected better customer service from rtlr. c stated rtlr gave c a 5 passanger veh as loaner, which does not accomodate c's family. c stated c has yet to receive update from rtlr.
c stated c is frustrated with experience.
rcas understood and apologized for experience. rcas advised concerns are documented.
c stated rtlr found code with airbag and said Infiniti would be contacted. c stated c is purchasing veh and no longer wants it. c stated c would like INF's assistance in getting out of veh.
rcas advised rtlr may be in contact with tech dept. rcas advised rcas will 1. Contact rtlr SM and ask that c be contacted with an update, 2. Obtain update on veh status, 3. Inquire if larger loaner is available, and 4. Begin 10 day process of review for repurchase. rcas provided contact information and advised rcas will follow up on 10/20.
c thanked rcas, call was ended.

rcas sent email to SM-Tom requesting information on veh concerns and that c be contacted with update

rcas setting task for RHR to be started

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023417	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/28/2014	YX	BK	233500	OA
Edit | Del	CC-8023418	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	10/28/2014	WA	BK	233500	OA
Edit | Del	CC-8023419	INFINITI DEALER SERVICE	SERVICE PERSONNEL (INFINITI)	CRITICISM	QD	10/28/2014	ZH	AP	170000	OD
Edit | Del	CC-8023420	INFINITI DEALER SERVICE	SERVICE PERSONNEL (INFINITI)	INAPPROPRIATE/UNPROFESSIONAL BEHAVIOR	QD	10/28/2014	ZW	AP	170000	OD
Edit | Del	CC-8023421	INFINITI DEALER SERVICE	SERVICE PERSONNEL (INFINITI)	MISLEADING/MISREPRESENTATION	QD	10/28/2014	YD	AP	170000	OD

Show 3 more » | Go to list (8) »

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent	[redacted]	✓	10/28/2014	Danielle Spurling	10/28/2014 3:07 PM
Edit | Del	Correspondence Request		✓	10/28/2014	Danielle Spurling	10/28/2014 3:01 PM
Edit | Del	ATS Letter Request Rejected		✓	10/28/2014	Danielle Spurling	10/28/2014 1:59 PM
Edit | Del	Review RHR Recommendation		✓	10/28/2014	Danielle Spurling	10/28/2014 11:11 AM
Edit | Del	KEARNY MESA INFINITI		✓	10/27/2014	Danielle Spurling	10/24/2014 10:42 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	20KB	10/28/2014 12:34 PM	Danielle Spurling
Edit | View | Del		80KB	10/28/2014 11:03 AM	Danielle Spurling
Edit | View | Del		75KB	10/21/2014 1:43 PM	Jacklyn Capers
Edit | View | Del		205KB	10/21/2014 1:43 PM	Jacklyn Capers
Edit | View | Del		75KB	10/20/2014 7:26 AM	Jacklyn Capers

Case History

Case History Help

Date	User	Action
10/28/2014 3:07 PM	Danielle Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/28/2014 2:49 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **10/28/2014**.
		Changed **Supporting Documents** from false to **true**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [22] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [2] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/21/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/17/2014 1:24 PM
CA Multiple Repairs		Date/Time Closed	3/18/2015 8:36 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00051829

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary Repurchase due to 4 repairs attempts for Airbag light . Today days out of service 12.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Headquarter Nissan of columbus
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM9EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HEADQUARTER NISSAN OF COLUMBUS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$37,747.08	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: VIN: 5N1AR2MM9EC[redacted]		
Created By	Damilola Lawal, 10/17/2014 1:24 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:34 AM	Root Cause Code (2)	
Days Closed	301	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	C[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (12/9/2014 3 59 PM)** DRTS TK: Check(s) from NMAC for OVERPAYMENT in the amount of $405.79 sent to LOCKBOX #54457; FED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (11/7/2014 2 20 PM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #2[redacted] The reason for repurchase is: Airbag light
Make Public		**Created By Nina Woodruff (10/29/2014 3 28 PM)** For customer satisfaction, Nissan North America is extending an offer of a Vehicle Purchase Program (VPP) discount "A-plan" on your next purchase of a new Nissan. The authorization code is [redacted] This offer expires on December 13, 2014 Please print this email and take it with you to an authorized Nissan dealer before the expiration date to take advantage of this offer. Nina Woodruff Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Nina Woodruff (10/28/2014 3 35 PM)** Okay great choice, I will request the discount and email it to you once I receive it, Morley can take a few days, if you have not heard from them in a day or two you can contact them at 866.780.7222. Thanks Nina Woodruff Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Nina Woodruff (10/27/2014 2 39 PM)** Arbs created Morley Case #[redacted] and send Morley Docs via Fed Ex Tracking # [redacted]
Make Public		**Created By Nina Woodruff (10/23/2014 9 19 AM)** Arbs notes submmited check request 10/22/14: To C: Mark Powell, refund check $19,367.66 and Lienpayoff check Nissan Motor Acceptance $ 18,379.42
Make Public		**Created By Nina Woodruff (10/21/2014 1 18 PM)** Arbs sent repurchase letter to C for review and signature.
Make Public		**Created By Nina Woodruff (10/21/2014 7 41 AM)** Arbs Notes Repurchase Calculations: Repurchase Calculations: Base Price $36,651 00 Sales Tax $1,994.00 Lic/Reg $20.00 Dealer Doc Fee $699.50 Cert of Title $23.00 Lemon Law $3.00 Interest Paid to Date $423.73 Total Purchase Price $39,814 23

Less Usage $1,567.15
Less Rebates $500.00
Loan Payoff* $18,379.42

Total Deductions $20,446.57

Refund Amount $19,367.66

Total Repurchase $19,367 66

Created By Nina Woodruff (10/21/2014 7 37 AM)
Arbs notes C's usage calculations:

Make Public

1st report/ 120,000 x $36,651.00 less $500 00 rebate = $36,151

5,202 miles /120,000 x $36,151.00 = $1567.15

Make Public **Created By Nina Woodruff (10/21/2014 7 20 AM)**
Infield case opened per FOM-Ryan-- OCS light will not turn off with passenger in passenger seat.

Created By Nina Woodruff (10/20/2014 3 49 PM)
Hi Nina,
Yes to SOC.

Make Public

_____
Anna Fraley
Nissan Motor Acceptance Corporation
Quality Assurance Specialist
Fulfillment and Correspondence Department
fraleya@nmac.com
214.596.4567

Created By Nina Woodruff (10/20/2014 2 58 PM)
All,

Per review of the RHR and case history, I have decided to I take over the case and assist the customer with an replacement or repurchase due to multiple repair attempts for airbag light.

Case Servicing Dealer:
HEADQUARTER NISSAN OF COLUMBUS
Dealer Code 5273
Phone 7062258100
Parent Account
Make Public Billing Address 1725 WHITTLESEY ROAD
COLUMBUS, GA 31904
Region Code 34
Region Southeast Region

Thank You

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public **Created By Nina Woodruff (10/20/2014 2 54 PM)**
Arbs notes per review of the RHR and case history, arbs will take over the case and assist the customer with an replacement or repurchase due to multiple repair attempts for airbag light.

Created By Nina Woodruff (10/20/2014 2 50 PM)
Total Days Down 12

Make Public

Arbs notes no related cases.

Created By Nina Woodruff (10/20/2014 2 50 PM)
Make Public Arbs notes in service date 09/14/13
Arbs notes Purchase
Arbs notes no VSC

Make Public **Created By Nina Woodruff (10/20/2014 2 50 PM)**
Arbs notes 4 visits with 4 warrantable repair

Created By Nina Woodruff (10/20/2014 2 50 PM)
ARBS notes the following repair history per CPIA, Salesforce, ROs, RHR, dlr:

Open Date 12/09/13 ... Mileage 5,202 ... RO [redacted] ... Days Down 1 ...
Concern:
Recall ocs
Action:
Completed

Open Date 05/13/14 ... Mileage 16,862 ... RO [redacted] Days Down 1 ...
Concern:
Recall ocs
Action:
Completed

Make Public

Open Date 05/29/14 ... Mileage 16,863 ... RO [redacted] ... Days Down 3 ...
Concern:
Hook up scanner and verify OCS recall completed
Action:
Misc OCS had been reprogrammed

Open Date 09/02/14 ... Mileage 25,214 ... RO [redacted] Days Down 2 ...
Concern:
Airbag light inoperative for the third time
Action:
Completed reprogram

Open Date 09/04/14 ... Mileage 25,412 ...RO [redacted] ... Days Down 5 ...

Make Public **Created By Nina Woodruff (10/20/2014 2 32 PM)**
Hi Nina,

Below is the payment/payoff information that you requested.
Anna please see the request below for an SOC

SR# [redacted]
Account# [redacted]
Customer [redacted]
30 day payoff $18379.42 good thru 11/20/2014
Per diem 1.00

# of scheduled payments received 12
Scheduled Payment amount 397.48
Total Principal paid 4,346 03
Total Interest paid 423.73
Late fees paid 0.00
Recent payment received on 9/26/2014 in the amount of $397.48

Thanks,

Israel Ramos
Fulfillment and Correspondence

Nissan Motor Acceptance Corp
Infiniti Financial Services
8900 Freeport Pkwy
Irving TX 75063
Phn: +1 214.596.4260
Fax: +1 972 607.
RamosI2@NMAC.com

Created By Nina Woodruff (10/20/2014 8 27 AM)
Hello,

Can you please send me copy of the sales docs for Mr. Mark Powell, Vin # 5N1AR2MM9EC[redacted]

Make Public

Thank you

Nina

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Nina Woodruff (10/20/2014 8 25 AM)
Good Morning Mr.[redacted]

Thank you for sending me the requested documents, your buyers order/ sales contract did not come through completely. Today I will request a copy of your sales documents as well and your current payoff information from Nmac. I expect to receive these items in next 2-3 days. Once I received I will be able to complete an repurchase offer to send to you for your review. I will be in touch with you in a few days and soon as I have your offer prepared.

Make Public

Thank you

Nina

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Nina Woodruff (10/20/2014 8 22 AM)
Re: Mark Powell
2014 Nissan Pathfinder
Vin # 5N1AR2MM9EC[redacted]

Will you please provide the following for Mr. Powell's account:

1. Acct #
2. Payoff Amt.
3. Per Diem
4. Interest Paid to Date
5. Sales Contract
6. Payment History
7. SOC Eligibility?

Make Public

Thanks
Nina

Nina Woodruff
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7028
Fax: +1 615 967.2272
Email: nina.woodruff@nissan-usa com

Make Private ✓ **Created By Damilola Lawal (10/17/2014 1 31 PM)**
Created By: Damilola Lawal (10/17/2014 1 03 PM)
CRT contacted C
CRT left vxm

Created By: Kalia Johannes (10/17/2014 12:09 PM)
TL-KJ sent email request to RCAS-DL to contact c and advise case is still under review.
TL sent request to determine if ARBS requested case re-creation based on wrong account.

Created By: Nina Woodruff (10/14/2014 9:23 AM)
Arbs called C and left a message

Created By: Damilola Lawal (10/13/2014 4 02 PM)
C contacted CRT
CRT advised C that C had started the repurchase request process
CRT stated that CRT would like to know if C still had concerns after the last fix
C stated that since the last replacement of the seat , the concern has continued and C no longer trusted veh
CRT understood and explained CRT had to keep trying to work on veh, and CRT would look into sending technical specialist
C understood
CRT would follow up with C in 3 business days
Call ends

Created By: Sara Dorazio (10/13/2014 3:51 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Nina Woodruff for review.

Created By: Damilola Lawal (10/13/2014 3:44 PM)
CRT contacted DLR
SM was unavailable
Call ends

Created By: Damilola Lawal (10/13/2014 3:43 PM)

CRT contacted DLR
CRT asked SA-Carson how many times C's veh had been diagnosed for the airbag light because CRT could not tell from the RO's
Carson could not properly assist C but stated that OCS reprogram had to do with the airbag light
CRT thanked SA
Call ends

Created By: Damilola Lawal (10/10/2014 1:19 PM)
CRT contacted C
CRT left vxm

Created By: Damilola Lawal (10/7/2014 4:21 PM)
CRT contacted C
CRT stated CRT would be taking over C's cases
CRT stated that CRT would need 10 days to work on repurchase request
C stated that RCAS should repurchase decision tomorrow
CRT apologized for delay
CRT stated that CRT would look into sending DTS to look at veh
C stated that C did not want another repair
C mentioned lemon law
C stated that C could no longer trust veh
CRT explained that CRT had to try to fix veh even though C wants a repurchase
C understood
CRT following up with C in 3 business days
Call ends

Created by Damilola Lawal (10/7/2014 1:36 PM)
CRT contacts C
CRT notes leaving voicemail

Created By: Kalia Johannes (10/6/2014 11:41 AM)
TL-KJ changing follow up date to 10/7/14, to implement 1/3 plan per RCAM-Dave Foeder.
Case to be worked by CRT-Damilola Lawal.

Created by Nakayya Fletcher (10/6/2014 10:36 AM)
RCAS placed outbound call to C at [redacted]
RCAS advised C rcas will contact C once repurchase review complete.
RCAS provided C with rcas contact#.
Make Private Checked Created By: Nakayya Fletcher (9/25/2014 3 38 PM)
RCAS placed outbound call to C at [redacted]
C states C has been experiencing concerns since C purchased veh.
C states C experiencing concerns with passenger airbag.
C states C unsure if airbag light working.
C states C addressed concerns with dlr.
C states C advised c's concerns may be due to weight of c's wife.
C states shortly after,campaign issues regarding c's concerns.

C states dlr has replaced sensor and performed software updates, C states C still experiencing concerns.
C states C requesting repurchase.

RCAS apologized for c's concerns.
RCAS advised C that rcas will submitt repurchase request, repurchase request takes up to 10 business days.
C states understood.

RCAS asked C the following:
•Why do you want to return the vehicle to Nissan North America? airbag sensor concerns
•Where is the vehicle currently? C's possession
•Where was the vehicle purchased? Headquarters of Columbus
•Was it purchased new or used? New
•If used, when was the vehicle purchased?
•Where is the vehicle serviced? Headquarters of Columbus

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8011621	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/21/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/9/2014	Jimmy Noles	11/10/2014 5:18 AM
Edit | Del	Complete VPP Goodwill Process - CST00052233	[redacted]	✓	10/29/2014	Nina Woodruff	10/29/2014 3:28 PM
Edit | Del	Complete VPP Goodwill Process - CST00052233		✓	10/29/2014	Nina Woodruff	10/29/2014 3:28 PM
Edit | Del	Review Approved Check Request		✓	10/24/2014	Nina Woodruff	10/27/2014 7:35 AM
Edit | Del	Review Approved Check Request		✓	10/24/2014	Nina Woodruff	10/27/2014 7:34 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00051829	DRT Resolution	5N1AR2MM9EC[redacted]						
Edit	CST00052233	Goodwill VPP		Processed	Multiple Repair Issue	Nina Woodruff	DRT	Rebecca Martin	10/29/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0135765	[redacted]	10/25/2014	Customer	Approved	$19,367 66	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	
	CR0135767		10/25/2014	Lienholder	Approved	$18,379.42	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] Check.pdf	121KB	12/9/2014 3 59 PM	Tammy Knotts
Edit | View | Del	[redacted] Morley Packet.pdf	1.11MB	10/27/2014 2:54 PM	Nina Woodruff
Edit | View | Del	[redacted] Signed Repurchase Letter.pdf	298KB	10/22/2014 2:17 PM	Nina Woodruff
Edit | View | Del	[redacted] Vehicle Registration.pdf	172KB	10/20/2014 2:35 PM	Nina Woodruff
Edit | View | Del	[redacted] Sales Docs.pdf	620KB	10/20/2014 2:35 PM	Nina Woodruff

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/18/2015 8 36 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/7/2014 2:18 PM	Jim Land	Changed **Case Owner** from Nina Woodruff to **Jim Land**.
11/7/2014 2:18 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [15] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ashley May [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/18/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/17/2014 3:36 PM
CA Multiple Repairs		Date/Time Closed	11/18/2014 9:52 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	ARBS Request
Inspection Time/Notes	Appointment Time:10 00 AM EST Notes to Agent: I will need to meet with the customer for approximately one hour to discuss and have them demonstrate their concerns. I will also need whoever is in the R/F seat when the symptom occurs to be present at the inspection.		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SHEEHY NISSAN OF WALDORF	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP6DC[redacted]		
Created By	Heathre Vanriper, 10/17/2014 3:36 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	421	Action Code	NL4A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Ashley May (11/18/2014 9 51 AM) ARBS called C at [redacted] and reached C. ARBS advised rec'd DTS inspection results with replacing the seat frame but also stated rec'd info that the vehicle was traded and wanted to confirm.
Make Public		C stated yes, vehicle was traded for a new Altima. ARBS thanked for confirmation and stated would still move forward on repairs for the 2013 and would need to close the case since the vehicle is now owned by the dealership. C understood and thanked ARBS. Call ended mutually.
		Created By Ashley May (11/3/2014 7 15 AM) ARBS rec'd e-mail from SM-John confirming DTS inspection date time.
Make Public		ARBS confirmed date/time in Salesforce and sent follow up e-mail to DTS-Peter
		Created By Ashley May (10/30/2014 2 46 PM) ARBS called Sheehy Nissan of Waldorf and requested to s/w Nissan Service Manager.
Make Public		ARBS was transferred to SM-John's v/m. Left msg requesting return call to verify date/time for inspection.
		Created By Ashley May (10/28/2014 1 17 PM) ARBS rec'd date/time from DTS-Pete for 11.14 at 10:00 a.m. with request if individual who is sitting in the passenger seat to come to inspection if available. ARBS called C at [redacted] and reached C. ARBS advised of date/time for 11.14 at 10 00 a m. for DTS inspection. C stated the date/time works for C.
Make Public		ARBS thanked C for time. Call ended mutually. ARBS called Sheehy Nissan of Waldorf and requested to s/w Service Manager. ARBS was transferred to SM-John's v/m. Left v/m requesting return call to confirm date/time. ARBS sent follow up e-mail to SM-John as well.
		Created By Ashley May (10/24/2014 8 18 AM) ARBS called C at [redacted] and reached C. ARBS advised after reviewing repair history that ARBS would like to send DTS to go over the air bag system. C accepted decision.
Make Public		ARBS explained DTS inspection and advised would request date/time. C asked if the appointments were flexible. ARBS advised that appts are M-F, generally in the morning and the DTS likes to meet with customer for approximately 30-60 minutes to understand concerns. C stated C has every other Friday off and that C's next available date is Nov. 14th. ARBS advised ARBS would let DTS know about C's schedule and see if it works for DTS. Call ended mutually. Submitted DTS Request Form via Salesforce.

Make Public
Created By Ashley May (10/23/2014 3 29 PM)
ARBS rec'd v/m from C at 3:33 p.m. on 10.21 and left return number of [redacted]

ARBS returned call at 3 26 p m. on 10.23 to [redacted] and reached v/m.

Left msg requesting return call.

Make Public
Created By Kate Czerwinski (10/22/2014 8 48 AM)
DRTS completed and attached RHR

Make Public
Created By Ashley May (10/21/2014 9 54 AM)
ARBS called C at [redacted] and reached v/m. Customer goes by Mark.

Left msg requesting return call in regards to vehicle.

ARBS called C at [redacted] and reached v/m.

Left msg requesting return call in regards to vehicle.

Make Public
Created By Ashley May (10/21/2014 9 50 AM)
ARBS notes the following vehicle summary:

In Service Date: 7 8.13

No additional CA cases, VSC or DTS
Tech Line Case:
- 14063021: 3.24.14 – OCS light comes on intermittently, zero point reset performed last visit. Recommendation: SRS and OCS is operating normally

Checked CPIA, Salesforce, ROs

4 days down

5 visits for passenger side air bag – 3 repairs, 1 campaign, 2 no problem found

Make Public
Created By Ashley May (10/21/2014 9 49 AM)
ARBS notes the following repair history:

02/26/14 - Mileage: 7,764 - RO: [redacted] Days Down: 1
Concern:
1. Passenger air bag light comes on at times
Action:
1. No problem found

03/21/14 - Mileage: 8,789 - RO: [redacted] Days Down: 1
Concern:
1. Passenger air bag off light keeps coming on with an adult in the seat
Action:
1. Performed zero point reset

03/24/14 - Mileage: 8,918 - RO: [redacted] - Days Down: 1
Concern:
1. Air bag off light keeps coming on with adult in passenger seat
2. Passenger air bag light coming on
Action:
1. Replaced OCS sensors
2. Replaced air bag control unit

05/30/14 - Mileage: 11,395 - RO: [redacted] Days Down: 1
Concern:
1. Recall R14050 – OCS Reprogram
Action:
1. Completed Campaign

09/06/14 - Mileage: 16,202 - RO: [redacted] - Days Down: 1
Concern:
1. Air bag indication light is still coming on
Action:
1. Cleared past code

Make Public
Created By Kate Czerwinski (10/21/2014 9 25 AM)
DRTS received and attached sale documents

Make Public
Created By Kate Czerwinski (10/20/2014 1 15 PM)
DRTS called dlr 3850 to collect sale documents for VIN. Conrad in business office agreed to fax copies. provided name, customer name and address, VIN, in service date, phone and fax number

Make Public
Created By Kate Czerwinski (10/20/2014 11 52 AM)
DRTS received and attached ROs from dlr 3850

Make Public
Created By Kate Czerwinski (10/20/2014 8 49 AM)
DRTS called dealer 3850 to collect ROs. Kelly in service agreed to fax copies. Provided name, customer name, V N, phone and fax numbers

Make Public
Created By Heathre Vanriper (10/17/2014 3 39 PM)
Previous cases found, none
Recalls/Campaigns: RC-3869162
DRTS in receipt of Customer Letter stamped 10/17/14, from [redacted] DRTS rec'd 09/10/14 Sent Certified Mail Tracking #[redacted] See attached for review.
Non-conformities: Vehicle is defective, "Airbag Light problem"
C seeks" issue resolved" Request response time: not stated
Documents attached: Customer letter & RO documents.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8007499	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/17/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	10/27/2014	Kate Czerwinski	10/21/2014 9:23 AM
Edit | Del	New DTS Request		✓	10/26/2014	Peter Rusin	10/25/2014 2:12 PM
Edit | Del	Create RHR		✓	10/24/2014	Kate Czerwinski	10/22/2014 8:48 AM

Edit | Del	[redacted]	[redacted]	✓	10/22/2014	Kate Czerwinski	10/20/2014 11 52 AM
Edit | Del	[redacted]	[redacted]	✓	10/17/2014	Ashley May	10/17/2014 3:47 PM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	28KB	10/22/2014 8:47 AM	Kate Czerwinski
Edit | View | Del	[redacted]	137KB	10/21/2014 9:23 AM	Kate Czerwinski
Edit | View | Del	[redacted]	551KB	10/20/2014 11 51 AM	Kate Czerwinski
Edit | View | Del	[redacted]	1 92MB	10/17/2014 3:43 PM	Heathre Vanriper
Edit | View | Del	[redacted]	215KB	10/17/2014 3:43 PM	Heathre Vanriper

Case History

Case History Help

Date	User	Action
11/18/2014 9:52 AM	Ashley May	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 7:15 AM	Ashley May	Changed **Follow Up Date** from 11/4/2014 to **11/18/2014**.
10/30/2014 2:47 PM	Ashley May	Changed **Follow Up Date** from 10/30/2014 to **11/4/2014**.

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Surveys

Surveys Help

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C
1[redacted]

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Case Comments [40] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/17/2014 4:44 PM
CA Multiple Repairs	✓	Date/Time Closed	1/5/2015 11:44 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052903

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Repurchase due to 3 repair visits for OCS light on, and 3 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	letter of intent mailed out
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP6DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN NATIONAL CITY	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$17,155.32	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	10/20/2014	Vehicle Service Contract	
RHR Completed	11/7/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 3N1AB7AP6DL[redacted]		
Created By	Kristie Ellamae Formentera 10/17/2014 4:44 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:34 AM	Root Cause Code (2)	
Days Closed	373	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/19/2015 12 39 PM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NNA for Overpayments in the amount of $20 99 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/19/2014 9 53 AM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: OSC light stays on
Make Public		**Created By Carrie Fay (12/12/2014 8 52 AM)** *** [Added after the case is closed.] *** RC sent discount coupon claim # [redacted] to C expiring 1/26/15, case closed.
Make Public		**Created By Annice Hill (12/2/2014 3 57 PM)** Received check made payable to C in the amount of $3,396 51 and also a check made payable to NMAC in the amount of $13,758 81. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Carrie Fay (12/2/2014 10 40 AM) Last Modified By Carrie Fay (12/3/2014 1 51 PM)** Checks entered into Morley case # [redacted]
Make Public		**Created By Carrie Fay (11/26/2014 10 45 AM) Last Modified By Carrie Fay (11/26/2014 10 52 AM)** Check submission: 30 days from 12/1 is 12/31 payoff good thru 12/18- 13 days @1.50=19.50 19.50 +13,739.31=13,758 81 good thru 12/31
Make Public		**Created By Carrie Fay (11/24/2014 2 37 PM) Last Modified By Carrie Fay (11/24/2014 2 44 PM)** ARB-MB approved repurchase figures via email, offer emailed to C and already back, checks submitted for approval
Make Public		**Created By Michael Bardwell (11/24/2014 2 26 PM)** ARBS approved repurchase figures.
Make Public		**Created By Christine Wilsey (11/21/2014 7 09 AM)** Worksheet notes usage=3500 miles/120000*14956 30 day payoff good thru 12/20 2 days at 1.50=3.00 interest-737.41 +34 days at 1 50= good thru 12/18
Make Public		**Created By Christine Wilsey (11/21/2014 7 08 AM)** Customer letter Base Price: 16,456.00 Sales Tax: 1,322 88 CVR 18.00 Dealer Doc Fee 80 00 Cal. Tire Fee 8.75 License Fee 107 00 Finance Charges 788.41 Registration renewal 194.00 Registration transfer 97.00 Total 19,072.04 Less usage fee at 3500 miles: (436 22) Less rebate (1500 00)

Less Lien Payoff good to 12/18/14): (13,739.31)
Total Amount to Customer $3,396.51

Make Public
Created By Carrie Fay (11/20/2014 9 28 AM)
Consumer Affairs Voluntary to repurchase vehicle due to 2 days out of service and 2 repairs on OCS light staying on and rough idling.

Make Public
Created By Carrie Fay (11/19/2014 3 40 PM)
Consumer Affairs Voluntary to repurchase/replace the vehicle due to 3 days down and 3 repairs for rough idling

Make Public
Created By Sara Dorazio (11/18/2014 1 52 PM)
DRTS obtained and attached the factory invoice.

Make Public
Created By Carrie Fay (11/18/2014 12 13 PM)
C called RC back and faxed in required docs to do repurchase, does not want to replace .
Below is the payment/payoff information that you requested.

SR#[redacted]
Account#[redacted]
Customer [redacted]
30 day payoff $13739.31 good thru 12/18/2014
Per diem 1.50
# of scheduled payments received 14
Scheduled Payment amount 259 90
Total Principal paid 2,901.19
Total Interest paid 737.41
Late fees paid 0.00
Recent payment received on 11/14/2014 in the amount of $259.90
Copy of title not on file

Make Public
Created By Raquel Ocampo (11/11/2014 4 18 PM)
crr-ro rcvd a call from c making a follow up on the case.
crr-ro verified with c no contact info has change.
crr-ro sent an internal message to RC-CF. RC-CF replied asking why c did not contact her, she left her phone number.
crr-ro provided c the number of CF.
crr-ro advised c that CF will contact c again by tomorrow. c understood.
crr-ro also informed c that CF sent out the letter of intetnt via fed ex and provided c tracking number.
crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro exiting the case

Make Public
Created By Carrie Fay (11/11/2014 12 35 PM) Last Modified By Carrie Fay (11/11/2014 12 54 PM)
.

Make Public
Created By Carrie Fay (11/11/2014 12 31 PM) Last Modified By Carrie Fay (11/11/2014 12 55 PM)
RC sent out letter of intent via fed ex tracking # 618264441896 is and made phone call leaving a message.

Make Public
Created By Michael Bardwell (11/11/2014 9 39 AM)
REASON: 3 visits, 3 repairs and 3 days down for OCS light

LEMON LAW: Yes, California

USAGE: 3,500 - miles at first report of OCS concern

RETENTION GOODWILL: If the customer opts for a replacement, waive 50% of usage.

OPTIONS: If c does not want repurchase/replacement NNA will offer $2,500.00 as cash settlement in lieu of buyback.

Make Public
Created By Michael Bardwell (11/11/2014 9 38 AM)
ARBS notes the following:

3 visits, 3 repairs and 3 days down for OCS light;
1 visit, 1 repair and 1 day down rough idle

NNA offering repurchase/replacement due to 3 visits, 3 repairs and 3 days down for OCS light.

Created By Michael Bardwell (11/11/2014 9 36 AM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Cases: [redacted]
TECH LINE: None

Repair History:
02/27/14 at 3,500 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Passenger airbag light on
ACTION TAKEN:
1. Recalibrated airbag light

05/06/14 at 5,149 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Veh shakes at idle
2. Perform recall R1405
3. Knocking noise when veh is cold
ACTION TAKEN:
1. Reprogram ECM
2. Complete
3. No fault found

07/25/14 at 7,497 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Air bag off light comes on while seat occupied
ACTION TAKEN:
1. Perform recall PC2133

08/27/14 at 8,466 miles. RO #[redacted] Days Down: 1
CONCERN:
1. Air bag off light comes on while occupied
ACTION TAKEN:
1. Performed zero point reset

Make Public
Created By Sara Dorazio (11/7/2014 1 08 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Michael Bardwell for review.

Make Public
Created By Zachary Mallett (11/7/2014 12 56 PM)
RCAS moving follow up per C's expectation.

Make Public
Created By Zachary Mallett (11/6/2014 6 03 PM)
RCAS called C at [redacted]
RCAS stated RHR is still being reviewed.
RCAS stated RCAS would follow up with C as soon as RCAS had a decision.
C understood.
C declined further assistance.
Call ended mutually.

Make Public		**Created By Sarah Jane Iglesia (11/6/2014 4 43 PM)** RCAS Case Follow-up
Make Public		**Created By Sarah Jane Iglesia (11/6/2014 4 43 PM)** CRR-SI received a call from c following-up on the case. CRR SI verified that there are no changes on contact information. C gave (619).726.4611 is the best phone number to reach c. CRR-SI advised c that crr-si will try to reach rcas first, CRR-SI advised c that crr-si will transfer c directly if rcas is reached, c understood. CRR-SI informed c that c will still be transferred so c can leave msg in VMX. C agreed and internal msg will sent to resp RCAS. CRR-SI offered further assistance, c declined. CRR-SI gave name & extension. CRR-SI exiting case.
Make Public		**Created By Zachary Mallett (11/3/2014 5 43 PM)** RCAS called C at [redacted] RCAS stated RHR is still under review. C understood. RCAS stated RCAS will keep C updated. RCAS stated RCAS would notify C as soon as a decision is available. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (11/3/2014 5 38 PM)** RCAS called C at [redacted] receiver stated RCAS should call C at 619-726-4611.
Make Public		**Created By Christian Rey Santos (11/3/2014 5 04 PM)** CRR-CS informed c that the follow up date is 11/3/2014 CRR-CS also asked if c would like to leave a message if the call gets directed to a voicemail
Make Public		**Created By Christian Rey Santos (11/3/2014 5 01 PM)** c provided the case number CRR-CS asked if c changed any of c's contact information c said no c said that c has not received a call back from RCAS and would just want to know the status of the case c said that it is already 3:00 PM at their location CRR-CS informed c that CRR-CS will transfer the call to RCAS c agreed CRR-CS asked if c needed further assistance c declined CRR-CS provided c with name and extension number CRR-CS ended call
Make Public		**Created By Mark Joven Salumbides (10/31/2014 4 59 PM)** RCAS Case Follow-up
Make Public		**Created By Mark Joven Salumbides (10/31/2014 4 59 PM)** CRR-MS received a call from c wanted to speak to rcas C provided case number [redacted] crr-ms verified if there are any changes in c's contact information. c stated no Crr-ms informed c that c is scheduled to be contacted by rcas on Monday, 11/03/14 for updates on c's case c understood CRR-MS offered further assistance, c declined CRR-MS provided name and extension number CRR-MS-exiting case
Make Public		**Created By Zachary Mallett (10/31/2014 12 26 PM)** RCAS moving follow up per C's expectation.
Make Public		**Created By Zachary Mallett (10/31/2014 12 25 PM)** RCAS sent email to SM-MW requesting ROs.
Make Public		**Created By Nicholas Stanton (10/28/2014 2 31 PM)** RCAS-NS called c on behalf of RCAS-ZM RCAS-NS advised c that the repurchase request is still under review at this time and once a decision is reached RCAS will contact c back. C asked how much longer the review will take. RCAS-NS advised c that RCAS is unsure but the request is still under review at this time. C understood.
Make Public		**Created By Christian Rey Santos (10/27/2014 10 56 AM)** c provided the case number CRR-CS asked if c changed any of c's contact information c said yes and said that c has new number to that c would like add c agreed CRR-CS asked c what is the best number to reach c c said it's ([redacted] CRR-CS asked if c needed further assistance c declined CRR-CS provided c with name and extension number CRR-CS ended call
Make Public		**Created By Zachary Mallett (10/22/2014 7 50 PM)** RCAS moving follow up per C's expectation.
Make Private	✓	**Created By Karen Walker (10/20/2014 5 25 PM)** RCAS KW placed call to C at [redacted] C states C currently has vehicle but has taken vehicle three times to DLRs for concern. C states vehicle has been to MOSSY NISSAN NATIONAL CITY and CHULA VISTA. C states C wants to see if NNA will repurchase before C gets a third party involved. RCAS KW explained that RCAS ZM will follow up with DLRs for ROs to complete RHR. RCAS KW explained RHR will be reviewed to see if repurchase is an option, RCAS KW cannot promise or imply a repurchase. RCAS KW explained RHR can take up to 10 business days.
Make Public		**Created By Sarah Jane Iglesia (10/20/2014 5 01 PM)** RCAS Case Follow-up
Make Public		**Created By Sarah Jane Iglesia (10/20/2014 5 01 PM)** CRR-SI received a call from c following-up on the case. CRR SI verified that there are no changes on contact information. C gave [redacted] is the best phone number to reach c. CRR-SI told c that c's case is already escalated to RCAS and today is the follow up date. CRR-SI told c that c will be contacted within the business by a Specialist. C understood. CRR-SI offered further assistance, c declined. CRR-SI gave name & extension. CRR-SI exiting case.
Make Public		**Created By Kristie Ellamae Formentera (10/17/2014 4 45 PM)** Crr-kf received call from c following up on the case # [redacted] C stated that the passenger airbag light keeps on coming on every 10 mins with the passenger on it. C took the veh to the dealer and C was advised that the dealer cannot do anything with it. C wanted Nissan to buyback the veh.

crr-kf empathized and acknowledged.
crr-kf authenticated the account.
crr-kf checked the information that C needs.
crr-kf cloned a case.

crr-kf informed C that crr-kf will escalate the concern to RCAS and that somebody will be calling C before the end of the next business day. C stated that the best contact number to reach C is [redacted]

crr-kf asked for further assistance. C said NO

crr-kf provided case number [redacted] name and ext number
crr-kf ended the call.
crr-kf leaving case open and setting follow up on 10/20/14

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8007630	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/17/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/21/2014	Craig Belle	12/22/2014 11:44 AM
Edit | Del	Complete VPP Goodwill Process - CST00054166	[redacted]	✓	12/12/2014	Carrie Fay	1/8/2015 10 51 AM
Edit | Del	Complete VPP Goodwill Process - CST00054166		✓	12/12/2014	Carrie Fay	1/8/2015 10 51 AM
Edit | Del	Review [redacted]epurhcase		✓	11/21/2014	Michael Bardwell	11/24/2014 2:26 PM
Edit | Del	invoice		✓	11/18/2014	Sara Dorazio	11/18/2014 1:52 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052903	DRT Resolution	3N1AB7AP6DL[redacted]						
Edit	CST00054166	Goodwill VPP		Processed	Multiple Repair Issue	carrie fay	DRT	Tammy Knotts	12/12/2014

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138015	[redacted]	12/2/2014	Customer	Approved	$3,396 51	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	
	CR0138018		12/2/2014	Lienholder	Approved	$13,758 81	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	3.95MB	4/28/2015 10:47 AM	Rebecca Martin
Edit | View | Del	[redacted]Check 2 pdf	73KB	1/26/2015 2:59 PM	Tammy Knotts
Edit | View | Del	[redacted]Check pdf	76KB	1/26/2015 2:50 PM	Tammy Knotts
Edit | View | Del	[redacted]Check pdf	116KB	1/19/2015 12:40 PM	Tammy Knotts
Edit | View | Del	void	126KB	12/12/2014 9 05 AM	Carrie Fay

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/5/2015 11:44 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/19/2014 9:51 AM	Jim Land	Changed **Case Owner** from Carrie Fay to **Jim Land**.
12/19/2014 9:51 AM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [16] | Case Categorizations [1] | Open Activities [1] | Activity History [2] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/17/2014 4:51 PM
CA Multiple Repairs		Date/Time Closed	10/23/2014 9:29 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	airbag did not deploy		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,336		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP6DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP6DL666343		
Created By	Brittney Smith, 10/17/2014 4:51 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:02 PM	Root Cause Code (2)	
Days Closed	447	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Heather Leslie (10/23/2014 12 57 PM) *** [Added after the case is closed] *** RCASNE HL- four (4) attempts have been made to contact the c close case pending c call back sent email to c advised of contact attempts and provided agent phone number case summary: in service field case opened to complete I R unable to reach customer several attempts at several numbers completed sent email to c with agent phone number
Make Private	✓	Created By Heather Leslie (10/23/2014 9 24 AM) RCASNE HL- called c at [redacted] lady answered and states c Judith no longer works at this number
Make Private	✓	Created By Heather Leslie (10/23/2014 9 20 AM) RCASNE HL- called c at [redacted] several rings no answer no vmx
Make Private	✓	Created By Heather Leslie (10/23/2014 9 18 AM) RCASNE HL- called c at [redacted] left vmx [redacted] left case number advised available until 4 pm central
Make Private	✓	Created By Heather Leslie (10/22/2014 8 33 AM) Last Modified By Heather Leslie (10/23/2014 9 21 AM) RCASNE HL- called c at [redacted] several rings no answer no vmx
Make Private	✓	Created By Heather Leslie (10/22/2014 8 32 AM) Last Modified By Heather Leslie (10/23/2014 9 21 AM) RCASNE HL- called c at [redacted] left vmx [redacted] left case number advised available until 4 pm central
Make Private	✓	Created By Heather Leslie (10/21/2014 9 16 AM) Last Modified By Heather Leslie (10/23/2014 9 21 AM) RCASNE HL- called c at [redacted] several rings no answer no vmx
Make Private	✓	Created By Heather Leslie (10/21/2014 9 14 AM) Last Modified By Heather Leslie (10/23/2014 9 21 AM) RCASNE HL- called c at [redacted] left vmx [redacted]
Make Private	✓	Created By Heather Leslie (10/21/2014 9 12 AM) Last Modified By Heather Leslie (10/23/2014 9 21 AM) RCASNE HL- called c at [redacted] lady answered and instructed agent to call c [redacted]
Make Private	✓	Created By Heather Leslie (10/21/2014 8 02 AM) Last Modified By Heather Leslie (10/23/2014 9 21 AM) RCASNE HL- called DLR spoke to SM Andrew SM states that the customer had come into the DLR for an OCS reprogram and about 2 days later the c daughter (primary driver) had an accident SM states that the claims the airbags did not deploy and that there were no warning indicators/lights on the dashboard. SM states that the c daughter sustained injuries to face because c face hit the steering wheel. SM states that the c (registered owner) did not want to bring the veh back to the DLR for inspection due to lack of time and dealing with c daughter who went to the hospital SM states that SM does not know where the veh is currently located.
Make Public		Created By Kristinee Ann Apuyan (10/20/2014 1 54 PM) crr-ka spoke with c. c provided case number. crr-ka asked if there were changes on c's account, c requested for work number to be removed.

c called to return rcas' call.
c asked what is the reason why rcas contacted c.
crr-ka informed c that rcas is doing further investigation regarding c's vehicle issue.

c said that vehicle was totaled and cannot be driven.
c said that c was contacted by SM-Chris and was told that vehicle needs to be taken to dealership, c said that is not possible.

c asked for regional office number, crr-ka provided 1-800-343-6913.
crr-ka informed c that rcas provided phone number in vmx.
crr-ka provided rcas' number [redacted]

crr-ka offered to transfer call to rcas and advised to leave a vmx if will be directed to vmb, c acknowledged.
crr-ka told c that crr-ka will send internal message to rcas.

crr-ka offered further assistance, c declined.
crr-ka provided recap,name and ext#.
crr-ka did a warm transfer. call ended.
crr-ka sent internal message to rcas.

Make Public — **Created By Heather Leslie (10/20/2014 12 27 PM)**
RCASNE HL- called c at [redacted]
male answered and states that c Judith no longer works at this number

Make Public — **Created By Heather Leslie (10/20/2014 12 26 PM)**
RCASNE HL- called c at [redacted]
left vmx [redacted]

Make Public — **Created By Heather Leslie (10/20/2014 12 24 PM)**
RCASNE HL- unable to data net the case
called c at [redacted]
several rings no answer no vmx

Make Private ✓ — **Created By Brittney Smith (10/17/2014 4 54 PM)**
correction case is assigned to RCAS-HL

Make Private ✓ — **Created By Brittney Smith (10/17/2014 4 53 PM)**
TL-BS assigning case to RCAS-RG for handling to conduct an I R .

c/s c was in an accident and veh airbags did not deploy

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8009084	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/20/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	10/23/2014	N/A	Heather Leslie

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RxKur ref]	[redacted]	✓	10/23/2014	Heather Leslie	10/23/2014 9 27 AM
Edit | Del	Follow Up Call	[redacted]	✓	10/20/2014	Heather Leslie	10/21/2014 9:17 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0RxKur:ref] *10/23/2014Case #[redacted]Thank you for taking the time to con...*	[redacted]	10/23/2014 9:27 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/23/2014 9:29 AM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/22/2014 8:34 AM	Heather Leslie	Changed **Follow Up Date** from 10/22/2014 to **10/23/2014**.
10/21/2014 9:16 AM	Heather Leslie	Changed **Follow Up Date** from 10/21/2014 to **10/22/2014**.

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Surveys

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Case [redacted]

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Case Comments [14] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Hezha Decker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	11/3/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/18/2014 12 30 PM
CA Multiple Repairs		Date/Time Closed	11/3/2014 10 38 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		

Description

firstname [redacted]
lastname [redacted]
email : [redacted]
homephone : [redacted]
address1 [redacted]
address2 :
city : RICHMOND
twitter :
state [redacted]
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM5EC[redacted]
dealerstate : KY
dealername : Gates Nissan
comments : Hello,

I have what I consider to be a very serious safety issue with my 2014 Pathfinder. The passenger airbag light sometimes comes on when either my wife or 15-year-old daughter is riding in the front passenger seat, which indicates the airbag would not deploy if we were to be in a head-on collision. This issue persists even after we took the vehicle back to the dealer for them to perform the safety recall repair for this issue.

We took the vehicle in to the dealer (Gates Nissan, Richmond KY) for service two weeks ago, and asked them to look at this issue along with the other scheduled maintenance items. When they returned the vehicle to us, they said they hadn't been able to pin down a root cause but were still looking into it, and would call us to advise what to do. However, to this point we have not received a call from them. Instead, we have seen several recurrences of this problem, and I have called Gates to report it each time. Each time I have called, I've been told that they still don't have an answer, but that they'd look at it again when we bring the vehicle back in for them to replace the sun visors (they're waiting on the new ones to arrive).

I feel like this is a potentially very serious safety issue, and whenever we drive the vehicle, I'm concerned about whether the airbags would properly deploy in the event of an accident. I am extremely dissatisfied that Nissan Service would relegate an issue of this nature to the same level of urgency as replacing the sun visors.

I am writing this note because I have been unable to convince Gates Nissan's Service Manager of the urgency of this problem. I would appreciate if someone at Nissan can help escalate the resolution of this so it gets proper attention.

Thanks,
Steve Bush

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM5EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GATES NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 10/18/2014 12 30 PM	Web Email	nissanconsumeraffairs@mv-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8 03 PM	Root Cause Code	SCMV
Days Closed	436	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT1A
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Hezha Decker (11/3/2014 10 37 AM) RCAS-HD is closing Case as no further assistance can be offered at this time.
Make Private	✓	Created By Hezha Decker (11/3/2014 10 36 AM) RCAS-HD contacted C a[redacted] RCAS-HD states RCAS is following up on repairs RCAS-HD states RCAS understands repairs have been completed C states yes C states c was driving when C's daughter who weighs about 115 pounds was sitting in the passenger seat when the airbag light stayed on for 15mins C states c hasn't taken it back to the dlrshp C states c has been to dlrshp several times C states c doesn't have confidence that the issue was resolved RCAS-HD apologized for C's concern RCAS-HD states c has the option to the take to another dlrshp C states that would be inconvenience to c RCAS-HD apologized and stays that would be the next step as c feels though current dlrshp is not resolving concern C states c will wait and see if it does again RCAS-HD states if it does it for frequently, C can contact CA back and CA will see if there is anything else that needs to be done C states ok RCAS-HD offered further assistance C declined C thanked RCAS-HD call ended mutually
Make Private	✓	Created By Hezha Decker (11/3/2014 10 28 AM) RCAS-HD contacted GATES NISSAN 859 624.1515 and spoke with SA-Kathie

SA states c came in on 10/31/14 to complete repairs
SA states dlrshp hasn't heard anything from c since repairs have been completed
RCAS-HD thanked SA

call ended mutually

Created By Hezha Decker (10/29/2014 12 17 PM)
RCAS-HD contacted C at [redacted]
RCAS-HD advised c that dlr stated part has arrived and dlr has contacted C's wife to bring vehicle in
C states c hasn't heard from dlr
RCAS-HD apologized and states dlr left VMX on C's wife phone#
RCAS-HD states RCAS wants to follow up with c by COB 11/3/14 to make everything is good after completeness of repairs
RCAS-HD asked if RCAS can assist with anything else
C states no
Make Private ✓ C states c isn't happy with how this is dragging on
C states its a safety issues
C states c already has expressed disappointment with this issue
RCAS apologized and states part has arrived whenever c wants to take vehicle in dlr
C states c will contact dlrshp
C thanked RCAS-HD

call ended mutually

Created By Hezha Decker (10/29/2014 12 10 PM)
RCAS-HD contacted GATES NISSAN 859 624.1515 and spoke with SA-Kathie

SA states repairs has not been completed
Make Private ✓ SA states part has arrived
SA states dlr has contacted c to bring veh in for repairs
RCAS-HD thanked SA

call ended mutually

Created By Hezha Decker (10/24/2014 5 54 PM)
RCAS-HD assisting RCAS-Chase Hayes
****
RCAS-HD states RCAS understand dlr ordered a control unit for C's vehicle
C states yes
RCAS-HD states based on the conversation RCAS-CH had with dlr, the control unit was suppose to arrive today 10/24/14
C states dlr was suppose to call C's wife when it comes in
Make Private ✓ C states c hasn't had a chance to speak with C's wife
C states c doesn't know
RCAS-HD states RCAS will have RCAS-CH follow up with c by COB 10/29/14 on repairs
RCAs-HD states that should give dlr and c plenty of time to replace the control unit.
C states that is fine
C thanked RCAS-HD

call ended mutually

Created By Brandon Chase Hayes (10/23/2014 2 51 PM)
RCAS-Chase Hayes placed outbound call to Gates Nissan 10/21/14@859-624-1515@ 2:32 PM

RCAS spoke with service adviser Kathy

RCAS asked about C's concerns

SA advised that all computers are down right now and that all SA has go off of is paper work

SA advised that C veh came in yesterday and DLR performed testing and will ordering a control unit for C's veh

RCAS understood

SA advised that C's veh has 16,604 mi on it.

Make Public SA advised that SA is hoping to have part in by tomorrow

SA advised that veh is currently with C

RCAS thanked SA for the assistance

Call ended mutually
****
RCAS-Chase Hayes contacted C @ [redacted] @ 2:47 PM

C did not answer

RCAS left VMX stating name,case number, and RCAS contact number [redacted]

RCAS advised would follow up on 10/24/2014

Created By Lesley Howard (10/21/2014 3 07 PM) Last Modified By Brandon Chase Hayes (10/23/2014 2 30 PM)
TL-Lesley Howard placed outbound call to c 10/21/[redacted]@3 06p and spoke with c.

Make Private ✓ TL apologized to c for experience c was having with veh. TL confirmed veh has an appointment with Gates Nissan on 10/22/14. TL advised following up with c again on 10/23/14 with review of information from appointment. C agreed

TL provided RCAS-Brandon Hayes contact information.
TL thanked c and ended call mutually.

Created By Lesley Howard (10/21/2014 3 02 PM) Last Modified By Brandon Chase Hayes (10/23/2014 2 30 PM)
Make Private ✓ TL-Lesley Howard placed outbound call to Gates Nissan 10/21/14@8596241515@3:01p and spoke with SM-Bill. TL reviewed case with SM.

SM advised that c has an appointment for airbag concern on 10/22/14. TL advised following up with dlrshp end of week.

Created By Laurice Lim (10/18/2014 4 50 PM) Last Modified By Brandon Chase Hayes (10/23/2014 2 30 PM)
Email case logged
E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Method of contact: E-mail
Make Private ✓ crr-Id checked for open campaigns/upgrades found:

_____
E-mail sent [redacted]
crr Id unable to call c due to time constraints 5 50 pm est. crr Id advised c will forward veh complaint to RCAS.
crr Id transferring case.

Make Private ✓ Created By Laurice Lim (10/18/2014 4 49 PM) Last Modified By Brandon Chase Hayes (10/23/2014 2 30 PM)
case moved

Make Private ✓ Created By Laurice Lim (10/18/2014 4 49 PM) Last Modified By Brandon Chase Hayes (10/23/2014 2 30 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :

city : RICHMOND
twitter :
state : KY
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM5E[redacted]
dealerstate : KY
dealername : Gates Nissan
comments : Hello,

I have what I consider to be a very serious safety issue with my 2014 Pathfinder. The passenger airbag light sometimes comes on when either my wife or 15-year-old daughter is riding in the front passenger seat, which indicates the airbag would not deploy if we were to be in a head-on collision. This issue persists even after we took the vehicle back to the dealer for them to perform the safety recall repair for this issue.

We took the vehicle in to the dealer (Gates Nissan, Richmond KY) for service two weeks ago, and asked them to look at this issue along with the other scheduled maintenance items. When they returned the vehicle to us, they said they hadn't been able to pin down a root cause but were still looking into it, and would call us to advise what to do. However, to this point we have not received a call from them. Instead, we have seen several recurrences of this problem, and I have called Gates to report it each time. Each time I have called, I've been told that they still don't have an answer, but that they'd look at it again when we bring the vehicle back in for them to replace the sun visors (they're waiting on the new ones to arrive).

I feel like this is a potentially very serious safety issue, and whenever we drive the vehicle, I'm concerned about whether the airbags would properly deploy in the event of an accident. I am extremely dissatisfied that Nissan Service would relegate an issue of this nature to the same level of urgency as replacing the sun visors.

I am writing this note because I have been unable to convince Gates Nissan's Service Manager of the urgency of this problem. I would appreciate if someone at Nissan can help escalate the resolution of this so it gets proper attention.

Thanks,
[redacted]

Created By Laurice Lim (10/18/2014 4 49 PM) **Last Modified By** Brandon Chase Hayes (10/23/2014 2 30 PM)
firstname [redacted]
lastname
email :
homephon
address1 :
address2 :
city : RICHMOND
twitter :
state : KY
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM5EC[redacted]
dealerstate : KY
dealername : Gates Nissan
comments : Hello,

Make Private ✓

I have what I consider to be a very serious safety issue with my 2014 Pathfinder. The passenger airbag light sometimes comes on when either my wife or 15-year-old daughter is riding in the front passenger seat, which indicates the airbag would not deploy if we were to be in a head-on collision. This issue persists even after we took the vehicle back to the dealer for them to perform the safety recall repair for this issue.

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I am writing this note because I have been unable to convince Gates Nissan's Service Manager of the urgency of this problem. I would appreciate if someone at Nissan can help escalate the resolution of this so it gets proper attention.

[redacted]

Created By Managed Services (10/18/2014 12 30 PM) **Last Modified By** Brandon Chase Hayes (10/23/2014 2 30 PM)
firstname [redacted]
lastname
email :
homephone :
address1 :
address2 :
city : RICHMOND
twitter :
state : KY
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM5EC[redacted]
dealerstate : KY
dealername : Gates Nissan
comments : Hello,

Make Private ✓

I have what I consider to be a very serious safety issue with my 2014 Pathfinder. The passenger airbag light sometimes comes on when either my wife or 15-year-old daughter is riding in the front passenger seat, which indicates the airbag would not deploy if we were to be in a head-on collision. This issue persists even after we took the vehicle back to the dealer for them to perform the safety recall repair for this issue.

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I am writing this note because I have been unable to convince Gates Nissan's Service Manager of the urgency of this problem. I would appreciate if someone at Nissan can help escalate the resolution of this so it gets proper attention.

Thanks
[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8007925	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/18/2014	YX	BK	233500	OA
Edit | Del	CC-8007926	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/18/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	GATES NISSAN	[redacted]	✓	10/31/2014	Hezha Decker	11/3/2014 10:37 AM
Edit | Del	GATES NISSAN		✓	10/28/2014	Hezha Decker	10/29/2014 12:18 PM
Edit | Del	Gates Nissan		✓	10/24/2014	Hezha Decker	10/29/2014 12:18 PM
Edit | Del	Email: Regional Specialist [ref:_00DA09j8L._500F0RxY1k:ref]		✓	10/18/2014	Laurice Lim	10/18/2014 4:52 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref:_00DA09j8L._500F0RxY1k:ref] *10/18/2014 Case # [redacted] VIN # 5N1AR2MM5EC[redacted] Than...*	[redacted]	10/18/2014 4 52 PM
Reply | To All | Del	Replied	Other *firstname [redacted] email : [redacted] homephone : 85...*	nissanconsumeraffairs@my-nissan-usa.com	10/18/2014 12:30 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/3/2014 10:38 AM	Hezha Decker	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 12:17 PM	Hezha Decker	Changed **Follow Up Date** from 10/29/2014 to **11/3/2014**.
10/29/2014 8:38 AM	Lesley Howard	Changed **Case Owner** from Brandon Chase Hayes to **Hezha Decker**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [5] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Wesley Simmons [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/23/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/18/2014 1:34 PM
CA Multiple Repairs		Date/Time Closed	10/23/2014 10:10 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
Description	Notes to Agent: firstname [redacted] lastname [redacted] email : [redacted] homephone : [redacted] address1 : address2 : city : twitter : state : CA zip : owner : true make : Nissan source : NissanContactUs vin : 1N4AZ0CP7DC[redacted] dealerstate : dealername : comments : My vehicle was serviced for the passenger airbag light recall fix. I brought it in to the same dealer a second time because the same problem was occurring. They replaced all the sensors the second time but now the light is still coming on. Please advise on how to have this problem solved. If I am in an accident and my passenger airbag does not deploy due to this defect then a loved one could be seriously injured. I expect a rapid response to this issue due to the safety concerns. Thank you, [redacted]		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AZ0CP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	LEAF	Beyond PT Warranty Miles	0
Model Code	17113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN SAN FRANCISCO	Data Net	

Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 10/18/2014 1:34 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code	SCMV
Days Closed	447	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT4C
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Wesley Simmons (10/23/2014 10 10 AM)** SUMMARY: C SENT EMA L ABOUT A RECURRING AIRBAG ISSUE. C UNABLE TO BE REACHED. CASE CLOSED. LAS called [redacted] at 11:09AM ET and left vmx. Three attempts made. Case closed.
Make Private	✓	**Created By Wesley Simmons (10/21/2014 1 58 PM)** LAS called [redacted] at 2:57PM ET and left vmx. LAS sent followup email. Third attempt 10/23.
Make Private	✓	**Created By Wesley Simmons (10/20/2014 3 51 PM)** LAS called [redacted] at 4:50PM ET and left vmx requesting callback with more info (particularly the dlr). Next attempt as scheduled, as call and email.
Make Private	✓	**Created By Jessie Villanueva (10/20/2014 10 08 AM) Last Modified By Wesley Simmons (10/20/2014 3 50 PM)** firstname : [redacted] lastname : email : [redacted] homephone : [redacted] address1 : address2 : city : twitter : state : CA zip : owner : true make : Nissan source : NissanContactUs vin : 1N4AZ0CP7DC[redacted] dealerstate : dealername : comments : My vehicle was serviced for the passenger airbag light recall fix. I brought it in to the same dealer a second time because the same problem was occurring. They replaced all the sensors the second time but now the light is still coming on. Please advise on how to have this problem solved. If I am in an accident and my passenger airbag does not deploy due to this defect then a loved one could be seriously injured. I expect a rapid response to this issue due to the safety concerns. Thank you [redacted]

Make Public

Created By Managed Services (10/18/2014 1 34 PM)
firstname : [redacted]
lastname :
email [redacted]
homephone : 4[redacted]
address1 :
address2 :
city :
twitter :
state : CA
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AZ0CP7DC[redacted]
dealerstate :
dealername :
comments : My vehicle was serviced for the passenger airbag light recall fix. I brought it in to the same dealer a second time because the same problem was occurring. They replaced all the sensors the second time but now the light is still coming on. Please advise on how to have this problem solved. If I am in an accident and my passenger airbag does not deploy due to this defect then a loved one could be seriously injured. I expect a rapid response to this issue due to the safety concerns.
Thank you
[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8011194	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/21/2014	YX	BK	233500	OA
Edit | Del	CC-8011197	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/21/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RxYl9:ref]	[redacted]	✓	10/21/2014	Wesley Simmons	10/21/2014 1 59 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0RxYl9:ref] *10/21/2014Case #[redacted]hank you for taking the time to con...*	[redacted]	10/21/2014 1:59 PM
Reply | To All | Del	New	Other *firstname [redacted] email : [redacted] homephone : [redacted]*	nissanconsumeraffairs@my-nissan-usa.com	10/18/2014 1:34 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/23/2014 10:10 AM	Wesley Simmons	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 1:58 PM	Wesley Simmons	Changed **Follow Up Date** from 10/21/2014 to **10/23/2014**.
10/20/2014 12:25 PM	Wesley Simmons	Changed **Case Servicing Dealer** to **NISSAN SAN FRANCISCO**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [0] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heidi Thur [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/20/2014 10:44 AM
CA Multiple Repairs		Date/Time Closed	10/22/2014 2 22 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
Description	Notes to Agent: c wants NNA to fix the front passenger side airbag or if not c wants a replacement veh.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PRESTON NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PRESTON NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	J[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP4DN[redacted]		
Created By	Maria Marsha Atienza 10/20/2014 10:44 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 8 06 PM	Root Cause Code (2)	
Days Closed	448	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Heidi Thur (10/22/2014 2 19 PM) RCAS-HT contacted C at [redacted] RCAS stated call is recorded and monitored for quality and training purposes. RCAS verified veh, email/mailing address, and best contact number. RCAS stated RCAS following up with C regarding the air bag sensor concerns. RCAS apologized for the concern and frustrations with veh. C stated C had veh less than a year and had a campaign for the air bag. C stated the other day the light came on with a passenger in the seat. C stated C took to Preston Nissan and was told nothing could be done. RCAS apologized to C for the service. RCAS stated RCAS did speak with SM-Skip and would need C to bring veh in for a diagnosis. RCAS stated dlrshp would need to duplicate the concern. RCAS stated RCAS is unable to assist at this time. RCAS advised C to contact SM and schedule the diagnosis. C stated C would take veh in. RCAS thanked C and call ended mutually. ********** No open campaign. No previous Case. No previous unrelated case RCAS-HT is closing case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with air bag sensor. RCAS unable to assist veh has not been diagnosed in the last 90 days. RCAS provided C with Case number. RCAS stated complaint is on file.
Make Public		Created By Heidi Thur (10/22/2014 2 06 PM) RCAS-HT contacted PRESTON NISSAN @4106737171. RCAS spoke with SM Skip McCraken. SM stated last time veh was in 4/14. SM stated campaign done at that time. SM stated no ticket recent for C's concern.
Make Public		Created By Heidi Thur (10/21/2014 3 54 PM) RCAS-HT contacted c @ [redacted] eft vmx including case number, name, and RCAS contact of [redacted] along with hours of operation 7am-4pm CST. RCAS stated RCAS will continue to follow up with c no later than 10/22 RCAS requested that if c does call back and reach vmx to please leave number to reach c. ********** Follow Up: Contact dlrshp. Contact C on 10/22
Make Public		Created By Adrian Lagdameo (10/21/2014 12 37 PM) c called in to ask for updates for a case she had yesterday crr-al provided assurance to assist crr-al asked for the case number c don't have it. crr-al asked for c's full name and address and contact details crr-al checked the case and advised c that there is a scheduled call back for c by the rcas assigned on this case and c just have to wait for it. c agreed crr-al offered further assistance c declined crr-al provided name, extension number, branding and ended the call crr-al now exiting case
Make Public		

Created By Maria Marsha Atienza (10/20/2014 10 51 AM)
Vehicle Concern

Created By Maria Marsha Atienza (10/20/2014 10 51 AM)
CRR-MC received a call from c stating that c is having issue with the front passenger side airbag of the veh. C stated that when someone is sitting on the passenger seat the airbag light is illuminating stating that the airbag is off. C said that c took veh to dlr last Saturday 10/18/14 and cannot remember name of SA who assisted c. C stated that c was advised that there is nothing that the dlr can do. C said that c is concern if veh will be involved in an incident and the passenger airbag will not deploy. C said there was a previous campaign related that the dlr already performed and said that issue should not be happening again. CRR-MC apologized.

CRR-MC verified registered owners name and address :

Name : [redacted]
Address [redacted]
Federalsburg, MD [redacted]

Make Public

CRR-MC Changed/Updated customer's home/mobile/work phone number to [redacted]obile).
CRR-MC also verified email address, VIN, veh's current mileage and responsible dlr.

CRR-MC asked c what c wants NNA to do with c's concern. C stated that c wants NNA to fix the front passenger side airbag or if not c wants a replacement veh.

CRR-MC informed c that case will be escalated to RCAS for further review and advised c that c will get an update before the end of the next business day. C agreed.

CRR-MC verified best contact # to reach c at which is [redacted].

CRR-MC did the recap.
CRR-MC offered further assistance. C declined.
CRR-MC provided name,case and extension #.
CRR-MC forwarding case to RCAS.
CRR-MC exiting file.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8008746	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	POOR OR IMPROPER OPERATION	14	10/20/2014	YX	BK	263000	OA
Edit | Del	CC-8008747	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	10/20/2014	WT	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/22/2014 2:22 PM	Heidi Thur	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 3:55 PM	Heidi Thur	Changed **Follow Up Date** from 10/21/2014 to **10/22/2014**.
10/20/2014 10:53 AM	Maria Marsha Atienza	Changed **Transferred to RCAS** from false to **true**.

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Surveys

Surveys Help

No records to display

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NISSAN Search.. Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [8] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Lawanda Bradley [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/10/2014	Type	CA
Follow Up Date	11/21/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/20/2014 11 30 AM
CA Multiple Repairs		Date/Time Closed	11/21/2014 1 28 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,831		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	POHANKA NISSAN-CADILLAC-OLDSMOBILE	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] V N: 5N1AR2MM8DC[redacted]		
Created By	Patricia Angela Santos 10/20/2014 11:30 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:36 AM	Root Cause Code (2)	
Days Closed	418	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lawanda Bradley (11/21/2014 1 28 PM) RCAS-LB made outbound call to C a[redacted] C answered RCAS-LB advised the call may be recorded for quality and training purposes RCAS-LB informed that RCAS-LB received C's letter C stated that it's frustrating C stated that C's veh is unpredictable C stated that C usually will keep a car for 9 years. RCAS-LB asked C if C is still experiencing the concern C confirmed RCAS-LB informed C that C can take the veh to a different DLR C stated that there isn't a different dealer close to C C stated C will have to travel a considerable distance C stated that the problem is C can't get it to stick long enough to duplicate C stated that if the concern wasn't related to safety, C wouldn't make a big issue out of it C stated C hopes Nissan will take this seriously and fix the problem C stated that C is sure others are having the cocern RCAS-LB ensured C that NNA is looking into the matter RCAS-LB informed C that RCAS-LB still has the case on file that C call in and opened RCAS-LB informed C that RCAs-LB has received the letter that C has written RCAs-LB thanked C C thanked RCAS-LB for the call back call ended mutually ********** RCAS-LB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with air bag light that DLR can't duplicate ***STATEMENT OF DECISION*** RCAS-LB advised C to go to a different DLR for diagnosis. C stated C just wants NNA to find a fix for the concern.
Make Private	✓	Created By Lawanda Bradley (11/18/2014 12 13 PM) RCAs-LB made outbound call to SM-Fred RCAS-LB asked SM-Fred if any TSB's have come out regarding C's concern SM-Fred stated that nothing new has come out regarding C's concern SM-Fred stated that C's concern hasn't been duplicated SM-Fred stated if C still has concern, C can bring the veh back to the DLR ********** RCAS-LB made outbound call to C at [redacted] No answer RCAS-LB left vmx containing reason for calling, case number, and RCAS-LB's information. RCAS-LB will follow up in 3 business days
Make Private	✓	Created By Lawanda Bradley (11/13/2014 11 21 AM) RCAS-LB made outbound call to SM-Fred at Pohanka Nissan SM-Fred was assisting another customer SA-Lauren assisted RCAS-LB SA-Lauren stated that no codes are stored in C's veh and the concern that C has, has not been duplicated except for once, but C's husband turned off the veh losing the concern SA-Lauren stated that C states the airbag light will come on and stay on SA-Lauren stated that DLR just can't duplicate the concern ********** RCAS-LB made outbound call to C a[redacted] No answer

RCAS-LB left vmx containing reason for calling, case number, and RCAS-LB's information.
RCAS-LB will follow up in 3 business days

Created By Heather Leslie (11/12/2014 3 36 PM)
RCASNE HL- called c at [redacted]
spoke to c [redacted]
no information verified
Make Private ✓ advised that the call may be recorded for quality purposes
c states that c is in Houston and just picked up a rental veh and does not feel comfortable driving the veh while on the phone
c requested call back but asked if this was regarding the letter or previous case conversation
RCASNE HL- advised letter
advised that LB will follow up by COB on 11/13/14

Make Public
Created By Tammy Knotts (11/11/2014 8 43 AM)
MT TK rec'd incoming mail on 11/10/2014.

Created By Lawanda Bradley (10/21/2014 5 05 PM)
RCAS-LB is closing Case as no further assistance can be offered at this time.

Make Public
CASE SUMMARY
C contacted Nissan CA requesting Nissan to find a resolution the for the air bag sensor
STATEMENT OF DECISION
RCAS-LB documented C's concern and provided C with the mailing address that C could send a letter.

Created By Lawanda Bradley (10/21/2014 5 03 PM)
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-LB CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
RCAS-LB ADVISED "This call may be recorded for quality and training purposes."

RCAS-LB reviewed previous case notes
C confirmed
C stated DLR did contact Nissan for technical assistance
C stated Nissan said that if there is no code there are no concerns
C stated that C can go on the internet and can see that there are others with the problem
C stated after 7 seconds the light is supposed to go off
C state there is no remedy
C stated that C needs CA address so C can send a letter
Make Public C stated in order to turn the light off C has to stop the car, restart the veh, and that seems to remedy they sensor
C stated sometimes the light stays on and sometimes it goes off
C stated C just wants the problem to be resolved
C stated that the DLR stated if that light is on the air bag system is disable
C stated if it wasn't something that wasn't so critical, C wouldn't be concerned.
C stated that C isn't a mechanic or an engineer
C stated it would be nice to know if Nissan is working on a fix
C stated this is a problem that the veh should not be having
C stated C has had the veh since May of 2013
C stated heard that Nissan was coming up with an update
C stated that C wants Nissan to recognize that there is a problem

RCAS-LB informed C that C's concerns and recommendations have been added to the case
RCAS-LB provided C with CA address

RCAS-LB asked to further assist
C declined

Call ended mutually

Created By Patricia Angela Santos (10/20/2014 11 34 AM)
Crr-ps received a call from C.
C said that there is a persistent problem with the veh that was not resolved by the dlr.
C said that the dlr cannot figure out the issue on the veh.
C said that passenger airbag light will come on and won't come off.
C said that the veh has been checked for a lot of times already but C said that the dlr cannot duplicate the issue.
C said that the dlr said that they have no remedy on this situation.
C said that the last time C was in the dlr was last 10/11/14 and assisted by SA -Lauren Bayliss.
C said that C was dealing with POHANKA NISSAN-CADILLAC-OLDSMOB LE since the time the issue on the veh happened.
Make Public

Crr-ps verified account information.
C provided 5408454557 as best number to call back.
Crr-ps advised C that the case will be forwarded to RCAS for review.
Crr-ps advised C that RCAS will call C back within the end of the next business day. C understood.

Crr-ps offered further assistance. C declined.
Crr-ps did a quick recap.
Crr-ps provided name, case and extension number.
Crr-ps forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8008976	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	10/20/2014	WT	BK	234000	OA
Edit | Del	CC-8008977	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	10/20/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File | View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Widic-Ltr pdf	80KB	11/11/2014 8:43 AM	Tammy Knotts

Case History Case History Help

Date	User	Action
11/21/2014 1:28 PM	Lawanda Bradley	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/18/2014 12:13 PM	Lawanda Bradley	Changed **Follow Up Date** from 11/18/2014 to **11/21/2014**.
11/13/2014 11:26 AM	Lawanda Bradley	Changed **Follow Up Date** from 11/13/2014 to **11/18/2014**.

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Surveys Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/11/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/20/2014 1:04 PM
CA Multiple Repairs		Date/Time Closed	12/23/2014 8:53 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052788

DTS Inspection

DTS Inspection Date	12/22/2014 3:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	BBB Autoline voluntary replacement due to 3 visits for airbag light illumination and confirmation of continued concerns with 15 days out of service		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	35,505		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	4
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SANDY SANSING NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$22,658.38	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP7DC[redacted]		
Created By	Heathre Vanriper, 10/20/2014 1:04 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:36 AM	Root Cause Code (2)	
Days Closed	386	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (12/5/2014 1 45 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: airbag light illumination; rattle in trunk; passenger seatbelt light; rubbing noise; driver door handle inop; brake light illumination
Make Public		**Created By Amanda Johnson (11/20/2014 12 48 PM)** *** [Added after the case is closed] *** ARBS responded to c: Mr. [redacted] I apologize. Morley has been trying to reach the dealership for a few days and has not been able to get a call back. I provided Cindy's direct line as well as some names to ask for at the dealership. Thanks, Mandy JOHNSON Customer Quality & Dealer Network Development Arbitration Specialist
Make Public		**Created By Amanda Johnson (11/20/2014 12 45 PM)** *** [Added after the case is closed] *** ARBS rec'd email from c: I was near Sandy Sansing Nissan this morning & stopped in. Only Dominick (a new car manager) was available. He made a couple of phone calls and determined that they have heard nothing from Morley. My car is ready, money is ready, their car is ready. Can you please nag Morley a bit? ARBS called Morley to check on case. They have been reaching out to the dlr for the past few days and no one has called back. ARBS advised Cindy and Emery were on the case, provided Cindy's cell, apologized for having not provided it before.
Make Public		**Created By Amanda Johnson (11/13/2014 1 24 PM)** ARBS attached emails, Morley packet; closing case
Make Public		**Created By Amanda Johnson (11/13/2014 12 58 PM)** ARBS notes Sandy Sansing Nissan check 0141525363 for $22,658.38 ARBS transmitted Morley case 217472 and sent via FedEx [redacted]
Make Public		**Created By Amanda Johnson (11/13/2014 6 55 AM)** ARBS rec'd thank you from dlr
Make Public		**Created By Amanda Johnson (11/12/2014 3 45 PM)** ARBS rec'd email from dlr asking about timeline ARBS advised of delay of getting check but hope to get check this week for shipment to Morley, who generally takes a few days to accept the case and then call the c.
Make Public		**Created By Heathre Vanriper (11/10/2014 12 06 PM)** NIS1430104. DRTS rec'd Case closed from BBB 11/10/14 dated same. States: FL-Cust Not to Pursue Case Further. See attached for review.
Make Public		**Created By Amanda Johnson (11/10/2014 10 12 AM)** ARBS submitted CR
Make Public		**Created By Amanda Johnson (11/7/2014 3 30 PM)** BBB Autoline voluntary replacement due to 3 visits for airbag light illumination and confirmation of continued concerns with 15 days out of service CST00052788 - BBB Autoline Voluntary replacement CR0136972 made payable to SANDY SANS NG NISSAN in the amount of $22,658.38 for the replacement vehicle, VIN 1N4AL3AP2FC[redacted]

Morley case [redacted]

ARBS notes only settlement checks to be submitted on Fridays, will submit on 11/10
ARBS setting follow up for 11/11 pending receipt of check

Make Public

Created By Amanda Johnson (11/7/2014 12 48 PM)
ARBS responded:

Mr. Parrish,

Thank you for sending in your signed replacement agreement. I should have everything to Morley by mid next week, meaning they should contact you to schedule the swap on or around November 20.

Please let me know if you have any questions.

Thanks!

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/7/2014 11 25 AM)
ARBS rec'd email from dlr:

Sorry dear I thought you meant mailing it soon as I sent that email I seen attachment in the other email

Cindy

Make Public

Created By Amanda Johnson (11/7/2014 8 59 AM)
ARBS added Emory Shelley to SOC Agreement, attached, emailed to dlr:

Cindy,

Please see the attached document addressed to both you and Emory.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/7/2014 8 57 AM)
ARBS rec'd email from dlr:

When you send that to our address will you please put attention Cindy McCraney and Emory Shelley.

Thank you so much Have a nice weekend!

Cindy

Make Public

Created By Amanda Johnson (11/7/2014 7 25 AM)
ARBS notes replacement (title swap) calculations:

+ Invoice: $24,664.00
+ FL Battery/Tire Waste Fee $6.50
+ Predelivery Service Charge $599.00
+ FL Sales Tax $1,518.81
+ Other Taxes $75.00
+ Tag and Title Fee $469 00
+ MVWTF $2.00
- Rebate $1,250
- Customer Contribution $3,425.93
Total NNA Pays to Dlr $22,658.38

OLD VIN 1N4AL3AP7DC[redacted]
NEW V N 1N4AL3AP2FC[redacted]

Make Public

Created By Amanda Johnson (11/7/2014 7 25 AM)
ARBS emailed attached SOC Agreement to dlr:

Cindy,

Please see the attached agreement to your dealership.

Please note that Mr. [redacted] will be providing you with a check at the time of surrender for a portion of the vehicle.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/7/2014 7 24 AM)
ARBS emailed attached replacement agreement to c:

Mr. [redacted]

Please see the attached replacement agreement for your consideration and signatures.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/7/2014 7 11 AM)
ARBS notes replacement (title swap) calculations:

+ Invoice: $24,664.00
+ FL Battery/Tire Waste Fee $6.50
+ Predelivery Service Charge $599.00
+ FL Sales Tax $1,518.81
+ Other Taxes $75.00
+ Tag and Title Fee $469 00
+ MVWTF $2.00
- Rebate $1,250
- Customer Contribution $3,425.93
Total NNA Pays to Dlr $22,658.38

Make Public

Created By Amanda Johnson (11/7/2014 7 06 AM)
ARBS emailed dlr:

Thank you, Cindy. I am drafting the replacement agreement and sending it to Mr. Parrish this morning. Once he has signed it, I will be able to request your check. I will also be sending you the agreement from NNA to your dealership showing the amounts which will be paid by us and Mr. Parrish.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/7/2014 7 05 AM)
ARBS notes usage charge

(35,505/120,000 x $23,158)/2 = $3,425 93

Make Public

Created By Amanda Johnson (11/7/2014 7 03 AM)
notes:

Waiving $451 kickplate and Body Side Molding upgrade

Make Public

Created By Amanda Johnson (11/7/2014 7 01 AM)
ARBS rec'd additional email from dlr with attached new vehicle invoice and buyers order:

Amanda,

Here are the things that you requested Just let me know if you need anything else.

Cindy

Make Public

Created By Amanda Johnson (11/7/2014 7 00 AM)
ARBS rec'd additional email from dlr:

I will be sending the things you need over ASAP

Cindy

Make Public

Created By Amanda Johnson (11/7/2014 7 00 AM)
ARBS rec'd email from dlr:

Yes dear he did Devan said he liked it very much I wasn't here and my partner Devan showed him the car. Devan did all the normal paperwork for purchasing the vehicle and we have it out back with Sold sign in it What would you like me to do next. I am fixing to look for instruction that you said you were sending. My Mother got put in hospital so I wasn't able to be here until today.

Cindy
850-304-3002

Make Public

Created By Amanda Johnson (11/6/2014 12 46 PM)
ARBS emailed dlr:

Cindy,

Could you give me a quick update on this replacement? Did Mr. Parrish approve the vehicle?

If so, I will need the requested documents before I can proceed.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (11/4/2014 8 14 AM)
ARBS rec'd vmx from dlr @ 1705 on 11/3 stating the c is coming in to pick up the vehicle tomorrow and now the dlr is confused because someone else said this is a long process and she is not sure if she is supposed to give the c the vehicle yet.

ARBS called dlr back. Dlr states she is currently at the hospital for an emergency, but Devon is partner at work and will be working with c today. ARBS explained process and asked if Emory forwarded email from ARBS to her with the explanation. Dlr states no. ARBS asked for email so ARBS can send the instructions ARBS sent to Emory to Cindy. Email is mccraneyc@sandysansing.com. ARBS sent. Dlr thanked. Dlr would like ARBS to call c this morning and explain. ARBS agreed. The call ended mutually.

ARBS called c @ [redacted] o apologize for any confusion and advise that this is a 2-4 week process after the c approves the vehicle, so the c is only going to look at the vehicle. Explained the process. C states he feels vulnerable and he has started to take things out. C states he has a continuously recording camera in the vehicle that he has installed that he was going to remove today but now he will not remove it because he is not getting the new vehicle today. ARBS thanked. ARBS and c discussed what the c should look for and that he should test drive the veh. C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (11/3/2014 3 30 PM)
ARBS rec'd vmx from Cindy @ dlr advising that they found a vehicle that is like his but does not have the illuminated kick plates or body side molding. Dlr guesses she will contact the c

ARBS called and left vmx advising we could add those if we needed to but to have the c come in and look at the vehicle and we will go from there.

Make Public

Created By Amanda Johnson (10/31/2014 4 02 PM)
ARBS rec'd vmx from c asking for an update.

ARBS called dlr @ 850.304 3002, left vmx with contact information.
ARBS called dlr @ 850.479.4700, spoke to Emery. Advised of reason for call. Dlr provided email address and will assist. ARBS thanked. The call ended mutually.

ARBS emailed dlr:
Emory,

Thank you for taking my call today and for being willing to assist us with this replacement.

Please see the attached vehicle invoice for the current vehicle and the steps below for the SOC process:

• First, we will need to find some comparable vehicles for the customer to test drive. Please contact the customer once you have found at least one 2014/2015 Altima with the same options. Mr [redacted] can be contacted at [redacted] He may change the color, but the vehicle must have all of the same features. Any additional features would be charged to the customer.
• Once Mr. [redacted] has chosen a vehicle, you will need to send me the invoice for the new vehicle and the buyers order for it including the vehicle at invoice price and any normal collaterals.
• Once this has been approved, I will send Replacement Agreements to your dealership for both your dealership and the customer. Please send me a copy of the customer's signed Replacement Agreement, as we cannot proceed until those documents have been signed and received. Mr. Parrish does not have a loan on the vehicle, so we do not need to worry about the bank.
• Once the Replacement Agreement has been received, I will request the check to purchase the vehicle from your dealership. Morley will have additional paperwork for the customer to sign. They will be in contact with you after I receive the signed replacement agreement and send all paperwork to them.
• Once Morley receives the title for the current vehicle, the check for the new vehicle will be overnighted to your dealership.

I would like to note that this is a 2-4 week process after we approve the vehicle. Do not release the vehicle to the customer until the process has been completed. The 2014 will be your dealership's legal and financial responsibility until the final packet of paperwork from Morley has been signed, so you must wait until those documents have been signed and the replacement is complete before releasing the replacement vehicle to the customer. Please let me know if you have any questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

ARBS called c @ [redacted] to apologize for the delay and advise that ARBS spoke to Emory at the dlr and he is working on getting a replacement veh for the c. Emory has c's information and will contact c. C thanked. ARBS and c discussed usage charge and ARBS advised that ARBS had given c the wrong calculation. ARBS and c discussed the correct calculation below:
35,505/120,000 x $23,158 = 6,851 87 / 2 = $3,425.93 = $3,400.00 is what the c will pay at surrender to dlr.
C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/31/2014 2 17 PM)
ARBS rec'd vmx from GM @ dlr asking for call back 850 304.3002

ARBS called dlr @ 850.304 3002, advised of reason for call and left contact information in vmx

Make Public

Created By Amanda Johnson (10/31/2014 10 25 AM)
ARBS responded:

Rhonda,

(mileage when replacement vehicle is found/120,000 x $23,158)/2

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/31/2014 10 23 AM)
ARBS rec'd email from BBB:

Mandy, the C advised he was settling his case by accepting offer you presented of replacement and usage of 50%. Can you tell me what the actual usage calculation is you will be charging so I can send out my SETT letter.

Thank you,

Rhonda Eakins, Mediation Specialist

Make Public

Created By Amanda Johnson (10/31/2014 9 43 AM)
ARBS called dlr @ 850.479.4700, pressed 1 for sales, phone was picked up and hung up.
ARBS called back. Asked for Nissan Sales Manager, advised that ARBS has been calling for the last few days trying to get someone to call back. Receptionist advised she would try to find someone.
ARBS held.
Receptionist advised she could take a message and give it to the General Manager. ARBS thanked and left message, advised that ARBS will call back this afternoon if no one calls.
Thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/30/2014 10 55 AM)
ARBS called dlr @ 850.479.4700, asked for anyone in Nissan sales.
Spoke to Kaleet. Advised of reason for call. Advised that ARBS has been leaving messages but has not received a call back.
Kaleet asked ARBS to hold so he could get the manager.
ARBS held.
No one is available. ARBS left message with Kaleet.

Make Public

Created By Amanda Johnson (10/29/2014 10 15 AM)
ARBS called dlr @ 850.479.4700, asked for new Nissan sales manager.
Held.
Left vmx with contact information

Make Public

Created By Amanda Johnson (10/28/2014 3 57 PM)
ARBS emailed dlr:

Terry,

We have been calling and leaving messages in an attempt to get assistance with a substitution of collateral for a mutual customer of ours, Mr. Art Parrish, but have been unable to speak with anyone. Would you be willing to assist us with this replacement?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/28/2014 8 52 AM)
ARBS called dlr @ 850.479.4700. Asked for Nissan Sales Manager, new cars.
Transferred.
Left vmx with contact information

Make Public

Created By Amanda Johnson (10/27/2014 1 51 PM)
ARBS called dlr @ 850.479.4700 to request assistance with SOC.
Asked for Nissan Sales Manager, new cars.
Transferred.
Left vmx for Terry with contact information

Make Public

Created By Amanda Johnson (10/27/2014 1 31 PM)
ARBS rec'd 2 emails from c:

1.
Sorry but can't help there. We went to look on Sunday, specifically because they were closed & we were free to browse.

2.
Here's a suggestion for you. Sandy Sansing visits each of his dealerships daily. He is usually a very accessible (& pleasant) person. I'll bet he will call you back!

Make Public

Created By Amanda Johnson (10/27/2014 1 09 PM)
ARBS responded:

Mr. [redacted]

Do you recall the person you worked with at Sandy Sansing this weekend? I might have better luck reaching directly out to that person.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/27/2014 1 08 PM)
ARBS rec'd email from c:

My wife & I visited Sandy Sansing's dealership on Sunday. They have a 2015 Altima in stock that is close enough to our original options to suit our needs.
Since your formula is pretty simple to understand I am concerned that they have not responded to your voice mail.
I have the original "sticker" if that helps. We both like the metallic slate that we bought, but found you gun metallic with charcoal interior to be attractive as well.
If, for any reason, it would be easier to go to another dealership, know that we are willing. Anything within a hundred miles or so is ok.
I have removed parking & military decals. We have clear title in hand. As we have upcoming travel plans & we are both in town this week, we're ready!

[redacted]

Make Public

Created By Amanda Johnson (10/24/2014 7 37 AM)
ARBS responded:

Mr. [redacted]

Thank you for sending in your documents. I have not been able to speak to anyone at Sandy Sansing Nissan yet, but I have left a voicemail asking for a call back.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/24/2014 7 35 AM)
ARBS rec'd email with registration and driver's licenses:

Make Public

Other two attachments. Please advise if you need anything else.

[redacted]

Created By Amanda Johnson (10/24/2014 7 33 AM)
ARBS rec'd email with sales document and title from c:

Make Public

Must send partial attachments due to file size limits.
This is largest file.

Created By Amanda Johnson (10/23/2014 1 10 PM)
ARBS emailed c:

Mr. [redacted]

Thank you for taking my call today. It was a pleasure speaking with you.

As we discussed, we would like to replace your vehicle, and we thank you for staying with us. As we agreed, we will charge 50% of the usage as provided in your state guidelines and will use the current mileage you provided of 35,505. In order to proceed with the replacement, I will need a copy of the following documents:

Make Public

- current vehicle registration
- sales documents
- vehicle title
- title application (if available)
- driver's license

Once received, I will contact Sandy Sansing Nissan to begin the process. Please let me know if you have any questions.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/23/2014 1 07 PM)
ARBS called c @ [redacted] Spoke to c. Advised NNA can repurchase or replace.
C states he will be as candid as he could possibly be. C states he gave his toyota to his grand daughter. C states he read all the consumer reports and decided on NNA. C states he wants to be reasonable. He likes the vehicle. ARBS advised that we would cut usage in half.
C states he has no problem with Sandy Sanding Nissan.
C states he does not have a lien.

Make Public

ARBS advised this means we can do a title swap easily. C thanked.
C states he will save some time and not proceed with the BBB.
C states he would like a 2015. ARBS agreed.
C states his current mileage 35,505. ARBS advised this is the mileage we will go off of for the usage charge. C states the 50% is very reasonable and thanked ARBS.
C states ARBS has taken a lot of the fear out of this process and loves working with reasonable people. C thanked ARBS. ARBS advised that we like to do what we can to work with our customers and thanked the c for sending in all of the pictures to make the process go more quickly. ARBS will respond to that email with the documents ARBS needs. C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/23/2014 12 56 PM)
ARBS notes NNA will repurchase or replace veh with full usage for repurchase, 50% usage for replacement

Make Public

Created By Amanda Johnson (10/23/2014 12 56 PM)
ARBS notes ARBS rec'd 30+ pictures from c
ARBS reviewed and attached 13 pictures showing seat is occupied.

Make Public

Created By Amanda Johnson (10/23/2014 11 08 AM)
ARBS called c @ [redacted] to ask that the pictures c has taken be sent to ARBS. Spoke to c. C states he will send the pictures to ARBS. C states he hopes the data saves on them. C states no one has wanted to look at them and he is delighted that someone cares. ARBS advised that this is the last bit of information ARBS needs, so once c sends them, give ARBS a little bit of time to look them over and then ARBS will call with a decision. C thanked. The call ended mutually.

Created By Amanda Johnson (10/23/2014 10 54 AM)
ARBS responded to Sr. DTS:

Thank you. Unfortunately, the second inspection Stacy mentioned below was for the MVDN, so I assume it will still be considered the final repair despite the delay in completing the BBB information.

Make Public

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/23/2014 10 52 AM)
ARBS rec'd email from Sr. DTS:

Mandy, if there are on-going concerns with unexpected PABI performance with 200 pound occupants then the dealer should contact Techline for further guidance or you can send a new DTS request.

Make Public

Larry ROWE
Senior Dealer Technical Specialist
Product Service Support

Make Public

Created By Amanda Johnson (10/23/2014 10 52 AM)
ARBS rec'd email from DTS:

Amanda,

I remember these customers well. They were very kind and tech savvy.

During the first inspection, I replaced all suspect parts for the OCS due to a Past DTC. I explained that I felt the vehicle was operating comparable to a like vehicle and that the DTC likely set when the software update was performed. However, since we did have a DTC, I could justify replacing the parts for their peace of mind.

On the second inspection, I found no DTC and found the vehicle operated as expected. No repair was made.

I feel no repair is required on this vehicle. I am now at TECH LINE and no longer a DTS so I will refer any further decisions/action to the Sr. DTS Larry.

Thank you,

Stacy JEFCOAT
Technical Support Specialist

Created By Amanda Johnson (10/23/2014 10 19 AM)
ARBS emailed DTS:

Stacy,

Make Public

You looked at this vehicle on 9/4 (I know, a long time ago) and the c is still having concerns with both his wife (135 pounds) and his accountant (200 pounds) in the seat. Any thoughts on this?

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Amanda Johnson (10/23/2014 10 16 AM)
ARBS called c [redacted] to discuss vehicle, as DTS was last to look at veh. Spoke to c, asked for more information.
C states he spoke to the BBB yesterday and has a list and is filling out the forms.
C states this was hard for the dlrs to deal with, so getting the veh there was not possible, so c just started making photographs with his iPhone.
C has made a list of that and it has happened about 30 times.
C states he took the veh in on 5/21 to Lee Nissan. This was the recall. C states he then called and talked to CRR. Then Jerome from Lee Nissan called and advised he could not fix it because his wife only weighs 135 pounds.
6/4 - Sandy Sansing
7/2 - DTS
9/4 - DTS
C states he gets it that the light is not on but it comes on all the time and it has happened 2-3 times. C states he has to pull over, stop the car and restart it.
C states usually it is his wife in the seat but sometimes it is his accountant, who weighs about 200 pounds.
C states his wife is a nurse and she has perfect, straight posture.
C states the seats are contoured.
There is no way you can sit in the seat abnormally. There is nothing unusual.
DTS was kind and explained how the sensors work and why it is so hard to get to the dlr with the light on.
DTS states it checks again when you stop.
C states he knows the DTS is trying and c understands the bain of the intermittent problem.
ARBS advised ARBS will contact DTS and see if ARBS needs anything from c. C thanked.
ARBS provided direct line. C thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/23/2014 8 21 AM)
****
ARBS notes adjusted for substantial concerns:
ARBS notes 10 days down with
3 visits for airbag light – zero point reset, Replaced passenger front seat track assembly with pressure sensors and OCS control unit, op as designed
1 visit for passenger seatbelt light – no dupe
ARBS notes 4 visits with 2 warrantable repairs
****

Make Public

Created By Amanda Johnson (10/23/2014 8 21 AM)
ARBS notes the following repair history:

Open date 11/07/12... Mileage 2,467... RO[redacted]. 1 day down
Concern: Recall.
Action: Completed.

Open date 04/03/13... Mileage 9,830... RO[redacted]. 1 day down
Concern: C/S passenger airbag lamp comes on. Has happen twice in the last 2 months. While passenger seat is occupied.
Action: No DTCs present at this time. System is operating to factory specs. Performed zero point reset, and re-checked. All checks ok at this time.

Open date 06/25/13... Mileage 14,864... RO[redacted]. 1 day down
Concerns:
1. C/S there is a rock tumbling noise coming from the trunk when turning.
2. C/S wants noted the passenger seatbelt lamp comes on sometimes while driving.
Actions:
1. Trunk springs loose. Re-torque.
2. Unable to verify. Noted for customer. \

Open date 06/26/13... Mileage 14,940... RO [redacted]. 2* days down
Concern: C/S there is a rubbing noise coming from the vehicle when driving. Drumming noise in front suspension when turning.
Action: Replaced front spring.
*left open to order parts, actual days down per SA

Open date 05/21/14... Mileage 28,510... RO [redacted]. 1 day down
Concerns:
1. Recall airbag.
2. Driver's front inner door handle inop.
Actions:
1. Completed.
2. Replaced left front inside door handle.

Open date 06/04/14... Mileage 29,190... RO[redacted]. 1 day down
Concern: Re-program occupant.
Action: Completed.

Open date 06/26/14... Mileage 30,396... RO [redacted]. 7* days down
Concerns:
1. C/S OCS light comes on intermittently while driving.
2. Upon test driving vehicle found brake light coming on intermittently.
Actions:
1. Replaced passenger front seat track assembly with pressure sensors. Also replaced OCS control unit.
2. Found C1197 vacuum sensor code in system. Reprogram ABS control unit as per NTB 13-013.

Open date 09/04/14... Mileage 34,429... RO[redacted] 1 day down
Concern: C/S that the OCS light is intermittently coming on- meeting with DTS
Action: DTS test drove- found veh operated comparable to like veh-DTS verified no DTES are set- no repairs

ARBS notes in-service date of 9/5/2012
ARBS notes VPP sale
ARBS notes no VSC

ARBS notes previous CA cases:
[redacted]
- airbag concern, told to go to dlr
- dlr directed c to airbag section of owner's manual
- DTS Stacy Jefcoat inspected, corrected for past DTC
- ARBS-JC - DTS Stacy Jefcoat inspected after rec't of MVDN, determined op as designed (wife is in grey area and system may sometimes see her as a child)

ARBS notes 15 days down with
3 visits for airbag light – zero point reset, Replaced passenger front seat track assembly with pressure sensors and OCS control unit, op as designed
1 visit for rattle in trunk – retorqued trunk springs
1 visit for passenger seatbelt light – no dupe
1 visit for rubbing noise – replaced front spring

1 visit for driver door handle inop – replaced
1 notation of noticed brake light while inspecting – reprogrammed ABS unit
ARBS notes 8 visits with 5 warrantable repairs and 3 recall completions

Make Public — **Created By Andrea Brown (10/22/2014 8 25 AM)**
DRTS- updated and attached RHR

Make Public — **Created By Kate Czerwinski (10/21/2014 2 18 PM)**
DRTS received and attached ROs from dlr 2629

Make Public — **Created By Kate Czerwinski (10/21/2014 11 14 AM)**
DRTS received and attached ROs from dlr 5212

Created By Amanda Johnson (10/21/2014 7 45 AM)
ARBS emailed BBB:

Rhonda,

MVDN rec'd back in August on this one
In-service date of 9/5/2012

Make Public — Inspected and determined op as designed.

Also, it appears that we have not seen this vehicle since the DTS inspection for the MVDN

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By Amanda Johnson (10/21/2014 7 44 AM)
ARBS notes in-service date of 9/5/2012
ARBS notes VPP sale
ARBS notes no VSCs

ARBS notes previous CA cases:
[redacted]
- airbag concern, told to go to dlr
- dlr directed c to airbag section of owner's manual
- DTS Stacy Jefcoat inspected, corrected for past DTC
- ARBS-JC - DTS Stacy Jefcoat inspected after rec't of MVDN, determined op as designed (wife is in grey area and system may sometimes see her as a child)

ARBS notes no techline cases

Make Public — ARBS notes warranty ROs:
[redacted]

ARBS notes dlrs:
[redacted]

ARBS notes last visit per Salesforce was @ 34,430 miles on 9/3/2014

Make Public — **Created By Kate Czerwinski (10/20/2014 3 44 PM)**
DRTS called dealer 2629, 5212, and 5387 to collect ROs for V N.

Matt @ 2629, Pricilla @ 5212, and Benny @ 5387 agreed to fax copies. Provided name, customer name, V N, and fax number

Make Public — **Created By Heathre Vanriper (10/20/2014 1 10 PM)**
Previous cases [redacted]

Make Public — **Created By Heathre Vanriper (10/20/2014 1 05 PM)**
NIS1430104. DRTS rec'd MRF from BBB 10/20/14 dated same. C seeks: New vehicle. CCF states: OCS light*3 recall 14v-138 ocs. See attached for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8009212	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	10/20/2014	WA	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/7/2014	David Edwards	12/5/2014 8 20 PM
Edit | Del	Review Approved Check Request		✓	11/10/2014	Amanda Johnson	11/10/2014 3:27 PM
Edit | Del	[redacted]		✓	11/10/2014	Amanda Johnson	11/10/2014 12:07 PM
Edit | Del	submit CR		✓	11/9/2014	Amanda Johnson	11/10/2014 7:07 AM
Edit | Del	CST/CR		✓	11/7/2014	Amanda Johnson	11/7/2014 3 31 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052788	DRT Resolution	1N4AL3AP7DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0136972	[redacted]	11/13/2014	Dealer	Approved	$22,658 38	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	5MB	9/4/2015 9 20 AM	Rebecca Martin
Edit | View | Del	[redacted]emails pdf	17.4MB	11/13/2014 1:24 PM	Amanda Johnson
Edit | View | Del	[redacted] Morley Packet pdf	1.41MB	11/13/2014 1:22 PM	Amanda Johnson
Edit | View | Del	[redacted]Case closed-NIS1430104.pdf	50KB	11/10/2014 12 07 PM	Heathre Vanriper
Edit | View | Del	[redacted] Signed Replacement Agreement.pdf	5.28MB	11/7/2014 12:46 PM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/23/2014 8:53 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/5/2014 1:43 PM	Jim Land	Changed **Case Owner** from Amanda Johnson to **Jim Land**.
12/5/2014 1:43 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [19] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Jimenez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/20/2014 1:36 PM
CA Multiple Repairs		Date/Time Closed	11/6/2014 10:43 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	*Summary* C requesting OOW FA for front seat bottom, occupant sensor INF will cover the entire repair		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	45,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8BS1MW0AM[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	17
Model Line	FX	Beyond PT Warranty Miles	0
Model Code	82410	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FRESNO INF NITI	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: JN8BS1MW0AM[redacted]		
Created By	Denise Doddy, 10/20/2014 1:36 PM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	433	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Heather Jimenez (11/6/2014 10 40 AM) *Case Summary* Customer: OOW FA with repair to seat bottom/Air bag sensor RCAS-HJ: INF will cover the cost of the part, veh was confirmed to be repaired by RTLR 10/23/14
Make Public		**Created By Heather Jimenez (11/6/2014 10 39 AM)** RCAS-HJ contacted C at [redacted], 11/6/14 at 10:37am CENTRAL RCAS-HJ left vxm containing case number [redacted] and call back number 615-725-7198 RCAS-HJ advised C RCAS-HJ wants to ensure C is satisfied with repairs ********** RCAS-HJ sending FU email and closing case, pending call back from C
Make Public		**Created By Heather Jimenez (11/5/2014 10 44 AM)** RCAS-HJ contacted C at [redacted] 11/5/14 at 10:44am CENTRAL RCAS-HJ left vxm containing case number [redacted] and call back number 615-725-7198 **********
Make Public		**Created By Heather Jimenez (11/4/2014 10 23 AM)** RCAS-HJ contacted C at [redacted], 11/4/14 at 10:21am CENTRAL RCAS-HJ left message with gate keeper requesting call back from C **********
Make Public		**Created By Heather Jimenez (10/29/2014 10 53 AM)** RCAS-HJ contacted C at [redacted] 10/29/14 at 10:51am CENTRAL RCAS-HJ noting C is out of town until next week RCAS-HJ left vxm containing case number [redacted] and call back number 615-725-7198 RCAS-HJ advised C RCAS-HJ wants to ensure C is satisfied with repairs made to C's veh **********
Make Public		**Created By Heather Jimenez (10/29/2014 9 25 AM)** RCAS-HJ rec'd email from SA-Cameron SA-Cameron states vehicle was repaired on 10/23/14 RO[redacted] **********
Make Public		**Created By Heather Jimenez (10/29/2014 8 09 AM)** RCAS-HJ sent email to SA-Cameron requesting repair status **********
Make Public		**Created By Heather Jimenez (10/23/2014 10 48 AM)** RCAS-HJ contacted C at [redacted] 10/23/14 at 10:43am CENTRAL RCAS-HJ advised C this call maybe recorded for quality and training purposes RCAS-HJ apologized to C for concerns C is having with airbag light RCAS-HJ advised C after carefully reviewing the case, INF will be covering the entire repair at no cost to C C thanked RCAS-HJ RCAS-HJ advised C RCAS-HJ has already spoken with RTLR and C can contact RTLR to schedule an appt. at C's earliest convenience C understood RCAS-HJ advised C RCAS-HJ will contact C late next week to FU with repair C states C will be out of town next week and will have repair completed this week RCAS-HJ advised C RCAS-HJ understood and thanked C for C's time C thanked RCAS-HJ call ended mutually ********** RCAS-HJ setting FU for 10/29
Make Public		

Created By Heather Jimenez (10/22/2014 1 54 PM)
RCAS-HJ contacted C at [redacted] 10/22/14 at 1:53pm CENTRAL
RCAS-HJ left vxm containing case number [redacted] and call back number 615-725-7198
****
RCAS-HJ contacted C at [redacted] 10/22/14 at 1:54pm CENTRAL
RCAS-HJ left vxm containing case number [redacted] and call back number 615-725-7198
****

Make Public
Created By Heather Jimenez (10/22/2014 1 52 PM)
RCAS-HJ contacted RTLR and left vxm containing information regarding how to process the claim for C's repairs
****
RCAS-HJ sent email to SA-Cameron, CC's FOM-Don advising RTLR to repair C's veh and submit claim as FW

Make Public
Created By Heather Jimenez (10/22/2014 12 15 PM)
RCAS-HJ rec'd email from FOM-Don
FOM-Don states to have RTLR replaced the seat bottom that includes the occupant detection CU for the air bag system, have RTLR use the Air Bag Diagnosing Sensor unit as the PFP, and submit the claim.
FOM-Don is requesting notification to FOM and CXM if claim pays
FOM-Don states if claim does not pay as FW, FOM-Don agrees to GW the claim
****
RCAS-HJ will contact RTRL

Make Public
Created By Heather Jimenez (10/22/2014 10 50 AM)
RCAS-HJ spoke with SA-Cameron at RTLR
SA-Cameron at RTLR advised RCAS-HJ part number: 873011CJ7A
Part cost: $1,938 99 (customer pay)
****
RCAS-HJ checked the Warranty Flat Rate Manual and found part needed is only covered under Basic warranty
****
RCAS-HJ sent email to FOM-Don with information

Make Public
Created By Heather Jimenez (10/21/2014 3 10 PM)
RCAS-HJ contacted C at [redacted] 10/21/14 at 3:08pm CENTRAL
RCAS-HJ left vxm containing case number [redacted] and call back number [redacted]
RCAS-HJ advised C RCAS-HJ is currently researching C's concern and will contact C by EOB 10/22
****

Make Public
Created By Heather Jimenez (10/21/2014 3 08 PM)
RCAS-HJ contacted RTRL and left vxm for SA-Cameron requesting call back
****

Make Public
Created By Heather Jimenez (10/20/2014 5 51 PM)
RCAS-HJ rec'd email from FOM-Don
FOM-Don states air bag is covered under Powertrain Warranty and RTLR needs to perform repair under Powertrain Warranty
****
RCAS-HJ will contact RTLR and relay information

Make Public
Created By Heather Jimenez (10/20/2014 5 23 PM)
RCAS-HJ reviewed case with TL-WC
TL-WC advised RCAS-HJ to send information to FOM
****
RCAS-HJ sent email to FOM-Don

Make Public
Created By Heather Jimenez (10/20/2014 4 05 PM)
Goodwill Review

• Customer purchased vehicle: NEW
• Current mileage: 45,000
• OOW Basic 3 months/ XX,000 miles Power train XX months/XX,000 miles
• VSC : NO
• Total customer pay at retailer: $4,357.21
• Last service visit: 9/30/2014
• Previous owned veh: 2007 NF FX45

Concern: Passenger seat air bag sensor failed due to internal open circuit, RTRL recommends a new passenger seat bottom to repair $2,379.00
****
RCAS-HJ will review case with TL-WC

Make Public
Created By Heather Jimenez (10/20/2014 3 28 PM)
RCAS-HJ sent email to SA-Cameron requesting vehicle diagnosis and cost of repair at warranty
****

Make Public
Created By Denise Doddy (10/20/2014 1 46 PM)
RCAS-DD checked -no previous cases found
RCAS-DD verified C's name, address, VIN#, mileage, phone#, and svc'ing dlr.
RCAS-DD checked for Recalls/Campaigns and found: 1 closed recall
RCAS DD checked for VSC, found: none
c states passenger airbag light is on c needs to be replace the entire seat
c states repair cost is over $2k
c states cant believe it would be that much and c is requesting assistance with repair costs.
c states has extended warranty
best contact[redacted]

rcas unable to verify extended warranty for veh it could be 3rd party warranty.
Rcas-dd informed c unable to guarantee assistance but the case will be reviewed.
Rcas-dd informed c an rcas will contact c within 1 business day

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8034636	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	11/6/2014	YI	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RyCWP ref]	[redacted]	✓	11/6/2014	Heather Jimenez	11/6/2014 10:41 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date

Reply | To All | Del Sent Your inquiry to Infiniti [ref: 00DA09j8L. 500F0RyCWP:ref] 11/6/2014 Case # [redacted] VIN # JN8BS1MW0AM[redacted] hank ... [redacted] 11/6/2014 10:41 AM

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/6/2014 10:43 AM	Heather Jimenez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/5/2014 10:45 AM	Heather Jimenez	Changed **Follow Up Date** from 11/5/2014 to **11/6/2014**.
11/4/2014 10:24 AM	Heather Jimenez	Changed **Follow Up Date** from 11/4/2014 to **11/5/2014**.

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Surveys Surveys Help

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NISSAN

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	John Dix [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/20/2014 2:53 PM
CA Multiple Repairs		Date/Time Closed	10/24/2014 4:52 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEHICLE CONCERN		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	STREATER-SMITH NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	STREATER-SMITH NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	J[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP8DN[redacted]		
Created By	Shiela Capuz, 10/20/2014 2:53 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	446	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By John Dix (10/24/2014 4 52 PM)** RCAS-JD closing case as no further assistance may be provided at this time. #### CASE SUMMARY #### C states that keeps having concern with passenger side airbag light coming on. RCAS-JD advised c to bring veh back into dlr to address concern.
Make Public		**Created By John Dix (10/24/2014 4 50 PM)** RCAS-JD made outbound call to c at [redacted] at 4:50 PM. RCAS-JD advised to c to call dlr to set up appointment for service and to contact RCAS-JD if concern is not resolved. Call ended mutually.
Make Public		**Created By John Dix (10/24/2014 4 48 PM)** RCAS-JD made outbound call to dlr SM-Steven Hildenbrandt at 4:40 PM. SM-SH advised that can bring veh back into dlr and dlr will see about getting c in a veh. Call ended mutually.
Make Public		**Created By John Dix (10/21/2014 4 38 PM)** RCAS-JD made outbound call to c at [redacted] at 4:35 PM. C stated that c feels that dlr did not address c's concern appropriately. C requested that c have loaner veh before c can bring the veh back into dlr to address concern. Call ended mutually.
Make Public		**Created By John Dix (10/21/2014 4 30 PM)** RCAS-JD made outbound call to dlr SM-Steve at 4 24 PM. SM-Steve advised that sensor checked out the last time the veh was brought in September. SM-Steve advised that c's wife is very light build. Call ended mutually.
Make Public		**Created By Shiela Capuz (10/20/2014 2 58 PM)** CRR-SC received a call from c regarding c's veh. CRR-SC verified c's name, vin, address, mileage, phone number, email address & responsible dlr. C stated that c's having issue with the driver side airbag light. C stated that c had the recall done in September. C stated that the airbag light is still off. C stated that c took the veh back to dlr and c was assisted by SA Ken Kubala. C stated that dlr told c that dlr cannot do anything since dlr already did the recall. C stated that dlr told c that c doesn't weigh enough for the airbag sensor to recognize. C was upset by the answer of the dlr. C stated that c wanted Nissan to fix the veh. CRR-SC told c that case will be forwarded to RCAS for review & c will receive call before the end of the next business day. c understood. C stated that c's best contact# is [redacted] CRR-SC offered further assistance, c declined. CRR-SC gave name, extension & case number. CRR-SC leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del CC-8009608	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/20/2014	YX	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History View All Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Loaner veh??	[redacted]	✓	10/22/2014	John Dix	10/27/2014 7:29 AM

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/24/2014 4:53 PM	John Dix	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 4:38 PM	John Dix	Changed **Follow Up Date** from 10/21/2014 to **10/24/2014**.
10/20/2014 3:05 PM	Shiela Capuz	Changed **Transferred to RCAS** from false to **true**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [20] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Mark Wesley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	11/7/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	10/20/2014 7:02 PM
CA Multiple Repairs		Date/Time Closed	11/7/2014 4:59 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Wind Noise		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,892		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP0DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	3
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GUNN NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Quality Connection	Case Type	QFS24M
Survey Request Date		Receipt Date	10/16/2014
Survey-Source		Survey NPS Score 1	6
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	Improvements to Vehicle I realize this is a new model but the number of recalls in the first few months (4) and trips to the dealer is irritating. Most bothersome was when I wrote Nissan North America Consumer Affairs outlining my concerns, I never received the courtesy of a reply from anyone. We STILL have a problem with the airbag dash board light staying on after 2-3 trips to reset it.	Hot Alert Type	UnProfessional
Survey Verbatim	C1061Z, Heated Seats - Other/None of the above, DF factory recall 6/7/13 - control sensor F1230C, Clock - Difficult to see/read/not lighted (*), DS clock not easily read due to size of figures F1350Z, Outside Temperature Display - Other/None of the above (*), DF outside temperature display too small to read easily I1650K, Instrument Panel - Lights on panel too dim/hard to see, DS difficult to read around steering wheel I1650L, Instrument Panel - Gauges obstructed/poorly located , DS readability of instrument panel is difficult - too small size for temperature, etc. S1350A, Excessive Wind Noise - Around front side door/window - window closed, DF extreme wind and whistling noise on driver side front window. Repaired by dealer with weather stripping. Wind noise on passenger side front window but not as extreme. Dealer couldn't verify but car is not as quiet as I expected. The extreme wind/whistling noise was totally unacceptable but was repaired. The passenger side is a moderate frustration	Post Follow-Up NPS Score	8
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] San Antonio, TX, [redacted] DayTime Phone [redacted] Preferred Email: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz, 10/20/2014 7:02 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 11/7/2014 7:17 PM	Root Cause Code (2)	SCIR
Days Closed	432	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Mark Wesley (11/7/2014 4 47 PM)** TCS-MW contacted C reg C's 2013 Nissan Altima veh concern. C stated everything was fixed/seats were removed by Gunn Nissan in order to repair veh. C stated no problems since repair. TCS-MW adv C to contact TCS-MW if C needed further assistance.
Make Private	✓	**Created By Mark Wesley (11/3/2014 2 52 PM)** TCS-MW contacted c to confirm OCS Airbag passenger side sensor was ordered to replace in C's veh scheduled svc appointment 11/6/2014. C stated C was contacted by dlrshp but C cannot make that date/will contact dlrshp to chg appointment to Wed 11/5/2014 per C. TCS-MW adv c to let TCS-MW know if this resolves C's concern. C agreed.
Make Private	✓	**Created By Mark Wesley (11/3/2014 2 40 PM)** TCS-MW called Jim back @ Gunn Nissan 210-491-7110 to determine what parts were ordered by dlrshp per C. TCS-MW spoke to Jim, after checking, Jim adv OCS Airbag passenger seat sensor was ordered & C will bringing veh into dlrshp on 11/6/2014 Thursday to replace.
Make Private	✓	**Created By Mark Wesley (11/3/2014 2 21 PM)** TCS-MW rcvd vm from Jim @ [redacted] w Gunn Nissan provided summary of svc history @ dlrshp but did NOT answer question if airbag sensor being replaced or parts being ordered to address c's Airbag OCS sensor light coming on intermittently.
Make Private	✓	**Created By Mark Wesley (11/3/2014 2 19 PM)** TCS-MW unable to Dealer Share w Gunn Nissan/SM does not have valid email listed.
Make Public		**Created By Mark Wesley (11/3/2014 10 50 AM) Last Modified By Mark Wesley (11/3/2014 2 17 PM)** TCS-MW called Gunn Nissan lvm for SA-Tim Elkey to call back to provided update reg C's airbag/sensor concern. TCS-MW provided contact info & case # along w C's name and partial V N.
Make Public		**Created By Mark Wesley (11/3/2014 10 46 AM) Last Modified By Mark Wesley (11/3/2014 2 17 PM)** TCS-MW contacted c @ [redacted] adv c, TCS-MW contacted dlrshp reg OCS sensor airbag concern but personnel busy/awaiting callback. TCS-MW clarified details involved w c's concern. TCS-MW asked c if light comes on every day? C said "No" TCS-MW clarified c is the driver & spouse/Charles is the passenger? C confirmed "Yes". TCS-MW verified approx weight of Charles - c stated approx 140 -145 lbs. C added that C's SA @ dlrshp is Tim Elkey and that C was adv that part was being ordered. C stated Campaign R1413 Hood

Latch/Secondary was completed. TCS-MW adv c that if the part that was ordered by dlrshp is related to the airbag/sensor concern, this may indeed resolve the concern. TCS-MW adv C would contact Gunn Nissan dlrshp's SA-Tim Elkey to confirm.

Make Public — **Created By Mark Wesley (11/3/2014 10 31 AM) Last Modified By Mark Wesley (11/3/2014 2 18 PM)**
TCS-MW called Gunn Nissan @ 210-496-0806 lvm for callback reg c's 2013 Nissan Altima OCS airbag sensor light not working properly.

Make Private ✓ — **Created By Mark Wesley (10/29/2014 3 53 PM)**
TCS-MW called c @[redacted]o get Verbal permission from c to speak to spouse - Mona. TCS-MW spoke to Charles Fox/C verified VIN, address/phn & mileage = 16k miles. C verbally authorized spouse/Mona to speak w TCS-MW reg this case. Mona Fox, afterwards refd to C adv numerous recalls on c's veh after purchase. TCS-WM adv c, most of these, if not all are proactive measures to determine extent/scope of concern. C stated c has brought veh into Gunn dlrshp several times for Airbag concern. Reprogram OCS done 5/2014 per Salesforce service history. TCS-MW adv c that if dlrshp indeed has tried to resolve this incident multiple times/then a DTS inspection may be possible to determine resolution. TCS-MW adv c that TCS-MW wld contact dlrshp to determine exactly # of attempts to resolve & WHAT was done other than reprogram OCS. TCS-MW adv c that this research could take a cple of bus days. TCS-MW adv c that TCS-MW wld be out-of-the-office Friday 10/31/204, so most likely wld contact c no later than 11/3/2014 Mon.

Make Private ✓ — **Created By Mark Wesley (10/29/2014 3 21 PM)**
TCS-MW called c @ 2[redacted] fax machine ring.

Make Private ✓ — **Created By Mark Wesley (10/29/2014 3 20 PM)**
TCS-MW correction of [redacted] on previous comment.

Make Private ✓ — **Created By Mark Wesley (10/27/2014 9 33 AM)**
TCS-MW rcvd call back from [redacted] spouse @[redacted] stated [redacted]lled out online survey. TCS-MW adv Mona, TCS-MW would need verbal authorization from [redacted] listed as only owner of veh per TCS-MW records. Mona adv c is sleep and will not awake c now, will have to call back later. TCS-MW adv Mona understood.

Make Private ✓ — **Created By Mark Wesley (10/27/2014 9 09 AM)**
TCS-MW called c @ [redacted]reg c's 2014 Nissan Altima, lvm provided contact info & case #.

Make Private ✓ — **Created By Mark Wesley (10/27/2014 8 22 AM)**
TCS-MW rcvd email response from [redacted] adv daytime contact # is [redacted] except wednesday.

Make Private ✓ — **Created By Mark Wesley (10/24/2014 4 26 PM)**
TCS-MW found different # daytime [redacted] lvm provided contact info & case #.

Make Private ✓ — **Created By Mark Wesley (10/24/2014 4 24 PM)**
TCS-MW called c @ 2[redacted] fax machine ring.

Make Private ✓ — **Created By Mark Wesley (10/23/2014 3 11 PM)**
TCS-MW found different # daytime [redacted] vm provided contact info & case #.

Make Private ✓ — **Created By Mark Wesley (10/22/2014 9 35 AM)**
TCS-MW called c @ [redacted] fax machine ring. Only contact #, sent email requesting alternate contact info.

Make Private ✓ — **Created By Mark Wesley (10/22/2014 9 28 AM) Last Modified By Mark Wesley (10/22/2014 9 28 AM)**
TCS-MW checked for related previous CA cases and found: Case # 1[redacted]
TCS-MW checked for unrelated CA cases and found: None
TCS-MW checked for open recalls/campaigns and found: R1413 Hood Latch/Secondary
TCS-MW received case for handling as a result of QC survey response received from c.
TCS-MW copied survey notes below:

Improvements to Vehicle
I realize this is a new model but the number of recalls in the first few months (4) and trips to the dealer is irritating. Most bothersome was when I wrote Nissan North America Consumer Affairs outlining my concerns, I never received the courtesy of a reply from anyone. We ST LL have a problem with the airbag dash board light staying on after 2-3 trips to reset it.

Heated Seats - Other/None of the above,
factory recall 6/7/13 - control sensor

Clock - Difficult to see/read/not lighted (*),
clock not easily read due to size of figures

Outside Temperature Display - Other/None of the above (*),
outside temperature display too small to read easily

Instrument Panel - Lights on panel too dim/hard to see,
difficult to read around steering wheel

Instrument Panel - Gauges obstructed/poorly located ,
readability of instrument panel is difficult - too small size for temperature, etc.

Excessive Wind Noise - Around front side door/window - window closed,
extreme wind and whistling noise on driver side front window. Repaired by dealer with weather stripping. Wind noise on passenger side front window but not as extreme. Dealer couldn't verify but car is not as quiet as I expected. The extreme wind/whistling noise was totally unacceptable but was repaired. The passenger side is a moderate frustration

Make Public — **Created By Mark Wesley (10/22/2014 9 28 AM)**
QC Hot Alert

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8037014	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	11/7/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09i8L_500F0RyLy8:ref]	[redacted]	✓	10/22/2014	Mark Wesley	10/22/2014 9 37 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Read		Re: Your inquiry to Nissan [ref:_00DA09i8L_500F0RyLy8:ref] *Thanks for responding – we were out of town last week. Call any time during ...*	[redacted]	10/26/2014 11:37 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09i8L_500F0RyLy8:ref] *10/22/2014 Case [redacted]ank you for taking the time to c...*		10/22/2014 9:37 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/7/2014 4 59 PM	Mark Wesley	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 2 53 PM	Mark Wesley	Changed **Follow Up Date** from 11/4/2014 to **11/7/2014**.
11/3/2014 10:50 AM	Mark Wesley	Changed **Follow Up Date** from 11/3/2014 to **11/4/2014**.

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Danielle Spurling [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/21/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 9:17 AM
CA Multiple Repairs		Date/Time Closed	10/21/2014 9:20 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Infiniti
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MM1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BRADSHAW NFINITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AL0MM1D[redacted]		
Created By	Danielle Spurling 10/21/2014 9:17 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	449	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Danielle Spurling (10/21/2014 9 19 AM) PREVIOUS RELATED F LES FOUND: None PREVIOUS UNRELATED FILES: None CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: None rcas verified c's name, address, VIN, svc rtlr, veh purchase status
Make Private	✓	rcas received call from c inquiring if any open campaigns are on veh rcas advised veh has no open campaigns c stated c found campaign online for OCS airbag concern rcas advised campaign was performed on c's veh on 5/8/2014 c stated c is experiencing concern with airbag warning light coming on when adult passenger is in seat rcas understood and recommended veh be diag by INF rtlr to determine cause c understood and agreed, call was ended rcas closing file, no assistance needed

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8010623	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/21/2014	YX	BK	233500	OA
Edit | Del	CC-8010624	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQU RY	QA	10/21/2014	ZR	BK	233500	OA
Edit | Del	CC-8010625	PRODUCT INQUIR ES (NF)	JX	PROVIDED RECALL NFORMATION	QA	10/21/2014	VG	AR	310500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/21/2014 9:21 AM	Danielle Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 9:17 AM	Danielle Spurling	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **VIN 5N1AL0MM1DC**[redacted]

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Case Comments [5] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Adrian Lagdameo [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/21/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 9:23 AM
CA Multiple Repairs		Date/Time Closed	10/22/2014 9:25 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	recall/campaign inquiry; air bag		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP7D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11123	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FAULKNER NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1CN7AP7DL[redacted]		
Created By	Adrian Lagdameo 10/21/2014 9 23 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:35 AM	Root Cause Code (2)	
Days Closed	448	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jackie Santos (10/22/2014 9 24 AM)** CA SOP 2.4: Reopening a Closed Case
Make Public		**Created By Jackie Santos (10/22/2014 9 24 AM)** crr-js received a call from c c said that c's having issue with c's veh c said that c's air bag light isnt working properly c said that it goes off sometimes and sometimes it stays on c said that c will have appointment with the dlr and c said that this will be the 3rd time c will take it to the dlr for same issue c said that the last time c took it was more than 90 days ago crr-js apologized for the inconvenience. crr-js verified c's updated information crr-js advised c to bring the veh to a Nissan authorized dlr to have it diagnose. crr-js also informed c that once c already have diagnosis give nna callback to forward c's case to rcas for review c understood and ended the call crr-js wasnt able to provide name,ext and case crr-js closing case
Make Public		**Created By Sarah Jane Iglesia (10/22/2014 9 10 AM)** Vehicle Concern
Make Public		**Created By Sarah Jane Iglesia (10/22/2014 9 09 AM)** CRR-SI received a call from c stating that c is having problem on the veh in regards to the airbag. CRR-SI confirmed that no contact info has changed. C gave [redacted]s the best phone number to reach c. C said the passenger airbag light comes on and then goes off. C stated that when c took the veh in to the dlrshp c was advised that the issue cannot be fixed. CRR-SI asked c if c already took the veh to an authorized Nissan dlrshp and have the veh checked, c said no. CRR-SI advised c to bring the veh to any authorized Nissan dlrshp and have the veh checked and told c that if c needs further assistance c may call CA back. CRR-SI advised c to have the veh diagnosed by an authorized Nissan dlrshp because Dlrshp is in the best position to determine if the failed part is covered or not depending on the result of dlrshp diagnosis. Inform c that c can call back once c needs further assistance as long c can provide diagnosis code, estimated amount of repair or replacement and SA-name and case will be forwarded to RCAS for review. Inform also c that some dlrshp charge customers for diagnosis because Dlrshp works independently and operated. C said c doesn't want to pay a diagnosis fee because the issue is a defect. C asked to speak with a supervisor. CRR-SI put c on hold to look for an available supervisor. C hung up. CRR-SI tried to call c back @[redacted] unable to reach c. CRR-SI was unable to provide name, ext and case number. CRR-SI closing the case.
Make Public		**Created By Adrian Lagdameo (10/21/2014 9 29 AM)** c stated that he heard on the news last night that 7 brands has a recalls on the airbags. crr-al asked for c's full name, mailing address and contact details c provided it crr-al also asked for the last 6 of the V N c provided it crr-al told c that there are NO recalls/campaign on his veh c asked for the brand of the manufacturer for the Air Bag system of his veh crr-al advised c to consult the dealership where he bought the veh from which is PERUZZI NISSAN c agreed crr-al offered further assistance c declined crr-al provided name, extension number, branding and ended the call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8010724			GENERAL INQU RY	QA	10/21/2014	ZR	BK	233500	OA

	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT							
Edit | Del CC-8010725	NISSAN PRODUCT INQUIR ES	VERSA	GENERAL INQUIRY	QF	10/21/2014	ZR	AZ	270000	OF
Edit | Del CC-8010726	NISSAN PRODUCT INQUIR ES	VERSA	PROVIDED RECALL NFORMATION	QF	10/21/2014	VG	AZ	270000	OF

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/22/2014 9:25 AM	Jackie Santos	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/22/2014 9:21 AM	Jackie Santos	Changed **Case Servicing Dealer** to **FAULKNER NISSAN**.
10/22/2014 9:20 AM	Jackie Santos	Changed **Status** from Closed to **Open**.

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 9:26 AM
CA Multiple Repairs		Date/Time Closed	1/8/2015 9:16 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052281

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary Replacement due to 5 repair visits for airbag light illumination, and 27 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	6. VSPC 217340; Checks Requested 11/5
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,172		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FENTON NIS LEE'S SUMMIT	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$24,920.46	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/28/2014	Vehicle Service Contract	
RHR Completed	10/28/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP8D[redacted]		
Created By	Vidah May Lucas 10/21/2014 9:26 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:36 AM	Root Cause Code (2)	
Days Closed	370	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (12/3/2014 1 13 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: Airbag Light on.
Make Public		**Created By Annice Hill (11/6/2014 3 44 PM)** Received check made payable to Fenton Nissan Lee's Summit in the amount of $24,920.46. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Kristina Rosas (11/5/2014 10 38 AM)** Doing SOC. disregard previous note.
Make Public		**Created By Kristina Rosas (11/5/2014 10 34 AM)** Lease Payoff amount is $18281.81 good thru 11/13/2014.
Make Public		**Created By Kristina Rosas (11/5/2014 10 33 AM)** RC received signed SOC offer, requested checks, and created VSPC cas[redacted]
Make Public		**Created By Kristina Rosas (11/5/2014 7 16 AM)** RC received email from C regarding the specifics of remaining lease contract, and termination of current vehicle, including determination of condition. RC returned email to C advising that in SOC, lease contract remains intact; it will be as if C had purchased this particular replacement vehicle in the first place. Usage will not be asessed on current vehicle, as we have already considered within offer. RC advised that vehicle is inspected at surrender by transfer agent, and that guidelines for wear and tear are within offer. RC asked that C advise of any specific damage concerns, or further questions in general.
Make Public		**Created By Kristina Rosas (11/4/2014 2 19 PM)** RC called C at 8[redacted] and left VM advising offer was sent to C's email, and that C should call RC with any questions. RC noted we are looking at SOC with no additional cost to C, and that if he is in agreement, to send back signed ASAP, as there is another portion of the process to take place prior to C taking posession of new vehicle.
Make Public		**Created By Kristina Rosas (11/4/2014 2 13 PM)** RC emailed Customer offer to C at email on file. RC emailed Dealer confirmation to John at john bock@fentonmotors com. RC emailed Anna Fraley at NMAC to request SOC approval and docs.
Make Public		**Created By Amanda Johnson (11/4/2014 1 16 PM)** ARBS notes approved replacement (SOC) calculations: (+) New Vehicle Invoice: $22,836 00 (+) Lien Fee/Sales Tax/License Fee: $1,885.46 (+) Doc Fee: $199.00 (=) Total due to Dealer $24,920.46 (-) Customer portion to Dealer: ($0.00) (=) Total NNA Pays to Dealer: $24,920.46
Make Public		**Created By Christine Wilsey (11/4/2014 12 55 PM)** Worksheet notes WAIV NG Option Content Upgrade of $850 MSRP UPGRADE: $250 MSRP OLD: 24,105 MSRP NEW: 24,355 NO Usage in Lease SOC replacement
Make Public		**Created By Christine Wilsey (11/4/2014 12 55 PM)** Dealer letter

(+) New Vehicle Invoice: $22,836 00
(+) Lien Fee/Sales Tax/License Fee: $1,885.46
(+) Doc Fee: $199.00
(=) Total due to Dealer $24,920.46
(-) Customer portion to Dealer: ($0.00)
(=) Total NNA Pays to Dealer: $24,920.46

Make Public

Created By Christine Wilsey (11/4/2014 12 54 PM)
Customer SOC letter

New Vehicle MSRP (2013 Altima S): $24,355.00
Old Vehicle MSRP (2015 Altima S): $24,105.00
Total Upgrade: $0.00
Usage Fee: $0.00
(=) Total Customer Payment to Dealer $0 00

Make Public

Created By Tracy Ehrlinger (11/4/2014 10 06 AM)
Team Lead RC-TE waiving the following using the option content replacement empowerment

B10 SGD SPLASH GUARDS $190.00
H01 DIS DISPLAY AUDIO PAC $320 00
X01 SEA POWER DRIVER SEAT $340.00

TOTAL Option Content Upgrade: $850 00

As mentioned, the MSRP upgrade is $250.00

Make Public

Created By Kristina Rosas (11/4/2014 9 05 AM)
Registration renewal shows C paid for 1-year renewal, and that would be sent in mail. C is working to obtain that updated document, but this does reflect the fact that he is registered owner.

Make Public

Created By Kristina Rosas (11/4/2014 7 41 AM)
Email from C:

Kristina,
I identified the problem. I renewed the plates in May 2014 but either lost or never received the final registration receipt from the state of Missouri. I did print a temporary receipt when I renewed on-line (see attached). You will see that it bears the date May 19, 2014. I did receive the tabs, which are presently on my vehicle. Will this temporary receipt suffice? I will try to retrieve a final receipt from the state but. . . you know government bureaucracies.
Rick

Make Public

Created By Kristina Rosas (11/3/2014 11 47 AM)
RC called John at Fenton Nissan (Cell [redacted] as provided by C).
RC requested bill of sale for vehicle sold at dealer invoice cost, with taxes and fees. RC explained that we are doing SOC, but that on his end, we need to see the vehicle as a sale, because Nissan has to pay him for the vehicle, and he isn't taking the other in on trade. Dealer understood, and will draw up buyers order; RC provided fax and phone.

Make Public

Created By Sara Dorazio (11/3/2014 7 38 AM)
DRTS obtained and attached the replacement factory invoice.

Make Public

Created By Kristina Rosas (11/3/2014 7 11 AM)
RC received email from C with all docs, but reg is original, not current. C also advised:

I have already visited with Fenton Nissan of Lee's Summit and identified a potential replacement vehicle (pending agreement on final terms). The vehicle is a 2015 Nissan Altima 2 5 S (V N 1N4AL3AP8FN[redacted]). I have given your contact information to general manager John Bock and he awaits final disposition of the matter. His number at Fenton Nissan is (816) 600-4001.

RC emailed C back to advise that information received, RC requested current REG, and RC notes that RC will reach out to John Bock for info on replacement.

Make Public

Created By Kristina Rosas (10/31/2014 12 41 PM)
RC emailed NMAC to request payoff, payment history, lease contract and copy of title.

Make Public

Created By Kristina Rosas (10/31/2014 11 55 AM)
RC called C at [redacted] and spoke with Mr. C, who prefers RC call him "Rick".

RC advised C of Letter of Intent (which RC offered to email. C wants sent t[redacted] and explained that Nissan is looking to replace current Altima.

C has a lease.

RC explained SOC, what that entails for him, and that potentiaal replacement must be comperable (same make, model, trim level, and options) to do SOC. C will work with dealer to select replacement, and C will send docs. RC will obtain NMAC docs.

Call ended mutually.
RC sent the email to C.

Make Public

Created By Priscilla Aquino (10/30/2014 4 52 PM)
C called in about the case
C stated that C received a call from ARBS but C was not able to answer the call
C stated that C preferred to be contacted @8[redacted]
[redacted]

CRR-pa adv C as per ARBS AJ that someone will be contacting C in the next 2 business days
C acknowledged
crr-pa offered further assistance.

crr-pa gave name, extension
crr-pa /exiting case.

Make Public

Created By Amanda Johnson (10/30/2014 1 11 PM)
ARBS rec'd vmx from c asking for more details and acknowledging that someone would be contacting the c in the next 2 days but c does not know if he should wait or should talk to ARBS.
ARBS set follow up for KR

Make Public

Created By Sara Dorazio (10/30/2014 8 59 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Kristina Rosas (10/30/2014 8 51 AM)
NNA offering to replace veh due to 5 visits for airbag light illumination with 27 days out of service.

Make Public

Created By Kristina Rosas (10/30/2014 8 25 AM)
RC sent Letter of Intent (attached to case) to C at home address on file with fed ex tracking [redacted]

Make Public

Created By Amanda Johnson (10/29/2014 1 44 PM)
****
NNA offering to replace veh due to 5 visits for airbag light illumination with 27 days out of service.

REASON: 5 visits for airbag light illumination with 27 days out of service

LEMON LAW: YES, MO

USAGE: Full/100,000 x purchase price (MO not defined - use BBB)

RETENTION GOODWILL: NO usage on replacement

OPTIONS: If the c does not wish to proceed with replacement or repurchase, NNA will provide $2,500 in the form of a cash settlement in lieu of the buyback

CST00052281
****
ARBS called c @[redacted] advise that review has been completed and an agent will be contacting the c to discuss the replacement options in the next 2 business days. Left this information in vmx.

Make Public

Created By Amanda Johnson (10/29/2014 1 36 PM)
Vehicle Concern/ RHR Request

Make Public

Created By Amanda Johnson (10/29/2014 1 33 PM)
****
ARBS notes 27 days down with
1 visit for metal noise - Replaced brake pads and shim kits for brake squeak and replaced rear shocks and rebounds for rattle
2 visits for noise from rear – replaced rear shocks, adjusted emergency brake shoes
1 visit for noise while idling – normal noise
1 visit for rattle in front end – replace alternator
1 visit for power steering fluid leaking – no dupe
1 visit for squeal from power steering – normal noise
1 visit for seat belt chime not working – no dupe
3 visits for airbag light – normal operation, reprogrammed OCS, replaced right seat cushion frame assembly
2 visits for OCS recall completion – completed, completed
ARBS notes 8 visits with 6 warrantable repairs and 2 recall completions
****

ARBS notes 5 visits for airbag light over life of veh could be argued

ARBS notes only 1 visit for airbag light in first 12 months

Created By Amanda Johnson (10/29/2014 1 31 PM)
ARBS notes the following repair history:

Open date 09/13/13... Mileage 6,058... RO[redacted]. 11* days down
Concerns:
A. Metal Noise/something Loose
B. Noise from rear
Actions:
A. Replaced brake pads and shim kits for brake squeak and replaced rear shocks and rebounds for rattle
B. Replaced rear shocks

Open date 10/02/13... Mileage 6,578... RO [redacted]ys down
Concern: Noise coming from Rear
Action: Adjusted emergency brake shoes

Open date 03/06/14... Mileage 11,592... RO [redacted]day down
Concerns:
A. Noise while Idling
B. Rattle in front end
C. Power steering Fluid Leaking
Actions:
A. normal noise
B. Replaced Alternator
C. Cannot Duplicate

Open date 04/03/14... Mileage 12,195... RO [redacted] 5 days down
Concerns:
A. Squeal from Power Steering
B. Chime for not buckling Seat not working
C. Airbag light
Actions:
A. normal by comparison
B. normal by comparison
C. normal by comparison

Open date 05/23/14... Mileage 13,379... RO [redacted]1 day down
Concern: OCS Reprogram
Action: Completed

Open date 08/05/14... Mileage 17,453... RO [redacted]1 day down
Concern: OCS Reprogram
Action: Completed

Open date 08/07/14... Mileage 17,455... RO [redacted]1* days down
Concern: Airbag light
Action: Reprogrammed OCS

Open date 10/18/14... Mileage 21,172... RO [redacted]5 days down
Concern: Airbag light
Action: Replaced right seat cushion frame assembly

ARBS notes in-service date of 6/14/2013
ARBS notes NMAC lease
ARBS notes no VSCs

ARBS notes no techline cases

ARBS notes DPIC case [redacted]
ARBS notes CA Email case [redacted]
ARBS notes previous CA case [redacted]- C provided $267 39 from South Central Goodwill after RHR denied

Make Public

Created By Amanda Johnson (10/29/2014 1 17 PM)
ARBS called dlr @ 816 600.4000, asked for SA - Sean Gavin to find out about repairs done on RO [redacted] (action says "repairs").
Lines:
A. Squeal from Power Steering - normal by comparison
B. Chime for not buckling Seat not working - normal by comparison
C. Airbag light - normal by comparison
ARBS obtained verbal confirmation, as this was written on the ticket by the manager at the time with his initials but not entered into the computer.
ARBS thanked. The call ended mutually.

Make Public

Created By Amanda Johnson (10/29/2014 1 07 PM)
ARBS notes document labelled "JANET_102714 doc" is the RHR

Make Public

Created By Sara Dorazio (10/29/2014 11 45 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Amanda Johnson for review.

Make Private ✓

Created By Chris Felts (10/28/2014 4 05 PM) Last Modified By Chris Felts (10/28/2014 4 05 PM)
RCAS called C at [redacted]at 405pm
RCAS left VMX

Make Public

Created By Roxanne Tee (10/28/2014 12 53 PM)
C called in for addidtional information for the case.
c stated that he had the veh fixed again for the airbag light last saturday or last oct 22.
c sated that he would like the RCAS know that the attempt to fix with the airbag is really not working.

C requested for a callback at [redacted]
Crr-rt ad c that i will send an IM to RCAS-CF to set a callback.
C also informed c for the follow up date.
Cr-rt adv C that i will try to rach RCAS but if reached VM i will transfer the call for him to Leave a message.
C agreed.

Crr-rt provided empathy, further assistance, case #, name, extension#.

Make Private ✓ **Created By Chris Felts (10/24/2014 11 51 AM)**
RCAS called DLR and spoke to SA Brad and stated to send over all ROs

Created By Chris Felts (10/23/2014 1 40 PM)
RCAS called C at [redacted] 125pm left VMX
RCAS called C at [redacted] t 127pm -BEST CONTACT
REFERENCE CASE# [redacted]

Make Private ✓ C stated that C is now having airbag light concerns
C stated that C has taken to DLR numerous times on this concern and still no one has been able to fix
C stated that C is afraid to drive veh due to it being not safe
C requests NNA to repurchase veh due to it being a liability concern and safety issue
RCAS stated that RCAS will pursue buyback for C and will follow up with C 11-7 with decision
C thanks RCAS and call ends mutually

Make Public **Created By Lorenzo Espiridion (10/23/2014 10 57 AM)**
crr-le received a call from c. C is asking to be transferred to RCAS. crr-le provide RCAS number and advised c that CRR-LE will be sending an internal message to RCAS to notify that c is asking for a phone call within the day at (615) 725-7674.

Created By Kristinee Ann Apuyan (10/22/2014 1 37 PM)
crr-ka spoke with c.
c provided case number, crr-ka wasnt able to pull up case number.
crr-ka asked for c's contact number, crr-ka was able to pull up case number.
crr-ka asked if there were changes on c's account, c said there's none.

c called to follow up on case.
c said that c received the vmx from rcas but rcas talked quickly and cant understand rcas.

Make Public c's best call back number is [redacted]

crr-ka offered to transfer call to rcas and advised to leave a vmx if will be directed to vmb, c acknowledged.
crr-ka told c that crr-ka will send internal message to rcas, c acknowledged.

crr-ka offered further assistance, c declined.
crr-ka provided recap,name and ext#.
crr-ka did a warm transfer. call ended.
crr-ka sent internal message to rcas.

Make Private ✓ **Created By Chris Felts (10/22/2014 9 44 AM)**
RCAS called C at [redacted] at 944am
RCAS left VMX and will follow up 10-23

Make Private ✓ **Created By Chris Felts (10/22/2014 9 43 AM)**
RCAS called DLR and spoke to GM John Bock
GM stated that C has had veh in 4-5 times for airbag light
GM stated that C thinks that this is a safety issue
GM stated that C wanted Nissan to buy back veh
RCAS called and talked to SA Missy
SA stated that veh has 21k miles and C is a good customer
SA stated that SA is changing out seat sensor for airbag concern
SA stated that wife is like 95lbs and that could be a reason that airbag light is on
SA stated that SA could not duplicate Cs concern and works fine when SA drives, also reprogrammed it

Make Private ✓ **Created By Chris [redacted] 2014 9 26 AM)**
RELATED CASE: [redacted]

Make Private ✓ **Created By Chris Felts (10/22/2014 9 23 AM)**
cannot datanet

Make Private ✓ **Created By Vidah May Lucas (10/21/2014 9 40 AM) Last Modified By Chris Felts (10/22/2014 9 23 AM)**
Vehicle Concern

Created By Vidah May Lucas (10/21/2014 9 40 AM) Last Modified By Chris Felts (10/22/2014 9 23 AM)
c called about veh concern
crr-vl verified info of c
c stated c's veh had been in the service numerous times. c stated c requested repurchased and denied and wants to reopen and repurchased veh because since c's denied was request, veh had been taken to dlr 3 separate times for airbag and it's 5x now dlr tried to fix issue. RELATED CASE: [redacted]
dlr reprogrammed veh and is now trying to put a new seat sensor. C had it last on Saturday. C stated c is frustrated of constantly taking veh to dlr for service Veh is out of service and had a loaner. C also added it's a safety issue because airbag light would go on while c is driving and c's wife is on seat.
C stated c had several conversations with GM-John Bock who is very much willing to talk with NNA. C stated c's contact at the dlr at this time is GM. c provided dlr info:

Make Private ✓ Dealership: FENTON NIS LEE'S SUMMIT
SA: Missy
GM: John Bock
ISSUE: veh airbag light is coming on, multiple repair attempt
C'S REQUEST: c want NNA to repurchased
C'S BEST PHONE NO.: [redacted]

crr-vl informed c that crr will forward case to RCAS for review and c will be contacted within the next business day; c understood.
crr-vl offered further assistance; c declined
crr-vl provided case no.,name and ext
crr-vl forwarding case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8026106	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/30/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/5/2014	Lance Davis	12/4/2014 8 35 AM
Edit | Del	Review Approved Check Request	[redacted]	✓	11/5/2014	Kristina Rosas	11/7/2014 6 58 AM
Edit | Del	SOC CALCULATIONS APPROVED		✓	11/4/2014	Kristina Rosas	11/5/2014 7:13 AM

Edit | Del	Review [redacted] DC figures	✓	11/4/2014	Amanda Johnson	11/4/2014 1:16 PM
Edit | Del	Replacement Invoice	✓	11/3/2014	Sara Dorazio	11/3/2014 7 37 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052281	DRT Resolution	1N4AL3AP8DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0136760	[redacted]	11/6/2014	Dealer	Approved	$24,920.46	32BUYBACK	Nissan South Central Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]-Check pdf	72KB	2/3/2015 11 31 AM	Tammy Knotts
Edit | View | Del	[redacted] Dealer SOC Letter.pdf	149KB	11/5/2014 10:32 AM	Kristina Rosas
Edit | View | Del	[redacted] Lease SOC Offer- SIGNED pdf	209KB	11/5/2014 10:32 AM	Kristina Rosas
Edit | View | Del	[redacted] Proof of Registration Renewal pdf	631KB	11/4/2014 12:51 PM	Kristina Rosas
Edit | View | Del	[redacted] NEW Invoice	31KB	11/4/2014 9 04 AM	Sara Dorazio

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/8/2015 9:16 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/3/2014 1:10 PM	Jim Land	Changed **Case Owner** from Kristina Rosas to **Jim Land**.
12/3/2014 1 05 PM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Noelle Baker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 9 29 AM
CA Multiple Repairs		Date/Time Closed	10/22/2014 3:47 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	intermittent airbag issue- audio issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CAROLINA NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 1N4AL3AP7E[redacted]		
Created By	Racquel Aquino, 10/21/2014 9 29 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 8 04 PM	Root Cause Code (2)	
Days Closed	448	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Noelle Baker (10/22/2014 3 46 PM) **summary** c stated that c's passenger airbag light has come on 2-3 times since c has owned c's veh in may/june 2014, but the concern has not happened since that time c also stated that c has also had concerns a couple of times with c's audio/navigation unit shutting off, but c stated hasn't happened since the 7/1/14 c stated that when c took c's veh to the dlr, the dlr was not able to duplicate c's concerns c stated that c just wanted to make sure that c's concerns are documented
Make Public		Created By Noelle Baker (10/22/2014 3 45 PM) rcas-nb called c @ [redacted] and c stated that c's passenger airbag light has come on 2-3 times since c has owned c's veh in may/june 2014, but the concern has not happened since that time c also stated that c has also had concerns a couple of times with c's audio/navigation unit shutting off, but c stated hasn't happened since the 7/1/14 c stated that when c took c's veh to the dlr, the dlr was not able to duplicate c's concerns rcas-nb apologized for c's concerns and advised c that if these concerns do happen again, that c will need to take c's veh to the dlr as soon as possible to have the dlr try to duplicate c's concerns c understood, and c stated that c just wanted to make sure that c's concerns are documented rcas-nb offered additional assistance and c declined and call ended mutually rcas-nb is closing this case due to no further assistance can be offered @ this time
Make Public		Created By Racquel Aquino (10/21/2014 9 38 AM) c said c took veh to nna dlr a month ago for audio system and airbag light being on intermittently and was advised that there was nothing wrong with the veh c said airbag light comes on but not all the time c asked if there are any campaigns related to the issue crr checked and did not find any campaigns on c's vin crr advised c to take veh to nna dlr for further diagnosis ; c said dlr was unable to diagnose the issue when c took it last month ; crr advised c that crr wil forward concern to rcas and rcas will call by the end of the next business day

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8010683	AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	UNABLE DIAGNOSE/DUPLICATE	11	10/21/2014	WT	AA	103500	OA
Edit | Del	CC-8010684	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	10/21/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/22/2014 3:47 PM	Noelle Baker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 9:39 AM	Racquel Aquino	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001ymUD**.

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Wendy Martin [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/7/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 9:44 AM
CA Multiple Repairs		Date/Time Closed	11/7/2014 9:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	vehicle concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXE[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DAYTONA NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/22/2014	Vehicle Service Contract	
RHR Completed	10/29/2014	VSC Reprint Request	Email
		Contact Name	PAMELA GRAY

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3APXEC[redacted]		
Created By	Elizabeth Santos 10/21/2014 9:44 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	432	Action Code	NT4E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Wendy Martin (11/7/2014 9 37 AM)** ***CASE SUMMARY** C contacted NNA seeking a repurchase of the c veh C stated that c was having an ongoing concern with the airbag light and felt that dlr was not diagnosing the veh properly and felt that it was a safety concern RCAS-WM submitted the RHR for review where the ARBS dept determined that the veh did not warrant repurchase at this time because dlr state that veh is operating as designed. RCAS-WM contacted c with decision C stated that c will contact attorney C thanked RCAS-WM for Help RCAS-WM closing case
Make Private	✓	**Created By Wendy Martin (11/7/2014 9 33 AM)** RCAS-WM contacted C husband and gave the decsion that the repurchase request has been denied RCAS-WM stated to c that the Repaoir ores were completly reviewed and Niisan does not feel a repurchase is warranted at this time C stated that c knew this was going to happen C stated that the dlr covered themselves an c has no choice but to contact an attorney C stated that c knew where this was going RCAS-WM apologized to c and stated to c that RCAS-WM will document the c concerns and comments C thanked RCAS-WM Call ended mutually RCAS-WM closing case because dlr state that veh is operating as designed
Make Private	✓	**Created By Wendy Martin (11/4/2014 2 00 PM)** RCAS-WM attempted to contact c RCAAS-WM left message stating that RCAS-WM has a decision on the c repurchase request and to pleas contact RCAS-WM
Make Public		**Created By Trisha Zamarron (11/3/2014 3 54 PM)** ARBS note based on the rhr provided and a good faith review of the c concerns, it doesn't appear that the vehicle has had repairs, there is a recalibration, passenger airbag light coming on does not substantially impair the use and market value of the motor vehicle. ARBS note NNA will continue to honor the terms and conditions of all applicable warranties ARBS note that NNA doesn't feel a repurchase is warranted at this time.
Make Public		**Created By Trisha Zamarron (11/3/2014 3 51 PM)** ARBS note the following repair history per CPIA, ROs, RHR: Prior to c purchase: 4/21/14 @ 28 miles RO#[redacted] Concerns: 1. Recall R1405 NTB14-027 ocs reprogram Actions: 1. performed campaign 06/14/14 @ 1,819 miles RO#[redacted] Concerns: 1. c states the passenger side airbag warning light has come off and on randomly at times when wife sat in the seat 2. C states that veh wanders while driving side to side Actions: 1. recalibrated system , normal operation restored 2. 4 wheel alignment ,normal operation restored 08/16/14 @ 3,597 miles RO#[redacted] Concerns: 1. Seat belt light does not come on 2. C states air bag light is on 3. MPI Actions:

1. works as designed
2. Dlr could not duplicate c concern
3 MPI

09/08/14 @ 4,309 miles RC[redacted]
Concerns:
1. C states that passenger side air bag light comes off and on
2. MPI
Actions:
1. dlr states veh performs as designed

==========
ARBS note the following:

FL
veh has been in service 7 mths
4311 last known mileage
OCS campaign was performed while in the dealership inventory.

Sale
no other ca cases
no tech case
Has VSC

3 visits 1 recalibration to the passenger airbag light is on when someone is in seat.
*no dup
*working as designed.

Make Private ✓ **Created By Wendy Martin (10/30/2014 12 46 PM)**
RCAS-WM contacted c and stated to c that the case is still in review and that RCAS-WM will keep c updated as the case progresses
C understood
Call ended mutually

Make Public **Created By Sara Dorazio (10/30/2014 8 43 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for review.

Make Private ✓ **Created By Wendy Martin (10/29/2014 3 58 PM)**
RCAS-WM noting that RHR has been submitted

Make Public **Created By Wendy Martin (10/29/2014 3 31 PM)**
RCAS-WM sent email to CXM and FOM informing them of RHR request

Make Public **Created By Wendy Martin (10/27/2014 9 53 AM)**
RCAS-WM noting case that RCAS-WM spoke to c on 10/22/14 but because of error in saleforce notes are not available.
C stated that the c has an issue with the veh and the airbag light
C has taken the veh to the dlr on many occasions and the dlr states that the veh is repaired but it is not
RCAS-WM spoke with C's husband today and informed husband that RCAS-WM has requested and has received that Repair orders and will be submitting the review request shortly
C understood
RCAS-WM also requested more information from Dlr
RCAS-WM wants to know if TECH LINe or DTS have been involved with repair attempts.
RCAS-WM waiting for reply

Make Private ✓ **Created By Wendy Martin (10/22/2014 2 22 PM)**
RCAS-WM requested information and all repair orders form dlr

Make Public **Created By Elizabeth Santos (10/21/2014 12 46 PM)**
c called in
c said that c had the vehicle serviced for 3 times because the airbag light came on and wont turn off
c said that the dealership promised that Nissan will be involved on the situation and the issue will be fixed but it didnt happen
c said that nobody wants to fix c's issue

crr-es apologized
crr-es verified c

c was informed by the dealership that its about weight distribution on the seat
c said that c is always getting the same answer everytime
c said that the dealership had the vehicle for a week but it was fixed only half a day
c said that c's son took a video that the airbag light stays on for 20 minutes
c said that last Saturday, c took a long drive and the light stayed on for 40miles

crr-es asked c if how would c like Nissan to assist c

c said that c wants the vehicle to be buy back since no one wants to fix it
c said that c was informed to call nna ca about the issue

crr-es informed c that case will be escalated to RCAS for further review
crr-es informed c that RCAS will call c back by the end of the next business day
c understood

crr-es provided case number
crr-es offered further assistance
c declined
crr-es provided name and extension number

crr-es escalating case to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8010716	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/21/2014	YX	BK	233500	OA
Edit | Del	CC-8010717	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/21/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Reviewed RHR	Not Started		✓	[redacted]	11/3/2014	N/A	Wendy Martin

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	10/30/2014	Trisha Zamarron	11/3/2014 3 54 PM
Edit | Del			✓	10/30/2014	Wendy Martin	10/30/2014 8:43 AM

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	79KB	10/29/2014 3:57 PM	Wendy Martin
Edit | View | Del		88KB	10/23/2014 11 30 AM	Wendy Martin
Edit | View | Del		88KB	10/23/2014 11 29 AM	Wendy Martin
Edit | View | Del		416KB	10/23/2014 11 28 AM	Wendy Martin

Case History

Case History Help

Date	User	Action
11/7/2014 9 39 AM	Wendy Martin	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2014 2 00 PM	Wendy Martin	Changed **Follow Up Date** from 11/4/2014 to **11/7/2014**.
10/30/2014 12:47 PM	Wendy Martin	Changed **Follow Up Date** from 10/30/2014 to **11/4/2014**.

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Surveys

Surveys Help

No records to display

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jaime Bello [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/21/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 11:58 AM
CA Multiple Repairs		Date/Time Closed	10/21/2014 1:57 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	passenger airbag / recall information		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	21,000	Related Vehicle Make	Nissan
Current Mileage	21,900		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BAYS DE NISSAN OF ANNAPOLIS	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 1N4AL3AP3E[redacted]		
Created By	Jaime Bello 10/21/2014 11:58 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	449	Action Code	NE8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jaime Bello (10/21/2014 1 55 PM) case closed
Make Public		Created By Jaime Bello (10/21/2014 12 30 PM) crr-jb received inbound call from c. crr-jb created owner's information. crr-jb verified c' s name, vin, address, phone, e-mail, mileage and dealer crr-jb checked for open campaigns: Found: None c stated that c is having issues with the passenger airbag whenever there is a passenger seated. crr-jb advised c to have the vehicle diagnosed at a local nissan dealer. c asked if this will be covered by warranty. crr-jb informed c that nissan relies on its authorized dealership to assess if component is warrantable or not. c asked if there is a recall on vehicle. crr-jb informed that c's vehicle is not currently involved in any campaign. c stated that there was supposed to be a recall on c's vehicle. crr-jb informed c that campaign on OCS has been performed. c requested that campaign information be e-mailed to c. crr-jb understood. crr-jb offered that call be transferred to the servicing dealership to schedule an appointment for diagnosis. c declined. crr-jb provided crr's name, case and contact numbers. crr-jb delivered NPS bait script. call ended mutually. crr-jb sending an e-mail to c. E-mail addressed to: [redacted] crr-jb closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8011799	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/21/2014	YX	BK	263000	OA
Edit | Del	CC-8011800	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/21/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RyfHO:ref]	[redacted]	✓	10/21/2014	Jaime Bello	10/21/2014 1:55 PM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent		[redacted]	10/21/2014 1:55 PM

Your inquiry to Nissan [ref: 00DA09j8L. 500F0RyfHO:ref]
10/21/2014 Case # [redacted] VIN # 1N4AL3AP3EC[redacted]

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/21/2014 1:57 PM	Jaime Bello	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/21/2014 12:05 PM	Jaime Bello	Changed **Case Servicing Dealer** to **BAYSIDE NISSAN OF ANNAPOLIS**.
10/21/2014 11:58 AM	Jaime Bello	Changed **Subject** to **CUSTOMER [redacted] VIN 1N4AL3AP3EC[redacted]**

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [32] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Quinta Chaney [Change]
Letter Sent Date	12/8/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/10/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/21/2014 2:17 PM
CA Multiple Repairs		Date/Time Closed	12/8/2014 1:00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date	11/10/2014 4:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time 2pm in customers time zone		
	Notes to Agent 2pm pacific time		
Description	dealership complaint		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,520		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP6D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11153	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GLENDALE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/25/2014	Vehicle Service Contract	
RHR Completed	11/25/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1CN7AP6DL[redacted]		
Created By	Kristinee Ann Apuyan 10/21/2014 2:17 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 9/2/2015 9:28 PM	Root Cause Code (2)	SCMV
Days Closed	401	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Quinta Chaney (12/8/2014 12 59 PM) ***case summary*** C contacted CA regarding veh concerns C states dealership was not reliable and wanted to have veh inspected RCAS-QC requested a DTS
Make Private	✓	DTS inspected the veh and advised that the brake noise could not be duplicated but the rear brake drums needed to be replaced After veh was repaired, C advised that C no longer wanted the veh RCAS-QC submitted RO's ARBS reviewed the case RCAS-QC advised C that NNA is not in a position to offer a repurchase at this time Closing case due to no further assistance required
Make Public		**Created By Mae Strenciwilk (12/8/2014 10 10 AM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
		Created By Quinta Chaney (12/5/2014 4 28 PM) RCAS-QC contacted C @[redacted] spoke with[redacted] RCAS-QC advised C that C already has an existing maintenance plan C understood C inquired about future concerns with veh
Make Private	✓	RCAS-QC advised C that NNA will continue to honor the terms of C's warranty RCAS-QC advised C that if C is still having concerns with the brakes, then C can take veh to a NNA dealership for diagnosis C inquired about replacing the veh RCAS-QC advised C that NNA's decision of not being able to offer a repurchase or replacement still stands RCAS-QC advised C that if C wants to trade in the veh C can go to a NNA dealership C understood and appreciated assistance C declined further assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (12/4/2014 6 17 PM)** RCAS-QC contacted C @[redacted] spoke with Raul RCAS-QC advised C that the case has been reviewed RCAS-QC advised C that NNA is not in a position to offer a repurchase of the veh at this time RCAS-QC offered C a 2 yr. basic plus maintenance plan C accepted offer RCAS-QC advised C that documents take 5-7 business days to generate RCAS-QC advised that once documents are available, RCAS-QC will email them to C C states C's computer does not work C would like to have VSC documents mailed RCAS-QC verified C's mailing address C understood and appreciated assistance

C declined further assistance

Call ended mutually

Make Private ✓ **Created By Quinta Chaney (12/4/2014 6 04 PM)**
TL-AA approved a 2 yr basic plus maintenance plan as GW

Make Public **Created By Michael Bardwell (12/4/2014 4 20 PM)**
NNA appreciates that once a consumer begins to experience problems with a veh that c's confidence in the product declines. Ideally, no one should ever have to go through the inconvenience and uncertainty that arises when a veh has problems. However, in reality, vehs are made up to numerous parts and assemblies, and occasionally problems arise that need to be addressed. There are no guarantees that every veh will operate perfectly; some maybe trouble free while others may exhibit failures to a greater or lesser degree. The purpose of a warranty is to assure that vehs are repaired without charge during the warranty period. While this concern is understandably troubling to the consumer, there are no guarantees that all features of this vehicle will operate without failure during the veh's life.

ARBS recommends RCAS consult with CA Management and CXM for any possible further assistance.

Make Public **Created By Michael Bardwell (12/4/2014 4 20 PM)**
ARBS notes the following:

3 visits, 3 repairs and 6 days down for brake noise;
1 visit, 1 repair and 1 day down for OCS concern;
1 visit, 1 repair and 1 day down for headlamp blub.

ARBS does not believe that concerns constitute a substantial impalement to the use, value or safety of the vehicle. NNA is not in a position to repurchase/replace veh at this time.

Created By Michael Bardwell (12/4/2014 4 18 PM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Cases: None
TECH LINE: None

Repair History:
9/6/13 at 8,425 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Customer states air bag light on and flashes
ACTION TAKEN:
1. Reprogrammed air bag system and cleared DTC

10/21/13 at 11,888 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Customer states water sits on the middle front engine compartment after car wash
ACTION TAKEN:
1. No issue found

Make Public 10/20/14 at 26,668 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Customer states vehicle brakes are making a grinding noise when stopping
2. Left front headlamp bulb failed
3. Adjusted rear brakes
ACTION TAKEN:
1. Replaced front brake pads and resurfaced rotors
2. Replaced left headlamp bulb
3. Complete

10/27/14 at 27,024 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Customer states there is a grinding noise when braking
ACTION TAKEN:
1. Clean lubricate and re-install brake pads

11/10/14 at 27,775 miles. RO # [redacted] Days Down: 4
CONCERN:
1. Grind noise is heard when braking
ACTION TAKEN:
1. Replace rear brake drums and all required hardware

Created By Quinta Chaney (12/2/2014 10 23 AM)
RCAS-QC contacted C @ [redacted] spoke with [redacted]

Make Private ✓ RCAS-QC advised C that the case is still being reviewed
RCAS-QC advised C that once a decision is reached, C will be contacted

C understood and appreciated assistance

Call ended mutually

Make Private ✓ **Created By Quinta Chaney (11/26/2014 10 38 AM)**
RCAS-QC contacted C @ ([redacted] left VMX including case number, name, and RCAS-QC contact of 615.725.7534
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Make Public **Created By Sara Dorazio (11/26/2014 7 34 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Michael Bardwell for review.

Created By Quinta Chaney (11/25/2014 1 10 PM)
RCAS-QC contacted dealership: Nissan of Duarte @ 6263053000 spoke with cashier-Christina

Make Private ✓ RCAS-QC requested to have all RO's faxed
RCAS-QC provided fax #

Call ended mutually

Created By Quinta Chaney (11/25/2014 1 08 PM)
RCAS-QC contacted dealership: Glendale Nissan @ 8182406000 spoke with cashier-Laura

Make Private ✓ RCAS-QC requested to have all RO's faxed
RCAS-QC provided fax #

Call ended mutually

Make Private ✓ **Created By LaRachel Moody (11/24/2014 11 03 AM)**
CRT-LM placed outbound call to GLENDALE NISSAN, spoke with Service Adviser.
SA advised CRT-LM that CRT-LM will receive RO within 30 minutes.
CRT-LM thanked SA for urgency.

Call ended mutually.

Make Private ✓ **Created By LaRachel Moody (11/24/2014 8 23 AM)**
CRT-LM placed outbound call to Glendale Nissan at 818 240 6000...no one answered.'
CRT-LM was trying to retrieve RO's from DLR.
CRT-LM will call back later.

Make Private

✓ **Created By Quinta Chaney (11/12/2014 10 59 AM)**
Why do you want to return the vehicle to Nissan North America?
-C feels the veh is not reliable

Where is the vehicle currently?
-At the dealership: Glendale Nissan

Where was the vehicle purchased?
-Glendale Nissan

Was it purchased new or used?
-New

If used, when was the vehicle purchased?
-N/A

Where is the vehicle serviced?
-Glendale Nissan

Has the vehicle been taken to multiple Nissan dealers? If so, document names of dealers?
Nissan of Durate and Glendale Nissan

Created By Quinta Chaney (11/12/2014 10 57 AM)
RCAS-QC contacted C @ [redacted] spoke with [redacted]

RCAS-QC advised C that the parts that were ordered for C's veh will arrive today and should be repaired by EOB 11-12-14

C states C feels like there is more wrong with the veh than the DTS advised
C states every time C takes veh to dealership for an oil change, there are concerns that are found
C states C no longer wants the veh

Make Private ✓

RCAS-QC advised C that the case will be reviewed
RCAS-QC advised C that the RHR process can take up to 10 business days
RCAS-QC advised C that once a decision is made, C will be contacted

C understood
C declined further assistance

Call ended mutually

Created By Quinta Chaney (11/12/2014 10 42 AM)
RCAS-QC contacted dealership: Glendale Nissan @ (818) 240-6000 spoke with SA-Edwin

RCAS-QC inquired about the status of C's veh

Make Private ✓

SA advised that the parts were ordered and should arrive today (11-12-14)
SA advised that the veh should be repaired by EOB 11-12-14

RCAS-QC appreciated assistance

Call ended mutually

Created By Quinta Chaney (11/6/2014 6 50 PM)
RCAS-QC contacted C @ [redacted] spoke with [redacted]

RCAS-QC advised C of DTS appointment on 11-10-14 @ 2 PM

Make Private ✓

C confirmed the appointment
C appreciated assistance

Call ended mutually

Make Private ✓ **Created By Quinta Chaney (11/6/2014 1 04 PM)**
RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of 615.725.7534
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Make Private ✓ **Created By Quinta Chaney (11/6/2014 1 03 PM)**
RCAS-QC received email from DTS-DB advised that appointment can be scheduled for 11-10-14 @ 2 PM

Created By Quinta Chaney (11/4/2014 4 23 PM)
RCAS-QC contacted C @ [redacted] spoke with [redacted]

C states C could not make DTS appointment due to work
C states C would like to have appointment rescheduled
C states C will like to have it on a Monday in the afternoon

Make Private ✓

RCAS-QC advised C that RCAS-QC will email DTS-DB to see when another appointment can be scheduled
RCAS-QC advised C that RCAS-QC will contact C once an appointment is scheduled

C understood and appreciated assistance

Call ended mutually

Make Private ✓ **Created By Quinta Chaney (11/3/2014 5 48 PM)**
RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted]
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Make Private ✓ **Created By Quinta Chaney (11/3/2014 5 48 PM)**
RCAS-QC received email from DTS-DB:

"This customer did not show up for their appointment. If they would still like to have their vehicle inspected, please send another DTS request."

Make Private ✓ **Created By Quinta Chaney (10/31/2014 11 07 AM)**
RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted]
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Created By Quinta Chaney (10/28/2014 12 32 PM)
RCAS-QC contacted C @ [redacted] spoke with [redacted]

RCAS-QC advised C of DTS appointment on 11-3-14 @ 10 AM

Make Private ✓

C confirmed the appointment

RCAS-QC advised C that RCAS-QC will contact C on 10-31-14 to give a courtesy call to remind C about appointment

C appreciated assistance

Call ended mutually

Make Private ✓ **Created By Quinta Chaney (10/27/2014 12 48 PM)**
RCAS-QC emailed DTS-DB to inquire about inspection date and time
RCAS-QC changing follow up date due to no DTS inspection available at this time

Make Private ✓ **Created By Quinta Chaney (10/22/2014 6 18 PM)**
RCAS-QC contacted C @ [redacted] spoke with [redacted]

C states C has had concerns with the veh and the dealership: Nissan of Duarte and Glendale Nissan
C states after the 1st oil change, C found a rag under the hood
C states C contacted the dealership and was advised that C can take services else where if C is not happy with the services performed at the dealership
C states C to the veh to another dealership for an oil change and the speedometer cluster went out and had to be replaced
C states C took veh to the dealership for a 3rd oil change and the oil gasket pan and brakes had to be replaced
C states brakes were replaced due to grinding noise coming from brakes
C states noise has returned although the brakes and pads were replaced
C states C would like to have entire veh inspected but mainly the brakes due to grinding noise and it being a safety concern

RCAS-QC apologized to C for inconvenience
RCAS-QC advised C that RCAS-QC will request a DTS
RCAS-QC advised C that RCAS-QC will follow up with C once an appointment date and time is scheduled

C states C would like to have an appointment scheduled for a Monday due to C being off from work

RCAS-QC understood

C appreciated assistance

Call ended mutually

Make Public

Created By Lawrence De Leon Celeste (10/22/2014 5 24 PM)
RCAS follow-up.
Crr-lc Exiting file.

Make Public

Created By Lawrence De Leon Celeste (10/22/2014 5 23 PM)
C called in to check for an update regarding c's case number [redacted]
Crr-lc verified if there are any changes for c's contact information.
C said no.
Crr-lc asked for the best contact number to reach c.
C said [redacted]
C needs to be contacted as soon as possible.
Crr-lc tried to coordinate with RCAS but RCAS is on the other line assisting other customer.
Crr-lc advised c that c will be contacted before the end of the business day.
C did not agree. crr-lc cannot further assisst c because RCAS is the only specialist assigned on c's case.
Crr-lc offer further assistance.
C declined
Crr-lc Thanked c for calling Nissan consumer affairs, Provided name, Ext number

Make Private ✓

Created By Quinta Chaney (10/22/2014 4 34 PM)
RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of 615.725.7534
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Make Public

Created By Kristinee Ann Apuyan (10/21/2014 3 09 PM)
crr-ka spoke with c.
crr-ka verified c's information.
crr-ka changed mailing address.

c purchased vehicle brand new.
c said that c's been having issues since c got the vehicle.
c said that c has an issue with brakes, c said there is a grinding noise, but dealership keeps on telling c that brakes are fine.

c said that c went for an oil change and also had the brake issue fixed at the dealership.
c said that c stayed at the dealership for 5 hours yesterday and paid $240 00 for the brake job, but c said that c's still having the same issue.

c said that whenever c takes vehicle to dealership, the dealership is always coming up with a new issue.
c said that c cant drive it back and forth to dealership all the time.
c said that c doesnt want to go back to the dealership.

c said that c just wants to know what wrong with the vehicle because c wants to keep it.
c said that c wants nna corporate to check on c's vehicle top to bottom, c just needs an honest opinion.

crr-ka informed c that case will be escalated to rcas and will be contacted by the end of the next business day.
c's best call back number is [redacted] (before 4:30 PM).

crr-ka offered further assistance, c declined.
crr-ka provided recap, case#, name and ext#. call ended.
crr-ka transferred case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8011957	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR EXPLANATION OF SERVICE DONE	QC	10/21/2014	YV	BF	223500	OC
Edit | Del	CC-8011958	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPER ENCE	QC	10/21/2014	YY	BF	223500	OC
Edit | Del	CC-8011959	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	CRITICISM	QC	10/21/2014	ZH	BF	222500	OC

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent	[redacted]	✓	12/8/2014	Quinta Chaney	12/8/2014 1 01 PM
Edit | Del	Correspondence Request		✓	12/8/2014	Quinta Chaney	12/8/2014 10:11 AM
Edit | Del	ATS Letter Request Rejected		✓	12/8/2014	Quinta Chaney	12/8/2014 10 04 AM
Edit | Del	CST00053944- Rejected		✓	12/5/2014	Quinta Chaney	12/5/2014 5:10 PM
Edit | Del	RHR Complete		✓	12/4/2014	Quinta Chaney	12/4/2014 6 33 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053944	Goodwill VSC	3N1CN7AP6DL[redacted]	Rejected	Multiple Repair Issue	Arma Andon	TL		

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	121KB	11/25/2014 6 07 PM	Quinta Chaney
Edit | View | Del		425KB	11/25/2014 3 33 PM	Quinta Chaney
Edit | View | Del		120KB	11/25/2014 1:47 PM	Quinta Chaney
Edit | View | Del		554KB	11/25/2014 1:46 PM	Quinta Chaney

Case History

Case History Help

Date	User	Action
12/8/2014 1 01 PM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/8/2014 10:09 AM	Mae Strenciwilk	Changed **Letter Sent Date** to **12/8/2014**.
		Changed **Supporting Documents** from false to **true**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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NISSAN

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Eric Turner [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 4:02 PM
CA Multiple Repairs		Date/Time Closed	12/5/2014 3:56 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Region Request
Inspection Time/Notes	Appointment Time:10:00 AM PST		
	Notes to Agent:		
Description	CXM-RL requests a DTS inspection on vehicle.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INFINITI	Beyond Basic Warranty Months	0

Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	COULTER INFINITI	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Request for DSM Appoint.

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/2/2014	Vehicle Service Contract	
RHR Completed	12/4/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AL0MN2EC[redacted]		
Created By	Eric Turner, 10/21/2014 4:02 PM	Root Cause Code	SCIR
Last Modified By	NNAETL, 10/14/2015 12:36 AM	Root Cause Code (2)	
Days Closed	404	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

Case Comments Help

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Case Categorizations

Case Categorizations Help

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Maria L. Gloden [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/16/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/21/2014 4:19 PM
CA Multiple Repairs		Date/Time Closed	1/22/2015 2:06 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00053208

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary replacement due to 2 visits for PABI light, 3 visits for knocking/popping noise, and 33 days of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	"Custome on Hold waiting for Vehicle"
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP2EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SHEEHY NISSAN OF MECHANICSVILLE	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$20,658.80	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/5/2014	Vehicle Service Contract	
RHR Completed	11/10/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: V N: 3N1AB7AP2EL[redacted]		
Created By	Kristie Ellamae Formentera 10/21/2014 4:19 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	356	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (2/26/2015 1 46 PM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1550.00 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (2/24/2015 1 20 PM)** *** [Added after the case is closed] *** DRTS TK: Check(s) from NMAC for Overpayment in the amount of $33.26 sent to LOCKBOX #54457; FED EX TRACK NG # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case on this date.
Make Public		**Created By Maria L. Gloden (1/22/2015 1 49 PM)** Morely case # [redacted]
Make Public		**Created By Annice Hill (1/21/2015 3 04 PM)** Received check made payable to NMAC in the amount of $19,720.47 and also a check made payable to Sheehy Nissan of Mechanicsville in the amount of $938 33. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Maria L. Gloden (1/20/2015 11 39 AM)** RC is adding 4 additonal days to payoff: 4 days x 2.38 = 9.52 + 19,710 95 = 19,720.47 goodthru 2/19/15
Make Public		**Created By Maria L. Gloden (1/20/2015 8 54 AM)** Rc is attaching the signed replacement offer to the case. Rc also left VM to sales manager Eddie gamez at 804-417-0202 Rc faxed the dealer letter to Eddie Gamez to notify him of the replacement.
Make Public		**Created By Maria L. Gloden (1/19/2015 3 33 PM)** Rc sent offer to C via email at [redacted]
Make Public		**Created By Anthony Zacharyasz (1/19/2015 3 23 PM)** ARBS in review of the case approves the replacement figures.
Make Public		**Created By Kristina Rosas (1/19/2015 1 26 PM)** WORKSHEET NOTES: No usage Payoff :19,663.35 good thru 1/26/15 Lienholder: NMAC Per diem: 2.38 *** 30 days payoff: 20 days x 2.38 = 47.6 + 19,663 35 = 19,710.95 good thru 2/15/15
Make Public		**Created By Kristina Rosas (1/19/2015 1 25 PM)** DEALER REPLACEMENT LETTER: (+) New Vehicle Invoice: $20,082.00 (+) Sales Tax: $816 93 (+) Lic/Reg: $50.75 (+) Doc Fee: $589 00 (+) Security Plus: $2,000 00 (+) Tax on Extended Service Contract: $53.00 (+) Purchaser's Online System: $10 00 (-) Rebates ($500.00) Total Repurchase Price: $23,101 68 (-) Customer responsibility to Dealer: ($22,163.35) (=) Total NNA Pays to Dealer: $938.33

Make Public

Created By Kristina Rosas (1/19/2015 1 25 PM)
CUSTOMER REPLACEMENT LETTER (New Finance):

MSRP of new vehicle: $20,970.00
MSRP of old vehicle: $18,470.00

Total Upgrade Cost: $2,500.00
+Current Payoff(good through 1/26/15): $19,663.35

Total Customer Participation: $22,163 35

Make Public

Created By Maria L. Gloden (1/16/2015 1 53 PM)
VEHICLE CONCERN

Make Public

Created By Maria L. Gloden (1/16/2015 9 07 AM)
RC called NMAC to request the updated payoff:
$19,663 35 good thru 1/26/15
Per diem: 2.38

Make Public

Created By Maria L. Gloden (1/16/2015 8 35 AM)
CASSANDRA GA NES VIN# 3N1AB7AP2EL[redacted]

Can I please get repurchase figures for the above customer?

Account Number:
30 Day Payoff Amount:
Interest Paid to Date:
Per Diem:
Number of Payments Received:
Payment Amount:
Payment History:
Title of Vehicle or please provide the electronic copy:
and copy of sales agreement

Also is an SOC acceptable?

Make Public

Created By Maria L. Gloden (1/15/2015 9 40 AM)
C called to let Rc know that the DL is letting her know that they got one nissan sentra in their lot.
Rc asked the DI to please send all docs to proceed with the replacement.

Make Public

Created By Maria L. Gloden (1/13/2015 1 46 PM)
RC spoke with C who IS "CURRENTLY WAITING" FOR 2015 Sentra for ther replacement.
C stated that she periodically calls the DL and speaks with sales mananger and they told her that they are forecasting that the veh will be in their lot in the Spring.
*****Customer waiting******

Make Public

Created By Maria L. Gloden (11/28/2014 12 21 PM)
RC received a call from sales manager Eddie who wanted to know what the C can do if the customer wanst the 2015 sentra? RC explained to sales manager that C can wait. SM wanted to know if C decides to go with nissan altima or other vehicle? The C has to get new financing, the SOC can be applicable if the C gets a vehicle with the same trim level.

Make Public

Created By Maria L. Gloden (11/25/2014 1 06 PM)
RC spoke with sales manager Eddie Gamez who is assisting the C with the replacement. RC requested the 3 docs required to proceed with the replacement offer and sm stated that he will send all docs as soon as possible.

Make Public

Created By Maria L. Gloden (11/24/2014 9 42 AM)
RC spoke with C who states that wants to wait until she gets the new 2015 sentra model, the DKL only has 2014 sentra and C stated that prefers to wait.

Make Public

Created By Maria L. Gloden (11/21/2014 11 04 AM)
SR[redacted]
Account[redacted]
Custom[redacted]
30 day payoff $20250 32 good thru 12/18/2014
Per diem 2.45
# of scheduled payments received 5
Scheduled Payment amount 340.13
Total Principal paid 1,282.3
Total Interest paid 418 35
Late fees paid 0.00
Recent payment received on 11/4/2014 in the amount of $340.13

Make Public

Created By Maria L. Gloden (11/17/2014 3 48 PM)
RC is requesting the NMAC info:
CASSANDRA GA NES VIN# 3N1AB7AP2EL[redacted]

Can I please get repurchase figures for the above customer?

Account Number:
30 Day Payoff Amount:
Interest Paid to Date:
Per Diem:
Number of Payments Received:
Payment Amount:
Payment History:
Title of Vehicle:
and copy of sales agreement

Also is an SOC acceptable?

Make Public

Created By Maria L. Gloden (11/17/2014 2 13 PM)
RC spoke with C in regards to the options available and C stated that she likes to proceed with the SOC. Rc explained that the best way to go is proceed with a vehicle that has the same options and same trim level. RC will request the NMAC info and C states that will choose her new vehicle over the weekend.

Make Public

Created By Maria L. Gloden (11/17/2014 2 08 PM)
RC is sending letter of intent via FEDEX TRCK # [redacted]
RC is sending the letter via email as well.

Make Public

Created By Maria L. Gloden (11/17/2014 1 58 PM)
RC spoke to C to verify the address:

[redacted]
Dunnsville, VA [redacted]

RC also confirmed the email from C to send the letter via email and FEDEX.

Make Public

Created By Anthony Zacharyasz (11/17/2014 9 07 AM)
ARBS transferring ownership of the case and notes the following:

*REASON: 2 visits for PABI light, 3 visits for knocking/popping noise, and 33 days down.

*LEMON LAW: Yes, VA.

*USAGE: 853 miles, First report of nonconformity; half the RS rate per mile for business use of a personal vehicle ($0.28 per mile).

*RETENTION GOODWILL: ARBS is willing to waive use if C elects replacement over repurchase.

*OPTIONS: If C doesn't want replacement/repurchase, NNA will offer $1,750 00 cash as settlement in lieu of buyback.

Make Public

Created By Anthony Zacharyasz (11/17/2014 9 01 AM)
ARBS notes the following:

2 visits for PABI light on. // Replaced OCS sensors.
3 visits for knocking/popping noise. // Replaced strut bearing and strut.
33 days down.

ARBS transferring ownership of the case for further assistance.

Created By Anthony Zacharyasz (11/17/2014 8 51 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #: [redacted]
6/02/14... 853 miles... 5 days down
-Concern:
1. C states knocking noise at slow speeds.
-Action Taken:
1. Replaced right front strut bearing.

RO #: [redacted]
6/13/14... 1,421 miles... 18 days down (rental for 6/30/14 on RO)
-Concern:
1. C states knocking noise at slow speeds.
2. C states PABI light will turn off and on.
-Action Taken:
1. Unable to duplicate.
2. Unable to duplicate.

RO #: [redacted]
7/03/14... 2,412 miles... 5 days down
-Concern:
1. C states PABI light will not turn off.
-Action Taken:
1. Replaced OCS sensor.

RO #: [redacted]
8/01/14... 4,761 miles... 5 days down
-Concern:
1. C states popping noise when turning right.
-Action Taken:
1. Replaced right front strut.

Make Public

Created By Terrance White (11/12/2014 2 42 PM)
rcas-tw received call from c
rcas provided c with status update

Make Public

Created By Sara Dorazio (11/10/2014 11 16 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Public

Created By Terrance White (11/10/2014 11 08 AM)
rcas-tw spoke with c
rcas provided c with status update

Make Public

Created By Terrance White (11/10/2014 11 07 AM)
rhr submitter

Make Public

Created By Terrance White (11/10/2014 10 25 AM)
rcas-tw spoke with sa
rcas requested ro[redacted]

Make Public

Created By Terrance White (11/6/2014 4 00 PM)
rcas-tw spoke with sa
rcas requested ro[redacted]
sa stated was unable to send but would fax later
rcas provided sm with info

Make Public

Created By Terrance White (11/5/2014 2 33 PM)
rcas-tw spoke with c
rcas provided c with status update

Make Public

Created By Terrance White (10/31/2014 10 41 AM)
rcas-tw left vm requesting call back

Make Public

Created By Terrance White (10/31/2014 10 24 AM)
rcas-tw spoke with sm
rcas requested ro's faxed

Make Public

Created By Terrance White (10/28/2014 12 04 PM)
rcas-tw spoke with c
rcas provided c with status update
rcas called and left vm requesting call back from sm

Make Public

Created By Terrance White (10/27/2014 1 20 PM)
rcas-tw left vm requesting call back from sm

Make Public

Created By Terrance White (10/22/2014 3 44 PM)
rcas-tw spoke with c
rcas advised call may be recorded for quality control purposes
rcas verified address, veh and contact info
c stated c purchased veh in may
c stated c had been in dlr 6 times
c stated c has more problems with this car than used car
c is requesting replacement due to multiple repairs

Created By Michael Atienza (10/22/2014 1 15 PM)
onset of call c asking how long will it take to get a manger to callback
crr-ma told c it depend. but it usual take 4-8 business hours.
crr-m ask for case number
crr-ma check case case have been escalated to RCAS.crr-ma told c case was escalated to a higher level and a call back is schedule for today.
c understand
crr-m offer further assistance
c said none
crr-ma exiting case.

Make Public

Created By Kristie Ellamae Formentera (10/21/2014 4 21 PM)
crr-kf received a call from C. C stated that C is having issues with the veh. C stated that the airbag light keeps on turning on. C stated that there is a knocking noise on the driver's and the passenger's side. C took the veh and the dealer changed the strut for the noise to be removed but C can still hear the knocking noise after 2-3 days. C stated that the veh is still with the dealer until now for the same issues.

crr-kf empathized and acknowledged.
crr-kf authenticated the account.
crr-kf checked the information that C needs.
crr-kf created a case.

crr-kf informed C that crr-kf will escalate the concern to RCAS and that somebody will be calling C before the end of the next business day. C stated that the best contact number to reach C is [redacted]
C understood.

crr-kf asked for further assistance. C said NO

crr-kf provided case number #[redacted]ame and ext number
crr-kf ended the call.
crr-kf leaving case open and setting follow up date on 10/22/14.
crr-kf escalating case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8012377	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/21/2014	YX	BK	234000	OA
Edit | Del	CC-8012378	SUSPENSION	FRONT STRUT(S)	POOR OR MPROPER OPERATION	02	10/21/2014	YX	BN	251500	OA
Edit | Del	CC-8012379	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/21/2014	YE	BK	234000	OA
Edit | Del	CC-8012380	SUSPENSION	FRONT STRUT(S)	MULT PLE REPA R ATTEMPTS	02	10/21/2014	YE	BN	251500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/20/2015	Maria L. Gloden	1/22/2015 6 54 AM
Edit | Del	Review Approved Check Request		✓	1/20/2015	Maria L. Gloden	1/22/2015 6 54 AM
Edit | Del	Approved Replacement Figures		✓	1/19/2015	Maria L. Gloden	1/21/2015 6 57 AM
Edit | Del	Please review Gaines replacement figures		✓	1/19/2015	Anthony Zacharyasz	1/19/2015 3 23 PM
Edit | Del	[redacted]		✓	11/17/2014	Terrance White	11/17/2014 3 29 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053208	DRT Resolution	3N1AB7AP2E[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0141172	[redacted]	1/21/2015	Lienholder	Approved	$19,720.47	34BUYBACK	Nissan South East Buyback/Trade		
	CR0141173		1/21/2015	Dealer	Approved	$938.33	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Check.pdf	82KB	2/26/2015 1:46 PM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	120KB	2/24/2015 1 21 PM	Tammy Knotts
Edit | View | Del	[redacted]Check 2.pdf	73KB	2/12/2015 9:40 AM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	72KB	2/12/2015 9:19 AM	Tammy Knotts
Edit | View | Del	[redacted]Title Application.pdf	355KB	1/20/2015 12:20 PM	Maria L. Gloden

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/22/2015 2 06 PM	Maria L. Gloden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/16/2015 1 53 PM	Maria L. Gloden	Changed **Follow Up Date** from 1/13/2015 to **1/16/2015**.
		Changed **Description**.

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Surveys

Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jamaila Regine Espiritu [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/24/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/21/2014 5:41 PM
CA Multiple Repairs		Date/Time Closed	10/24/2014 1:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname : [redacted] lastname : email : [redacted] homeph address1 : address2 : city : twitter : state : zip : owner : true make : Nissan source : NissanContactUs vin : 1N4AL3AP0DC[redacted] dealerstate : NY dealername : fuccillo comments : I had my passenger side airbag "fixed" in a recall 4-5 months ago. The light sill comes on when someone sits there. Is it fixed or not?		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	5
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 10/21/2014 5:41 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code	SCIN
Days Closed	446	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jamaila Regine Espiritu (10/24/2014 12 57 PM) case pending
Make Public		Created By Jamaila Regine Espiritu (10/24/2014 12 57 PM) ***Response*** crr-je responded to c's email address; crr-je advised c to take the veh at a nna dlr. crr-je unable to contact c due to system issue
Make Public		Created By Jamaila Regine Espiritu (10/23/2014 4 29 PM) case pending
Make Public		Created By Jamaila Regine Espiritu (10/23/2014 4 28 PM) ***Email case logged*** E-mail addressed to: nnaconsumeraffairs@nissan-usa com Method of contact: E-mail crr-je checked for open recalls/campaigns/upgrades found: Secondary Hood Latch crr-je checked for previous/related case found: none ***Response*** crr-je responded to c's email address; crr-je advised c to take the veh at a nna dlr. crr-je unable to contact c due to c's timezone
Make Public		Created By Jamaila Regine Espiritu (10/23/2014 4 27 PM) firstname : [redacted] lastname : [redacted] email : [redacted] homephone : address1 : address2 : city : twitter : state : zip : owner : true make : Nissan source : NissanContactUs vin : 1N4AL3AP0DC[redacted] dealerstate : NY dealername : fuccillo comments : I had my passenger side airbag "fixed" in a recall 4-5 months ago. The light sill comes on when someone sits there. Is it fixed or not?

Make Public

Created By: Managed Services (10/21/2014 5:41 PM)
firstname [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP0DC[redacted]
dealerstate : NY
dealername : fuccillo
comments : I had my passenger side airbag "fixed" in a recall 4-5 months ago. The light sill comes on when someone sits there. Is it fixed or not?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8018558	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/24/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Ryt0B ref]	[redacted]	✓	10/24/2014	Jamaila Regine Espiritu	10/24/2014 12:57 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Ryt0B ref]	[redacted]	✓	10/23/2014	Jamaila Regine Espiritu	10/23/2014 4:30 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0Ryt0B ref] *10/24/2014 Case # [redacted] VIN # 1N4AL3AP0DC[redacted]...*	[redacted]	10/24/2014 12:57 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0Ryt0B ref] *10/23/2014 Case # [redacted] VIN # 1N4AL3AP0DC[redacted]...*		10/23/2014 4:30 PM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname : [redacted] email : [redacted] homephone ...*	nissanconsumeraffairs@my-nissan-usa.com	10/21/2014 5:40 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/24/2014 1:13 PM	Jamaila Regine Espiritu	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
10/23/2014 4:31 PM	Jamaila Regine Espiritu	Changed **Follow Up Date** from 10/23/2014 to **10/24/2014**.
		Changed **Status** from Open to **Pending**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [35] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/21/2014	Type	CA
Follow Up Date	12/16/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/22/2014 6:56 AM
CA Multiple Repairs		Date/Time Closed	2/4/2015 2 52 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00053796

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney Demand Voluntary Repurchase - due to 3 repairs and 7 days out of service regarding passenger airbag light on when adult in seat.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,705		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ARDMORE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$29,327.56	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP1EN[redacted]		
Created By	Angela Baase, 10/22/2014 6:56 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:36 AM	Root Cause Code (2)	
Days Closed	343	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/19/2015 1 38 PM)** DRTS TK: Check(s) from Customer for Fund[redacted] Buy at Repurchase in the amount of $1166.81 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (1/12/2015 10 05 AM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: airbag light on with adult in seat
Make Public		**Created By Angie Mathis (12/17/2014 12 48 PM)** Arbs-ASM notes the following: Ck 0141530558 payable to atty in the amount of $1750 Ck 0141530603 payable to NMAC in the amount of $27,577 56 Morley case 218809, Fed Ex [redacted]
Make Public		**Created By Angie Mathis (12/16/2014 1 27 PM)** Arbs-ASM submitted the following ck requests: Ck payable to atty in the amount of $1750 Ck payable to NMAC in the amount of $27,577.56
Make Public		**Created By Angie Mathis (12/16/2014 1 25 PM)** Arbs-ASM received email from NMAC: Hi Angie, There is not a updated payoff the customer has not made a new payment. Thanks,
Make Public		**Created By Angie Mathis (12/16/2014 8 37 AM)** Attorney Demand Voluntary Repurchase - due to 3 repairs regarding passenger airbag light on when adult in seat and 7 days out of service.
Make Public		**Created By Angie Mathis (12/16/2014 8 27 AM)** Arbs-ASM received executed repurchase agreement via email from atty and attached to case. Arbs notes payoff with NMAC good to 12/13/14. Arbs submitted email to NMAC to inquire if an updated payoff can be provided.
Make Public		**Created By Angie Mathis (12/10/2014 12 33 PM)** Arbs-ASM prepared updated letter and forwarded to atty-Laura: $1,449.00 - Down Payment: $2,696.58 - Additional Payments: $4,145.58 - Total Amounts Paid: $272.00 - Less Usage (2,720 x .10): $5,040.39 - Less Prior Lease Balance: $5,312.39 - Total Deductions: $1,166.81 - Amount Owed to NNA: $27,577 56 - Lease Buyout: $1,750.00 - Attorney Fees: $28,160.75 - Total Repurchase:
Make Public		**Created By Angie Mathis (12/10/2014 12 20 PM)** Arbs-ASM received email from NMAC:

Hi Angie,

Below is the payment/payoff information that you requested.

SR#[redacted]
Account#[redacted]
Customer[redacted]
Payoff amount is $27577.56 good thru 12/13/2014
Payments received 7
Payment amount $449.43
Recent payment received on 12/4/2014 in the amount of $449.43

Thanks,

Make Public

Created By Angie Mathis (12/10/2014 8 46 AM)
Arbs-ASM received email from atty-Laura advising c made an additional pymnt.

Arbs submitted email to NMAC requesting updated payoff.

Created By Angie Mathis (12/2/2014 3 56 PM)
Arbs-ASM prepared repurchase offer letter and forwarded via email to atty-Laura:

Laura,

Please see the letter attached. Unfortunately, between the negative equity rolled into the lease from a prior loan and the use charge, the customer will owe money upon the vehicle surrender.

Thanks,

Make Public

$1,449.00 - Down Payment:
$2,247.15 - Additional Payments:
$3,696.15 - Total Amounts Paid:
$272.00 - Less Usage (2,720 x .10):
$5,040.39 - Less Prior Lease Balance:
$5,312.39 - Total Deductions:
$1,616.24 - Amount Owed to NNA:
$28,026 99 - Lease Buyout:
$1,750.00 - Attorney Fees:
$28,160.75 - Total Repurchase:

Created By Angie Mathis (12/2/2014 3 04 PM)
Arbs-ASM received email from NMAC:

Hi Angie,

Below is the payment/payoff information that you requested.

Make Public

SR#[redacted]
Account#[redacted]
Custome[redacted]
Payoff amount is $28026.99 good thru 12/13/2014
Payments received 6
Payment amount $449.43
Recent payment received on 11/13/2014 in the amount of $449.43)

Thanks,

Make Public

Created By Angie Mathis (12/1/2014 3 25 PM)
Arbs-ASM received email from atty-Laura confirming lease through NMAC.

Arbs submitted request to NMAC for payoff and lease contract.

Make Public

Created By Angie Mathis (12/1/2014 3 20 PM)
Arbs-ASM submitted email to atty-Laura:

Thanks, Laura. Can you please provide the lienholder information (payoff, per diem, interest paid to date). If the loan is through NMAC let me know and I can obtain the information.

Make Public

Created By Angie Mathis (12/1/2014 3 12 PM)
Arbs-ASM received return email from atty-Laura advising c prefers repurchase.

Make Public

Created By Angie Mathis (12/1/2014 3 10 PM)
Arbs-ASM received email from atty-Laura:

Hi, offer accepted.

Please let me know what you need.

Arbs responded:

Hi Laura,

I hope you had a good Thanksgiving! Does your client prefer a repurchase or replacement?

Thanks,

Created By Angie Mathis (11/24/2014 10 22 AM)
Arbs-ASM received return email from atty-Laura advising c not interested in cash offer due to airbag concerns, c fears safety of veh.

Arbs responded:

Make Public

Laura,

I would be willing to repurchase or replace under the terms of the PA LL and include atty fees of $1750.

Please advise.

Thanks

Make Public

Created By Angie Mathis (11/21/2014 9 55 AM)
Arbs-ASM submitted email to atty-Laura to inquire if c interested in a cash offer.

Created By Angie Mathis (11/21/2014 9 51 AM)
Arbs-ASM notes the following:

Make Public

3 repairs reg airbag off lit when person in psgr seat
7 days out of service
Last visit DTS-Mike inspected veh and ordered psgr seat frame bottom assy and OCS control unit

Make Public

Created By Angela Baase (11/20/2014 7 40 AM)
DRTS attached corrected RHR

Make Public
Created By Angela Baase (11/20/2014 7 34 AM)
DRTS added another RO and will correct RHR to include this

Make Public
Created By Angie Mathis (11/19/2014 4 19 PM)
Arbs-ASM notes per DTS-Mike's inspection: ordered the passenger seat bottom frame assembly with the sensors and the OCS control unit per the diagnostic flow chart.

Arbs unable to locate RO and requested a copy from DRTS

Created By Angie Mathis (11/19/2014 4 09 PM)
Arbs-ASM received inspection results via email from DTS-Mike:

Report Date 9/25/2014
Dealer ARDMORE NISSAN Dealer Code 3854
VIN 1N4AL3AP1EN[redacted] equest Type RCAS
Year/Model 2014 AL[redacted]-Request Type
Customer Name Threat Level
Customer's Concern

Make Public
Case Report:Did DTS and customer meet? Yes
Customer Representative Adam Kozin
Did DTS meet with Dealer? Yes
Dealer Representative David Slap D.P.
Was DTS able to duplicate concerns? Yes
Vehicle Findings DTS MW met with Mr. [redacted] and he explained his concern as the Passenger AirBag Off light comes on and goes out at times with an adult passenger buckled into the seat. He stated that just yesterday he had a 140+ pound passenger in the seat and the light came on while driving.

We performed TSB NTB14-084 and ordered the passenger seat bottom frame assembly with the sensors and the OCS control unit per the diagnostic flow chart.

Mr. [redacted] also complained about his audio system locking up occasionally. We updated the audio/navi system to the latest program D207.

Created By Angie Mathis (11/17/2014 3 56 PM)
Arbs-ASM received email from atty-Laura:

Hi, this client had a DTS look at it on this car on 9-5-14 already.

He wants his money back plus fees.

Thanks

Arbs responded to atty-Laura:

Laura,

Make Public
I apologize I have submitted a request for the DTS and will keep you updated.

Thanks,

Arbs submitted email to DTS-Mike:

Hi Mike,

I received an attorney demand regarding the above case.

According to a previous case, you inspected this vehicle around 9/25/14; however, the RCAS didn't include the inspection results in the case. Could you please email me your findings? I have attached the DTS form from Salesforce for your reference.

Thank you,

Created By Angie Mathis (11/6/2014 10 37 AM)
Arbs-ASM prepared offer letter to atty-David Gorberg via Fed Ex [redacted]

Make Public
Based on the information submitted, Nissan is willing to offer a dealer technical specialist to inspect this vehicle. Any other offers would be contingent upon the inspection results. Please review this offer with your client and advise me of his response within 30 days

Arbs attached letter and docs to case.

Created By Angie Mathis (11/6/2014 10 20 AM)
Arbs-ASM notes the following:

Make Public
1 adjustment reg airbag off lit when person in psgr seat
2 subsequent visits for same concern but could not dup, no repairs
7 days out of service

Created By Angie Mathis (11/6/2014 10 18 AM)
Arbs-ASM reviewed CPIA and RHR:

7/10/14-7/10/14 Mileage: 1,465
1. C/S check A/C not cold - as designed
2. C/S air deflector came off - unclear

Make Public
7/25/14-7/25/14 Mileage: 2,720
C/S airbag off message lit when person in psgr seat - performed zero point reset (DI)

7/30/14-8/1/14 Mileage: 3,288
1. C/S airbag off message lit when person in psgr seat - could not dup
2. C/S vm activation works but calls will be placed in next entry in phone book - as signed

9/4/14-9/5/14 Mileage: 5,705
C/S airbag off message lit when person in psgr seat - could not dup

Make Public
Created By Angie Mathis (11/6/2014 10 02 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public
Created By Angela Baase (10/28/2014 3 44 PM)
DRTS attached Sales Documents

Make Public
Created By Angela Baase (10/28/2014 3 26 PM)
DRTS contacted Nancy again at dealer 3854 to see if the message ever got to the controller for the needed documents. Nancy stated DRTS information got lost and is following up on it now that she has it again.

Make Public
Created By Angela Baase (10/27/2014 2 53 PM)
DRTS attached RHR

Make Public
Created By Angela Baase (10/24/2014 11 39 AM)
DRTS contacted Nancy at dealer 3854 and spoke to Nancy to get Title Application and customer signed Purchase Order or Buyer's Order. Nancy said she will have the controller return the call for this request.

Make Public
Created By Angela Baase (10/23/2014 3 19 PM)
DRTS attached RO's. Service advisor Mark Davis made it clear he wanted it noted this customer would not bring the car back for the necessary repair after the part that was ordered came in. He said the Tech Line D.M. approved for the part to be ordered after inspection but the customer would not allow them to replace it.

Make Public
Created By Angela Baase (10/23/2014 2 59 PM)
DRTS contacted dealer 3854 to request RO's from Shaquila in the service department and she said she will fax them over.

Make Public

Created By Angela Baase (10/22/2014 7 05 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases-[redacted]
Open recalls-campaigns-none

DRTS in receipt of Attorney Letter received 10/21/2014 sent via fax from David J Gorberg & Associates, P.C., Signed by David J. Gorberg.

Laws cited-Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Nonconformity is airbag issues (3xs)

Customer request is unclear.

Time to respond is the first convenience.

Letter attached to include some sales documents, and RO's

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8012974	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/22/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	1/15/2015	Mike Wetherill	1/12/2015 3:40 PM
Edit | Del	Review Approved Check Request		✓	12/16/2014	Angie Mathis	12/17/2014 7:42 AM
Edit | Del	Review Approved Check Request		✓	12/16/2014	Angie Mathis	12/17/2014 7:42 AM
Edit | Del	Collect Factory Invoice		✓	12/1/2014	Josh Wegener	12/2/2014 8 32 AM
Edit | Del	Collect RO Documents		✓	11/21/2014	Angela Baase	11/20/2014 7:41 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053796	DRT Resolution	1N4AL3AP1EN2[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0139199	[redacted]	12/17/2014	Lienholder	Approved	$27,577.56	26BUYBACK	Nissan North East Buyback/Trade	Nissan Motor	Acceptance
	CR0139201	[redacted]	12/17/2014	Attorney	Approved	$1,750.00	26BUYBACK	Nissan North East Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Ignore- error	1 38MB	8/25/2015 9:13 AM	Rebecca Martin
Edit | View | Del	Cashed check copy 2	128KB	8/22/2015 12 53 PM	Rebecca Martin
Edit | View | Del	Cashed check copy 1	175KB	8/22/2015 12 53 PM	Rebecca Martin
Edit | View | Del	[redacted]	118KB	1/19/2015 1:38 PM	Tammy Knotts
Edit | View | Del	[redacted]df	973KB	12/17/2014 12 53 PM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/4/2015 2 52 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/12/2015 10:04 AM	Jim Land	Changed **Case Owner** from Angie Mathis to **Jim Land**.
1/12/2015 10:03 AM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Nakayya Fletcher [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/22/2014 7:57 AM
CA Multiple Repairs		Date/Time Closed	11/3/2014 1:41 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	non deployment of		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,921		

Incident Codes - IIR REQUIRED

Incident Date	11/21/2013	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag	✓	Number Injured	2
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP8DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN SOUTH	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP8DL[redacted]		
Created By	Raffy Del Rosario, 10/22/2014 7:57 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	436	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Nakayya Fletcher (11/3/2014 1 41 PM) CASE SUMMARY*** C contacted NNA requesting compensation for medical bills. C states C involved in veh accident in 2013. C states C's airbag did not deploy. C states C was injured during accident. C states C recieved letter regarding airbag campaign.
Make Private	✓	RCAS asked C is C still owns veh, C states no. RCAS advised NNA would need to launch investigation and inspect veh. C requested to speak with rcas supervisior. SRRCAS-RR confirmed that NNA cannot perform IIR because c no longer owns vehicle. C stated c may retain attorney. C stated c will call NNA back. C terminated phone call.
Make Private	✓	**Created By Russell Rigsby (11/3/2014 1 15 PM)** SRCAS-RR transferring case to RCAS-NF for summary and closing pending customer contact.
Make Private	✓	**Created By Russell Rigsby (11/3/2014 1 14 PM)** SRCAS-RR made outbound call to c. SRCAS-RR confirmed c's concerns. C stated c wanted to be compensated $5,000-$10,000. SRCAS-RR confirmed that NNA cannot perform IIR because c no longer owns vehicle. SRCAS-RR informed c that NNA CA will not be able to grant c's request. C stated c may retain attorney. SRCAS-RR advised c that c has the right as a consumer to retain an attorney. C stated c will call NNA back. C terminated phone call.
Make Private	✓	**Created By Nakayya Fletcher (10/31/2014 1 08 PM)** RCAS noting:Rcas spoke with C's sister[redacted]
		Created By Nakayya Fletcher (10/31/2014 1 06 PM) RCAS placed outbound call to C at [redacted] C states C involved in veh accident in 2013. C states C's airbag did not deploy. C states C was injured during accident. C states C recieved letter regarding airbag campaign. C states C seeking reimbursement from NNA for medical bills.
Make Private	✓	RCAS apologized for c's concerns. RCAS asked C is C still owns veh, C states no. RCAS advised NNA would need to launch investigation and inspect veh. RCAS advised NNA unable to assist due to C no longer owning veh. C states C does not agree with NNA or rcas. C states C should be reimbursed for c's pain and suffering regardless if C still owns veh. C states C would like to speak with someone higher than rcas. RCAS advised rcas will escalate c's case. C will receive callback by EOB 10/3/14. C states understood. Call ended mutually.
Make Public		**Created By Elizabeth Santos (10/31/2014 11 56 AM)** c called in

c provided case number

crr-es verified caller as sister; refer now as c; no changes with contact information

c said that c missed the calls from rcas-nf
c is requesting for an immediate call back from rcas-nf
crr-es advised c that crr-es will send an internal message to rcas-nf
c understood

crr-es offered further assistance
c declined
crr-es provided name and extension number

crr-es exiting case

Make Private ✓ **Created By Nakavya Fletcher (10/30/2014 1 48 PM)**
RCAS Closing case pending C callback.

Make Private ✓ **Created By Nakavya Fletcher (10/30/2014 1 47 PM)**
RCAS placed outbound call to C at [redacted]
RCAS left VXM providing c with case# and rcas contact#.

Make Private ✓ **Created By Nakavya Fletcher (10/27/2014 10 10 AM)**
RCAS placed outbound call to C at [redacted]
RCAS left VXM providing c with case# and rcas contact#.

Make Private ✓ **Created By Nakavya Fletcher (10/24/2014 10 23 AM)**
RCAS placed outbound call to C at [redacted]
RCAS left VXM.

Make Private ✓ **Created By Nakavya Fletcher (10/24/2014 9 48 AM)**
RCAS obtained best contact from recent servicing dlr 404.451.1818

RCAS recieved feedback from Stacy Gary regarding C's concerns.
RCAS advised normally an I R would be submitted, Since C no longer owns veh NNA unable to assist or offer further recoemmendations.

Make Public **Created By [redacted] (10/23/2014 2 01 PM)**
crr-rd called [redacted] and spoke with c.
crr-rd asked c what c wants NNA to do.

c stated due to the non deployment of air bag on the front passenger side, c was injured.
c stated c dont want investigation since veh was no longer own by c's sister and no idea where the veh was located today since it was already sold in auction.
c confirmed all c wants is NNA must pay the medical bill that can cost $15,000 00 or more.
c wants NNA corporate office to handle the claim and must call c to the phone number below:
[redacted]

crr-rd told c case will be transfer to RCAS for further review and a call back
from RCAS AGENT will be given to c before the end of the next business day.
ended the call with c.

case transferred to RCAS due to c's request that NNA must pay c's medical bill due to the accident.

Make Public **Created By Raffy Del Rosario (10/22/2014 4 03 PM)**
crr-rd called [redacted] and spoke with c.
crr-rd told c updates still not available and offered c a call back tomorrow 10/23/14, c accepted.
ended the call with c.
exiting from the case.

Created By Raffy Del Rosario (10/22/2014 8 26 AM)
c's sister name Lydia Lemon called nna ca and provided case # [redacted]
c stated veh was involved in accident last 11/21/13 and c's sister, the registered owner nam[redacted] was the registered owner and c was seating in the front passenger side seat and the air bag did not deploy.
c stated c was injured and cant come to work.
c mentioned open recall on the front passenger side seat and asked information for the recall.

crr-rd provided c with closed recall below:

CLSD R1405 NTB14-027 OCS REPROGRAM 03/25/14 00/00/00 06/20/14 1759

crr-rd also obtained IIR probing question from c:

Odometer Reading at Time of Incident: 16,921
Date and Time of Incident: 11/21/2013 5:08 pm
Location of Incident: interstate 285 Tucker GA near La Vista rd Tucker GA
Current Location of Vehicle: n/a
Who Confirmed?: Lydia Lemon
Partially Confirmed: X

Owner and Driver Information

Make Public
Owner's Name: [redacted]
Owner's Address: [redacted] Lithonia, GA [redacted]
Owner's Day Phone: [redacted]
Owner's Evening Phone: [redacted]
Owner's Date of Birth: [redacted]
Owner of the Vehicle is the Driver: X

Driver's Name: [redacted]
Driver's Address: [redacted] Lithonia, G[redacted]
Driver's Day Phone: [redacted]
Driver's Evening Phone: [redacted]
Driver's Date of Birth: [redacted]

c stated c have no idea where the veh was located since veh was no longer own by c's sister and veh was already sold in auction.
c stated due to the incident, c wants NNA to pay c's hospital bill and compensation since c was lost time to go to c's job due to the accident and injury that c got from the accident.
c cant provide name of the dlr where veh was purchased but information will be given once crr-rd called c back.

crr-rd offered c a call back within the day since crr-rd needs to ask further help from NNA for what to do next for this claim since I R is not possible since veh was no longer owned by c.

best number to call c # [redacted]

crr-rd asked for further help, c states no.
crr-rd provided c with case number, crr-rd name and extension.
leaving the case open.

Make Public **Created By Raffy Del Rosario (10/22/2014 8 15 AM)**
IIR - non deployment of front passenger air bag

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8013075			NONDEPLOYMENT	14	10/22/2014	YG	BK	263000	OA

	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG							
Edit | Del CC-8013076	NISSAN PRODUCT INQUIR ES	SENTRA	PROVIDED RECALL NFORMATION	QF	10/22/2014	VG	AZ	208500	OF

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/3/2014 1:41 PM	Nakayya Fletcher	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 1:15 PM	Russell Rigsby	Changed **Case Owner** from Kalia Johannes to **Nakayya Fletcher**.
10/31/2014 1:08 PM	Nakayya Fletcher	Changed **Follow Up Date** from 10/31/2014 to **11/3/2014**.

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Surveys Surveys Help

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NISSAN Search.. Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [31] | Case Categorizations [4] | Open Activities [0] | Activity History [5] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Misti Maynard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/22/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/22/2014 9:47 AM
CA Multiple Repairs		Date/Time Closed	1/22/2015 11 03 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM6EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BEL AIR NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/9/2014	Vehicle Service Contract	
RHR Completed	12/9/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N:		
Created By	Jeehan Mabalot 10/22/2014 9:47 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	356	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Misti Maynard (1/22/2015 11 02 AM)** RCAS-MM unable to datanet
		Created By Misti Maynard (1/22/2015 11 01 AM) RCAS-MM called BEL AIR NISSAN at 4108791133 RCAS spoke with SA Don SA adv cruise control switch replaced 12.04.14 SA adv that DLR has not heard from C since repair was made ********** RCAS-MM called C at 516.473.1775 RCAS-MM ADVISED "This call may be recorded for quality and training purposes." ********** C states C does not have time to take veh in for cruise control switch. C states C will get an attorney. C states trunk has hit C in the head
Make Private	✓	RCAS adv C of ARBS decision RCAS adv closing case RCAS adv once C takes veh in for repair of cruise control switch to call RCAS and will document in case. RCAS offered further assistance-C declined RCAS provided C with contact information and case# should future assistance be needed. RCAS thanked C Call ended mutually. ********** RCAS-MM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with repurchase/replacement ***STATEMENT OF DECISION*** RCAS-MM advised C the Case has thoroughly reviewed and NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public		**Created By Catherine Jane Lundag Buen (1/21/2015 2 48 PM)** crr-cb received a call from c. c stated c already called and file a claim regarding c's veh concern. crr-cb asked for c's case number but c wasn't able to give case number. crr-cb pull up c's account, checked c's case and verified that no changes in c's contact information. c stated c's still having issue with the brand new veh that c have. crr-cb informed c that case was already closed since that RCAS already attempted to call c for three times. crr-cb verified the phone number that RCAS is trying to contact: [redacted] c stated that is c's home phone. c gave the best phone number to contact c: [redacted] crr-cb offered to transfer to RCAS phone number. c agreed. c requested crr-cb to document in the case that c just had the cruise control button replaced but is still not working. c asked for RCAS phone number. crr-cb gave [redacted] crr-cb informed c that will try to transfer call to RCAS but if c will be routed to vmx c can just leave a vmx and crr-cb will just send IM. c understood. crr-cb offered further assistance. c declined. crr-cb thanked c for calling CA, gave name and extension. crr-cb exiting case.
Make Public		**Created By Cleo Smith (12/24/2014 10 48 AM)** ********** case closure ********** RCAS-CS is closing the case after three attempts and no c contact.
Make Public		**Created By Cleo Smith (12/24/2014 10 48 AM)** RCAS-CS made outbound call to c at [redacted] left vmx. RCAS ended call
Make Public		**Created By Cleo Smith (12/23/2014 [redacted])** RCAS-CS made outbound call to c at [redacted] left vmx. RCAS provided contact #, case # and next follow-up date of 12/24

RCAS ended call.

Created By Cleo Smith (12/18/2014 3 45 PM)
RCAS-CS made outbound call to c at ([redacted]ft vmx.
Make Public
RCAS provided contact #, case # and next follow-up date of 12/23

RCAS ended call.

Created By Anthony Zacharyasz (12/15/2014 10 19 AM)
ARBS notes the following:

2 visits for rear hatch not staying open. // Reprogrammed hatch.
3 visits for fit and trim concerns. // Dealer addressed.
3 visits for rear camera has red "X"s; blurry. // Awaiting ordered part.
25 days down.

Make Public
ARBS notes the fit and trims concerns do not substantially impair the use, value, or safety of the vehicle. ARBS notes the rear hatch has been corrected by the dealership at this time. ARBS notes the back up camera displaying a red X does not substantially impair the use, value, or safety of the vehicle. ARBS notes dealership is awaiting part to correct the concern.

--
Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case. ARBS recommends RCAS work with dealer to assist in receiving part that was ordered. ARBS recommends RCAS keep ARBS involved during the process until repairs are completed.

Created By Anthony Zacharyasz (12/15/2014 10 09 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #[redacted]
12/27/13... 1,028 miles... 5 days down
-Concern:
1. Headlamps seem dim.
2. Have to slam driver door to close.
3. Rear hatch will not stay up.
4. DVD player will not open.
-Action Taken:
1. Operating as designed.
2. Adjusted door.
3. Reprogrammed rear hatch.
4. DVD controls are through factory radio settings.

RO #: [redacted]
2/06/14... 3,034 miles... 1 day down
-Concern:
1. Rear hatch closes as soon as it opens
2. Wheels: driver feels road
3. Vehicle pulls to the left
4. Campaign: ABS reprogramming.
-Action Taken:
1. Reprogrammed sequence
2. Rotated/balanced tires
3. Performed wheel alignment
4. Performed Recall

RO #[redacted]
3/17/14... 4,376 miles... 1 day down
-Concern:
1. Loose trim in interior.
-Action Taken:
1. SOP trim.

RO #: [redacted]
5/14/14... 6,978 miles... 1 day down
-Concern:
1. Rear pass window trim loose.
Make Public
2. 16.4 MPG.
-Action Taken:
1. SOP window trim.
2. No problem at this time.

RO #: [redacted]
7/29/14... 10,666 miles... 1 day down
-Concern:
1. C feels a lot of heat from under vehicle.
2. C feels vibration on highway.
-Action Taken:
1. Unable to duplicate.
2. Unable to duplicate.

RO #: [redacted]
8/04/14... 10,662 miles... 1 day down
-Concern:
1. Navigation screen has X's on.
-Action Taken:
1. Replaced display screen.

RO #: [redacted]
8/12/14... 11,507 miles... 9 days down
-Concern:
1. Trim molding by hitch separating.
2. Nav screen flickers and shows X when in reverse.
3. Campaign: OCS reprogramming.
-Action Taken:
1. Replaced bumper cover.
2. SOP audio unit.
3. Completed.

RO #: [redacted]
10/17/14... 12,833 miles... 6 days down
-Concern:
1. Brake light and TCS light on.
2. Screen shows X in reverse and blurry with lines.
-Action Taken:
1. Repaired wiring.
2. Awaiting SOP.

Created By Cleo Smith (12/12/2014 7 50 AM) Last Modified By Cleo Smith (12/12/2014 7 50 AM)
RCAS-CS made outbound call to c at ([redacted] left vmx.
Make Public
RCAS provided contact #, case # and next follow-up date of 12/18

RCAS ended call.

Make Public
Created By Sara Dorazio (12/9/2014 11 03 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Private ✓
Created By Angie Barendse (12/9/2014 10 40 AM)
CRT-AB created and submitted RHR on 12/09/14 at 10:40 am.

Make Private ✓
Created By Angie Barendse (12/9/2014 9 08 AM)
CRT-AB reopened case to process RHR.

Make Public
Created By Cleo Smith (12/9/2014 8 18 AM)
RCAS-CS made outbound call to c at [redacted] left vmx.
RCAS-CS made outbound call to c at [redacted] left vmx.

RCAS ended call.

Make Public
Created By Cleo Smith (12/5/2014 12 49 PM)
RCAS-CS attached the RO's to case

Make Public
Created By Cleo Smith (12/2/2014 12 59 PM)
RCAS-CS made outbound call to c at [redacted] left vmx.
RCAS-CS made outbound call to c at [redacted] left vmx.
RCAS provided contact #, case # and next follow-up date of 12/4

RCAS ended call.

Make Public
Created By Cleo Smith (12/2/2014 8 09 AM)
RCAS-CS made outbound call to Bel Air Nissan at 410 879.1133
RCAS spoke with SA Amber
RCAS requested for SA to fax over the RO's

SA stated SA will fax over the docs
RCAS and SA call ended mutually

Make Public
Created By Cleo Smith (11/25/2014 9 19 AM)
RCAS-CS made outbound call to c at [redacted] left vmx.
RCAS provided contact #, case # and next follow-up date of 12/2
RCAS ended call.

Make Public
Created By Cleo Smith (11/24/2014 11 53 AM)
RCAS-CS made outbound call to Bel Air Nissan at 410 879.1133
RCAS spoke with SA Dan
RCAS requested for SA to fax over the RO's

SA stated SA will fax over the docs
RCAS and SA call ended mutually

Make Public
Created By Cleo Smith (11/18/2014 3 47 PM)
RCAS-CS made outbound call to c at [redacted] & spoke with C
RCAS ADVISED "This call may be recorded for quality and training purposes."

C stated C recorded the veh backup camera malfunctioning
C stated C cruise control is not working at the moment
RCAS informed C of the ARBS process
RCAS provided next follow-up date of 11/21

RCAS and C ended call.

Make Public
Created By Cleo Smith (11/18/2014 10 51 AM)
RCAS-CS made outbound call to Bel Air Nissan at 410 879.1133
RCAS spoke with SM-Carol
RCAS requested the RO's for C

SM stated SM will fax over the RO's today
RCAS and SM call ended mutually

Make Public
Created By Cleo Smith (11/12/2014 12 01 PM)
RCAS-CS made outbound call to c at [redacted], left vmx.
RCAS provided contact #, case # and next follow-up date of 11/18

RCAS ended call.

Make Public
Created By Cleo Smith (11/12/2014 11 59 AM)
RCAS-CS contacted dlr at 4108791133 spoke to SA-Martin
RCAS-CS informed SA that RCAS need the RO's for veh

SA stated why SA is been asked to provide the docs
RCAS informed SA because of customer service
RCAS informed SA that C is not making a complaint
RCAS informed SA that C requested a repurchase/buyback
RCAS informed SA that RCAS is requesting the RO's for veh history

RCAS thanked SA for time & info
RCAS and C call ended mutually

Make Public
Created By Cleo Smith (11/7/2014 3 44 PM)
RCAS-CS made outbound call to c at [redacted] left vmx.
RCAS provided contact #, case # and next follow-up date of 11/12

RCAS ended call.

Make Public
Created By Cleo Smith (11/3/2014 9 52 AM)
RCAS-CS made outbound call to c at [redacted] spoke w/C
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS informed C that RCAS will contact dlrshp for RO's
RCAS informed C that RCAS will cont to follow up with c until the process is taking over by the repurchase/buyback dept
C stated thanked and understand
RCAS provided contact #, case # and next follow-up date of 11/7

RCAS and C ended call.

Make Private ✓
Created By Janisha Wilkerson (10/29/2014 1 34 PM)
Next step
RCAS-CS will submit a DTS request for further support since the dlr and Techline cannot figure out how to repair the veh
AND
contact the dlr to receive all closed and open RO's so that an RHR request can be submitted

RCAS-JW tried to data net the case but it is not available for this dlr
PREVIOUS RELATED CASES FOUND: none
PREVIOUS UNRELATED CASE : none
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: 2013 - Altima Sedan (L33) Secondary Hood Latch
VERIFIED C's name, vin, address, mileage, phone number:
Best Contact number: [redacted]
RCAS-JW informed C that this call may be recorded for training and quality purposes

RCAS-JW contacted C at [redacted]
C stated that C has had multiple concerns with the veh

C stated that the back up camera is now the concern with the veh
C stated that C has been back and forth to the dlr for multiple concerns for a new veh
RCAS-JW asked C what is C requesting from NNA
C stated that C has wasted a lot of money and time for going back and forth to the dlr
C stated that this concern is one big head ache
C stated that C is requesting for another brand new vehicle
RCAS-JW informed C of the RHR process and the 10 day process
C stated that C purchased 2 brand new veh recently in the past year
RCAS-JW empathized to C
RCAS-JW informed C that an RCAS agent will follow up with C by COB 11/3/14
Call ended mutually

Make Private ✓

Created By Janisha Wilkerson (10/29/2014 1 20 PM)
RCAS-JW contacted dlr at 4108791133 spoke to SM:Carol
RCAS-JW informed dlr the concerns of C
RCAS-JW asked for the last date of service and mileage
SM:Carol stated Oct 17/ 12,835
SM:Carol stated that Techline could not resolve the concern with the back up camera
call ended mutually

Next step
RCAS-CS will submit a DTS request for further support since the dlr and Techline cannot figure out hoe to repair the veh

Make Public

Created By Cleo Smith (10/27/2014 8 22 AM)
RCAS-CS made outbound call to c at [redacted] vmx not set-up.
RCAS provided contact #, case # and next follow-up date of 10/28

RCAS ended call.

Make Public

Created By Jeehan Mabalot (10/22/2014 10 07 AM)
SOP USED: SOP 6.10: Goodwill Request Prior to Repair

Make Public

Created By Jeehan Mabalot (10/22/2014 10 05 AM)
ADDITIONAL NOTES*

C asked for the V N, C stated c doesn't have the VIN. C said veh is still at the dlr.

Make Public

Created By Jeehan Mabalot (10/22/2014 10 04 AM)
crr-jm received a call from c. c stated that C has a 2014 Nissan Pathfinder and c's been going back and forth at the dlr every month for same issues and nothing has been resolved. C mentioned dlr did reprogram and replaced the navigation system, airbag light is on so dlr did reprogram it 2-3 times now, when c turn on the back up camera there is a red axis on the screen and lastly, when c go over 65 miles per hour, veh is shaking and vibrating. C said dlr did re-aligned the tires for 4 different times but still c is having issues with it.

C stated c had taken the veh to the dlr last Firday because of the issue on the back up camera and c was told that dlr cant figure out what is the red axis on the screen. C bought a brand new veh but c feels that veh is a junk. C would like the issues to be taken care of by Nissan.

crr-jm verified the name of registered owner, mailing address, phone numbers, email, if veh was purchased new or pre-owned, mileage on the veh and c's servicing dlrshp.

crr-jm verified if the veh was diagnosed, c said yes and provided the following information:
WHERE: BEL AIR NISSAN
WHEN: 10/17/14
DIAGNOSIS: C stated dlr can't figure out what is the red axis on the screen.
SA: SA-Jason Lipnick
EST MATE COST OF REPA R: Veh is still under the warranty

crr-jm informed c that c's concern will be forwarded to the Regional Office and a Regional Specialist will be calling c before the end of the next business day, c acknowledged.

crr advised c that the RCAS will be checking for a possible resolution to help c with the case.

crr-jm asked for the best number to reach c, c provided [redacted]

crr-jm offered further assistance, c declined.

crr-jm provided name ext case number

crr-jm forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8013449	AUDIO/VIDEO/NAVI	NAV /GPS SYSTEM	POOR OR IMPROPER OPERATION	11	10/22/2014	YX	AA	102500	OA
Edit | Del	CC-8013450	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/22/2014	YX	BK	233500	OA
Edit | Del	CC-8013451	TIRE/WHEEL	TIRE (TIRE/VALVE/TUBE)	POOR OR IMPROPER OPERATION	19	10/22/2014	YX	BO	254500	OA
Edit | Del	CC-8013458	AUDIO/VIDEO/NAVI	MONITOR, AROUND V EW	UNABLE DIAGNOSE/DUPLICATE	13	10/22/2014	WT	AA	300500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGonV:ref]	[redacted]	✓	12/24/2014	Cleo Smith	12/24/2014 10:49 AM
Edit | Del	[redacted]		✓	12/15/2014	Cleo Smith	1/14/2015 12 28 PM
Edit | Del			✓	12/9/2014	Anthony Zacharyasz	12/15/2014 10 20 AM
Edit | Del			✓	12/9/2014	Cleo Smith	12/9/2014 11 03 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGonV:ref]		✓	12/9/2014	Cleo Smith	12/9/2014 8:19 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGonV:ref] *12/24/2014Case [redacted] Thank you for taking the time to c...*	[redacted]	12/24/2014 10:49 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGonV:ref] *12/9/2014 Case # [redacted] Thank you for taking the time to ...*		12/9/2014 8:19 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	320KB	1/21/2015 4:05 PM	Cleo Smith
Edit | View | Del		61KB	12/9/2014 10:37 AM	Angie Barendse

Case History

Case History Help

Date	User	Action
1/22/2015 11:03 AM	Misti Maynard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/21/2015 4:05 PM	Cleo Smith	Changed **Case Owner** from Cleo Smith to **Misti Maynard**.
1/21/2015 2:40 PM	Catherine Jane Lundag Buen	Changed **Follow Up Date** from 12/24/2014 to **1/22/2015**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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Case [redacted]

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Case Comments [14] | Case Categorizations [3] | Open Activities [1] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Alex Loft [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/22/2014 12 59 PM
CA Multiple Repairs		Date/Time Closed	12/17/2014 11 00 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 9:00 am PST		
	Notes to Agent:		
Description	VEHICLE CONCERN - A RBAG LIGHT ISSUE (Multiple Repairs)		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,850		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ALAN WEBB NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N4AL3AP7EN[redacted]		
Created By	Michelle Henares, 10/22/2014 12 59 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 06 PM	Root Cause Code (2)	
Days Closed	392	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Alex Loft (12/17/2014 10 27 AM)** RCAS-AL closing case pending customer contact after apointment.
Make Public		**Created By Alex Loft (12/17/2014 10 27 AM)** RCAS-AL spoke with SA-Alisa SA stated that the parts are in. C thanked SA RCAS-AL spoke with Ms. C RCAS-AL informed C that the parts are in C thanked RCAS-AL C will make an apointment
Make Public		**Created By Alex Loft (12/12/2014 12 27 PM)** RCAS-AL spoke with C at [redacted] C stated that C has not heard from the dlr. RCAS-AL will touch base with the dlr for parts status .
Make Public		**Created By Alex Loft (12/5/2014 12 48 PM)** RCAS-AL spoke with Mrs. C at [redacted] RCAS-AL inquired if C was able to meet with DTS C stated yes C stated DTS recommended reapair and ordered the parts and C will have them installed when they come in C thanked RCAS-AL for calling RCAS-AL will touch base with the dealer and get an ETA on the case.
Make Private	✓	**Created By Alex Loft (12/1/2014 10 57 AM) Last Modified By Alex Loft (12/1/2014 10 58 AM)** RCAS-AL spoke with Mrs. C at [redacted] RCAS-AL informed C that C has an apt on 12/4 C remembered and thanked RCAS-AL for calling. call ended mutually.
Make Private	✓	**Created By Alex Loft (11/10/2014 11 13 AM) Last Modified By Alex Loft (12/1/2014 10 54 AM)** RCAS-AL informed C of the apt on 12/4 C agreed RCAS-AL will send message and set follow up date to 12/1
Make Private	✓	**Created By Alex Loft (11/3/2014 6 27 PM) Last Modified By Alex Loft (12/1/2014 10 54 AM)** RCAS-AL received message from DTS Thurs, 12/4/14 at 9am. RCAS-AL will inform the customer
Make Private	✓	**Created By Alex Loft (11/3/2014 1 05 PM) Last Modified By Alex Loft (12/1/2014 10 54 AM)** RCAS-AL sent message to DTS-JD RCAS-AL will update C with information about the adjusted time/date.
Make Private	✓	**Created By Charles Adcock (10/31/2014 4 45 PM) Last Modified By Charles Adcock (10/31/2014 6 44 PM)** RCAS-CA contacted C via [redacted] RCAS-CA stated RCAS-CA is calling on behalf of RCAS-AL. RCAS-CA stated C's DTS inspection date is 11/12 at 11:00am. C/S that will not work. C/S that C will be out of town from 11th-16th. C/S that C can only meet either before the 8th or after the 19th of November. RCAS-CA stated very well. RCAS-CA stated RCAS-AL will look into a revised date/time for C. RCAS-CA stated RCAS-AL will follow up with C by the COB on Tuesday with updated information. C thanked RCAS-CA. Call ended mutually.
Make Private	✓	**Created By Alex Loft (10/28/2014 1 56 PM) Last Modified By Charles Adcock (10/31/2014 6 44 PM)** RACS-AL spoke with C at [redacted] C stated that the airbag light has been randomly coming on and offf while driving. C stated that the dlr replaced and reset the OCS and since C has been having problems.

C's radio also was having illumination problems but that has seemed to be corrected at the moment.

RCAS-AL will submit a DTS request for C.

Make Private ✓ **Created By** Alex Loft (10/28/2014 1 37 PM) **Last Modified By** Charles Adcock (10/31/2014 6 44 PM)
RCAS-AL left message for SM regarding case information

Make Private ✓ **Created By** Alex Loft (10/23/2014 10 40 AM) **Last Modified By** Charles Adcock (10/31/2014 6 44 PM)
RCAS-AL left VM for C a[redacted]
RCAS-AL included name, case, phone and a call back request.
RCAS-AL will touch base with the dealer and find out where the radio and computer are.
RCAS_AL will alert DTS if neccessary.

Make Private ✓ **Created By** Michelle Henares (10/22/2014 2 04 PM) **Last Modified By** Charles Adcock (10/31/2014 6 44 PM)
Vehicle Concern

Make Private ✓ **Created By** Michelle Henares (10/22/2014 1 14 PM) **Last Modified By** Charles Adcock (10/31/2014 6 44 PM)
CRR-MH received a call from C's wife, [redacted] who is referred to as C in the case. C stated that veh is currently at the dlrshp since yesterday. SA-MARK & ALYSSA are assisting C.
C stated that a month ago, SA-Justin ran a code with the airbag situation and that SA was going to order a new computer and a new radio for the veh.
C was told that new computer was not coming in until after a few weeks.
C stated that C did not hear anything from the dlrshp and that c called the dlrshp and was told that SA-Justin was not connected with the dlrshp anymore and that dlrshp is not showing any record of the computer order nor the code but that radio had arrived.
Now, SA-MARK & ALYSSA stated that dlrshp had to duplicate code before the computer can be ordered.
C stated that dlrshp is not able to duplicate code.
C stated that C continues to have issues with the airbag light coming on and off.
In fact, C had taken in a total 3 times for the issue not counting the performance of the OCS campaign.
C stated that c is even afraid of having passenger in the veh.
C state that C is also having a lot of other issue with the veh but that C is concerned with the airbag as this is a safety issue.
C wants issue fixed or C wants NNA to buy back veh or get C a new car.
C stated the C's loaner, which a 2014 Altima works perfectly fine unlike C's veh.
CRR-MH verified C's updated contact information.
CRR-MH informed C that the case will be forwarded to a regional office and a regional specialist will be in contact with C by the end of the next business day. The best no. to reach C is [redacted].
CRR-MH escalating case to RCAS for vehicle concern.
CRR-MH offered further assistance to C. C declined.
CRR-MH gave name, extension number and case number to C.
CRR-MH leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8014324	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/22/2014	YX	BK	233500	OA
Edit | Del	CC-8014325	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/22/2014	YE	BK	233500	OA
Edit | Del	CC-8014326	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/22/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	12/3/2014	N/A	Alex Loft

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/30/2014	Joseph Dill	10/28/2014 10:54 PM
Edit | Del	New DTS Request		✓	10/30/2014	Joseph Dill	10/28/2014 10:53 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/17/2014 11:00 AM	Alex Loft	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/12/2014 12:27 PM	Alex Loft	Changed **Follow Up Date** from 12/12/2014 to **12/17/2014**.
12/5/2014 12:57 PM	Alex Loft	Changed **Follow Up Date** from 12/5/2014 to **12/12/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [23] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raquel Taylor [Change]
Letter Sent Date	11/5/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/7/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/22/2014 1:02 PM
CA Multiple Repairs		Date/Time Closed	11/6/2014 3:02 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,400		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SHEEHY NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	11/6/2014
Responsible District	03	Dealer Instructions	Blank Instruction

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/28/2014	Vehicle Service Contract	
RHR Completed	10/28/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM2EC[redacted]		
Created By	Raquel Taylor, 10/22/2014 1:02 PM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	433	Action Code	NT3I
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Mae Strenciwilk (11/5/2014 8 09 AM) Last Modified By Raquel Taylor (11/6/2014 1 56 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Raquel Taylor (11/4/2014 5 07 PM)** summary: C called in asking for a repurchase due to transmission issues RCAS processed RHR and C was declined RCAS advised C rcas closing case pending letter being sent
Make Private	✓	**Created By Raquel Taylor (11/4/2014 4 58 PM)** RCAS received an email from CXM no GW at this RCAS- advised c that the call may be recorded for quality purposes. C understood. RCAS spoke with c and advised c that after a complete and careful review of all of c's available veh information NNA in not in a position to replace or repurchase c's veh. RCAS apologized and advised c that NNA will continue to honor the terms and conditions of c's veh warranty. C stated that C was not happy with this decision and C stated that C is not happy that c's new veh does not have the original transmission. C stated that nissan is garbage rcas apologized this was not the decision C was wanting and advised C that if c does not agree C can contact the BBB. C stated that C is going to take further steps on c's own and had the paper work ready rcas apologized and asked C for further assistance. C delciend rcas provided name ext and case number
Make Private	✓	**Created By Monique Joy Pablo (11/4/2014 3 41 PM) Last Modified By Raquel Taylor (11/6/2014 1 56 PM)** c called and wanted to be transferred to ext: 458180 crr-mp asked c if there is any changes with contact information. c said no crr-mp told c that case is being handled by RCAS and rcas is in the best position to update c with the case crr-mp transfer c to rcas was not available crr-mp told c that rcas was not available and offered to transfer to VMX c agreed crr-mp offered further assistance, C declined. crr-mp gave name, extension number, case number crr-mp brand the call crr-mp transfer c to rcas vmx crr-mp exiting case.
Make Private	✓	**Created By Jeanne Lorraine Coria (11/4/2014 3 32 PM) Last Modified By Raquel Taylor (11/6/2014 1 56 PM)** crr-jc received a call from c following-up on the case. crr-jc verified that there are no changes on contact information. crr-jc advised c that crr-jc will try to reach rcas first crr-jc told c that c can leave vmx and then crr will send internal msg for c for rcas to call c back. c understood. c gave the best phone numbe to contact c: 443.889 8854 crr-jc offered further assistance, c declined. crr-jc gave name & extension. crr-jc exiting case.
Make Private	✓	**Created By Raquel Taylor (11/4/2014 2 07 PM)** RCAS attaching DNL letter to the case
Make Private	✓	**Created By Raquel Taylor (11/4/2014 11 59 AM)** RCAS contacting CXM Sam Sapienza with dnl
Make Private	✓	**Created By Anthony Zacharyasz (11/3/2014 10 54 AM) Last Modified By Raquel Taylor (11/4/2014 12 03 PM)** ARBS notes the following: 2 visits for judder during light acceleration. // Reprogrammed TCM; ordered CVT. 19 days down (as of 11/3/14) ARBS notes CVT is on order and scheduled to arrive on 11/04/14.

Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

Please advise ARBS if there any delays in the arrival of the CVT or repairs. ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Created By Anthony Zacharyasz **(11/3/2014 10 44 AM)** **Last Modified By** Raquel Taylor **(11/4/2014 12 03 PM)**
ARBS notes the following:

RO #[redacted]
6/20/14... 4,687 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
Action Taken:
1. Completed.

Make Private ✓ RO #: [redacted]
9/05/14... 7,012 miles... 4 day down
-Concern:
1. C states judder in vehicle when stopping at a light and trying to accelerate.
Action Taken:
1. Reprogrammed TCM.

RO #: [redacted]
10/21/14... 8,753 miles... 14 days down (as of 11/3/14)
-Concern:
1. C states when accelerating from a stop there is a jerking feeling.
Action Taken:
1. SOP CVT; CVT to arrive on 11/04/14. SA advised vehicle is at dealer awaiting part.

Make Private ✓ **Created By** Anthony Zacharyasz **(11/3/2014 10 36 AM)** **Last Modified By** Raquel Taylor **(11/6/2014 1 56 PM)**
ARBS called Sheehy Nissan on (410)760-3500 and spoke with SA. SA stated CVT is going to arrive on 11/04/14 and will be installed to follow. ARBS understood. Ended call.

Make Private ✓ **Created By** Raquel Taylor **(10/30/2014 12 42 PM)**
RCAS called C [redacted] 1:40pm and spoke with c's husband raul lopez will here be known as C.
RCAS- advised c that the call may be recorded for quality purposes.
C understood.
RCAS advised c that rcas is working c's case but currently there is no new information to provide.
RCAS advised c that rcas would follow up with c 11/04/14
C agreed
rcas thanked C for time and provided name and ext and thanked C for calling NNA.

Make Private ✓ **Created By** Raquel Taylor **(10/28/2014 1 46 PM)**
RCAS contacting FOM, DOM, and CXM

Make Private ✓ **Created By** Sara Dorazio **(10/28/2014 8 13 AM)** **Last Modified By** Raquel Taylor **(10/28/2014 2 04 PM)**
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Private ✓ **Created By** Karen Dorner **(10/28/2014 6 46 AM)**
SRD-KD completed and submitted RHR

Make Private ✓ **Created By** Beniamin Pastor **(10/27/2014 3 29 PM)**
RCAS assisting RCAS Raquel Quinones.

RCAS called SHEEHY NISSAN at 4107603500 4:10 PM EST and asked for SM and was told SM is not available. RCAS spoke with SA Jennifer.

RCAS asks for ROs including open RO to be faxed to 615 984 5005, and SA states SA printed ROs and will fax ROs now.

RCAS thanked SA and call ended mutually.

Make Private ✓ **Created By** Raquel Taylor **(10/27/2014 1 04 PM)**
RCAS received a warm transfer from RCAS-ss
rcas spoke with C and asked how rcas could assist
C stated that C was calling to inquire if there was a response yet on c's case
rcas advised C that at this time rcas is still working case and there will not be any response until around 11/05/14 as previously advised.
C stated that c's veh is still not repaired and either way C does not want a veh that has a new transmission. C asked to speak with some who could provide C an answer now and asked to speak with a supervisor.
rcas understood and apologized and advised C that RCAS is working c's case trying to obtain a response the fastest possible but this is a process that does involve a lot of information which can not be expedited and there is no one that could change the process but RCAS could escalate c's information if c did want to speak with a supervisor.
C declined and stated that c would just keep waiting
rcas understood
rcas advised C that in this case rcas would follow up with C 10/30/14. RCAS provided name and ext and thanked c for calling NNA

Make Private ✓ **Created By** Sandra Santiago **(10/27/2014 12 31 PM)**
RCAS Sandra Santiago received a call from c asking for RCAS Raquel
RCAS asked c what is the best phone # to be reach, c stated: [redacted]
RCAS asked c permission to place call on hold for 1 minute to verify if agent is available, c agreed.
RCAS thanked c for waiting period and informed c that agent is available and RCAS provided c with RCAS'S name & extension and warm transferred call.
RCAS exiting case.

Make Private ✓ **Created By** Karen Dorner **(10/27/2014 7 02 AM)**
SRD-KD has not received RO's

Make Private ✓ **Created By** Karen Dorner **(10/24/2014 10 46 AM)**
SRD-KD assisting

SRD called Sheehy Nissan 4107603500 at 11:41 Am Est, SRD-KD spoke with SA Jennifer due to SM not available. SRD advised SA of needing RO's for C due to C has requested repurchase. SA stated SA is assisting C and Cs veh is at dlrshp at this time and was not aware C had requested repurchase. SRD advised SA RO [redacted] are needed and current open RO. SRD provided SA with SRD fax 615 984 5005. SA stated will send over to SRD. SRD thanked SA

Make Private ✓ **Created By** Karen Dorner **(10/23/2014 9 17 AM)**
SRD-KD received email from SM Dawn stating Ro open 9/27 closed 11/13 due to waiting for parts for campaigns veh was in stock unit at this time.

Make Private ✓ **Created By** Karen Dorner **(10/23/2014 9 14 AM)**
SRD-KD received warranty copy of Ro from Norris Nissan, SRD send email to Sm Dawn asking for Sm to confirm days Ro was opened.

Created By Karen Dorner **(10/23/2014 8 38 AM)**
SRD-KD assisting

RO's needed from Sheehy Nissan 410 760 3500
[redacted]
Make Private ✓ SM email shawnfenwick@sheehy com

Ro needed from Norris Nissan 410 465 5550
6008670
SM email dtaylor@norrisautogroup.com

SRD sending email to both SM's requesting RO's

Make Private ✓ **Created By** Raquel Taylor **(10/22/2014 1 09 PM)**
C's name: [redacted] (c's husband called in [redacted]
only #('s) provided by c to call: [redacted]
C's address: [redacted]

Halethorpe, MD [redacted]
C provided c's vin #, mileage, servicing dlr, email, and how veh was acquired

RCAS received a call from c stating that c took c's veh to the dlr and c stated that c's veh transmission is being change. C stated that c is not happy with this c's veh is new and C does not want a veh which has a new transmission.
RCAS advised c that a rhr will take 10 business day to process & that there is no guarantee of repurchase or exchange of veh.
RCAS advised c that the decision should be provided around:
Rcas asked: 11/05/14

Why does c want to return the vehicle to Nissan North America? C stated that c is not happy with this c's veh is new and C does not want a veh which has a new transmission.

Where is the vehicle currently? at dlr since 10/21/14

Where was the vehicle purchased? SHEEHY NISSAN
Was it purchased new or used? new

Where is the vehicle serviced? SHEEHY NISSAN

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? SHEEHY NISSAN, NORRIS NISSAN WEST

RCAS- advised c that RCAS will follow up with c every 3 business days until a decision is made. RCAS advised c that rcas will follow up with c: 10/27/14
RCAS- offered further assistance: C declined.
RCAS provided c with case #, RCAS'S Name, extension #.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8035239	NISSAN PRODUCT INQUIR ES	PATHF NDER	GENERAL INQUIRY	QF	11/6/2014	ZR	AZ	207500	OF
Edit | Del	CC-8035240	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR MPROPER OPERATION	11	11/6/2014	YX	AF	134000	OA
Edit | Del	CC-8035241	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	PREMATURE WEAR/FAILURE	10	11/6/2014	WA	BG	302500	OA
Edit | Del	CC-8035242	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	11/6/2014	WA	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent	[redacted]	✓	11/5/2014	Raquel Taylor	11/5/2014 10:30 AM
Edit | Del	Correspondence Request		✓	11/5/2014	Raquel Taylor	11/5/2014 8:12 AM
Edit | Del	Call		✓	11/4/2014	Raquel Taylor	11/4/2014 5:13 PM
Edit | Del	[redacted]		✓	11/4/2014	Raquel Taylor	11/4/2014 10:53 AM
Edit | Del			✓	10/28/2014	Anthony Zacharyasz	11/3/2014 10:55 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	17KB	11/4/2014 2 07 PM	Raquel Taylor
Edit | View | Del		29KB	10/28/2014 6:45 AM	Karen Domer
Edit | View | Del		79KB	10/28/2014 6:37 AM	Karen Domer
Edit | View | Del		228KB	10/28/2014 5:41 AM	Karen Domer
Edit | View | Del		24KB	10/23/2014 9:14 AM	Karen Domer

Case History

Case History Help

Date	User	Action
11/6/2014 3 02 PM	Raquel Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/6/2014 3 01 PM	Raquel Taylor	Changed **Shared via Portal** from false to **true**.

Changed Data Net from false to true.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [7] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [3] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ronald Valencia [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/24/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/22/2014 1:31 PM
CA Multiple Repairs		Date/Time Closed	10/24/2014 10:32 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname : [redacted] lastname : [redacted] email [redacted] homephone : [redacted] address1 : [redacted] address2 : city : Pikeville twitter : state : NC zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 5N1AR2MN2EC[redacted] dealerstate : NC dealername : DEACON JONES NISSAN comments : I have a problem with my passenger seat air bag warning light. It indicates that it is not on when an adult is sitting in the passenger seat sometimes. I had it checked at my dealership and no problem was found. I am concerned with the recall information, it indicates that my vehicle is not in the recall. But the light still indicates it is not working at times.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DEACON JONES NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	

Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 10/22/2014 1:31 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code	SCIN
Days Closed	446	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Ronald Valencia (10/24/2014 10 28 AM)** case closed
Make Public		**Created By Ronald Valencia (10/24/2014 10 28 AM)** CRR RV called c at [redacted] and advised call maybe recorded CRR RV left message Veh has no open campaign CRR RV also advised c that c's veh had the OCS campaign done on 4/13/2014 at Leith Nissan CRR RV advised c to have the veh diagnosed by the dealership to determine if the campaign done had fix the problem and if not to call CA back for c to be further assisted CRR RV provided name, ext and case number. and bait script CRR RV closing case
Make Public		**Created By Ronald Valencia (10/23/2014 3 01 PM)** case pending
Make Public		**Created By Ronald Valencia (10/23/2014 3 00 PM)** ****E-mail case logged****** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail CRR RV updated owner's information. CRR RV found related case: none CRR RV checked for open recalls/campaigns/upgrades: Found: None ********** CRR RV called c at [redacted] and advised call maybe recorded CRR RV left message Veh has no open campaign CRR RV also advised c that c's veh had the OCS campaign done on 4/13/2014 at Leith Nissan CRR RV advised c to have the veh diagnosed by the dealership to determine if the campaign done had fix the problem and if not to call CA back for c to be further assisted CRR RV provided name, ext and case number. CRR RV sending an e-mail response to c. E-mail addressed to [redacted] Method of contact: E-mail Summary: CRR RV responding to c's e-mail with "Open Campaign-No" template. CRR RV closing case.

Make Public

Created By Ronald Valencia (10/23/2014 2 58 PM)
firstname :
lastname :
email :
homephone :
address1 :
address2 :
city : Pikeville
twitter :
state : NC
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MN2EC
dealerstate : NC
dealername : DEACON JONES NISSAN
comments : I have a problem with my passenger seat air bag warning light. It indicates that it is not on when an adult is sitting in the passenger seat sometimes. I had it checked at my dealership and no problem was found. I am concerned with the recall information, it indicates that my vehicle is not in the recall. But the light still indicates it is not working at times.

Created By Ronald Valencia (10/23/2014 2 58 PM)
firstname
lastname
email :
homephone :
address1 :
address2 :
city : Pikeville
twitter :

Make Public

state : NC
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MN2EC
dealerstate : NC
dealername : DEACON JONES NISSAN
comments : I have a problem with my passenger seat air bag warning light. It indicates that it is not on when an adult is sitting in the passenger seat sometimes. I had it checked at my dealership and no problem was found. I am concerned with the recall information, it indicates that my vehicle is not in the recall. But the light still indicates it is not working at times.

Created By Managed Services (10/22/2014 1 31 PM)
firstname :
lastname :
email :
homephone :
address1 :
address2 :
city : Pikeville
twitter :

Make Public

state : NC
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MN2EC
dealerstate : NC
dealername : DEACON JONES NISSAN
comments : I have a problem with my passenger seat air bag warning light. It indicates that it is not on when an adult is sitting in the passenger seat sometimes. I had it checked at my dealership and no problem was found. I am concerned with the recall information, it indicates that my vehicle is not in the recall. But the light still indicates it is not working at times.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8018020	NISSAN PRODUCT INQUIR ES	PATHF NDER	PROVIDED RECALL NFORMATION	QF	10/24/2014	VG	AZ	207500	OF
Edit | Del	CC-8018021	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/24/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGwTh:ref]		✓	10/24/2014	Ronald Valencia	10/24/2014 10:31 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGwTh:ref]		✓	10/23/2014	Ronald Valencia	10/23/2014 3:05 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGwTh:ref] *10/24/2014 Case # [redacted] VIN # 5N1AR2MN2EC [redacted] Th...*	[redacted]	10/24/2014 10 31 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SGwTh:ref] *10/23/2014 Case # 1 [redacted] VIN # 5N1AR2MN2EC [redacted] Th...*		10/23/2014 3:05 PM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname : [redacted] homephone : ...*	nissanconsumeraffairs@my-nissan-usa.com	10/22/2014 1:30 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/24/2014 10:32 AM	Ronald Valencia	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/24/2014 10:31 AM	Ronald Valencia	Changed **Status** from Pending to **Open**.
10/24/2014 10:28 AM	Ronald Valencia	Changed **Follow Up Date** from 10/23/2014 to **10/24/2014**.

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Surveys Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Racquel Aquino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/22/2014 5:43 PM
CA Multiple Repairs		Date/Time Closed	10/22/2014 6:05 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	airbag campaign inquiry		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP9EY[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CROSSROADS NISSAN/HICKORY	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7AP9EY[redacted]		
Created By	Racquel Aquino 10/22/2014 5:43 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	448	Action Code	NE8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Racquel Aquino (10/22/2014 6 05 PM) crr received call from c c checked online and saw that c's veh is involved in an airbag campaign that was announced on the news crr advised c that the takata airbag cmpaign only applies to some 2001 - 2004 nissan models c said c owns a 2014 sentra and is having issues with the sensor that keeps turning on c said c looked online and 2014 sentra is involved in an airbag ccampaign crr advised c thaa t c's vin is not involved in the ocs campaign ; crr advised c to take veh to nna dlr c said c wonders why veh has an issue with the airbaf; c said c had an issue with a child door locjk previously and said c waited a week and a half only for the part to come in c said c thought c should nt have issues with c's veh as it was purchased brand new ; c said at 75 miles, c has already had the door lock issue crr apologized to c ; crr asked how c would like nna to assist c ; c said c wants to be sure that there's no campaign on the veh as c would like the veh to be safe crr understood; advised c that theres no campaign on tthe veh ; advised c to take veh to nna dlr for further diag and if c would have further issues after diag by nna dlr ha been made , c could call back c understoof; thanked crr

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015098	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	PREMATURE WEAR/FAILURE	14	10/22/2014	WA	BK	234000	OA
Edit | Del	CC-8015099	BODY	DOOR HANDLE/LATCH	PREMATURE WEAR/FAILURE	17	10/22/2014	WA	AB	105000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/22/2014 6:05 PM	Racquel Aquino	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/22/2014 5:52 PM	Racquel Aquino	Changed **Case Servicing Dealer** to **CROSSROADS NISSAN/HICKORY**.
		Changed **Description**.

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Surveys Surveys Help

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Hezha Decker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/22/2014 6:34 PM
CA Multiple Repairs		Date/Time Closed	11/3/2014 10:52 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KRENZEN NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP8EN[redacted]		
Created By	Joy Acebedo, 10/22/2014 6:34 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	436	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Hezha Decker (11/3/2014 10 51 AM)** RCAS-HD is closing case pending diagnosis
Make Private	✓	**Created By Hezha Decker (11/3/2014 10 51 AM)** RCAS-HD is closing Case as no further assistance can be offered at this time.
Make Private	✓	**Created By Hezha Decker (11/3/2014 10 50 AM)** RCAS-HD contacted C at [redacted] RCAS-HD states RCAS spoke with dlrshp regarding concern RCAS-HD states unfortunately dlrshp can't diagnosis the veh over the phone RCAS-HD states c would need to take vehicle into dlrshp for dlrshp to diagnosis the vehicle and recommend a repair if dlrshp feels it needs one RCAS-HD apologized and understands dlrshp is a little out of the way C states c figured that was it C states it doesn't do a lot RCAS-HD states c has the option to take vehicle back in when it does it a little more frequently C states c will be going to dlrshp in about month or so RCAS-HD states c has RCAS contact information and to contact RCAS if c has any questions or concern C thanked RCAS-HD call ended mutually
Make Private	✓	**Created By Hezha Decker (11/3/2014 10 43 AM)** RCAS-HD contacted/returning C's VMX at [redacted] and was advised c is not home
Make Private	✓	**Created By Hezha Decker (10/31/2014 1 56 PM)** RCAS-HD contacted C at [redacted] left VMX including Case number, name, and RCAS-HD contact of 615.725.7686. RCAS-HD stated on VMX that RCAS-HD will continue to follow up with C no later than 11/3/14 RCAS-HD requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Hezha Decker (10/31/2014 1 54 PM)** RCAS-HD contacted KRENZEN NISSAN at 218.727 2905 and spoke with SA SA states c came in on 5/23/2014 with concern of race front running light was out SA states dlr replaced the front side/flasher/corner and side marker bulb SA states dlr perform the OCS reprogram service campaign as well SA states c would need to come back into dlrshp to diagnosis the airbag RCAS-HD thanked SA call ended mutually
Make Private	✓	**Created By Hezha Decker (10/31/2014 11 54 AM)** RCAS-HD contacted SM-Joel at KRENZEN NISSAN at 218.727.2905 and left VMX including Case number, name, and RCAS-HD contact of 615.725.7686.
Make Private	✓	**Created By Hezha Decker (10/28/2014 4 13 PM)** RCAS-HD contacted C at [redacted] RCAS-HD advised C that RCAS has taken ownership of the case RCAS-HD advised C that RCAS has contacted dlrshp and is waiting for SM to contact RCAS back RCAS-HD states RCAS wants to follow up with c by COB 10/31/14 with more information of concern RCAS-HD provided c with RCAS name, contact#, and case# C states ok that is fine RCAS-HD thanked C call ended mutually Best contact[redacted]
Make Private		

✓ **Created By** Hezha Decker **(10/28/2014 2 18 PM)**
RCAS-HD contacted SM-Joel at KRENZEN NISSAN at 218.727.2905 and left VMX including Case number, name, and RCAS-HD contact of 615.725.7686.

Make Public

Created By LaShondra Mason **(10/23/2014 5 29 PM)**
CRT placed outbound call to c [redacted]
C stated that the veh was in c's name not husband
CRT adv c that CRT was working on case and provided c with contact info
C stated that when c went in for recall on way home c discovered that airbag light on passenger side was coming on
C stated that the nearest dlrshp is 160 miles away
CRT adv c that CRT will contact SM and see what can be done about the airbag sensor before c makes that drive
C was appreciative
CRT stated that CRT will follow up with c by close of business Tuesday 10/28
C thanked CRT and call ended mutually
CRT stated that if c has any questions between now and Tues to call CRT

Created By Joy Acebedo **(10/22/2014 6 38 PM)** **Last Modified By** Brandon Chase Hayes **(10/23/2014 5 21 PM)**
CRR-JA verified c's name
CRR-JA verified address
CRR-JA verified phone/alt
CRR-JA verified email

Issue: C called saying that the OCS campaign was performed by the KRENZEN NISSAN already but the issue came back. C said that the airbag light is showing again. C understand that the veh is still under the basic warranty but the nearest Nissan dlr which is KRENZEN NISSAN is 135.7 Miles away.

Make Private ✓ Diagnosed: Not yet

C's Request: C would like Nissan to help c on what to do next since c is far from the dlr.

CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day.

CRR-JA is forwarding the case to RCAS

CRR-JA asked c for further assistance but c decline.

CRR-JA provided name, case and extension number.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015153	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/22/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	KRENZEN NISSAN	[redacted]	✓	10/30/2014	Hezha Decker	10/31/2014 11 52 AM
Edit | Del	Kenzer Nissan		✓	10/24/2014	Hezha Decker	10/28/2014 4:13 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/3/2014 10:52 AM	Hezha Decker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/31/2014 1:56 PM	Hezha Decker	Changed **Follow Up Date** from 10/31/2014 to **11/3/2014**.
10/28/2014 4:13 PM	Hezha Decker	Changed **Follow Up Date** from 10/28/2014 to **10/31/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Diana Maniquis [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/22/2014 6:42 PM
CA Multiple Repairs		Date/Time Closed	10/22/2014 6:48 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	recall inquiry		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,200		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MIDDLETOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 1N4AL3AP3EC[redacted]		
Created By	Diana Maniquis, 10/22/2014 6:42 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	448	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Diana Maniquis (10/22/2014 6 48 PM) crr-dm received a call from c who was calling about a recall inquiry. c stated that c was asking about the airbag recall. crr-dm stated that recalls / campaigns are VIN specific and based on the VIN, c's veh was part of the recall for the 2013-2014 - Nissan Occupant Classification System Module Reprogramming But this campaign was fixed by the dlr since 5/4/2014 which was before it was sold to c. C stated that c had a concern with the airbag light coming on and off twice. c had seen that light and it stayed on but the issue goes away. c wanted to know if this is because of the recall. CRR stated that currently this veh doesn't have any open recalls. CRR recommended for c to take the veh to the NNA DLR to have the veh inspected, c understood. crr-dm offered further assistance, c declined. crr-dm provided case #, crr's name and ext #. crr-dm closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015147	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/22/2014	VG	AZ	204500	OF
Edit | Del	CC-8015148	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/22/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/22/2014 6:48 PM	Diana Maniquis	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/22/2014 6:42 PM	Diana Maniquis	Changed **Subject** to **CUSTOMER R[redacted]N 1N4AL3AP3EC[redacted]**
		Changed **Home Phone** to [redacted]

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [1] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raffy Del Rosario [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/23/2014 7:25 AM
CA Multiple Repairs		Date/Time Closed	10/23/2014 7:33 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	recall inquiry		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXDC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GLENN NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3APXDC[redacted]		
Created By	Raffy Del Rosario, 10/23/2014 7:25 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	447	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Raffy Del Rosario (10/23/2014 7 33 AM) c asked if veh is affected of the air bag recall. crr-rd told c recalls are vin specific and told c c's veh is not affected of the air bag recall but has an open recall for a secondary hood latch: R1413 Service Open 2013 - Altima Sedan (L33) Secondary Hood Latch HOOD LATCH c also stated sometimes the lights was on for the front passenger side air bag. crr-rd told c air bag recall is not the reason why the lights was on sometimes since vin number is not affected. provided c with basic warranty below: BASIC WARRANTY 3/9/2016 36,000 crr-rd told c to take the veh to nna dlr to determine the cause of issue. crr-rd asked for further help, c states no. crr-rd provided c with case number, crr-rd name and extension. done bait script and recap. warm transferred c to GLENN NISSAN for the veh appointment. case closed.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015268	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/23/2014	VG	AZ	204500	OF
Edit | Del	CC-8015269	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/23/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/23/2014 7:33 AM	Raffy Del Rosario	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/23/2014 7:25 AM	Raffy Del Rosario	Changed **Subject** to **CUSTOMER** [redacted] **VIN 1N4AL3APXDC**[redacted]
		Changed **Home Phone** to [redacted]

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [12] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Russell Rigsby [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/23/2014 7:51 AM
CA Multiple Repairs		Date/Time Closed	11/14/2014 11:45 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Dealer Request
Inspection Time/Notes	Appointment Time: THURSDAY, 11 30 AM EASTERN Notes to Agent: APPOINTMENT FOR PAT FISCHER NISSAN		
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DAYTONA NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PAT FISCHER NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP2DN[redacted]		
Created By	Kat Pantilla, 10/23/2014 7:51 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	425	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Russell Rigsby (11/14/2014 11 44 AM) RCAS-RR closing case due to no further assistance.
Make Private	✓	Case Summary: C called NNA requesting assistance with repair. RCAS-RR provided c with DTS inspection. DTS found veh is operating as designed.
Make Private	✓	**Created By Russell Rigsby (11/14/[redacted])** RCAS-RR made outbound call to c at [redacted], spoke with c. C stated DTS informed c that DTS is informing c that c's concern is operating as designed. C stated c cannot go on with veh. C stated c will trade veh away. C stated c does not like the light coming on. C stated c will not purchase NNA if light comes on. RCAS-RR apologized for c's concerns. RCAS-RR offered further assistance. C declined further assistance. Call ended mutually.
Make Private	✓	**Created By Russell Rigsby (11/12/2014 10 21 AM)** RCAS-RR made outbound call to c at [redacted], spoke with c. RCAS-RR informed c of DTS date of 11/13 at 11 30 EST. C understood and agreed. RCAS-RR set follow-up for 11/18. Call ended mutually.
Make Private	✓	**Created By Russell Rigsby (10/28/2014 10 16 AM)** RCAS-RR informed SM-Jim of DTS inspection date.
Make Private	✓	**Created By Russell Rigsby (10/28/2014 10 07 AM)** RCAS-RR made outbound call to c at [redacted], phone rang and vmx was not presented. RCAS-RR made outbound call to c at [redacted], spoke with c. RCAS-RR informed c of DTS date of 11/13 at 11 30 EST. C understood and agreed. RCAS-RR set follow-up for 11/12. Call ended mutually.
Make Private	✓	**Created By Russell Rigsby (10/27/2014 2 38 PM)** RCAS-RR made outbound call to c. RCAS-RR informed c that DTS would like to meet with c. C understood. RCAS-RR set follow-up for 10/29. C understood. Call ended mutually.
Make Private	✓	**Created By Russell Rigsby (10/27/2014 2 24 PM)** DTS Inspection Date has been requested.
Make Private	✓	**Created By Russell Rigsby (10/27/2014 2 23 PM)** RCAS-RR made outbound call to dlr, spoke with SM-Jim SM-Jim stated dlr has replaced everything regarding seat.

SM-Jim stated airbag light keeps coming.
SM-Jim stated tech-line has been involved in repairs.
SM-Jim stated SM recommends a DTS.
Call ended mutually.

Make Public

Created By Hubert Domanais (10/27/2014 8 35 AM)
RCAS Case Follow-up

Created By Hubert Domanais (10/27/2014 8 35 AM)
crr-hd received a call from c following-up on the case. crr-hd verified that there are no changes on contact information

Make Public

crr-hd advised c that crr-hd will try to reach rcas first, crr-hd advised c that crr-hd will transfer c directly if rcas is reached, c understood. crr-hd called RCAS's extension, reached VMX. crr-hd advised c that crr-hd will still transfer c and then crr-hd will just send internal msg for c for rcas to call c back. C understood.

crr-hd offered further assistance, c declined. crr-hd gave name & extension. crr-hd exiting case.

Make Private ✓

Created By Russell Rigsby (10/24/2014 4 53 PM)
RCAS-RR made outbound call to c, left vmx.
RCAS-RR provided c with RCAS best contact number.

Make Public

Created By Kat Pantilla (10/23/2014 8 03 AM)
c called in with a vehicle concern
c said c loves c's 2013 ALTIMA and c states that c has never had a better vehicle but c said c would like to have the vehicle swapped
c said c had nothing but trouble with the airbag
c said that the airbag light comes on intermittently
c said that c had initially taken the vehicle to DAYTONA NISSAN for the campaign for the OCS but since then the airbag light started to come on
c said the parts on the vehicle had been replaced, patched, recalibrated but light still come on
c said c stopped going to Daytona Nissan because c said c can't get them to do anything there
c said c was referred to PAT FISCHER NISSAN for service and c has been going there for the airbag concern but c still goes to DAYTONA NISSAN for maintenance
c would like to have the vehicle fixed
crr-kp acknowledged and provided empathy
crr-kp verified c's info
crr-kp created a case
crr-kp informed c that the case would be escalated to rcas for review
crr-kp advised c that c would receive a call from rcas by the end of the next business day
c understood
crr-kp also advised c that there is an open campaign for the Secondard Hood Latch
c said c would let the dealer know of this next time so the campaign can be performed
crr-kp offered further assistance
c declined
crr-kp said closing, provided name and extn number, and case number
c ended the call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015301	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/23/2014	YE	BK	233500	OA
Edit | Del	CC-8015302	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/23/2014	YX	BK	233500	OA
Edit | Del	CC-8015319	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/23/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/29/2014	Tony Lizzi	10/28/2014 9:12 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/14/2014 11:45 AM	Russell Rigsby	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2014 10:23 AM	Russell Rigsby	Changed **Follow Up Date** from 11/12/2014 to **11/18/2014**.
10/28/2014 10:16 AM	Russell Rigsby	Changed **Follow Up Date** from 10/28/2014 to **11/12/2014**.

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kim Katrina Tan [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/23/2014 9:18 AM
CA Multiple Repairs		Date/Time Closed	10/23/2014 9:20 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	campaign inquiry/veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MM4EC7[redacted]		
Created By	Kim Katrina Tan 10/23/2014 9:18 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	447	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Kim Katrina Tan (10/23/2014 9 19 AM) SOP 8.7: Campaign Information and SAY Statements c called in asking if c's veh is affected by campaign crr-kt verified name, address, phone numbers, email crr-kt educated c that c's veh has no campaigns, c understood c said c is having issue with front passenger side airbag sensor crr-kt advised to go to nissan dlr because c has wty and dlr might be able to determine issue and if it is covered under wty c refused to be trasnferred to dlr crr-kt offered further assistance, c declined crr-kt provided case#, name, extension number crr-kt closing case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015544	NISSAN PRODUCT INQUIR ES	PATHF NDER	PROVIDED RECALL NFORMATION	QF	10/23/2014	VG	AZ	207500	OF
Edit | Del	CC-8015545	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/23/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/23/2014 9:20 AM	Kim Katrina Tan	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/23/2014 9:18 AM	Kim Katrina Tan	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER** [redacted] **VIN 5N1AR2MM4EC**[redacted]

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/23/2014 9:44 AM
CA Multiple Repairs		Date/Time Closed	10/30/2014 11:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern/ Campaign Inquiry		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,300		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	EISENHAUER NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP9DN[redacted]		
Created By	Dianne Picar, 10/23/2014 9:44 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	440	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Tommy Beard (10/30/2014 11 39 AM) RCAS TB contacted C a[redacted] RCAS TB apologized for C's situation C stated had recall performed and problem got better C states C's wife weighs 100 lbs and C's wife sits on a cushion C states that light does not show airbag is off when nobody is in seat C states this problem has just began again recently RCAS TB apologized for C's situation C stated may have to look at buying a different car RCAS TB apologized
Make Public		RCAS TB advised C if light comes on to take vehicle to dealership RCAS TB stated to also contact dealership occasionally for possible updates C stated thank you for time Call ended Case summary C contacted Nissan for airbag concern RCAS TB contacted service manager SM could not verify C's concern RCAS TB provided C with information about possible updates case closed
		Created By Tommy Beard (10/29/2014 11 15 AM) RCAS VERIFIED C's name, home & email address, concern, phone#, V N#, mileage RCAS CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 1 Previous RELATED Case(s) Found: 0 RCAS TB contacted SM at Eisenhauer Nissan 6106788071 RCAS TB stated C's concern
Make Public		SM states has not been able to duplicate concern and has not replaced or repaired anything because cannot duplicate RCAS TB thanked SM for information _____ RCAS TB contacted C a[redacted] C's wife stated is better to speak with husband RCAS TB provided return info of [redacted]
Make Public		**Created By Elizabeth Santos (10/28/2014 12 06 PM)** c called in c said that c called in yesterday regarding the airbag c was informed to call nna ca back once the vehicle was diagnosed c provided case number crr-es verified c c said that dealership cant duplicate the issue c said that there's no indication on the computer that there's a problem with the vehicle crr-es verified c; no changes with the contact information c said that c wants the passenger airbags to be fixed crr-es understood crr-es informed c that case will be escalated to RCAS for further review crr-es informed c that RCAS will call c back by the end of the next business day c understood

crr-es offered further assistance
c declined
crr-es provided name and extension number

crr-es escalating case to RCAS

Created By Dianne Picar (10/23/2014 11 29 AM)
crr-dp received a call from c stating that c had a campaign before regarding the airbag and it was fixed.
c stated that the airbag light came on again last week and it is always on.

crr-dp apologized to c.
crr-dp provided empathy.
crr-dp acknowledged c

crr-dp verified c's name, vin, address, mileage, phone number, email address.

Make Public

crr-dp checked for open recalls/campaigns/upgrades found: none
crr-dp informed c that the veh is not part of any campaign / recall.
crr-dp advised c that campaigns are vin specific. C understood.

crr-dp advised c that regarding the air bag warning light, crr-dp advised c to take the vehicle to a nissan dealership for a diagnosis. crr-dp advised c to call back after diagnosis for further assistance. crr-dp informed c that once c had the veh diagnose, c can call back and crr-dp can escalate the case to RCAS.

crr-dp offered further assistance, c declined.
crr-dp provided name, ext and case number.
crr-dp provided nps script
crr-dp closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015674	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/23/2014	YX	BK	233500	OA
Edit | Del	CC-8015675	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/23/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/30/2014 11:39 AM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 11:16 AM	Tommy Beard	Changed **Follow Up Date** from 10/29/2014 to **10/30/2014**.
10/28/2014 12:07 PM	Elizabeth Santos	Changed **Transferred to RCAS** from false to **true**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [15] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Richard Woods [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/23/2014 11:06 AM
CA Multiple Repairs		Date/Time Closed	11/12/2014 2:38 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	campaign		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	91,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP6CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	55,000
Make	NISSAN	Beyond Basic Warranty Months	13
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	31,000
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GARLAND NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1CN7AP6CL[redacted]		
Created By	Aaron Paul Catral Acebedo 10/23/2014 11 06 AM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	427	Action Code	NT1G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Richard Woods (11/12/2014 2 37 PM)** CRT RW is closing Case c's concerns have been duplicated. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with airbag light.
Make Private	✓	**Created By Richard Woods (11/12/2014 2 36 PM)** CRT RW contacted the c at [redacted] CRT RW stated this call maybe monitored for quality and training purposes CRT RW stated CRT was calling to check the status of the c's repair. CRT RW ask the c if the c has been to the DLR for the air bag light repair? C stated yes. CRT RW stated has the air bag light been fixed? C stated yes. CRT RW stated okay. CRT RW advised the c if c needs anything going forward to contact NNA. C stated okay. call ended mutually.
Make Private	✓	**Created By Richard Woods (11/12/2014 2 32 PM)** CRT RW contacted the DLR at 270.886.6681 and spoke with SM Jamie. CRT RW provided c's name and last six of the c's VIN#. CRT RW stated CRT was calling to check the status of the c's air bag light concerns. SM Jamie stated that the c came in on 11/11. SM Jamie stated that the c's passenger air bag light was flashing and the DLR has duplicated the concern by updating the c's codes and turning off the light. CRT RW thanked SM. call ended mutually.
Make Private	✓	**Created By Richard Woods (11/11/2014 10 57 AM)** CRT RW contacted the c at [redacted] CRT RW stated this call maybe monitored for quality and training purposes. CRT RW advised the c to take the veh. to the DLR for a diagnostic before CRT can assist with the repair. C stated there are other veh.s with the same concerns and recalls on the air bag light. C stated that NNA should fix the concern since its a known concern. CRT RW stated that the c's veh. has not been part of a recall nor a campaign for this concern. CRT RW stated that a recalls and campaigns are VIN# specific. CRT RW stated in order to provide assistance to the c the c will have to take the veh. to the DLR for diagnostic. C state how much will the diagnostic cost? CRT RW stated CRT does not know how much the DLR will charge for the diagnostic. CRT RW also stated that it's up to the DLR to determine that cost. CRT RW asked the c when will the c be taking the veh. to the DLR? C stated that c's husband will be taking the veh. to the DLR this evening or tomorrow morning.

CRT RW stated that CRT will follow up with c tomorrow.

C stated okay and thanked CRT.

CRT RW thanked c.

call ended mutually.

Created By Richard Woods (11/10/2014 1 43 PM)
CRT RW contacted the c at [redacted]

Make Private ✓ CRT RW left a VM for the c to contact CRT back at [redacted]
CRT RW provided c with c's case number.

CRT RW ended call.

Created By Richard Woods (11/7/2014 3 27 PM)
CRT RW contacted the c back at [redacted] a new number that was provided on CRT's VM.

Make Private ✓ CRT RW left a VM for the c to contact CRT back at 615.725.7544.
CRT RW provided c with c's case number.

CRT RW ended call.

Make Private ✓ Created By Richard Woods (11/7/2014 3 25 PM)
CRT RW is reopening the case due to a voice mail from c requesting a call back.

Make Private ✓ Created By Richard Woods (10/30/2014 5 05 PM)
CRT RW is closing Case pending contact with c.

CASE SUMMARY
C contacted Nissan CA requesting assistance with airbag light.

Make Private ✓ Created By Richard Woods (10/30/2014 5 04 PM)
CRT RW try to send a email to the email on file but received this message Error: The email address previously received a "Bounced" reply.

Make Private ✓ Created By Richard Woods (10/30/2014 5 02 PM)
CRT RW contacted c at [redacted] but phone was disconnected.
CRT RW sent a email to the email on file.

Make Private ✓ Created By Richard Woods (10/29/2014 4 59 PM)
CRT RW contacted c at [redacted] but phone was disconnected.
CRT RW try to send a email to the email on file but received this message Error: The email address previously received a "Bounced" reply. Please click on the link below to verify the email address is correct.
CRT RW contacted the second phone number listed but was the number for the local Kentucky New era.

Make Private ✓ Created By Richard Woods (10/28/2014 4 28 PM)
CRT RW contacted c at [redacted] but phone was disconnected.
CRT RW sent a email to the email on file.

Make Private ✓ Created By Richard Woods (10/24/2014 4 57 PM)
CRT RW contacted c at [redacted]
CRT RW stated this call maybe monitored for quality and training purposes.
CRT RW will confirm the following [redacted]me, home & email address, concern, phone#, VIN#, mileage on the next call.
CRT RW was not aware that the c [redacted] as able to speak on the behalf of the c on file.

CRT RW stated that CRT will be working on the c's case until close and wanted to provide CRT's contact information to c.

C understood.

CRT RW provided c's case number, and CRT's name and contact information.

C thanked CRT.

CRT RW stated that CRT will contact c on 10/28 to discuss c's case concerns.

C understood.

call ended mutually.

Make Private ✓ Created By Kimberly Chapman (10/24/2014 10 22 AM)
TL obtained case from TL-LH and assigned to CRT-Rick Woods

Make Private ✓ Created By Aaron Paul Catral Acebedo (10/23/2014 11 13 AM) Last Modified By Richard Woods (10/24/2014 4 49 PM)
C called in to check for open campaign and issue on the airbag light.
CRR-aa empathized and apologized for the inconvenience.
CRR-aa restates C's concern.
CRR-aa verifies name, address, phone number, alternate phone number, email address.
CRR-aa created a case. Verifies how car acquired, mileage and servicing dealer.
CCR-aa informed C that there is no open campaign on the veh.
C added that the dlr told C that they have to pay for the repair of the airbag light.
CRR-aa asked how much is the cost but C cannot remember.
C said it's roughly $300.
CRR-aa informed C that the case will be forwarded to RCAS for review.
CRR-aa added that RCAs will caontact C by the end of thenext business day. C understood.
CRR-aa asked for best call back number: [redacted]
CRR-aa provided case number and further assistance. C declined further assistance.
CRR- provided closing spiel with name and extension.
CCR-aa end the call.
CRR-aa RCAS the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015994	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	10/23/2014	YI	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0SHMNR:ref]	[redacted]	✓	10/28/2014	Richard Woods	10/28/2014 4 29 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09i8L._500F0SHMNR:ref] *10/28/2014 Case #[redacted] Thank you for taking the time to c...*	[redacted]	10/28/2014 4:29 PM

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/12/2014 2:38 PM	Richard Woods	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/11/2014 10:57 AM	Richard Woods	Changed **Follow Up Date** from 11/11/2014 to **11/12/2014**.
11/10/2014 1:43 PM	Richard Woods	Changed **Follow Up Date** from 11/10/2014 to **11/11/2014**.

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Case [redacted]

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Case Comments [9] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Quinta Chaney [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/23/2014 11 09 AM
CA Multiple Repairs		Date/Time Closed	11/5/2014 11:18 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,080		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP5DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF DOWNTOWN L.A.	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1CN7AP5D[redacted]		
Created By	Marie Kyle Pabustan 10/23/2014 11:09 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 08 PM	Root Cause Code (2)	
Days Closed	434	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Quinta Chaney (11/5/2014 11 17 AM) ***case summary*** C contacted CA regarding veh concerns Dealership repaired veh Veh is performing as designed Closing case due to no further assistance required
Make Private	✓	**Created By Quinta Chaney (11/5/2014 11 13 AM)** RCAS-QC contacted C [redacted] spoke with [redacted] C states C picked up the veh yesterday C states C plugged in the GPS and C's phone and no lights came on (air bag) C states the veh is performing as designed for now RCAS-QC advised C to feel free to contact RCAS-QC for any future concerns C appreciated assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (11/5/2014 11 08 AM)** RCAS-QC contacted dealership: Downtown Nissan LA @ 213 748 4501 spoke with SA-Ochoa RCAS-QC inquired about the status of C's vehicle SA advised that the veh was picked up by C on 11-4-14 RCAS-QC appreciated assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (11/3/2014 12 01 PM)** RCAS-QC contacted C @ [redacted] spoke with [redacted] RCAS-QC advised C that RCAS-QC has spoken with SA-Ace regarding C's veh concerns C states C will go to the dealership tomorrow to test drive veh to see if C's phone is the cause of the concern RCAS-QC advised C that RCAS-QC will follow up with C by COB 11-5-14 to check on the status of the vehicle C understood and appreciated assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (11/3/2014 11 50 AM)** RCAS-QC contacted dealership: Downtown Nissan LA @ 213 748 4501 spoke with SA-Ace SA advised that tech line was contacted regarding C's veh concerns SA advised that the veh has been at the dealership for about 10 days SA advised that the air bag light comes on when C's portable GPS and cell phone is plugged in SA advised hat the veh has been test driven about 300 miles, and 3 different phones have been plugged in along with the C's Garmin GPS and the airbag light has not come on SA advised that tech line advised that if concern cannot be duplicated then C's call will be released to C SA advised that before the veh is released, C will test drive veh with SA and foreman to see if concern can be duplicated with C's phone plugged in SA advised that tech line advised, if concern is duplicated with C's phone plugged in, then it is C's phone that is the cause of the concern RCAS-QC appreciated assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (10/29/2014 11 31 AM)** RCAS-QC contacted dealership: Downtown Nissan LA @ 213 748 4501 spoke with SA-Dennis

RCAS-QC inquired about the status of C's veh

SA advised that the veh is still being diagnosed and no updates are available at this time

RCAS-QC appreciated assistance

Call ended mutually

Created By Quinta Chaney (10/29/2014 11 24 AM)
RCAS-QC contacted C @ [redacted] spoke with [redacted]

C states C is having concerns with the air bag off light continuing to flash
C states C has taken the veh to the dealership 6 times regarding the concern
C states on 10-17-14 the dealership changed the wiring harness but the light continues to come on
C states when C plugs in portable GPS or phone charger into accessory port, C notices that is when the light comes on the most
Make Private ✓ C states the veh is currently at the dealership

RCAS-QC expressed empathy
RCAS-QC advised C that RCAS-QC will contact the dealership to get an update regarding C's veh
RCAS-QC advised C that RCAS-QC will follow up with C no later than COB 11-3-14

C understood and appreciated assistance

Call ended mutually

Created By Quinta Chaney (10/24/2014 12 52 PM)
RCAS-QC contacted C @ [redacted]

Make Private ✓ C states C is at work and cannot discuss case at this time

RCAS-QC provided C with contact number

Call ended mutually

Created By Marie Kyle Pabustan (10/23/2014 11 15 AM)
crr-mp received a call from Mr [redacted] husband refer to as C. C stated that veh is been at the dlr 6 times for the same issue on veh as per c the airbag light on the driver side is on, as per c dlr is unable to fix the issue as per c will call bbb, c is concerned that if veh will be in an accident the airbag will not deployed c very upste and asking Nissan to fix or to replaced veh , last time veh is been the dlr 10/17/2014

crr-mp verified and updated C 's contact information.

Make Public

crr-mp informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will be contacting C before the end of the next business day, C acknowledged.
crr-mp asked for the best number to reach C, C provide[redacted]

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8015973	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/23/2014	YX	BK	233500	OA
Edit | Del	CC-8015974	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/23/2014	YE	BK	233500	OA
Edit | Del	CC-8015975	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/23/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/5/2014 11:18 AM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 12:01 PM	Quinta Chaney	Changed **Follow Up Date** from 11/3/2014 to **11/5/2014**.
10/29/2014 11:25 AM	Quinta Chaney	Changed **Follow Up Date** from 10/29/2014 to **11/3/2014**.

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Case [redacted]

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Case Comments [10] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Cleo Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/23/2014 1:04 PM
CA Multiple Repairs		Date/Time Closed	11/4/2014 9 06 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	front seat passenger airbag light recurring issue		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CROWLEY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP3DN[redacted]		
Created By	Shaid Brien Tandong II 10/23/2014 1 04 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	435	Action Code	NT3F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Cleo Smith (11/4/2014 9 06 AM)** ********** case closure ********** RCAS-CS informed C that NNA is not in the position to offer any assistance at this time.
Make Public		**Created By Cleo Smith (11/4/2014 9 05 AM)** RCAS-CS will closed case since the SM-Hogan is not able to dup the issue C stated dlrshp asked to repurchase the veh but C can't sell at this point SM stated C wife weight is around 80-110 pds SM stated SM tried to replace leather/cloth seat to make a diff
Make Public		**Created By Cleo Smith (11/4/2014 9 02 AM)** RCAS-CS made outbound call to c at [redacted] RCAS ended call
Make Public		**Created By Cleo Smith (11/3/2014 9 22 AM)** RCAS-CS made outbound call to c at [redacted], left vmx. RCAS provided contact #, case # and next follow-up date of 11/4 RCAS ended call
Make Public		**Created By Cleo Smith (11/3/2014 9 21 AM)** RCAS-CS made outbound call to dlrshp at 860.402.7932 spoke w/SM-Hogan RCAS asked about the status of c and veh SM stated c remains unhappy about the airbag light coming on SM stated c wife weight is around 80-110 weight range SM stated test shows no failture in veh SM stated SM also put cloth/leather seat in the veh but still no change SM stated c remains very aggressive when c come in the shop RCAS thanked the SM for patience, understanding and info RCAS and SM call ended mutually.
Make Public		**Created By Cleo Smith (10/29/2014 10 00 AM)** RCAS-CS made outbound call to c at [redacted]eft vmx. RCAS provided contact #, case # and next follow-up date of 11/3 RCAS ended call
Make Private	✓	**Created By Jessica Lee (10/28/2014 4 00 PM)** RCAS-JL placed outbound call to CROWLEY NISSAN. RCAS-JL spoke with SM-John. SM-John states that the dlr has replaced the module, tracks, and strain gauges. SM-John states that c was in a week ago. SM-John states that there are no other repairs to be made. SM-John states that the dlr has not been able to duplicate the concern. SM-John states that c's wife's weight has something to do with the air bag light. SM-John states that the weight is not distributed correctly. SM-John states that the veh is operating as intended. SM-John states that there are no codes or faults. SM-John states that the dlr has done several zero point resets. RCAS-JL thanked SM-John. Call ended mutually.
Make Public		**Created By Cleo Smith (10/24/2014 4 26 PM)** RCAS VER F ED C's name, home & email address, concern, phone#, RCAS CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none

Previous RELATED Case(s) Found: none
RCAS ADVISED "This call may be recorded for quality and training purposes."

RCAS called C at [redacted]
RCAS informed C that CS will be handling the case going forward
RCAS apologizes for all the inconvenience
RCAS provided C with direct contact numbers

C stated C veh is having the same issues regarding the airbag light
C stated C veh been to Nissan a total of 10 times
C stated the dlrshp fix the issue of the airbag but only to have it return 2 days later
C hinted to getting a lawyer
RCAS for all the inconvenience
RCAS informed the C to remain patience & allow time for RCAS to contact dlrshp
RCAS set follow-up for 10/29

RCAS and C call ended mutually

Make Public

Created By Shaid Brien Tandong II (10/23/2014 1 12 PM)
c also stated that the dlr tried to buy c out but c doesn't have the money to throw down on a new vehicle due to some personal problems c has but c loves the altima for the gas mileage.

Created By Shaid Brien Tandong II (10/23/2014 1 07 PM)
crr-st received call from c stating that the veh has been at the dlr 4 times and was given rental 6 times. C has a on going issue with the front seat passenger airbag light and dlr had multiple repair attempts - keeps going on and c would like to seek NNA's assistance in getting a permanent fix for c's concern.

Make Public

crr-st advised c that case will be transferred to rcas for review.
crr-st advised c to expect a call within the next business day.
c understood.
crr-st offered further assistance, c declined.
crr-st provided name, ext and file number.
crr-st leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8016415	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULTIPLE REPAIR ATTEMPTS	14	10/23/2014	YE	BK	233500	OA
Edit | Del	CC-8016416	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/23/2014	YX	BK	233500	OA
Edit | Del	CC-8016417	INSTRUMENTATION	WARN NG DISPLAY	POOR OR IMPROPER OPERATION	11	10/23/2014	YX	AT	184500	OA
Edit | Del	CC-8016418	INSTRUMENTATION	WARN NG DISPLAY	MULTIPLE REPAIR ATTEMPTS	11	10/23/2014	YE	AT	184500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/4/2014 9 06 AM	Cleo Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 9 23 AM	Cleo Smith	Changed **Follow Up Date** from 11/6/2014 to **11/4/2014**.
11/3/2014 9 22 AM	Cleo Smith	Changed **Follow Up Date** from 11/3/2014 to **11/6/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [19] | Case Categorizations [5] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie McVey [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/22/2014	Type	CA
Follow Up Date	2/20/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/23/2014 1 58 PM
CA Multiple Repairs		Date/Time Closed	2/5/2015 9:02 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00056502

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney demand due to 3 visits with 6 days down for rear hatch concerns.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,032		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF QUEENS	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$4,500 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/23/2014	Vehicle Service Contract	
RHR Completed	10/23/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM4DC[redacted]		
Created By	Sara Dorazio, 10/23/2014 1 58 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8 04 PM	Root Cause Code (2)	
Days Closed	342	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie McVey (2/5/2015 8 59 AM)** Check was mailed. No further action required. File closed.
Make Public		**Created By Angie McVey (2/2/2015 12 30 PM)** Received signed release. Processing check request in the amount of $4,500 inclusive as: Attorney Demand Voluntary Cash Settlement - due to 3 visits with 6 days down for rear hatch concerns. FedEx [redacted] included with request.
Make Public		**Created By Angie McVey (1/26/2015 10 52 AM)** Matter settled for $4,500 inclusive. The release was sent to the attorney for signature along with a request for a copy of the current/valid registration. Once both have been returned the check request can be processed.
Make Public		**Created By Angie McVey (1/21/2015 2 33 PM)** Received email from the attorney demanding $5,500 to settle. ARBS offered $4,500 as a final offer. File pending a response from the attorney.
Make Public		**Created By Angie McVey (1/5/2015 10 40 AM)** Additional RO received from the customer's attorney as follows: 12/6/14 at 14,354 miles-1 day down Concern 1 trunk had a popping noise when opening with remote Action 1 (SOP N) tech confirmed and found bulletin that applies – placed 3 spacers on spoilers to resolve —— 3'x for hatch won't open 1=spindle ordered, 2=spindle installed, 3=found switch in off position 2 x's for popping noise 1=SOP, 2=install Emailed an offer of $2,000 inclusive for any inconvenience that has been experienced.
Make Public		**Created By Angie McVey (1/5/2015 10 18 AM)** Email chain as follows: That was the very first time it was ever in for a noise complaint. There were zero visits in the first 14 months of ownership. No more than two complaints were found for "rear hatch won't open" and at the second visit it was found that the switch had been turned off. The vehicle did not return with this complaint. There was a new complaint of a popping noise when opening with the remote and the customer ordered parts to make the repair. It would not seem a noise would pose a significant impairment to the use or safety of the vehicle. Given the findings at this time Nissan would not be willing to make an offer. As always, Nissan would like to thank you for the opportunity to review the complaint. Thank you. ————— — Angie MCVEY Customer Quality & Dealer Network Development Arbitration Specialist II Nissan North America, Inc. One Nissan Way Franklin, TN 37067 USA Phone: +1 615.725.7133 Fax: +1.615 967.3606 Email: Angie.McVey@nissan-usa.com From: Eugene Krukas [mailto ekrukas@lemonfreedom.com] Sent: Friday, November 21, 2014 1:42 PM To: McVey, Angie Subject: Re: Dilenia Torres/2013 Nissan Pathfinder/[redacted] You'll notice though that she continued to have problems with the hear hatch. I E. - turning the switch did not resolve her problems. On the 10/16/14 the dealership had to order some spacers

because it's making a popping noise. I'm not sure if those parts came in yet.

This is a case that probably settles under most circumstances for a few thousand dollars. I'm not sure from your email if you are asking for a demand. I would certainly submit any reasonable offer to my client and respond appropriately.

Eugene Krukas, Esq.

(516) 203-4001
(516) 740-3104 (fax)

On Fri, Nov 21, 2014 at 2 34 PM, McVey, Angie <Angie McVey@nissan-usa.com> wrote:
I do not see that Nissan ever breached the warranty as provided. The vehicle was not in at all for the entire first year of ownership. At one of the visits for the rear hatch the only concern was the switch was turned off. You can let me know what you can get this one done for and I will see what the options are, but I really don't see anything on this one.

———— —

Angie MCVEY
Customer Quality & Dealer Network Development
Arbitration Specialist II

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1 615.725.7133
Fax: +1.615 967.3606
Email: Angie.McVey@nissan-usa.com

From: Eugene Krukas [mailto ekrukas@lemonfreedom.com]
Sent: Wednesday, November 19, 2014 12:28 PM
To: McVey, Angie
Subject: Re: Dilenia Torres/2013 Nissan Pathfinder [redacted]

This is one of those 'totality of the situation' cases. It had to go in 5 times over the course of only about 8 months for a bunch of different things. A couple times for the airbag and rear hatch and then most recently the rear hatch was making a 'popping noise'. Windshield wipers stopped working. Driver's window inoperable. A couple of recalls. Also a transmission cooler hose and an unverified brake complaint.

We don't see it as a LL case, but we feel it is a plausible MMWA claim. Let us know NNA's position.

Eugene Krukas, Esq.

(516) 203-4001
(516) 740-3104 (fax)

Make Public

Created By Angie McVey (11/19/2014 12 11 PM)
After review the following was sent to the attorney via email:

Before I send a no offer on this one I thought I would see if you can tell me what you are seeing that I am missing. It appears the vehicle is about 2 years old and the only repeat complaint has been with the rear hatch. At the first visit the dealer had to order parts so of course the customer had to return to have the part installed. t appears the concern was resolved after the repair, as I would not count the customer going to the dealer to be told the button was in the off position as a manufacturing defect. At the visit where the customer was advised the button was in the off position the dealer performed the campaign for the airbag system. There has been one visit for an airbag light complaint and no concern was found. There was one visit for a noise when opening the trunk and the dealer applied foam spacers and the concern was resolved. An automobile is made up of thousands of various components and parts which are made by man, and assembled by man. Our wish is that there is never a failure however there is no guarantee given, but our word in the form of the warranty to assure that if it does we will cover the repair. While this is not the experience we would desire for our customer, Nissan has never failed to comply with the warranty that was given. Given this information I don't see where an offer is merited at this time.

———— —

Angie MCVEY

Make Public

Created By Angie McVey (11/19/2014 12 03 PM)
Found previous RHR review in fil[redacted] as follows:

Created By: Anthony Zacharyasz (3/7/2014 4:14 PM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

2/06/14... 7,798 miles... 1 day down
-Concern:
1. Front wipers NOP.
-Action Taken:
1. Re attached linkage to wiper motor.

2/20/14... 8,060 miles... 2 days down
-Concern:
1. Rear hatch won't open.
2. At times rear back up sensor says off.
3. Driver's side front window at times won't come up.
-Action Taken:
1. SOP. Case indicates vehicle.
2. Operating as designed.
3. Secured run channel.

ARBS notes 1 visit for the rear hatch and 3 days down.
———

History found since above review as follows:

3/6/14 at 8,350 miles-1 day down
Concern
1. C/s the rear hatch won't open- SOP spindle
Action
1. Found code B2426. Found spindle leaking. Replaced spindle and recheck ok.

8/28/14 at 12,171 miles-1 day down
Concern
1. PC273 Path(R52) CVT hose NTB14-040
2. R1405 NTB14-027 OCS reprogram
3. C/s rear hatch only opens with key doesn't raise with inside buttons
4. C/s at time brakes doesn't stop properly glides before stopping
Action
1. Completed
2. Completed
3. Found switch off. Turn on switch.
4. Found brakes operating as designed. No repairs performed.

10/16/14 at 13,032 miles-1 day down
Concern
1. C/s passenger side air bag light say off when someone sitting on the seat
2. C/s trunk make a popping noise when opening with remote
3. Tire tread depth inspection
4. MPI

5. A minimum diagnosis charge will be applied repairs are not covered by any warranty
Action
1. Could not duplicate C's concern. Performed OCS reprogram again.
2. Duplicate C concern. Check and found service bulletin NTB13-010. As per bulletin apply 3 foam spacers to resolve. Parts on order. C will be contacted when parts are in.
3. Completed
4. Completed
5. Diagnosis charge applied

+1 CA file, No tech line, No DTS, Retail Sale, No contract purchased
3 x's rear hatch 1=SOP, 2=replace spindle, 3=found switch turned off
1 x rear hatch noise 1=apply foam spacers per bulletin
1 x passenger air bag light off – performed OCS reprogram again
There does not appear to have been an unreasonable number of repairs for any one concern.
The rear hatch concern was resolved in March.
No more than 5 visits in 2 years and no more than 2 complaints for any one concern. (as having the switch in the off position would not be a manufacturing defect)

Make Public — **Created By Angie McVey (11/19/2014 11 55 AM)**
*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY****

Make Public — **Created By Sara Dorazio (10/27/2014 3 47 PM)**
DRTS received sales documents from dealer #5219 and attached to case.

Make Public — **Created By Sara Dorazio (10/27/2014 12 40 PM)**
DRTS emailed Controller-Lynn Kozy asking her if she received the sales documents yet from storage.

Make Public — **Created By Sara Dorazio (10/23/2014 3 52 PM)**
DRTS completed and attached the RHR.

Make Public — **Created By Sara Dorazio (10/23/2014 3 37 PM)**
DRTS called dealer #5219 to verify Controller-Lynn received the email request. Lynn verified that she received the email, that she talked with someone at the storage facility, and that she will have the documents by Monday.

Make Public — **Created By Sara Dorazio (10/23/2014 3 10 PM)**
DRTS received a call from Controller-Lynn Kozy at dealer #5219 stating that the documents are at an offsite location, she put in a request, and she should receive them tomorrow.

Make Public — **Created By Sara Dorazio (10/23/2014 3 08 PM)**
DRTS emailed Controller-Lynn Kozy to request the sales documents and title app.

Make Public — **Created By Sara Dorazio (10/23/2014 2 51 PM)**
DRTS called dealer #5219 to request the sales contract and title app. Alex in accounting agreed to look up the deal and call back. Provided name, number, C's name, and purchase date.

Make Public — **Created By Sara Dorazio (10/23/2014 2 38 PM)**
DRTS called dealer #3811 to verify if there are any more RO's after RO# [redacted]A-Jaime verified that there are none.

Make Public — **Created By Sara Dorazio (10/23/2014 2 14 PM)**
Documents included- repair orders

Make Public — **Created By Sara Dorazio (10/23/2014 2 12 PM)**
*****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THEIR ATTORNEY****

Previous cases-[redacted]
Open recalls/campaigns- None

DRTS in receipt of Attorney letter from Eugene Krukas, PLLC, signed by Eugene Krukas, dated 10/17/14, received via regular mail on 10/22/14. This letter is attached to the case for your review.

Please be advised that this office represents the above-named individual with respect to a claim against NNA under the New York Lemon Law, Magnuson-Moss Warranty Act, and the New York General Business Law concerning the above referenced vehicle. All such communications must be directed to this office. The vehicle my client purchased contains a number of defects that, after numerous attempts to repair, have not been corrected. These defects include, but are not limited to: rear hatch fails to open and makes popping noises; airbag defects; transmission malfunctions; windshield wiper fail to operate; brakes not sufficiently responsive; any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise. My client has directed this office to demand the return of all funds paid toward this vehicle, the cancellation of the contract, and compensation for damages. If you wish to resolve this matter this matter amicably, please feel free to contact this office within 14 days of receipt of this communication. If the matter has not been resolved within that time, my client will avail herself of all available remedies under law and equity.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8016706	BODY	LATCH (TAILGATE/HOOD/TRUNK)	POOR OR IMPROPER OPERATION	17	10/23/2014	YX	AB	107000	OA
Edit | Del	CC-8016707	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/23/2014	YX	BK	233500	OA
Edit | Del	CC-8016708	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR IMPROPER OPERATION	10	10/23/2014	YX	BG	302500	OA
Edit | Del	CC-8016709	BODY ELECTRICAL	WIPER (ARM/MOTOR/BLADE)	POOR OR IMPROPER OPERATION	13	10/23/2014	YX	AC	118000	OA
Edit | Del	CC-8016710	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/23/2014	YX	AD	121500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	2/3/2015	Angie McVey	2/4/2015 8:15 AM
Edit | Del	Collect Sales Documents		✓	11/3/2014	Sara Dorazio	10/27/2014 3:47 PM
Edit | Del	Create RHR		✓	10/30/2014	Sara Dorazio	10/23/2014 3:52 PM
Edit | Del	Collect RO Documents		✓	10/28/2014	Sara Dorazio	10/23/2014 2:39 PM
Edit | Del	[redacted]Attorney letter		✓	10/23/2014	Angie McVey	10/23/2014 2:24 PM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date

Edit CST00056502 DRT Resolution 5N1AR2MM4DC[redacted]

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0142123	[redacted]	2/4/2015	Attorney	Approved	$4,500.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	Attorney at Law and

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]heck	73KB	2/4/2015 2:03 PM	Tammy Knotts
Edit | View | Del	[redacted]edEx Label.pdf	129KB	2/2/2015 12:31 PM	Angie McVey
Edit | View | Del	[redacted]Executed Settlement Agreement.pdf	96KB	2/2/2015 12:14 PM	Angie McVey
Edit | View | Del	[redacted]Registration.pdf	27KB	2/2/2015 12:14 PM	Angie McVey
Edit | View | Del	[redacted]mail chain.msg	82KB	2/2/2015 12:14 PM	Angie McVey

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/5/2015 9 02 AM	Angie McVey	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/21/2015 2:34 PM	Angie McVey	Changed **Follow Up Date** from 2/2/2015 to **2/20/2015**.
1/5/2015 10:47 AM	Angie McVey	Changed **Follow Up Date** from 12/23/2014 to **2/2/2015**.

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Surveys

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Case [redacted]

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Case Comments [10] | Case Categorizations [2] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Adrienne Gehrke [Change]
Letter Sent Date	10/16/2014	Status	Closed
Letter Received Date	10/23/2014	Type	CA
Follow Up Date	11/29/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/23/2014 2:27 PM
CA Multiple Repairs		Date/Time Closed	11/17/2014 8:01 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	CST00053063

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney Demand Voluntary Settlement due to 3 repair attempts for transmission judder and 10 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,603		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DOWNEY NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$7,500.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN7EC[redacted]		
Created By	Kate Czerwinski 10/23/2014 2 27 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	422	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Adrienne Gehrke (11/14/2014 9 18 AM)** Arbs prepared FedEx : [redacted] Arbs submitted check request payable to C and Atty in the amount of $7,500.00
Make Public		**Created By Adrienne Gehrke (11/14/2014 9 14 AM)** ****DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THE R ATTORNEY*******
Make Public		**Created By Adrienne Gehrke (11/13/2014 2 56 PM)** Arbs sent settlement letter to C's atty for signatures.
Make Public		**Created By Adrienne Gehrke (11/13/2014 2 44 PM)** Arbs received email from C's atty: [redacted] wants to proceed with a settlement of $7,500 inclusive. Can you send me a release?
Make Public		**Created By Adrienne Gehrke (11/12/2014 3 31 PM)** Arbs rec'd call from C's atty rep - Nick McNaughton Atty asked if Arbs would be willing to increase the cash offer to $9,500 00 Arbs stated ARbs final offer cash would be $7,500.00 inclusive of fees, Atty will discuss with C.
Make Public		**Created By Adrienne Gehrke (10/29/2014 11 31 AM)** Arbs provided NNA's offer via FedEx [redacted] October 29, 2014 Norman Taylor & Associates 45 West Broadway, Suite 220 Glendale, CA 91204 Attn: Norman F. Taylor RE: [redacted] 2014 Nissan Pathfinder/V N: 5N1AR2MN7EC[redacted] Dear Mr. Taylor: Nissan North America, Inc. would like to acknowledge receipt of your letter regarding the above referenced vehicle. We have performed a careful analysis of your client's case, and at this time, we would like to resolve this matter amicably. We thank you for bringing the matter to our attention. Nissan North America, Inc. is extremely interested in satisfying its customers and, in the interest of resolving this matter cordially; we would like to offer your client the following options: 1) The services of a factory representative (Dealer Technical Specialist) to come inspect your client's vehicle and ensure that all current warrantable concerns are repaired. A rental vehicle would be provided during this inspection (less fuel and insurance). In addition to this, as a gesture of customer satisfaction, we would also like to offer your client $5,000 00 inclusive of attorney fees as settlement, and Nissan North America would continue to honor the terms and conditions of the New Vehicle Limited Warranty; 2) A repurchase of this vehicle under CA lemon law as settlement. Please let me know of your client's response to our settlement offer.
Make Public		**Created By Adrienne Gehrke (10/29/2014 11 04 AM)** Arbs notes 10 days out of service Arbs notes 3 repair attempts for transmission judder - first occurrence 11,429 miles

Arbs notes 1 repair attempt for AC clicking noise
Arbs notes 1 repair for no keys detected
Arbs notes 1 repair attempt for airbag Off light on when passenger sitting in seat.

Created By Adrienne Gehrke **(10/29/2014 11 01 AM)**
Arbs rev'd RHR and CPIA

06/02/14....Mileage: 4,965... RO: [redacted]....Days Down: 1
1. C/S vehicle has judder at low speeds during acceleration - Perform NTB 13-086 reprogram TCM
2. Recall R14050 OCS reprog. - complete

Make Public

08/27/14....Mileage: 11,429....RO: [redacted]....Days Down: 7*
1. C/S vehicle judders when making turns - unable to duplicate (DTS)
2. C/S the passenger side airbag indicates off when adult in the front seat – no problem found
3. C/S clicking noise when AC is turned off - replace A/c heater control box unit.
4. C/S vehicle does not detect keys - replaced battery in remote

09/26/14....Mileage: 11,603.... RO: [redacted].. Days Down: 2
1. C/S on acceleration there is a judder/shaking from the vehicle - replaced torque converter
2. C/S airbag OFF light comes on when there is a passenger sitting down - reset zero point on OCS

Make Public **Created By** Kate Czerwinski **(10/27/2014 4 03 PM)**
DRTS completed and attached RHR

Created By Kate Czerwinski **(10/23/2014 2 37 PM)**
****DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CUSTOMER. IF CUSTOMER SHOULD CALL, PLEASE REFER THEM TO THE R ATTORNEY*******

previous cases-[redacted]
open recalls/campaigns- none

Make Public DRTS in receipt of attorney letter from Norman Taylor & Associates, dated October 16, 2014, signed by Norman F. Taylor, sent via US mail, received on October 22, 2014, DRTS received October 23, 2014. The letter is attached to the case for review

C is pursuant to the Magnuson-Moss Warranty Act, Song-Beverly Consumer Warranty Act and the California Civil Code. Non-conformities include defective transmission and defective airbag control sensor unit. Customer is requesting repurchase of the vehicle.

Additional documents included with letter are Retail Installment Contract, Vehicle Registration, and repair orders

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8016734	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	10/23/2014	YX	BG	302500	OA
Edit | Del	CC-8016735	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/23/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	11/14/2014	Adrienne Gehrke	11/17/2014 8 01 AM
Edit | Del	Create RHR		✓	10/30/2014	Kate Czerwinski	10/27/2014 4 03 PM
Edit | Del	Collect RO Documents		✓	10/28/2014	Kate Czerwinski	10/24/2014 3 32 PM
Edit | Del	Customer Letter Sent		✓	10/23/2014	Adrienne Gehrke	10/24/2014 8:11 AM
Edit | Del	[redacted] atty letter		✓	10/23/2014	Adrienne Gehrke	10/23/2014 2 38 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053063	DRT Resolution	5N1AR2MN7EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137342	[redacted]	11/15/2014	Attorney	Approved	$7,500 00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	75KB	12/18/2014 9:42 AM	Tammy Knotts
Edit | View | Del		160KB	11/14/2014 9:09 AM	Adrienne Gehrke
Edit | View | Del		81KB	11/13/2014 2:57 PM	Adrienne Gehrke
Edit | View | Del		60KB	11/13/2014 2:57 PM	Adrienne Gehrke
Edit | View | Del		60KB	10/29/2014 11:50 AM	Adrienne Gehrke

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/17/2014 8:01 AM	Adrienne Gehrke	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2014 9:14 AM	Adrienne Gehrke	Changed **Description**.
10/29/2014 11:57 AM	Adrienne Gehrke	Changed **Follow Up Date** from 10/29/2014 to **11/29/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [21] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raquel Taylor [Change]
Letter Sent Date	11/4/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/4/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/23/2014 4:40 PM
CA Multiple Repairs		Date/Time Closed	11/4/2014 3:21 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP3E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TORRE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Blank Instruction

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/28/2014	Vehicle Service Contract	
RHR Completed	10/28/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 3N1AB7AP3E[redacted]		
Created By	Raquel Taylor, 10/23/2014 4:40 PM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	435	Action Code	NT3I
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Raquel Taylor (11/4/2014 3 20 PM)** RCAS could not datanet
Make Public		**Created By Mae Strenciwilk (11/4/2014 3 04 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Raquel Taylor (11/4/2014 2 00 PM)** RCAS attaching dnl letter
Make Private	✓	**Created By Raquel Taylor (11/4/2014 12 56 PM)** summary: c called in asking for a repurchase because c felt c's veh was defective. rcas process RHR and C was denied rcas advised c and closing case pending dnl letter being sent.
Make Private	✓	**Created By Raquel Taylor (11/4/2014 12 53 PM)** RCAS received email no recommendations. rcas called C a[redacted] 1:34pm and spoke with C's wife[redacted]vill here be known as C RCAS- advised c that the call may be recorded for quality purposes. C understood. RCAS spoke with c and advised c that after a complete and careful review of all of c's available veh information NNA in not in a position to replace or repurchase c's veh. RCAS apologized and advised c that NNA will continue to honor the terms and conditions of c's veh warranty. C understood rcas provided name and ext and thanked C for calling NNA
Make Private	✓	**Created By Karen Maldonado-Rivera (11/3/2014 3 02 PM)** RCAS Karen Maldonado assisting RCAS Raquel Quinones contacted C a[redacted]t 4 00 pm EST RCAS spoke with receptionist Maxi who advise that C no longer works at this place and who requested not to call back. RCAS thanked for info and apologize with Maxi for the inconvenience and mutually ended call. RCAS exiting case & setting follow up for: 11/4/14 7603974122
Make Private	✓	**Created By Karen Maldonado-Rivera (11/3/2014 2 59 PM)** RCAS Karen Maldonado assisting RCAS Raquel Quinones contacted C at [redacted]t 3 57 pm EST RCAS left a vmx with case #, RCAS name & extension. RCAS also provided call back # of 1800-647-7261. RCAS advise to c that no decision has been deliver at the time and RCAS RQ will try to contact C on 11/4/14 RCAS exiting case & setting follow up for: 11/4/14
Make Private	✓	**Created By Raquel Taylor (10/31/2014 12 50 PM)** rcas called C at [redacted] 1:48pm and got c's vmx RCAS-rq left a vmx with case #, RCAS name & extension. RCAS-rq also provided call back # of 1800-647-7261. RCAS-rq Exiting case & setting follow up for: 11/03/14
Make Private	✓	**Created By Raquel Taylor (10/29/2014 2 41 PM)** RCAS received DNL contacting CXM
Make Public		**Created By Chad Alsup (10/29/2014 2 32 PM)** ARBS-CA recommends RCAS agent consult with the region and/or management to determine any goodwill offers or case recommendations
Make Public		**Created By Chad Alsup (10/29/2014 2 32 PM)** ARBS-CA reviewed case. After careful evaluation, NNA will not be able to offer repurchase at this time ARBS-CA notes there have not been an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle

ARBS-CA notes only repair made vehicle was reprogram of the OCS system, C stated vehicle hesitates when using the cruise control but dealership was unable to duplicate concern, no problem found, no repair performed.

NNA will continue to honor the terms and conditions of all applicable warranties

Created By Chad Alsup (10/29/2014 2 30 PM)
ARBS-CA received RHR

In-Service date 04/14/14

Make Public

04/11/14 9 miles
—Dlr performed OCS reprogram campaign
1 day down

10/24/14 6269 miles
–C states when applying cruise control, vehicle doesn't run correctly, it hesitates
—Dlr unable to duplicate concern
1 day down

Make Private ✓ Created By Raquel Taylor (10/28/2014 12 32 PM)
RCAS called C at [redacted] and spoke with c's wife [redacted] will here be known as C
RCAS- advised c that the call may be recorded for quality purposes.
C understood.
RCAS advised c that rcas is working c's case but currently there is no new information to provide.
RCAS advised c that rcas would follow up with c 10/31/14
C agreed
RCAS provided C with name ext and case number

Make Private ✓ Created By Raquel Taylor (10/28/2014 12 29 PM)
rcas contacting CMX, FOM, and DOM

Make Public Created By Sara Dorazio (10/28/2014 11 26 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Angie Mathis for review.

Make Private ✓ Created By Karen Dorner (10/28/2014 11 20 AM)
SRD-KD completed and submitted RHR

Make Private ✓ Created By Karen Dorner (10/28/2014 11 15 AM)
SRD-KD requested RO's for C

SRD received RO's attached to case

Make Private ✓ Created By Karen Dorner (10/28/2014 10 38 AM)
SRD-KD called Torre Nissan 7607778999 at 11:34 AM Est, SRD advised Sm Julio of email sent and RO needed 229425. SRD provided SM with SRD email address. SM stated will send right away. SRD thanked SM Julio.

Make Private ✓ Created By Karen Dorner (10/27/2014 6 53 AM)
SRD-KD has not received RO's

Make Private ✓ Created By Karen Dorner (10/24/2014 10 02 AM)
SRD-KD assisting

SRD sent email to SM Julio at jrosales@torrenissan.com asking for accounting copy of RO's and RHR questions.

Created By [redacted] Taylor (10/23/2014 4 49 PM)
see case [redacted] for second veh RHR request

C's name: JOSE CERVANTES C stated if C is not available to speak with c's wife [redacted]
only #('s) provided by c to call: [redacted]
C's address: [redacted]
Mecca, CA [redacted]
C provided c's vin #, mileage, servicing dlr, email, and how veh was acquired

Make Private ✓ RCAS received a call from c stating that c purchased 2 nissan sentras C stated that both veh are defective. c stated that when c shifts the veh makes a noise, c stated c's veh shakes, and there is a lot of noise in the transmission, and C has had to taken both veh over 5 times for repairs. C stated that c spoke with sales rep sonia who advised c that c's issues are normal functions. C stated that the c spoke with advised c to call NNA to try and find a resolution and if not to get an attorney. C stated that C wanted NNA to repurchase c's veh
RCAS advised c that a rhr will take 10 business day to process & that there is no guarantee of repurchase or exchange of veh.
RCAS advised c that the decision should be provided around: 11/06/14
Rcas asked:

Why does c want to return the vehicle to Nissan North America? C does not like the way the veh drives

Where is the vehicle currently? with C

Where was the vehicle purchased? TORRE NISSAN
Was it purchased new or used? new

Where is the vehicle serviced? TORRE NISSAN

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? TORRE NISSAN

RCAS- advised c that RCAS will follow up with c every 3 business days until a decision is made. RCAS advised c that rcas will follow up with c: 10/28
RCAS- offered further assistance: C declined.
RCAS provided c with case #, RCAS'S Name, extension #.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8032342	NISSAN PRODUCT INQUIR ES	SENTRA	GENERAL INQUIRY	QF	11/4/2014	ZR	AZ	208500	OF
Edit | Del	CC-8032343	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/4/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	11/4/2014	Raquel Taylor	11/4/2014 3 21 PM
Edit | Del	Correspondence Request	[redacted]	✓	11/4/2014	Raquel Taylor	11/4/2014 3 07 PM

Edit | Del RHR	[redacted]	✓	10/29/2014	Raquel Taylor	10/29/2014 2:40 PM
Edit | Del RHR Review[redacted]		✓	10/28/2014	Chad Alsup	10/29/2014 2 33 PM
Edit | Del TORRE NISSAN		✓	10/28/2014	Raquel Taylor	10/28/2014 1 50 PM

Show more » | Go to list »

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	17KB	11/4/2014 2 01 PM	Raquel Taylor
Edit | View | Del		27KB	10/28/2014 11:20 AM	Karen Dorner
Edit | View | Del		61KB	10/28/2014 11:15 AM	Karen Dorner
Edit | View | Del		248KB	10/28/2014 11:15 AM	Karen Dorner
Edit | View | Del		326KB	10/28/2014 11:01 AM	Karen Dorner

Case History Case History Help

Date	User	Action
11/4/2014 3 21 PM	Raquel Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2014 3:18 PM	Raquel Taylor	Changed **Follow Up Date** from 11/7/2014 to **11/4/2014**.
11/4/2014 3 03 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **11/4/2014**.

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Surveys Surveys Help

No records to display

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NISSAN

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[redacted]

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Case Comments [10] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jordan Atchley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	Support
Follow Up Date	10/31/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/23/2014 10:04 PM
CA Multiple Repairs		Date/Time Closed	10/31/2014 2:42 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Have had the recall for the passenger airbag light performed twice, but the light still stays on sometimes when the passenger is sitting down as the vehicle is being started. Do you have another fix to try? I know the answer will be take it back in to the dealer. I need a loaner vehicle if that's what you want me to do. Please arrange that with Henderson Nissan.		

[redacted]

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HENDERSON NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	2013 Pathfinder passenger airbag		
Created By	Managed Services, 10/23/2014 10:04 PM	Web Email	[redacted]
Last Modified By	System Account NNAINT, 11/18/2014 7:09 PM	Root Cause Code	SCIN
Days Closed	439	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT6A
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Laurice Lim (11/18/2014 1 11 PM) *** [Added after the case is closed.] *** crr id noting related case # [redacted]
Make Public		I recently emailed about my passenger airbag light staying on at startup when someone sits down as the vehicle is being started. I've been trying to record this happening before bringing it in. I've not been able to replicate the problem. The light does stay on for 10-15 seconds after startup sometimes, but does eventually go off. I must not have been waiting long enough previously. At this time, consider that issue resolved for our Pathfinder. If the light does stay on going forward, I'll take a picture and bring it in. Thank you
Make Public		**Created By Jordan Atchley (10/31/2014 2 41 PM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with airbag concern. ***STATEMENT OF DECISION*** RCAS-JA offered $100 towards rental reimbursement for when C does get veh looked at . **Created By Jordan Atchley (10/31/2014 2 40 PM)** RCAS-JA placed outbound call to C at [redacted] RCAS-JA informed C that veh needs to be diagnosed for NNA to offer assistance. C states RCAS-JA missed the entire point of C calling. C states veh has had 4 recalls. C states C has taken it twice for one of them.
Make Public		RCAS-JA notes veh only had 2 recalls. RCAS-JA informs C that Nissan would be happy to provide reimbursement for a rental veh up to $100. C states fine C will go in yet again. RCAS-JA informed C to contact NNA once veh has been diagnosed. Call ended mutually. RCAS-JA closing case pending diagnosis.
Make Public		**Created By Jordan Atchley (10/30/2014 1 11 PM)** RCAS-JA placed outbound call to dlrshp. RCAS-JA spoke with SA-Becky. SA states last time veh was in was on 06/04/14 for airbag concern. SA states on 05/17/14 airbag concern addressed. SA states there was no mention at last LOF. RCAS-JA thanked SA for assistance. Call ended mutually.
Make Public		**Created By Jordan Atchley (10/28/2014 1 12 PM)** RCAS-JA placed outbound call to C at [redacted]

C states C had recall performed twice.
C states airbag light stays on when passenger light is on.
C states if C restarts veh, light will go off.
C states C has not taken veh back to dlrshp.
C states C would have to have a loaner veh.
C states C just wants something else tried.

RCAS-JA setting follow-up for 10/31/14.

Call ended mutually.

Created By Jordan Atchley (10/27/2014 1 54 PM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

RCAS-JA did not reach VMX.

RCAS-JA setting follow-up for 10/28/14.

Make Public

Created By Ronald Valencia (10/25/2014 10 38 AM)
case moved

Created By Ronald Valencia (10/25/2014 10 37 AM)
****E-mail case logged******

E-mail addressed to: nnaconsumeraffairs@nissan-usa.com
Method of contact: E-mail
CRR RV updated owner's information
CRR RV found related case[redacted]
CRR RV checked for open recalls/campaigns/upgrades: found none

****

Make Public

CRR RV called c at ([redacted]d advised call maybe recorded
CRR RV left message to c's vmx that c's case is forwarded to Rcas for individual handling and c will get a call before the end of the next businessday.
CRR RV provided name, ext and case number.
CRR RV moving case

CRR RV sending an e-mail response to c.
E-mail addressed to:[redacted]
Method of contact: E-mail

Summary: CRR RV responding to c's e-mail with "Rcas Escalation" template.

Created By Ronald Valencia (10/25/2014 10 33 AM)
Have had the recall for the passenger airbag light performed twice, but the light still stays on sometimes when the passenger is sitting down as the vehicle is being started. Do you have another fix to try? I know the answer will be take it back in to the dealer. I need a loaner vehicle if that's what you want me to do. Please arrange that with Henderson Nissan.

Make Public

[redacted]

Created By Ronald Valencia (10/25/2014 10 33 AM)
Have had the recall for the passenger airbag light performed twice, but the light still stays on sometimes when the passenger is sitting down as the vehicle is being started. Do you have another fix to try? I know the answer will be take it back in to the dealer. I need a loaner vehicle if that's what you want me to do. Please arrange that with Henderson Nissan.

Make Public

[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8019545	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/25/2014	YX	BK	233500	OA
Edit | Del	CC-8019546	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	REQUEST FOR RENTAL ASSISTANCE	QA	10/25/2014	WH	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0SHcfV ref]	[redacted]	✓	10/25/2014	Ronald Valencia	10/25/2014 10:40 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0SHcfV ref] *10/25/2014 Case # [redacted] VIN # 5N1AR2MM4D[redacted] Than...*	[redacted]	10/25/2014 10:40 AM
Reply | To All | Del	Replied	2013 Pathfinder passenger airbag *Have had the recall for the passenger airbag light performed twice, but the l...*		10/23/2014 10 04 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/31/2014 2:42 PM	Jordan Atchley	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/28/2014 1:12 PM	Jordan Atchley	Changed **Follow Up Date** from 10/28/2014 to **10/31/2014**.
10/27/2014 1:55 PM	Jordan Atchley	Changed **Follow Up Date** from 10/27/2014 to **10/28/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Hezha Decker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/24/2014 7:23 AM
CA Multiple Repairs		Date/Time Closed	11/3/2014 3:00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Campaign Inquiry/ Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	21,000	Related Vehicle Make	Nissan
Current Mileage	28,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PATTERSON NISSAN OF LONGVIEW	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP1DN[redacted]		
Created By	Catherine Jane Lundag Buen 10/24/2014 7 23 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	436	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Hezha Decker (11/3/2014 2 58 PM)** RCAS-HD is closing Case as no further assistance can be offered at this time.
Make Private	✓	**Created By Hezha Decker (11/3/2014 2 58 PM)** RCAS-HD is contacting/returning C's VMX at [redacted] RCAS-HD advised c that dlrshp has diagnosis the vehicle as operating as design RCAS-HD advised c that dlrshp even had a passenger who is also short and probably weighs in the rang of C's wife in the passenger seat and dlrshp was unable to duplicate concern C states c wants to know if sensor has a memory C states c has to turn of the vehicle and turn it back on for the airbag light to go off RCAS-HD states dlrshp stated C's wife uses a cushion in the passenger seat C states the airbag light was there before C's wife got a cushion C asked if call is recorded RCAS-HD states call maybe recorded C states c is recording call as well RCAS-HD asked c not to record call C states why should c when RCAS is recording call RCAS-HD states RCAS stated call maybe recorded RCAS-HD disconnected the call.
Make Private	✓	**Created By Hezha Decker (10/31/2014 2 12 PM)** RCAS-HD contacted C at [redacted] left VMX including Case number, name, and RCAS-HD contact [redacted] RCAS-HD stated on VMX that RCAS-HD will continue to follow up with C no later than 11/3/14 RCAS-HD requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Hezha Decker (10/30/2014 2 48 PM)** RCAS-HD contacted C at [redacted] and got a message stating number you have reach is unavailable and phone went to busy signal RCAS-HD unable to leave VMX
Make Private	✓	**Created By Hezha Decker (10/30/2014 12 52 PM)** SM reply back SM stated Vehicle was brought in stating that the passenger airbag light off light is coming on with someone sitting in seat. (Mr. [redacted]ife) SM stated dlr checked for any codes in system and there were none, there showed to be no faults in system at this time. SM stated c did have a seat cushion in the passenger front seat which was heavy enough to possibly be registering a classifiable weight with no one in the seat (the customer states that his wife just started using that because she is short and cannot see over the dash) SM stated dlr recommended strongly that using that cushion could cause the seat to not classify a passenger correctly and thus diabling the system. SM stated dlr then took the vehicle on a 45 minute test drive with a passenger in the passenger front seat and were never able to duplicate the airbag off light illuminating. SM stated the passenger is also short and probably weighs in the range of Mrs. [redacted] or maybe slightly higher. SM stated dlr again referenced the Nissan literature on how the OCS works and that seat position is imperative along with weight classifications.
Make Private	✓	**Created By Hezha Decker (10/27/2014 11 32 AM)** RCAS-HD contacted C at [redacted] RCAS-HD VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage RCAS-HD CHECKED for open recalls/campaigns and found NONE Previous UNRELATED Case(s) Found: [redacted] Previous RELATED Case(s) Found: NONE RCAS-HD ADVISED "This call may be recorded for quality and training purposes." ********** RCAS-HD states RCAS understand c is having concern with the airbag light C states yes C states c had taken to dlr 3 times regarding airbag light C states c lives far away from dlr C states it came on yesterday as well RCAS-HD apologized for C's concern RCAS-HD advised c that RCAS contact dlr regarding concern and is waiting to hear back

RCAS-HD advised c that RCAS wants to gather some information and get back to c
C states c wants RCAS to contact technical support and found out why the airbag light keeps staying on
C states how many time is c going to have to turn of engine and turn it back on before it loses its memory
RCAS-HD advised c that RCAS will look into concern and wants to follow up with c by COB 10/30/14
RCAS-HD provided c with RCAS name, contact#, and case#
C thanked RCAS-HD

call ended mutually

Make Private ✓ **Created By Hezha Decker (10/27/2014 9 39 AM)**
RCAS-HD sent email to SM-Steve regarding C [redacted] for veh concern(s) requesting further information

Make Private ✓ **Created By Hezha Decker (10/27/2014 9 38 AM)**
RCAS-HD data net case with dlr on 10/27/14

Make Public **Created By Catherine Jane Lundag Buen (10/24/2014 7 33 AM)**
Campaign Inquiry

Make Public **Created By Catherine Jane Lundag Buen (10/24/2014 7 31 AM)**
crr-cb received a call from c.
c asked for the open campaign of the veh for airbag.
c stated that the airbag lights keeps on illuminating and sometimes stays off and just come on.
crr-cb verified c's name, mailing address, phone numbers and email.
crr-cb created a case.
crr-cb checked for veh campaigns.
crr-cb informed c that there is an open campaign for the veh but not regarding the airbag but the Secondary Hood Latch. c understood.
crr-cb advised c to take the veh to a Nissan dlrship to have the campaign performed.
c stated c already took the veh to dlrship for diagnosis and dlr told c that they cannot find the fault on the veh.
crr-cb informed c that the case will be transferred to RCAS and c will receive a follow up call by the end of the next business day for the update of the case. c understood.
crr-cb asked [redacted] the best phone number to call. c said YES.
crr-cb did recap.
crr-cb offered further assistance. c declined.
crr-cb thanked c for calling CA, gave name, extension number and case number.
crr-cb transferring case to RCAS.
crr-cb exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8030562	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/3/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	\PATTERSON NISSAN OF LONGVIEW	[redacted]	✓	10/29/2014	Hezha Decker	11/3/2014 2:58 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/3/2014 3 00 PM	Hezha Decker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/31/2014 2:12 PM	Hezha Decker	Changed **Follow Up Date** from 10/31/2014 to **11/3/2014**.
10/30/2014 2:48 PM	Hezha Decker	Changed **Follow Up Date** from 10/30/2014 to **10/31/2014**.

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Surveys

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Case [redacted]

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Case Comments [2] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Dennis Martinez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/24/2014 11:31 AM
CA Multiple Repairs		Date/Time Closed	10/24/2014 12:00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	c's having issues with the front passenger air bag		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF FORT WORTH
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF FORT WORTH	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]V N: 5N1AR2MN9EC[redacted]		
Created By	Dennis Martinez 10/24/2014 11:31 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	446	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Dennis Martinez (10/24/2014 11 59 AM) Vehicle Concern
Make Public		Created By Dennis Martinez (10/24/2014 11 58 AM) crr-dm received call from c's wife [redacted] stating that c's having issues with the front passenger air bag (ocs) c said that the veh underwent ocs reprogramming in aug 2014 c wants to know on how to deal with the issue crr-dm verified c's name, vin, address, mileage, phone number, email address & dlr. crr-dm told c that for every repair on a veh, there is a 1 year or 12000 miles replacement warranty whichever comes first. crr-dm advised c to bring the veh to the dlr for diagnosis. c wants to know if c needs to go back to the servicing dlr, crr-dm told c that it c's decision as to where the veh will be diagnosed but crr-dm would recommend that c go back to the servicing dlr c understood. crr-dm offered further assistance, c declined. crr-dm provided name, ext and case number. crr-dm provided nps script crr-dm did recap crr-dm closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8018313	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/24/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/24/2014 12:00 PM	Dennis Martinez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/24/2014 11:31 AM	Dennis Martinez	Changed **Subject** to **CUSTOMER** [redacted] **VIN 5N1AR2MN9EC**[redacted]
		Changed **Home Phone** to [redacted]

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Surveys Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/24/2014 2:55 PM
CA Multiple Repairs		Date/Time Closed	2/9/2015 8:46 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00053093

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: If vehcile is available by Friday, 11/14/14, 11 30 AM esatern time. Notes to Agent: I have spoken to the service manager and I am trying to get assistance other DTS's feedback with an email sent 10/31/14.		
Description	Consumer Affairs voluntary repurchase due to 6 visits for CVT judder with 45 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,190		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN ORANGE PARK	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$28,093.02	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/13/2014	Vehicle Service Contract	
RHR Completed	11/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]VIN:		
Created By	Flor de Luisa Ann Sisno 10/24/2014 2 55 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:36 AM	Root Cause Code (2)	
Days Closed	338	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/21/2015 10 46 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $424 00 sent to LOCKBOX #54457; FED EX TRACKING #[redacted]Check will be credited and journalized to NNA's BUYBACK ACCOUNT;[redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/12/2014 2 37 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: CVT (continuously variable transmission) Judder
Make Public		**Created By Kara Kabobel (12/9/2014 8 48 AM)** Morley case # [redacted]
Make Public		**Created By Annice Hill (12/2/2014 4 09 PM)** Received check made payable to C in the amount of $13,262.53 and also a check made payable to Fifth Third Bank in the amount of $14,830.49. Forwarding to Morley via FedEx. Tracking #[redacted]
Make Public		**Created By Kara Kabobel (12/1/2014 10 31 AM)** Payoff calculation of $14,830.49 noted below is good through 12/30.
Make Public		**Created By Kara Kabobel (12/1/2014 7 25 AM)** RC confirmed overnight payoff address for lien holder: Fifth Third Bank Installment Loan Payoffs MD 1MOC2J 5050 Kingsley Dr. Cincinnati, OH 45263
Make Public		**Created By Kara Kabobel (12/1/2014 7 20 AM)** RC extending payoff good through 30 days: 9 days x $1.77 = $15.93 + $14,814.56= $14,830.49 good through 12/31
Make Public		**Created By Kara Kabobel (12/1/2014 7 16 AM)** RC received signed offer letter from C.
Make Public		**Created By Kara Kabobel (12/1/2014 7 16 AM)** RC did not receive title application from Walter at dealer, but RC obtained FL DMV registration info on website.
Make Public		**Created By Kara Kabobel (11/26/2014 3 30 PM)** RC emailed C offer letter
Make Public		**Created By Amanda Johnson (11/24/2014 1 20 PM)** ARBS NOTES ADJUSTED*** APPROVED FIGURES: Repurchase Base Price $27,793 20 Sales Tax $913.58 Doc Stamp Taxes $56 35 MBI Tax $35 94 License $187.90 Maintenance $599 00 Finance Charges $502 65 Total Purchase Price $30,088 62 Deductions ***Usage (8,685/120,000 x $27,793 20) $2,011.53 ***Loan Payoff (good through 12/21) $14,814 56

Total Deductions $16,826.09

***Refund Amount $13,262 53
Attorney Fees $0.00

Total Repurchase $28,077 09

Make Public

Created By Kristina Rosas (11/24/2014 12 24 PM)
WORKSHEET NOTES:

usage (24190-15505)/120000 x 26993
payoff 1.77 x 10days = 17.70 + 14759 69
30 day payoff 21days x 1.77= 37.17+14777.39= $14,814 56 good thru 12/21
accrued 33days x 1.77= 58.41

Make Public

Created By Kristina Rosas (11/24/2014 12 24 PM)
CUSTOMER REPURCHASE LETTER:

Base Price: $26,993.00
Sales Tax: $893.53
Lic/Reg/Fees: $187.90
Electronic Filing Fee: $98.75
Dealer Service Fee: $699.95
Maintenance Plan: $599 00
FL Battery Fee: $1.50
Doc Stamp Taxes: $56.35
County Tax: $55 99
Finance Charges: $502.65
Total: $30,088.62

Less Usage @ 8,685 miles: ($1,953 62)
Less Lien Payoff (good through 11/30/14) ($14,777.39)

Total Amount to Customer $13,357 61

Make Public

Created By Kara Kabobel (11/20/2014 1 54 PM)
RC called dealer and left voicemail for Walter Sanchez asking for title application.

Make Public

Created By Kara Kabobel (11/20/2014 1 09 PM)
RC received requested documentation from C.

Make Public

Created By Kara Kabobel (11/19/2014 4 15 PM)
RC spoke to C and went over vehicle options. C advised that vehicle is still at dealer being fixed. C will work on collecting requesting documentation and speak to husband regarding options. RC emailed C letter of intent.

Make Private ✓

Created By Jessica Lee (11/14/2014 4 04 PM)
RCAS-JL placed outbound call to c at [redacted]
RCAS-JL advised c that this call may be recorded for quality and training purposes.

C states that c met with DTS today.
C states that c was advised that a part in the transmission is being replaced.
C states that c wants to know what will happen next.
C states that c does not feel safe.

RCAS-JL states that RCAS-JL understand c's concern.
RCAS-JL states that the case is still being reviewed for the repurchase request.
RCAS-JL states that RCAS-JL expedite the decision.

C states that c loves the veh.
C states that this certain veh has had too many issues.
C states that the veh has less than 25,000 miles on the veh.
C states that c doesn't want to get stuck paying for repairs after the manufacture's warranty is out.

RCAS-JL states that RCAS-JL understands.
RCAS-JL states that DTS-Tony would not have released the veh to c if DTS-Tony felt that the veh was unsafe.

C states that everything has been fixed but only for now.
C states that it took so many tries to get the veh fixed.
C states that this has been a waste of c's time.
C states that c does not know what to do.
C states that the veh's sensors didn't go off when backing up.
C states that c would be happy with another veh.

RCAS-JL states that if the veh is not repurchased that RCAS-JL will look into things for c's inconveniences.
RCAS-JL states that RCAS-JL is there for c.
RCAS-JL advised a follow up of 11/18/2014.
RCAS-JL states that c can call RCAS-JL if there are any concerns over the weekend.

C thanked RCAS-JL.
Call ended mutually.

Make Public

Created By Amanda Johnson (11/14/2014 3 59 PM)
Consumer Affairs voluntary repurchase due to 6 visits for CVT judder with 45 days out of service.
****
REASON: 6 visits for CVT judder with 45 days out of service

LEMON LAW: Yes, FL

USAGE: full/120,000 x purchase price

RETENTION: Waive up to 50% usage on replacement

OPTIONS: If the customer does not wish to proceed with a repurchase or replacement, NNA will offer $3,500 in the form of a cash settlement in lieu of the buyback.

*****PLEASE NOTE THAT THIS WAS PURCHASED PRE-OWNED. Please use purchase price to MSRP for any replacement

CST00053093
****

Make Public

Created By Amanda Johnson (11/14/2014 3 53 PM)
****
ARBS notes 45 days down with
2 visits for roof molding loose – ordered, replaced
1 visit for camera malfunction – normal operation
1 visit for engine noise – normal operation
1 visit for window crunches when going up and down – secured connector
3 visits for airbag light – no dupe, replaced airbag pressure detection sensor, no repairs noted
4 visits for display screen rolls – ordered, replaced display screen, replaced AV control unit, renewed camera
2 visits for sensors don't beep – turned on rear sonar, normal operation
6 visits for CVT judder – reprogrammed TCM, NPF, no dupe, no dupe, no dupe, no dupe, CVT replacement
1 visit for engine loses power – no repairs noted
1 visit for trans won't shift – no dupe
1 visit for rear view camera – adjusted

1 visit for backup screen goes blank – swapped video screen with KGV
1 visit for left front power seat binds – no repair noted
ARBS notes 11 visits with 10 warrantable repairs and 1 recall completion
****

Make Private ✓ **Created By Jessica Lee (11/14/2014 3 49 PM)**
RCAS-JL notes receiving vmx from c.

Created By Jessica Lee (11/14/2014 3 48 PM)
RCAS-JL placed outbound call to SM-Ben.

SM-Ben states that DTS-Tony is at the dlr.
Make Private ✓ RCAS-JL was placed on hold.

DTS-Tony advised that DTS-Tony road tested with c.
DTS-Tony advised that there are no codes for the OCS.
DTS-Tony advised that DTS-Tony is authorizing a CVT replacement for the CVT shudder.
DTS-Tony advised that the back up camera is working fine now.

Created By Amanda Johnson (11/13/2014 9 53 AM)
****

Make Public ARBS notes adjusted for substantial concerns:
ARBS notes 34 days down with
1 visit for engine noise – normal operation
3 visits for airbag light – no dupe, replaced airbag pressure detection sensor, no repairs noted
5 visits for CVT judder – reprogrammed TCM, NPF, no dupe, no dupe, no dupe, no dupe
1 visit for engine loses power – no repairs noted
1 visit for trans won't shift – no dupe
ARBS notes 8 visits with 2 warrantable repairs
****

ARBS notes DTS inspection scheduled for 11/14 @ 1130

ARBS setting follow up task for self to review after DTS results

Created By Amanda Johnson (11/13/2014 9 50 AM)
Make Public ARBS notes 41 days down with
2 visits for roof molding loose – ordered, replaced
1 visit for camera malfunction – normal operation
1 visit for engine noise – normal operation
1 visit for window crunches when going up and down – secured connector
3 visits for airbag light – no dupe, replaced airbag pressure detection sensor, no repairs noted
4 visits for display screen rolls – ordered, replaced display screen, replaced AV control unit, renewed camera
2 visits for sensors don't beep – turned on rear sonar, normal operation
5 visits for CVT judder – reprogrammed TCM, NPF, no dupe, no dupe, no dupe, no dupe
1 visit for engine loses power – no repairs noted
1 visit for trans won't shift – no dupe
1 visit for rear view camera – adjusted
1 visit for backup screen goes blank – swapped video screen with KGV
1 visit for left front power seat binds – no repair noted
ARBS notes 10 visits with 9 warrantable repairs and 1 recall completion

Make Public **Created By Amanda Johnson (11/13/2014 9 50 AM)**
ARBS notes the following repair history:

Open date 05/01/14... Mileage 18,035... RO [redacted]. 1 day down
Concerns:
1. Left side roof molding loose
2. Camera malfunction
3. Loud noise coming from engine
Actions:
1. SOP
2. Normal operation
3. Normal operation

Open date 05/22/14... Mileage 19,018... RO [redacted]... 1 day down
Concerns:
1. OCS Reprogram Recall
2. Left roof rail molding loose
3. Window crunches going up and down
Actions:
1. Completed
2. Replaced one roof side molding
3. Secured connector

Open date 08/21/14... Mileage 22,701... RO [redacted]1 day down
Concerns:
1. Air bag light off comes on with someone in seat
2. Screen rolls
3. Reverse sensors will not beep
Actions:
1. Could not duplicate
2. SOP
3. Turned rear sonar on.

Open date 08/27/14... Mileage 22,981... RO [redacted] 3 days down
Concerns:
1. Shutter on acceleration
2. Back up sensors do not work
3. Radio screen flipping
Actions:
1. Reprogrammed TCM
2. Normal operation
3. Replaced display screen

Open date 09/10/14... Mileage 23,286... RO [redacted]. 3 days down
Concerns:
1. Shutter when decelerate and accelerate seems to be worse
2. Engine loses power
Actions:
1. All meets specs
2. No repair noted

Open date 09/26/14... Mileage 23,639... RO [redacted]. 7 days down
Concerns:
1. Trans wont shift
2. Air bag off light on with someone in seat
Actions:
1. Could not duplicate
2. Replaced air bag pressure detection sensor

Open date 10/07/14... Mileage 23,876... RO [redacted]. 6 days down
Concerns:
1. Screen rolls when in reverse

2. Trans shutters
Actions:
1. Replaced AV control unit
2. Cannot duplicate

Open date 10/14/14... Mileage 23,876... RO [redacted]. 4 days down
Concern: Rear view camera
Action: Adjusted

Open date 10/22/14... Mileage 24,092... RO [redacted] 7 days down
Concerns:
1. Air bag off light on with someone in seat
2. Back up screen goes black
3. Transmission shutters
Actions:
1. No repairs noted
2. Swapped video screen from known good veh
3. Cannot duplicate

Open date 10/29/14... Mileage 24,190... RO [redacted] 6 days down
Concerns:
1. When in reverse, display keeps rolling up
2. Left front power seat binds
3. Veh shutters and loses power
Actions:
1. Renewed camera.
2. No repair noted
3. Cannot duplicate

ARBS notes in-service date of 2/5/2013
ARBS notes originally fleet vehicle
ARBS notes CPO
ARBS notes maintenance plan

ARBS notes techline case [redacted] when in reverse, display rolls
ARBS notes T5 case [redacted] - survey
ARBS notes previous CA case [redacted] - campaign inquiry

Created By Jessica Lee (11/13/2014 9 28 AM)
RCAS-JL placed outbound call to SM-Ben.

RCAS-JL inquired about RO [redacted]

Make Private ✓ SM-Ben states that the veh was not down for 20 days.
SM-Ben states that the veh was sublet out to be detailed.
SM-Ben states that the RO was kept open for the dlr to get a receipt from the sublet place.

RCAS-JL thanked SM-Ben.
call ended mutually.

Make Public **Created By Amanda Johnson (11/13/2014 9 12 AM)**
ARBS notes veh is labelled as pre-owned purchased at 150k miles.
ARBS notes this is not the case per the RHR
ARBS correcting case notes.

Make Private ✓ **Created By Jessica Lee (11/13/2014 8 44 AM)**
RCAS-JL placed outbound call to c at [redacted]
RCAS-JL left vmx:
RCAS-JL states that RCAS-JL is calling to remind c of the DTS appointment for tomorrow at 11 30 AM EST.
RCAS-JL advised a follow up of 11/18/2014 and provided c with contact information- [redacted]

Make Public **Created By Sara Dorazio (11/13/2014 8 05 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Amanda Johnson for review.

Make Private ✓ **Created By Jessica Lee (11/13/2014 7 54 AM)**
RCAS-JL completed RHR and attached RHR to case.
RCAS-JL submitted RHR.

Make Private ✓ **Created By Jessica Lee (11/13/2014 7 53 AM)**
RCAS-JL notes receiving ROs from UNIVERSAL NISSAN and PREM ER NISSAN OF META RIE.
RCAS-JL notes attaching ROs to case.

Created By Jessica Lee (11/13/2014 7 43 AM)
RCAS-JL placed outbound call to UNIVERSAL NISSAN.

RCAS-JL requested RO [redacted]

Make Private ✓ SA understood.
Call ended mutually.

RCAS-JL placed outbound call to PREMIER NISSAN OF METAIRIE.

RCAS-JL requested RO [redacted]

SA understood.
Call ended mutually.

Created By Jessica Lee (11/5/2014 10 48 AM)
RCAS-JL placed outbound call to c at [redacted]

Make Private ✓ RCAS-JL states that the DTS appointment is 11/14/2014 at 11:30 AM EST not 10:30 AM.

C thanked RCAS-JL.
Call ended mutually.

Created By Jessica Lee (11/5/2014 10 47 AM)
RCAS-JL placed outbound call to AUTONATION NISSAN ORANGE PARK /
RCAS-JL spoke with SA-Chris because SA-Anthony was not available.

Make Private ✓ RCAS-JL advised that a DTS appointment has been scheduled for 11/14/2014 at 11:30 AM EST.

SA-Chris states that SA-Chris will relay the information through e-mail.
RCAS-JL thanked SA-Chris.
Call ended mutually.

Make Private ✓ **Created By Jessica Lee (11/5/2014 10 43 AM)**
RCAS-JL placed outbound call to c at [redacted]
RCAS-JL advised c that this call may be recorded for quality and training purposes.

RCAS-JL states that RCAS-JL is the new case manager
RCAS-JL provided c with contact information- [redacted]
RCAS-JL states that a DTS appointment has been scheduled for 11/14/2014 at 10 30 AM EST.

C states that c can make that date and time.
C states that c has the veh back.

C states that the tech gave c the veh back and said that someone else was coming to look at the veh.
C states that the veh has been down for over 35 days.
C states that the veh is fixed.
C states that c is scared that the veh will do this again.
C states that c has proof that there is something wrong with the veh.
C states that the dlr has been great to c.

RCAS-JL states that DTS is the highest resource that NNA can exhaust.
RCAS-JL states that it is important that c is at the meeting.
RCAS-JL states that RCAS-JL will also work on the repurchase request.
RCAS-JL states that RCAS-JL is waiting to get the ROs from the dlr.

C states that c wants to know what happens if NNA repurchases the veh.

RCAS-JL states that RCAS-JL does not know.
RCAS-JL works with a team.
RCAS-JL states that RCAS-JL is not versed in laws, so RCAS-JL submits RHR to arbitrations.
RCAS-JL states that if the veh is bought back that arbitrations will be the new case manager.

C understood.
C states that c has the ROs and can fax to RCAS-JL.

RCAS-JL provided c with fax number- 615.984.5967.
RCAS-JL advised a follow up of 11/13/2014 to remind c of appointment with DTS.

C thanked RCAS-JL.
Call ended mutually.

Created By Jessica Lee (11/5/2014 7 38 AM)
RCAS-JL placed outbound call to AUTONATION NISSAN ORANGE PARK
RCAS-JL spoke with SA.

Make Private ✓

RCAS-JL requested invoice or accounting copies of the ROs be faxed to 615.984 5967.

SA understood.
Call ended mutually.

Created By Lanesha Becton (10/30/2014 4 10 PM)
RCAS-LB requested for DTS per multiple concerns with vehicle & dealer request
RCAS-LB spoke to SA-Anthony and was advised that this is an urgent request

Make Public

SA-Anthony advised replaced several parts in c's vehicle with a brand new vehicle on the lot & c is still having concern
SA-Anthony advised that cannot duplicate transmission concern

---

Created By Lanesha Becton (10/30/2014 3 26 PM)
RCAS-LB called c

c stated that vehicle transmission is still having concerns
c stated that c had to bring vehicle back & something is still not working properly
c stated that c just received vehicle back & within 48 hours c had to take back to the dealership

Make Public

RCAS-LB empathized with c
RCAS-LB advised RHR process
RCAS-LB advised will follow up with dlr regarding new update

C understood and appreciated the assistance
Call ended mutually

Make Public **Created By Lanesha Becton (10/28/2014 3 28 PM)**
RCAS-LB emailed SM-Ben per wasn't available when calling the dlr requesting RO's & diagnosis/synopsis of vehicle concerns

---

Make Public **Created By Lanesha Becton (10/28/2014 3 14 PM)**
correction:Vehicle is serviced at Autonation Nissan Orange park & not AUTONATION NISSAN JACKSONV LLE

Created By Lanesha Becton (10/28/2014 3 08 PM)
RCAS-LB called c regarding concerns 10/27/14

C has had more issues with pathfinder & spoke to SA- Anthony
C stated that dlr has had c's vehicle for 27 days off & on
C has a concern with motor in seat
C feels a shudder & loses power with transmission, but dlr couldn't recreate it
C advised that vehicle has been reprogrammed
C advised that rear view camera wasn't working & dlr had to replace it with a camera on the dlr's lot

Make Public

C is wanting NNA to purchase vehicle
C is wanting a extended maintenance plan if NNA doesn't purchase vehicle
C frustrating per airbag situation has been in 5-6 times for recall

Why do you want to return the vehicle to Nissan North America? Safety
Where is the vehicle currently? With the customer, but plans to take vehicle back to dlr
Where was the vehicle purchased? Autonation Nissan Orange park
Was it purchased new or used? Pre-owned
If used, when was the vehicle purchased? March 2013
Where is the vehicle serviced? AUTONATION NISSAN JACKSONV LLE

Created By Christopher Anderson (10/27/2014 3 03 PM)
VCS received a call from C @ 3:55 PM EST
C requested to speak with RCAS states still hasnt received call back was promised on friday
VCS attempted to call RCAS-LB, reached VMX

Make Private ✓

VCS left VMX asking for RCAS to contact C to discuss case
VCS reconnected with C, advised C unfortunately RCAS not avail, advised left a msg
C understood
VCS and C ended call mutually

Make Public **Created By Flor de Luisa Ann Sisno (10/24/2014 7 29 PM)**
crr-fs received a call from c.
c stated Has been having issue on the veh and c have it in the shop 16 times for the last few months and the veh is on the shop again.

crr-fs verified/updated c's address/phone number/email:
[redacted]
Jacksonville, FL [redacted]
US
[redacted]

c stated when nna have campaign for the passenger seat sensor been taking back the veh and dlr fix the issur.
C sated also had an issue with the transmission of the veh.
C stated the Reverse flipping camera was replace twice and still not working and it keep on flipping.
C stated c just bought the veh on February and it only giving c pain.
C stated the veh losses power whenever the veh will accelerate or decelerate.
crr-fs asked c:

NAME OF DLRSHP: AUTONATION NISSAN JACKSONV LLE

NAME OF THE SERVICE PERSON N THE NISSAN DLR: SA-Antony/ SA-Paul.

C stated the same thing happening on the veh.
C states Wants the veh back that veh is correctly fix and working properly.
C stated c paying for the veh that couldn't get fix having some issue.

CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.
crr-fs verified the BEST CONTACT number to REACH c. c said [redacted]
CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas for veh concern.
crr-fs exiting the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8019435	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	10/24/2014	YX	BG	302500	OA
Edit | Del	CC-8019436	AUDIO/VIDEO/NAVI	MONITOR, REAR	POOR OR MPROPER OPERATION	13	10/24/2014	YX	AA	301000	OA
Edit | Del	CC-8019437	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/24/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/14/2014	Tony Lizzi	12/15/2014 8:30 AM
Edit | Del	Review Approved Check Request		✓	12/1/2014	Kara Kabobel	12/8/2014 3:14 PM
Edit | Del	Review Approved Check Request		✓	12/1/2014	Kara Kabobel	12/8/2014 3:14 PM
Edit | Del	review adjusted approved repurchase figures		✓	11/24/2014	Kara Kabobel	11/25/2014 8:56 AM
Edit | Del	Review Johnson Repurchase Figures Please		✓	11/24/2014	Amanda Johnson	11/24/2014 1:20 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053093	DRT Resolution	5N1AR2MN8DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138186	528180	12/2/2014	Lienholder	Approved	$14,830.49	34BUYBACK	Nissan South East Buyback/Trade		
	CR0138194	528199	12/2/2014	Customer	Approved	$13,262.53	34BUYBACK	Nissan South East Buyback/Trade	J[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- copy of cashed check[redacted].pdf	108KB	9/25/2015 5 03 PM	Rebecca Martin
Edit | View | Del	DMA-Sales tax packet pdf	971KB	9/23/2015 7 52 AM	Rebecca Martin
Edit | View | Del	[redacted]Check 2.pdf	78KB	1/26/2015 2:16 PM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	80KB	1/26/2015 2:15 PM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	79KB	1/21/2015 10:46 AM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/9/2015 8:46 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/12/2014 2:36 PM	Jim Land	Changed **Case Owner** from Kara Kabobel to **Jim Land**.
12/12/2014 2:35 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [18] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Norresa Jones [Change]
Letter Sent Date	11/11/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/13/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/24/2014 3:56 PM
CA Multiple Repairs		Date/Time Closed	11/11/2014 1:02 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP6EY[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Sentra	Beyond PT Warranty Miles	0
Model Code	12314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JACK KEY NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/27/2014
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/3/2014	Vehicle Service Contract	
RHR Completed	11/3/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 3N1AB7AP6E[redacted]		
Created By	Mark Chester Carpio 10/24/2014 3:56 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	428	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Norresa Jones (11/11/2014 1:01 PM) RCAS-ND is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with veh repurchase for airbag and steering concerns ***STATEMENT OF DECISION*** RCAS advised C the Case has been thoroughly reviewed and Nissan is not in the position to offer assistance RCAS reviewed Case with CXM
Make Private	✓	
Make Public		**Created By Mae Strenciwilk (11/11/2014 12:33 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Norresa Jones (11/11/2014 9:08 AM)** RCAS-ND contacted C at [redacted] t 8:56a RCAS advised C NNA is not in the position to offer a veh repurchase to C C stated C can not hear RCAS, and asked RCAS to call C back in 5 minutes at [redacted] RCAS agreed C thanked RCAS RCAS thanked C Call ended mutually ********** RCAS-ND contacted C a[redacted]at 9:04a RCAS advised C NNA is not in the position to offer a veh repurchase to C C asked is NIssan going to do anything about it C stated because the dlr cannot fix the concern RCAS advised C C is more than welcome to take veh to a different Nissan dlr in C's area to see if that dlr can fix the concern C stated C will figure out something and inform his wife C thanked RCAS RCAS thanked C call ended mutually
Make Private	✓	**Created By Norresa Jones (11/10/2014 8:12 AM)** RCAS-ND received an email from CXM-Bob advising RCAS "No assist. Car was found to be normal."
Make Private	✓	**Created By Norresa Jones (11/10/2014 8:08 AM)** RCAS-ND sent CXM-Bob and FOM-Pat an email regarding GW for C due to veh repurchase denial
Make Public		**Created By Anthony Zacharyasz (11/7/2014 10:20 AM)** ARBS notes the following: 3 visits for vehicle drifts left or right. // Performed alignment; replaced cross member. 1 visit for PABI light. // Operating as intended. 24 business days down. ARBS notes C's drifting complaint has been addressed by the dealer. C states the vehicle drifts under windy conditions, which is heavily dependent on multiple environmental factors, none of which are a defect in manufacturing. ARBS notes C's airbag has been deemed to be operating as designed. ARBS notes the Owner's Manual has valuable information regarding the operation and intention of the passenger side airbag indicator (PABI) and Occupant Classification System (OCS). – Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Make Public

Created By Anthony Zacharyasz (11/7/2014 10 07 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #: [redacted]
6/26/14... 3,785 miles... 6 business days down
-Concern:
1. C states vehicle is hard to drive and control at highway speeds; feels like going to off road.
2. Campaign: OCS reprogramming.
-Action Taken:
1. Performed 4 wheel alignment; tighten all suspension bolts.
2. Completed.

RO #: [redacted]
7/03/14... 3,885 miles... 16 business days down
-Concern:
1. C states when driving vehicle will go off road; steering wheel stay straight.
-Action Taken:
1. Installed new member assembly; performed brake purging procedure and wheel alignment.

RO #: [redacted]
7/30/14... 3,984 miles... 1 business day down
-Concern:
1. C states vehicle will go off road when driving.
-Action Taken:
1. Could not duplicate the concern.

RO #: [redacted]
10/24/14... 5,416 miles... 1 business day down
-Concern:
1. C states Passenger air bag light turns on and off when passenger is on the seat.
-Action Taken:
1. Light working as intended.

Make Private ✓

Created By Norresa Jones (11/6/2014 10 22 AM)
RCAS-ND contacted C at [redacted] at 10:19a

RCAS spoke with C's husband, will be C
RCAS advised C RCAS has sent in C's request for veh repurchase and it takes 10 business days
RCAS advised C RCAS will follow up with C Tue Nov 11, 2014
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Make Public

Created By Sara Dorazio (11/3/2014 11 03 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Private ✓

Created By Norresa Jones (11/3/2014 11 03 AM)
RCAS-ND contacted C at [redacted] at 10:59a

RCAS advised C the RHR process has started and it takes about 10 business days
RCAS advised C RCAS can follow up with C every 3 business days or call C when a decision has been made
C stated RCAS can call C every 3 business days to keep C informed
RCAS understood and advised C RCAS will follow up with C Thu Nov 6, 2014
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Make Private ✓

Created By Norresa Jones (11/3/2014 10 56 AM)
RCAS-ND contacted dlr at 575-523-5571 at 10 51a

RCAS asked SM-Melissa if the days down for RO [redacted] days, and RO [redacted] 23 days
SM-Melissa stated the days down for ROs [redacted] is accurate
RCAS thanked SM
SM thanked RCAS

Call ended mutually

Make Private ✓

Created By Norresa Jones (10/31/2014 4 10 PM)
RCAS-ND contacted dlr at 575-523-5571 at 4:05p

SM-Mellissa
SM stated SA-Maniel faxed ROs to RCAS yesterday after RCAS called 2nd time
RCAS advised SM RCAS did not receive them
SM stated SM will fax ROs to RCAS at [redacted]
RCAS thanked SM
SM thanked RCAS

Call ended mutually

Make Private ✓

Created By Norresa Jones (10/30/2014 2 28 PM)
RCAS-ND contacted dlr at 575-523-5571 at 2:26p

SA-Manuel
RCAS asked SA to fax C's ROs to RCAS at [redacted]
SA agreed
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓

Created By Norresa Jones (10/30/2014 10 27 AM)
RCAS-ND contacted dlr at 575-523-5571 at 10 07a

SA-Manuel
RCAS asked SA to fax C's ROs to RCAS at [redacted]
SA agreed
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓

Created By Norresa Jones (10/27/2014 2 07 PM)
RCAS-ND sent FOM-Pat and CXM-Bob email regarding C's veh repurchase request

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Make Private ✓

Created By Norresa Jones (10/27/2014 2 03 PM)
RCAS-ND contacted C at [redacted] at 1:46p

RCAS VER F ED C's name, home & email address, concern, phone#, RCAS CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found:

RCAS advised C this call could be monitored for training and quality purposes

C airbag/passenger airbag
C stated when there is not a passenger, the light shows the airbag is off, dlr did upgrade on software, airbag does not show
C stated C has video of the concern, took to dlr and told dlr the concern, kept veh for a couple hours, dlr stated there's nothing wrong
C stated when driving veh on a windy day, it's acting up, goes left and right, unbelievable, took to dlr and dlr could not duplicate
RCAS asked C what can RCAS do
C stated C wants Nissan give C another veh, or give C's money back, want someone to come an investigate veh
RCAS advised C of the veh repurchase process

RCAS apologized to C for the inconvenience
RCAS advised C RCAS will try to help C's concern
RCAS advised C RCAS will be in contact within 5 business days, Nov. 3, 2014
RCAS advised C if C has any questions or concerns before then C can contact RCAS at [redacted] with case number [redacted]
C understood and thanked RCAS
RCAS thanked C
Call ended mutually

RCAS asked C the following questions:

Why do you want to return the vehicle to Nissan North America?
*** C bought brand new veh, want a veh that is dependable and more safe.
Where is the veh currently?
*** in C's garage
Was it purchased new or used?
*** new
If used, when was the vehicle purchased?

Where is the vehicle serviced?
*** jack service and one time casa Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers?
yes
If so, document names of dealers/retailers?
*** jack key Nissan and casa Nissan

Make Public

Created By Mark Chester Carpio **(10/24/2014 4 14 PM) Last Modified By** Mark Chester Carpio **(10/24/2014 4 14 PM)**
Vehicle Concern

Make Public

Created By Mark Chester Carpio **(10/24/2014 4 13 PM)**
CRR-MC rcv a call from [redacted]'s husband
CRR-MC verify and updated c's account information
C's calling NNA to file a complaint about c's veh and dlr
C stated that c's having issues with the airbag system of c's veh
C stated that dlr fixed it about 4 months ago and just took the veh earlier to
JACK KEY NISSAN for the diagnosis
dlr advised c that the veh is fine and no issues to be fixed, c stated c have video recordings as a proof the the airbag light indicator is not working properly
C stated that c al;so have issues with the suspension and stated that dlr is unable to assist c as well
C's caking to fix c's veh or asking for buyback
CRR-MC verify to whom c spoke with at the dlrshp:
SA-Manuel of JACK KEY NISSAN
CRR-MC told c that c's case will be escalated to RCAS for further review and assistance,
CRR-MC advised c that will receive a call back before the end of the next business day c agreed.
CRR-MC ask c to provide the best number,
c provided contact [redacted]
CRR-MC offered further assistance, c declined.
CRR-MC provided a brief call recap, name, case number, and ext number
CRR-MC thanked C for calling Nissan Consumer Affairs
CRR-MC forwarding the case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8019055	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/24/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	denial letter sent?	[redacted]	✓	11/13/2014	Norresa Jones	11/11/2014 1:00 PM
Edit | Del	Customer Letter Sent		✓	11/11/2014	Norresa Jones	11/11/2014 1:00 PM
Edit | Del	Correspondence Request		✓	11/11/2014	Norresa Jones	11/11/2014 12 35 PM
Edit | Del	[redacted]		✓	11/7/2014	Norresa Jones	11/10/2014 8:09 AM
Edit | Del	[redacted]		✓	11/3/2014	Anthony Zacharyasz	11/7/2014 10:20 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	19KB	11/10/2014 8:15 AM	Norresa Jones
Edit | View | Del		56KB	11/3/2014 10 58 AM	Norresa Jones
Edit | View | Del		467KB	11/3/2014 8:49 AM	Norresa Jones
Edit | View | Del		69KB	10/27/2014 2 09 PM	Norresa Jones

Case History

Case History Help

Date	User	Action
11/11/2014 1:02 PM	Norresa Jones	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/11/2014 12:30 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **11/11/2014**.
		Changed **Supporting Documents** from false to **true**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [15] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/24/2014 4:59 PM
CA Multiple Repairs		Date/Time Closed	11/25/2014 5:12 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Please schedule for 11/7 @ 10am. Please advise customer it is mandatory that they meet with me and they allow enough time for a test drive if necessary. Please also alert the Service Manager of this appointment.		
Description	Thanks, vehicle concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN EL CAJON	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP6EN[redacted]		
Created By	Roselle Beconia 10/24/2014 4 59 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:03 PM	Root Cause Code (2)	DR800
Days Closed	414	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (11/25/2014 5 11 PM)** CASE SUMMARY C contacted NNA with OCS concern. DTS inspected veh. DTS found veh operates as intended. RCAS closing case as no further assistance may be offered.
Make Public		**Created By Zachary Mallett (11/25/2014 5 10 PM)** RCAS called C at [redacted] RCAS stated RCAS was following up with C's veh's inspection. C stated DTS told C that veh operates as intended. C stated DTS told C that 5% of Nissans and Infinitis will have the problem and there is nothing that can be done about it. RCAS stated there can not be a repair where there is no error. C understood. C stated C will contact attorney if C is in an accident and the air bag does not deploy. RCAS stated C should follow trouble shooting DTS provided. RCAS stated trouble shooting is outlined in section 1 of owner's manual. C understood. C asked fro RCAS's name and number. RCAS provided C with RCAS's name and number. Call ended mutually.
Make Public		**Created By Zachary Mallett (11/20/2014 12 21 PM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (11/18/2014 12 47 PM)** RCAS received vmx from C requesting RCAS return call. RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (11/17/2014 11 58 AM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (11/12/2014 12 52 PM)** RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (11/12/2014 12 51 PM)** RCAS notes DTS notes: Concern: Customer states sometimes with passenger on seat, seat alarm light stays on which says no air bag & last for 5 to 7 miles. Cause: No problem found, Occupant Classification System is operating as intended. The following information is per NTB14-084: 2 SENSOR OCCUPANT CLASSIFICATION SYSTEM (OCS) DIAGNOSTICS AND NFORMATION The Occupant Classification System (OCS) is designed to classify the size of the front seat passenger and automatically turn OFF the passenger air bag under some conditions. Section 1 of the owner's manual has a detailed description of how the occupant classification system is designed to operate in accordance with Federal regulations. The issues being described may indicate normal operation, depending on the size of the passenger seat occupant. Complaints of OCS light illuminating and shutting off intermittently when seat is occupied by a small stature occupant. Please remember that that the PABI light only indicates the status of the front passenger airbag. All other airbags are unaffected. NORMAL OPERATION: In order for the OCS to classify the right front passenger based on weight, please follow the precautions and steps outlined below:

Adjust the seat as outlined in the Safety section (section 1) of the Owner's Manual. Sit upright, leaning against the seat back, and centered on the seat cushion with your feet comfortably extended to the floor.
Make sure there are no objects on the occupant's lap.
Fasten the seat belt as outlined in the Safety section (section 1) of the Owner's Manual.
Remain in this position for 30 seconds allowing the system to classify the passenger before the vehicle is put into motion.
Ensure proper classification by checking the Passenger Airbag Status Light.

PRECAUTIONS

Make sure there are no objects weighing over 2.2 lbs. (1 kg) hanging on the seat or placed in the seat-back pocket.
Make sure that a child seat or other object is not pressing against the rear of the seat-back.
Make sure that a rear passenger is not pushing or pulling on the back of the front passenger's seat.
Make sure that the front seat or seat-back is not forced back against an object on the seat or floor behind it.
Make sure that there is not an object(s) placed under the front passenger's seat.
Make sure there are no items in the passenger seat foot area.

NOTE: This vehicle's OCS locks the classification during driving, so it is important that you confirm that the passenger is properly classified prior to driving. Also, the OCS may recalculate the weight of the occupant when the vehicle comes to a stop (i.e. stop light, stop sign etc.), so front passenger seat occupants should continue to remain seated as outlined above.

TROUBLESHOOTING:
If you think the Passenger Airbag Status light is incorrect.
If the light is ON with an adult occupying the front passenger seat.

Occupant is a small adult The airbag light is functioning as intended. The front passenger airbag is suppressed.
If the occupant is not a small adult, then this may be due to the following conditions that may be interfering with the weight sensors:
Occupant is not sitting upright, leaning against the seat back, and centered on the seat cushion with feet comfortably extended to the floor.
A child seat or other object pressing against the rear of the seat-back.
A rear passenger pushing or pulling on the back of the front passenger's seat.
The front seat or seat-back is forced back against an object on the seat or floor behind it.
An object placed under the front passenger's seat or in feet area.
An object placed between the seat cushion and center console or between the seat cushion and the door.

Make Public

Created By Zachary Mallett (11/6/2014 1 27 PM)
RCAS called C at [redacted] and left vmx with case number RCAS name and number reminding C of appointment.

Make Public

Created By Zachary Mallett (10/30/2014 12 12 PM)
RCAS sent email to SM-RH advising of DTS inspection.

Make Public

Created By Zachary Mallett (10/30/2014 12 10 PM)
RCAS called C at [redacted]
RCAS stated RCAS reviewed for DTS inspection.
RCAS stated RCAS had appointment time of 11/07/14 at 10 00 am.
C stated C would be present.
C asked of RCAS was familiar with OCS concern.
RCAS was not.
RCAS stated DTS is likely familiar with details of concern.
RCAS stated RCAS would follow up with C on 11/06/14 to remind C of appointment.
C understood.
C declined further assistance.
Call ended mutually.

Make Private ✓

Created By Quinta Chaney (10/27/2014 5 44 PM)
RCAS-QC contacted C @ [redacted] spoke with Larry

C states C keeps having concerns with passenger side air bag off light illuminating while someone is in the seat
C took veh to the dealership several times
C states the sensors have been replaced a few times
C states the air bag light has come back on 3 more times since the last repair

RCAS-QC expressed empathy
RCAS-QC advised C that a DTS has been requested to have veh inspected
RCAS-QC advised C that RCAS-ZM will contact C once an appointment date and time is available
RCAS-QC provided C with RCAS-ZM contact number of [redacted]

C understood and appreciated assistance

Call ended mutually

Make Public

Created By Arma Andon (10/27/2014 5 34 PM)
TL recommends DTS request

Make Public

Created By Zachary Mallett (10/27/2014 4 41 PM)
RCAS received email from SM-RH stating:

ts been duplicated twice, 6/30/14 and 7/28/14.

Make Public

Created By Zachary Mallett (10/27/2014 12 26 PM)
RCAS sent email to SM-RH requesting further information.

Make Public

Created By Roselle Beconia (10/24/2014 5 09 PM)
crr-rb received a call from c
c provided c's name, address, phone number, email and vin

c states that c was referred by dlr to nna ca
c states that dlr needs an engineer from manufacturer to assist with the veh issue
c states that passenger air bag light illuminates

crr-rb informed c that crr-rb will escalate c's case to RCAS for further possible assistance and proper case handling
crr-rb informed c that RCAs will follow up with c by the end of the next business day

crr-rb offered further assistance
c declined
crr-rb provided c with case number, crr name and crr-rb extension number
crr-rb exits case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8056956	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/25/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/29/2014	Craig Belle	10/28/2014 8:12 AM

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/25/2014 5:12 PM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/20/2014 12:21 PM	Zachary Mallett	Changed **Follow Up Date** from 11/20/2014 to **11/25/2014**.
11/17/2014 11:58 AM	Zachary Mallett	Changed **Follow Up Date** from 11/17/2014 to **11/20/2014**.

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Surveys Surveys Help

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[redacted]

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Case Comments [11] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [3] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Goss [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	11/4/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/25/2014 9 06 AM
CA Multiple Repairs		Date/Time Closed	10/31/2014 2:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	

Inspection Time/Notes: Appointment Time:

Notes to Agent:

Description: See below the complaints I have made against Nissan. I will make several more if these issues are not remedied.

Safecar.gov

1. Vehicle Information
Vehicle Identification Number (V N):3N1AB7AP5D[redacted] Make / Model / Year NISSAN SENTRA 2013
2. Incident Information
Approximate Incident Date: 03/15/2013 Vehicle mileage at time of incident: 7,500 Vehicle speed at time of incident: 55 (mph) Affected Part(s): Air Bags Fire: No Crash: No Injury or Fatality: No Tell us what happened:The passenger airbag is deactivated light comes on randomly. I took the car to the dealer for a recall on this matter. After the software upgrade, the light showing the passenger airbag deactivated started coming on randomly. Sometimes with people sitting in the seat it would also come on. I took it to the dealer the other day and the service manager said he calibrated it shouldn't happen anymore. Two days later it came on again.. With all the problems with airbags, this is very scary. Even if the light stops coming on, how will I know if it is really fixed.
3. Personal Information
Name:[redacted] Address2: City, State, Zip:
Spring Hill, FL[redacted]
This one is on Carcomplaints.com

I leased this car because of the reputation of nissan andthe mpg the car was suppose to yield. I complained about the mpg from thebeginning. I was told there was a break in time for the car to get the mileageit is suppose to. Well now the car has almost 15000 miles and it is still notgetting the mpg it is suppose to which is 30 in city 40 on highway. I check itby filling it up and dividing the gallons by the miles driven between the lastfill up. If you just depended on the gauge in the car that constantly reportsmpg you would be fooling yourself. That is a lie and faulty device. The caraverages 29 to 30 mpg. It does not matter if I am on the highway or in thecity. The gas type has not affected it. Nissan states it is due to your drivingstyle. I drive it in economy mode a lot of the time. It doesn't matter. The service tech at Ferman Nissan in New PortRichey, FL tells me his is the same way and sometimes worse. There should be a class action suit againstNissan for this problem. I took the car to the dealer for a recall on thismatter. After the software upgrade, thelight showing the passenger airbag deactivated started coming on randomly. Sometimes with people sitting in the seat itwould also come on. I took it to thedealer the other day and the service manager said he calibrated it but yet itcame on again last night. With all theproblems with airbags, this is very scary. Even if the light quits coming on, how will I know if it is reallyfixed.

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP5DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FERMAN NISSAN OF NEW PORT RICHEY	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Nissan Complaints		
Created By	Managed Services, 10/25/2014 9 06 AM	Web Email	[redacted]
Last Modified By	System Account NNAINT, 10/31/2014 7:11 PM	Root Cause Code	SCSV
Days Closed	439	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jessica Goss (10/31/2014 2 10 PM) CASE SUMMARY: C contacted NNA CA via email for concerns related to MPG and OCS sensors. SM stated that cannot duplicate concerns. RCAS-JG advised C that if concerns cannot be duplicated, there are no repairs that can be made at this point. C stated would take vehicle in for a second opinion. RCAS-JG advised that would close case pending diagnosis. RCAS-JG closing case pending diagnosis.
Make Public		Created By Jessica Goss (10/31/2014 2 05 PM) RCAS-JG emailed SM at Crystal Nissan to advise that C may be making an appointment at dealership.
Make Public		Created By Jessica Goss (10/31/2014 1 59 PM) Previous cases found: [redacted] - T5 Case RCAS-JG verified C's name, address, phone# and veh RCAS-JG advised C that call may be recorded for quality and training purposes. RCAS-JG checked for Recalls/Campaigns and found: None RCAS-JG advised that had taken over case. RCAS-JG advised had spoke to SM about C's vehicle concerns with MPG and airbag sensor. C stated okay. RCAS-JG advised that SM-Steve stated that MPG and airbag concerns could not be duplicated. C stated is not getting advertised MPG. C stated its not even close. C stated that dlr didn't even test the MPG. C stated that SM advised C that had the same vehicle and doesn't get the same MPG either. RCAS-JG advised there are a lot of variable that effect MPG. RCAS-JG advised that weather, driving habits, road conditions, and other factors can effect MPG. C stated had airbag light reprogrammed and then once it came on while no one was in the seat RCAS-JG asked if the vehicle wad in motion or if it was after the vehicle was first cranked.

C stated that the vehicle was in motion when the light came on.

RCAS-JG advised that if C disagrees with any diagnosis that C can seek a second opinion and diagnosis from another dealership.

C stated wants to go to Crystal Nissan in Homosassa Florida.
C asked RCAS-JG to let dlrship know that C would like to schedule an appointment.

RCAS-JG advised will contact SM and pass along C's contact information.

C agreed.

RCAS-JG advised will be document concerns.
RCAS-JG advised will close case pending diagnosis.
RCAS-JG advised if C has any future concerns, questions, or feedback, C is welcome to contact NNA to reopen can after diagnosis.

C agreed.
RCAS-JG asked if C still have RCAS-JG's phone number.

C stated still had number.

RCAS-JG closing case pending diagnosis.

Make Public

Created By Jessica Goss (10/31/2014 12 50 PM)
RCAS-JG made out bound call to dlr and spoke to SM-Steve.

SM-Steve stated can't duplicate MPG or airbag concerns.

Make Public

Created By Jessica Goss (10/30/2014 2 47 PM) Last Modified By Jessica Goss (10/30/2014 2 47 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 11/4/2014

Make Public

Created By Jessica Goss (10/29/2014 3 56 PM)
RCAS-JG notes making outbound call to C.
RCAS-JG notes getting C's voicemail.
RCAS-JG notes leaving name, phone number and case number.
RCAS-JG asked for call back at earliest convenience.
Setting follow-up for COB: 10/30/2014

Make Public

Created By Jessica Goss (10/28/2014 3 29 PM)
RCAS-JG made outbound call to C.
RCAS-JG notes that phone rang for over a minute with no option for voicemail.

Make Public

Created By Racquel Aquino (10/27/2014 2 21 PM)
case moved

Make Public

Created By Racquel Aquino (10/27/2014 2 20 PM)
*******Customer e-mail details********
email addressed to :nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
open campaigns: 0
**********response details**********
email addressed to :[redacted]

Method of contact: e- mail
crr-ra 's resolution: forwrding case to rcas

Make Public

Created By Racquel Aquino (10/27/2014 2 14 PM)
See below the complaints I have made against Nissan. I will make several more if these issues are not remedied.

Safecar.gov

1. Vehicle Information
Vehicle Identification Number (V N):3N1AB7AP5DL[redacted] Make / Model / Year NISSAN SENTRA 2013
2. Incident Information
Approximate Incident Date: 03/15/2013 Vehicle mileage at time of incident: 7,500 Vehicle speed at time of incident: 55 (mph) Affected Part(s): Air Bags Fire: No Crash: No Injury or Fatality: No Tell us what happened:The passenger airbag is deactivated light comes on randomly. I took the car to the dealer for a recall on this matter. After the software upgrade, the light showing the passenger airbag deactivated started coming on randomly. Sometimes with people sitting in the seat it would also come on. I took it to the dealer the other day and the service manager said he calibrated it shouldn't happen anymore. Two days later it came on again.. With all the problems with airbags, this is very scary. Even if the light stops coming on, how will I know if it is really fixed.
3. Personal Information
Name: Gloria tmaiza Email: [redacted] City, State, Zip: Spring Hill, FL [redacted]
This one is on Carcomplaints.com

I leased this car because of the reputation of nissan andthe mpg the car was suppose to yield. I complained about the mpg from thebeginning. I was told there was a break in time for the car to get the mileageit is suppose to. Well now the car has almost 15000 miles and it is still notgetting the mpg it is suppose to which is 30 in city 40 on highway. I check itby filling it up and dividing the gallons by the miles driven between the lastfill up. If you just depended on the gauge in the car that constantly reportsmpg you would be fooling yourself. That is a lie and faulty device. The caraverages 29 to 30 mpg. It does not matter if I am on the highway or in thecity. The gas type has not affected it. Nissan states it is due to your drivingstyle. I drive it in economy mode a lot of the time. t doesn't matter. The service tech at Ferman Nissan in New PortRichey, FL tells me his is the same way and sometimes worse. There should be a class action suit againstNissan for this problem. I took the car to the dealer for a recall on thismatter. After the software upgrade, thelight showing the passenger airbag deactivated started coming on randomly. Sometimes with people sitting in the seat itwould also come on. I took it to thedealer the other day and the service manager said he calibrated it but yet itcame on again last night. With all theproblems with airbags, this is very scary. Even if the light quits coming on, how will I know if it is reallyfixed.

Created By Managed Services (10/25/2014 9 06 AM)
See below the complaints I have made against Nissan. I will make several more if these issues are not remedied.

Safecar.gov

1. Vehicle Information
Vehicle Identification Number (V N):3N1AB7AP5DL[redacted] Make / Model / Year NISSAN SENTRA 2013
2. Incident Information
Approximate Incident Date: 03/15/2013 Vehicle mileage at time of incident: 7,500 Vehicle speed at time of incident: 55 (mph) Affected Part(s): Air Bags Fire: No Crash: No Injury or Fatality: No Tell us what happened:The passenger airbag is deactivated light comes on randomly. I took the car to the dealer for a recall on this matter. After the software upgrade, the light showing the passenger airbag deactivated started coming on randomly. Sometimes with people sitting in the seat it would also come on. I took it to the dealer the other day and the service manager said he calibrated it shouldn't happen anymore. Two days later it came on again.. With all the problems with airbags, this is very scary. Even if the light stops coming on, how will I know if it is really fixed.
3. Personal Information
Name: [redacted] Address2: City, State, Zip: Spring Hill, FL [redacted]
This one is on Carcomplaints.com

I leased this car because of the reputation of nissan andthe mpg the car was suppose to yield. I complained about the mpg from thebeginning. I was told there was a break in time for the car to get the mileageit is suppose to. Well now the car has almost 15000 miles and it is still notgetting the mpg it is suppose to which is 30 in city 40 on highway. I check itby filling it up and dividing the gallons by the miles driven between the lastfill up. If you just depended on the gauge in the car that constantly reportsmpg you would be fooling yourself. That is a lie and faulty device. The caraverages 29 to 30 mpg. It does not matter if I am on the highway or in thecity. The gas type has not affected it. Nissan states it is due to your drivingstyle. I drive it in economy mode a lot of the time. t doesn't matter. The service tech at Ferman Nissan in New PortRichey, FL tells me his is the same way and sometimes worse. There should be a class action suit againstNissan for this problem. I took the car to the dealer for a recall on thismatter. After the software upgrade, thelight showing the passenger airbag deactivated started coming on randomly. Sometimes with people sitting in the seat itwould also come on. I took it to thedealer the other day and the service manager said he calibrated it but yet itcame on again last night. With all theproblems with airbags, this is very scary. Even if the light quits coming on, how will I know if it is reallyfixed.

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8021243	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/27/2014	WT	BK	233500	OA
Edit | Del	CC-8021244	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/27/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: RE: Regional Specialist [ref: 00DA09j8L. 500F0SIDBm ref]		✓	10/27/2014	Racquel Aquino	10/27/2014 2 20 PM
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0SIDBm:ref]	[redacted]	✓	10/27/2014	Racquel Aquino	10/27/2014 2:18 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	RE: Regional Specialist [ref: 00DA09j8L. 500F0S DBm:ref] *[Inline image URL : [redacted]*	[redacted]	10/27/2014 2 20 PM
Reply | To All | Del	Replied	Regional Specialist [ref: 00DA09j8L. 500F0S DBm:ref] *10/27/2014 Case # [redacted] VIN # 3N1AB7AP5D[redacted] Th...*		10/27/2014 2:18 PM
Reply | To All | Del	Replied	Nissan Complaints *See below the complaints I have made against Nissan. I will make several mor...*		10/25/2014 9 06 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/31/2014 2:11 PM	Jessica Goss	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/30/2014 2:48 PM	Jessica Goss	Changed **Follow Up Date** from 10/30/2014 to **11/4/2014**.
10/29/2014 3:57 PM	Jessica Goss	Changed **Follow Up Date** from 10/29/2014 to **10/30/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [36] | Case Categorizations [2] | Open Activities [1] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raven Giddens [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	12/19/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/26/2014 8:16 AM
CA Multiple Repairs		Date/Time Closed	12/19/2014 1 20 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 10:00 AM Eastern Time @ O'Neil Nissan Notes to Agent: Please have customer prepared to demonstrate the concern.		
Description	firstname : [redacted] lastname : email : homephone : address1 : address2 : city : twitter : state : zip : owner : true make : Nissan source : NissanContactUs vin : 1n4al3ap0dn[redacted] dealerstate : dealername : comments : When is Nissan going to have a fix for the passenger airbag recall on 2013 Altimas. I've had mine to the dealer 5 times and there are still times the light will say the bag is off even though someone is in the seat. I don't consider pulling off the road and stopping the engine a fix.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	O'NE L NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 10/26/2014 8:16 AM	Web Email	nissanconsumeraffairs@mv-nissan-usa com
Last Modified By	System Account NNAINT, 12/19/2014 7:11 PM	Root Cause Code	SCMV
Days Closed	390	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT4B
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Raven Giddens (12/19/2014 1 19 PM) RCAS-RG closing case pending call back from c
Make Private	✓	Created By Raven Giddens (12/19/2014 1 17 PM) RCAS-RG placed outbound call to c at [redacted] RCAS-RG was advised that c is not available RCAS-RG left message to inform c to call 1-800-Nissan1 if c wants to speak about case
Make Private	✓	Created By Raven Giddens (12/18/2014 11 42 AM) RCAS-RG placed outbound call to c at [redacted] RCAS-RG was advised that c is not available and left message RCAS-RG will try to reach c again on 12/19
Make Public		Created By Raven Giddens (12/17/2014 9 06 AM) RCAS-RG placed outbound call to c at [redacted] no answer RCAS-RG left vmx requesting a call back
Make Public		Created By Raven Giddens (12/16/2014 10 12 AM) RCAS-RG placed outbound call to dealership and spoke with SM-Tom ********** SM stated that the veh is in and the dlr is working on it SM stated that the veh will be ready this evening
Make Public		Created By Raven Giddens (12/12/2014 10 07 AM) RCAS-RG placed outbound call to c at [redacted] ********** No answer RCAS-RG left vmx informing c that the part is in and should be receiving a call from someone at the dlr to make an appointment RCAS-RG will follow up next wed
Make Public		Created By Raven Giddens (12/12/2014 9 56 AM) RCAS-RG placed outbound call to dealership and spoke with SA-Tom ********** SA stated that the part came in on 12/09 SA stated that there is no appointment set SA stated that SA will give c a call to set up an appointment
Make Public		Created By Raven Giddens (12/4/2014 11 02 AM) RCAS-RG placed outbound call to c at [redacted] ********** No answer RCAS-RG left vmx informing that there is an estimated ship date on 12/12/14 RCAS-RG informed c that RCAS-RG will follow up with c on 12/12 to touch basis
Make Public		Created By Raven Giddens (12/4/2014 10 58 AM) RCAS-RG placed outbound call to dealership and spoke with Parts Department ********** RCAS-RG was informed that the Estimated ship date is for the 12th. 12/12/14
Make Public		Created By Raven Giddens (12/1/2014 12 39 PM) RCAS-RG placed outbound call to c at [redacted] **********

No answer RCAS-RG left vmx informing c that the update at this point is the the part may have been released at this time
RCAS-RG informed c that RCAS-RG will follow up with c and the dlr in 3 buis days to check the status

Make Public

Created By Raven Giddens (12/1/2014 11 36 AM)
RCAS-RG placed outbound call to dealership and spoke with Parts Dept
****
RCAS-RG was informed that the part still has not arrived
RCAS-RG was informed that it is not on the list and could have been released

Make Public

Created By Raven Giddens (12/1/2014 8 20 AM)
RCAS-RG placed outbound call to dealership, no answer RCAS-RG will try again later

Make Public

Created By Raven Giddens (11/26/2014 1 06 PM)
RCAS-RG placed outbound call to c at [redacted] No answer RCAS left vmx informing c that RCAS-RG has spoken with the parts dept and was informed that the seat sensor is in
RCAS-RG informed c that the OCS unit is still on back order and there is no ETA at this time
RCAS-RG informed c that RCAS-RG will check in with c and the dlr in 3 buis days

Make Public

Created By Raven Giddens (11/26/2014 12 50 PM)
RCAS-RG placed outbound call to dealership and spoke with the parts dept
****
RCAS-RG was informed that the seat frame is at the dlr but the OCS is on back order
PA stated that the order will have to be canceled bc it has not been upgraded to vlr status

RCAS-RG understood
Call ended mutually

Make Public

Created By Raven Giddens (11/21/2014 12 19 PM)
RCAS-RG placed outbound call to c at [redacted]
****
No answer RCAS-RG left vmx informing c that RCAS-RG is aware that the TSB was performed on the veh during the DTS appointment and there were parts ordered
RCAS-RG advised c that there is no ETA at this time for parts but RCAS-RG will follow up with c and the dlr in 3 buis days
RCAS-RG advised that if c wants to speak with RCAS-RG, c can call, RCAS-RG provided contact #

Make Public

Created By Raven Giddens (11/21/2014 11 57 AM)
RCAS-RG placed outbound call to dealership to speak with Parts
****
RCAS-RG was informed that the parts, seat frame and OCS control unit have been ordered
RCAS-RG was informed that there is no ETA available at this time

Make Public

Created By Raven Giddens (11/17/2014 8 44 AM)
RCAS-RG placed outbound call to c at [redacted]
****
No answer RCAS-RG left vmx informing c that RCAS-RG is following up with c to see if c is able to make the DTS appointment for 11/18 at 10am
RCAS-RG left contact info informing c that c can call RCAS-RG if c has any questions or concerns
RCAS-RG informed c that RCAS-RG will follow up with c 3 buis days after the appointment

Make Public

Created By Raven Giddens (11/5/2014 12 59 PM)
RCAS-RG placed outbound to dealership and spoke with SM-Tom
****
RCAS-RG informed SM of the DTS appointment that has been made at the dealership for 11/18/14 at 10am

Make Public

Created By Raven Giddens (11/5/2014 9 47 AM)
RCAS-RG placed outbound call to dealership to speak with SM-Tom about DTS appointment
RCAS-RG was informed that the SM will be in this afternoon
RCAS-RG will try calling back later

Make Public

Created By Raven Giddens (11/5/2014 9 44 AM)
RCAS-RG placed outbound call to c at [redacted]
****
RCAS-RG informed c that RCAS-RG has requested a DTS for c's concerns and is available to meet on 11/18/14 at 10 am
RCAS-RG informed c that the appointment will be at Oneil Nissan and the DTS has requested that the customer be prepared to demonstrate the prob

C stated that c really appreciates RCAS-RG doing this for c
C stated that c is worried bc the concern is not a constant thing and that c is worried it may not happen when the veh is at the dealership
C stated that is is also concerned bc c will need to be home around 12 to make it to work

RCAS-RG informed c that RCAS-RG does not know exactly how long it could take, but c will need to stay to speak with the DTS and to demonstrate the concern

C understood
C stated that c has written this on c's calendar

RCAS-RG understood
RCAS-RG informed c that RCAS-RG will give c a call the day before the appointment to ensure that c will still be able to make it

C understood
Call ended mutually

Make Public

Created By Raven Giddens (11/4/2014 9 00 AM)
RCAS-RG placed outbound call to c at [redacted]
****
No answer RCAS-RG left vmx requesting a call back

Make Public

Created By Raven Giddens (11/3/2014 2 34 PM)
RCAS-RG placed outbound call to c at [redacted]
****
No answer RCAS-RG left vmx requesting a call back

Make Public

Created By Raven Giddens (11/3/2014 11 30 AM)
RCAS-RG placed outbound call to dealership and spoke with SA-Joe Sullivan
****
SA stated that the last time the customer was in was in Aug
SA stated that a bulletin came out for this concern last month if c is still having the same concerns
SA stated that if c can get the veh back in and the concern can be duplicated at the time, then the dealership will do the bulletin repair

Make Public

Created By Raven Giddens (11/3/2014 7 02 AM)
RCAS-RG received email from DTS-Nick stating that the dealers for this veh are Mike Wetherill's responsibility

Make Public

Created By Raven Giddens (10/30/2014 11 01 AM)
RCAS-RG placed outbound call to c at [redacted]
****
PREVIOUS RELATED CASES FOUND: None
PREVIOUS UNRELATED CASES: None
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None
RCAS-RG verified C's name, VIN, home and E-mail address, mileage, phone # & DLR
RCAS-RG informed c that this call may be recorded for quality and training purposes

RCAS-RG informed c that RCAS-RG has received case

C stated that c has a concern with the passenger light air bag
C stated that when c's wife sits in passenger seat, the air bag light will come on implying the air bag will not deploy
C stated that it is an intermittent prob and has been to the dealership on 5 diff occasions
C stated that c has been to O'neil and Peruzzi
C stated that Peruzzi is much closer to c
C stated that c spoke with someone at Peruzzi today, and was asked if the seat sensors have been replaced
C stated that c did not know
C stated that the dealership stated that if there is an error code in the veh, then c can get the sensors replaced
C stated that c is seeking a permanent resolution for the concern
C stated that c can stop the engine then restart the veh and it will fix the concern at that time, but it is not a permanent solution

RCAS-RG apologized to c for this concern
RCAS-RG informed c that RCAS-RG will reach out to dealerships to get more info
RCAS-RG informed c that RCAS-RG is not aware of any solutions to this concern as RCAS-RG gets info from dlrs
RCAS-RG informed c that RCAS-RG will try to see what the next steps at this point would be

C understood
Call ended mutually

Make Public

Created By Maria Marsha Atienza (10/30/2014 9 58 AM)
RCAS Case Follow-up

Make Public

Created By Maria Marsha Atienza (10/30/2014 9 43 AM)
CRR-MC received a call from c stating that c sent an email to Nissan regarding c's issue with the passenger airbag of the veh. C said that c's at the dlr 5 times already and dlr cannot fix the issue. C also said that c was advised by the dlr that if dlr will get an error code then dlr can fix issue but if not then there is nothing that the dlr can do. C said that issue is happening intermittently and c wants a permanent resolution from Nissan. CRR-MC apologized.

CRR-MC verified name and address and was able to pull up case #.

CRR-MC advised c that case was already escalated to RCAS for review and and also advised c that RCAS will call c back on before end of this business day 10/30/14. C understood.

CRR-MC verified best contact # to reach c at which is [redacted]efore noon or after 5:30 PM EST.

CRR-MC also informed c that CRR-MC will send internal message to representative about c's callback today. C agreed.

CRR-MC offered further assistance. C declined and disconnected call.
CRR-MC was not able to provide name, case and extension #.
CRR-MC exiting case.

Make Public

Created By Raven Giddens (10/29/2014 2 48 PM)
RCAS-RG placed outbound call to c at[redacted]
****
No answer RCAS-RG left vmx requesting a call back

Make Public

Created By Raven Giddens (10/29/2014 1 37 PM)
RCAS-RG placed outbound call to Peruzzi Nissan and spoke with the SM-Bill
****
SM stated that c has came in on 3 occasions
SM stated that c has had the air bag recall performed on the veh 3 diff times

Make Public

Created By Raven Giddens (10/29/2014 1 35 PM)
RCAS-RG placed outbound call to dealership
****
RCAS-RG was informed that c has came in 1 time for the air bag concern

Make Public

Created By Raven Giddens (10/29/2014 10 52 AM) Last Modified By Raven Giddens (10/29/2014 10 52 AM)
RCAS-RG placed outbound call to tech line and spoke with Patrick
****
TL stated that if c is having concerns with the air bag after 5 attempts to fix the concern, RCAS-RG may need to submit a DTS

Make Public

Created By Laurice Lim (10/28/2014 4 33 PM)
case moved

Make Public

Created By Laurice Lim (10/28/2014 4 32 PM)
Email case logged

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

Method of contact: E-mail

crr-ld checked for open campaigns/upgrades found:

E-mail sent[redacted]
crr ld unable to call c due to time constraints

crr ld advised c will forward veh complaint to RCAS.

crr ld transferring case.

Make Public

Created By Laurice Lim (10/28/2014 4 29 PM)
SRH-24059936 I 8/7/2014 8,107 JOHN CIMBALISTA

Make Public

Created By Laurice Lim (10/28/2014 4 14 PM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1n4al3ap0dn5[redacted]
dealerstate :
dealername :
comments : When is Nissan going to have a fix for the passenger airbag recall on 2013 Altimas. I've had mine to the dealer 5 times and there are still times the light will say the bag is off even though someone is in the seat. I don't consider pulling off the road and stopping the engine a fix.

Make Public

Created By Managed Services (10/26/2014 8 16 AM)
firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone :
address1 :
address2 :
city :
twitter :
state :
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 1n4al3ap0dn5[redacted]
dealerstate :
dealername :
comments : When is Nissan going to have a fix for the passenger airbag recall on 2013 Altimas. I've had mine to the dealer 5 times and there are still times the light will say the bag is off even though someone is in the seat. I don't consider pulling off the road and stopping the engine a fix.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023713	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/28/2014	YX	BK	233500	OA
Edit | Del	CC-8023714	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/28/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Follow Up Call From C	Not Started		✓	[redacted]	10/30/2014	N/A	Raven Giddens

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/18/2014	Mike Wetherill	10/30/2014 2 55 PM
Edit | Del	Email: Regional Specialist [ref:_00DA09j8L._500F0SIRwl:ref]		✓	10/28/2014	Laurice Lim	10/28/2014 4 37 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Regional Specialist [ref:_00DA09j8L._500F0SIRwl:ref] *10/28/2014 Case # [redacted] VIN # 1N4AL3AP0DN[redacted]...*	[redacted]	10/28/2014 4:37 PM
Reply | To All | Del	Replied		Other *firstname : [redacted] homephone : ...*	nissanconsumeraffairs@my-nissan-usa.com	10/26/2014 8:16 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/19/2014 1:20 PM	Raven Giddens	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/18/2014 11:42 AM	Raven Giddens	Changed **Follow Up Date** from 12/18/2014 to **12/19/2014**.
12/17/2014 9:06 AM	Raven Giddens	Changed **Follow Up Date** from 12/17/2014 to **12/18/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [3] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Grace Marie Yu [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/29/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/26/2014 2:41 PM
CA Multiple Repairs		Date/Time Closed	10/29/2014 5:58 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname : [redacted] lastname : [redacted] email : [redacted] homephone : [redacted] address1 : [redacted] address2 : city : Webster twitter : state : NY zip : [redacted] owner : false make : Nissan source : NissanContactUs vin : 1N4AL3AP3EC[redacted] dealerstate : NY dealername : Vision Nissan comments : passenger air bag light still comes on sometimes while driving around. had it in for the recall and was told this is a diagnostic procedure when the light comes on. stays on for a while, so is it safe and is this supposed to do this?		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	VISION NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 10/26/2014 2:41 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code	SCIN
Days Closed	441	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Grace Marie Yu (10/29/2014 5 55 PM) case closed
		Created By Grace Marie Yu (10/29/2014 5 54 PM) ***Email case logged*** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail crr-gmy checked for open recalls/campaigns/upgrades found: none crr-gmy checked for previous/related case found: none
Make Public		***Response Details*** crr-gmy responded to c's address; [redacted] crr-gmy referred c to a Nissan dlr for further assistance. crr-gmy noting as per TL-JV, callback procedure is on hold until further notice. crr-gmy provided name, extension, NPS script and case number. crr-gmy closing case.
Make Public		Created By Grace Marie Yu (10/29/2014 5 53 PM) firstname : [redacted] lastname : [redacted] email : [redacted] homephon[redacted] address1 : [redacted] address2 : city : Webster twitter : state : NY zip : [redacted] owner : false make : Nissan source : NissanContactUs vin : 1N4AL3AP3EC[redacted] dealerstate : NY dealername : Vision Nissan comments : passenger air bag light still comes on sometimes while driving around. had it in for the recall and was told this is a diagnostic procedure when the light comes on. stays on for a while, so is it safe and is this supposed to do this?
Make Public		Created By Managed Services (10/26/2014 2 41 PM) firstname : Thomas

lastname [redacted]
email [redacted]
homephone [redacted]
address1 : [redacted]
address2 : [redacted]
city : Webster
twitter :
state [redacted]
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP3EC[redacted]
dealerstate : NY
dealername : Vision Nissan
comments : passenger air bag light still comes on sometimes while driving around. had it in for the recall and was told this is a diagnostic procedure when the light comes on. stays on for a while, so is it safe and is this supposed to do this?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8025845	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/29/2014	YX	BK	233500	OA
Edit | Del	CC-8025846	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQU RY	QA	10/29/2014	ZR	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SIWPa ref]	[redacted]	✓	10/29/2014	Grace Marie Yu	10/29/2014 5:58 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SIWPa ref] *this seems to be a poor excuse for not answering my question. you would know ...*	[redacted]	10/29/2014 7:16 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SIWPa ref] *10/29/2014 Case # [redacted] VIN # 1N4AL3AP3EC[redacted] Th...*		10/29/2014 5 58 PM
Reply | To All | Del	Replied		Other *firstname : [redacted] mail : [redacted] homephone : [redacted]*	nissanconsumeraffairs@my-nissan-usa.com	10/26/2014 2:41 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/29/2014 5:58 PM	Grace Marie Yu	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 5:54 PM	Grace Marie Yu	Changed **Case Servicing Dealer** to **VISION NISSAN**.
10/29/2014 5:53 PM	Grace Marie Yu	Changed **Follow Up Date** from 10/26/2014 to **10/29/2014**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Wendy Martin [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/13/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/27/2014 7:19 AM
CA Multiple Repairs		Date/Time Closed	11/13/2014 3:58 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CRYSTAL NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP7D[redacted]		
Created By	Vidah May Lucas 10/27/2014 7:19 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	426	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Wendy Martin (11/13/2014 3 57 PM)** ***CASE SUMMARY*** C contacted NNA CA wit a Air bag light concern SM stated that dlr has no information about c concern and that c needs to bring veh back to dlr RCAS-WM attempted to contact c on numerous occasion C did not return call RCAS-WM closing case pending return cal from c
Make Private	✓	**Created By Wendy Martin (11/10/2014 4 01 PM)** RCAS-WM attempted to contact c 'RCAS-WM left message asking c if c has taken the veh back to dlr RCAS-WM also requested return call
Make Public		**Created By Nicholas Stanton (11/5/2014 1 31 PM)** RCAS-NS called c to talk about the case. RCAS-NS left a message advising c to bring the veh back into the DLR for another inspection and ask for the SM to inspect the veh.
Make Private	✓	**Created By Wendy Martin (10/31/2014 4 17 PM)** RCAS-WM attempted to contact the c RCAS-WM left message requesting return call
Make Public		**Created By Wendy Martin (10/28/2014 9 52 AM)** SM stated that the dlr did not have any information about him having a concern and the c was just there two weeks ago for a LOF RCAS-WM sent message back to dlr asking if dlr would like c to bring veh back in because c has a concern RCAS-WM waiting for reply
Make Private	✓	**Created By Wendy Martin (10/28/2014 9 23 AM)** RCAS-WM contacted c and informed c that the cal was being recorded for training purposes C understood RCAS-WM verified c address Verified yr and model of c veh Verified dlr C stated that c has taken the veh into the dlr two times and that airbag light is on C stated that c is concerned C also asked RCAS-WM to see if veh has any open campaigns RCAS-WM found the c does have a open campaign NTB14-027 OCS REPROGRAM OCCUPANT CLASS SYSTEM OCS RCAS-WM stated to c that RCAS-WM will follow up with c dlr to see what NNA can do to assist the c. C understood
Make Public		**Created By Wendy Martin (10/28/2014 9 11 AM)** RCAS-WM sent email to SM Blaine asking for information about c veh and the concerns and repair attempted. RCAS-WM waiting for reply
Make Public		**Created By Vidah May Lucas (10/27/2014 7 47 AM)** Vehicle Concern
Make Public		**Created By Vidah May Lucas (10/27/2014 7 29 AM)** c called about veh concern crr-vl verified info of c c stated c had an airbag problem. c's airbag light keeps coming on and dlr reset it 3x and also recalibrate the coomputer. c took it to the dlr the other day. c stated c had this done under the recall/campaign. c provided dlr info: DEALERSHIP: Crystal Nissan SM: Brane West ISSUE: airbag light keeps coming on C'S REQUEST: c want NNA to fix the problem C'S BEST PHONE NO.: [redacted] crr-vl advised c that case will be forwarded to RCAS for review and c will be contacted within the next business day. c understood.

crr-vl offered further assistance; c declined
crr-vl provided case no.,name and ext.
crr-vl forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8043656	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/13/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/13/2014 3:58 PM	Wendy Martin	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/10/2014 4:00 PM	Wendy Martin	Changed **Follow Up Date** from 11/10/2014 to **11/13/2014**.
11/5/2014 1 31 PM	Nicholas Stanton	Changed **Follow Up Date** from 11/5/2014 to **11/10/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [11] | Case Categorizations [1] | Open Activities [1] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/5/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/27/2014 8:14 AM
CA Multiple Repairs		Date/Time Closed	10/31/2014 8:41 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Ongoing issue with the airbag deployment		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LEGACY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4BL3AP7DC[redacted]		
Created By	R R Martinez 10/27/2014 8:14 AM	Root Cause Code	SCIR
Last Modified By	System Account NNAINT, 10/31/2014 7:04 PM	Root Cause Code (2)	
Days Closed	439	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Heather Leslie (10/31/2014 8 41 AM)** RCASNE HL- case summary close case veh performs normally c will take the veh back to the DLR for airbag inspection
Make Private	✓	**Created By Heather Leslie (10/31/2014 8 40 AM)** RCASNE HL- called c at [redacted] spoke to Stuart call was not advised that the call may be recorded (agent forgot to advise) RCASNE HL-advised that the DLR has been notified of c concern RCASNE HL-advised that the DLR states that the veh should be performing normally and to bring the veh in if c has a concern c states that c will bring the veh in may be today RCASNE HL- advised to call NNA CA if c needs further assistance
Make Private	✓	**Created By Heather Leslie (10/31/2014 8 37 AM)** RCASNE HL- called DLR spoke to SM Frank SM states that the veh came in on 10/20 SM states that there was a stored code that was reset 12,000 miles ago SM states that there was a glitch in the system and that the veh should be working normally SM states that there is no part being ordered received email from SM confirming this information
Make Private	✓	**Created By Heather Leslie (10/30/2014 8 56 AM)** RCASNE HL- received call from c[redacted] advised that the call may be recorded for quality c verified name, address, email, phone number, make/model and mileage c states that c purchased the veh new c states that the concern has been ongoing since c purchased the veh c states that the airbag light goes on and when the veh is turned off and then back on the light will turn off c states that c wife is 5'5 and 120 lbs and this should not determine the light coming on c states that the DLR instructed c to call NNA CA c states that the DLR is supposed to contact Nissan to order parts or see how to resolve c concern RCASNE HL- advised that the DLR is in the best position to determine answers to technical questions and to determine what repairs are needed to resolve c concerns suggested that the c take c wife to the DLR with the veh to determine a diagnosis agent will follow up with c on Wednesday to determine if c took the veh sent email to SM Frank to discuss c concerns and DLR recommendations also asked SM Frank when the OCS reprogram was complete and if parts are being ordered for the veh
Make Private	✓	**Created By Heather Leslie (10/29/2014 1 02 PM) Last Modified By Heather Leslie (10/31/2014 8 37 AM)** RCASNE HL- called c at [redacted] left vm[redacted]
Make Private	✓	**Created By Heather Leslie (10/29/2014 1 01 PM)** RCASNE HL- called DLR spoke to SA Judy SA states that the veh was at Legacy Nissan on 10/20/14 RO#[redacted] c complaint: airbag light will not go off when a person is in the passenger seat tech found code B00A0 the code was reset OCS campaign completed 12,000 miles prior

Make Private	✓	**Created By Heather Leslie (10/29/2014 12 52 PM)** RCASNE HL- received 2 vmx from c c requested call back at [redacted]
Make Private	✓	**Created By Heather Leslie (10/28/2014 9 48 AM)** RCASNE HL- unable to data net the case called [redacted] left vm [redacted]
Make Private	✓	**Created By Heather Leslie (10/28/2014 9 42 AM)** RCASNE HL- sent email to SM Frank to see if the veh is at the DLR, or if the c has an upcoming appointment, also to ask for service history for the airbag concern
Make Private	✓	**Created By Heather Leslie (10/28/2014 9 39 AM)** RCASNE HL- called DLR requested to speak with SM Frank who was assisting a customer spoke to SA Judy who states that the previous SA Jeff is no longer with the company
Make Public		**Created By R.R Martinez (10/27/2014 9 10 AM)** CRR RM received a call from c stated that C's vehicle is having an issue with the airbag indicator since C got the vehicle C said there is an issue regarding indicator on the deployment ot the passenger airbag C said the indicator light does not go off indicating that the airbag will not deploy even if C's wife is already seated on the passenger seat, C said it always indicates that nobody is sitting on the seat C said C already took it to the dealership to have it fixed, and C said C already taken it multiple times for it to be fixed but the issue persist C said and asked if there is a fix to this C said C has read a lot online regarding the issue C said Nobody mentioned that the issue was fixed CRR RM apologized for the inconvenience and told C that CRR RM will not be able to answer that yet CRR RM told C that CRR Rm will be creating a case for C CRR RM advised C that case will be escalated to Regional Dept for review. CRR RM advised C to expect a call within the next business day. C understood and said that the best time to call C back would be in the morning from 8:00 am CRR RM offered further assistance, C declined. CRR RM provided name, ext and case number. CRR RM leaving file open, transferring resp to rcas

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8022391	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/28/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	11/5/2014	N/A	Heather Leslie

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/31/2014 8:41 AM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/30/2014 8:57 AM	Heather Leslie	Changed **Follow Up Date** from 10/30/2014 to **11/5/2014**.
10/29/2014 1:03 PM	Heather Leslie	Changed **Follow Up Date** from 10/29/2014 to **10/30/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [7] | Case Categorizations [2] | Open Activities [1] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/27/2014 9:58 AM
CA Multiple Repairs		Date/Time Closed	10/29/2014 3:10 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	recall		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP0DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MASSAPEQUA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4BL3AP0DN4[redacted]		
Created By	Cherielyn Cejane 10/27/2014 9:58 AM	Root Cause Code	SCIR
Last Modified By	System Account NNAINT, 10/29/2014 7:15 PM	Root Cause Code (2)	
Days Closed	441	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Heather Leslie (10/29/2014 3 09 PM)** case summary veh has not been diagnosed veh airbag light concern c will take the veh to the DLR but does not know when c will have time c has been advised to take to the DLR to determine cause and to determine warranty status
Make Private	✓	**Created By Heather Leslie (10/29/2014 3 08 PM)** RCASNE HL- called c at [redacted] spoke to c [redacted] c verified name, address, email, phone number, make/model and mileage advised that the call may be recorded for quality purposes c states that c airbag passenger light stays on when c wife is in the veh c states that c wife is 4'11 and 120-130 lbs c states that c traveled to Brooklyn, NY and the light stayed on for 40 minutes c states that c is a mechanic c states that c has not tested the light when c is in the passenger seat c asked if c can take the veh to any NNA DLR c states that c has not taken the veh to DLR in a couple of months RCASNE HL- advised that c can take the veh to any NNA DLR advised that depending on the size of the individual the light may come on to prevent the airbag from deploying to prevent injuries to a person who may not fit weight specific for airbag advised that c will need to take the veh in for diagnosis advised that the campaigns are only completed once and the DLR must diagnose the veh to see what component has failed and if it was c damage or mechanical defect advised that there is no guarantee for FA and that the DLR is best to determine warranty status for parts close case pending diagnosis sent email to the c with diagnosis instructions and agent phone number c thanked agent for calling c multiple times
Make Private	✓	**Created By Heather Leslie (10/29/2014 2 48 PM)** RCASNE HL- called c at [redacted] lady answered and states that c James is not available and took message advised agent will try again tomorrow
Make Private	✓	**Created By Heather Leslie (10/28/2014 10 46 AM) Last Modified By Heather Leslie (10/28/2014 10 47 AM)** RCASNE HL- only open campaign 2013 - Altima Sedan (L33) Secondary Hood Latch
Make Private	✓	**Created By Heather Leslie (10/28/2014 10 44 AM)** RCASNE HL- called c at [redacted] le[redacted]
Make Private	✓	**Created By Heather Leslie (10/28/2014 10 44 AM)** RCASNE HL- unable to data net the case called c [redacted] left vmx
Make Public		**Created By Cherielyn Cejane (10/27/2014 10 05 AM)** CRR-CNC received call from C that want to know if c's veh has a recall. CRR-CNC advised c that veh has an open recall hood latch and advised C to take veh to any NNA svr dlr to have the recall performed free of charge c said that c has a recall for the OCS and c was having the same issue. c took the veh back to the dlr but c was advised to call nna ca. c dont have SA name. CRR-CNC advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day. CRR-CNC offered further assistance. c declined CRR-CNC provided c with file number, name and extension number CRR-CNC transferring file to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8020220	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/27/2014	YE	BK	234000	OA
Edit | Del	CC-8020221	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/27/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	10/29/2014	N/A	Heather Leslie

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0SJUAi ref]	[redacted]	✓	10/29/2014	Heather Leslie	10/29/2014 3:09 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SJUAj:ref] *10/29/2014 Case # 1[redacted] VIN # 1N4BL3AP0DN[redacted]..*	[redacted]	10/29/2014 3:09 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/29/2014 3:10 PM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/28/2014 10:47 AM	Heather Leslie	Changed **Follow Up Date** from 10/28/2014 to **10/29/2014**.
10/27/2014 10:05 AM	Cherielyn Cejane	Changed **Transferred to RCAS** from false to **true**.

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Surveys

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Case [redacted]

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Case Comments [21] | Case Categorizations [2] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ashley May [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/9/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/27/2014 10:14 AM
CA Multiple Repairs		Date/Time Closed	1/8/2015 7:48 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/10/2014 1:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	BBB Hearing
Inspection Time/Notes	Appointment Time: 2pm hearing EDT		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MV2EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Rogue	Beyond PT Warranty Miles	0
Model Code	22614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV2E[redacted]		
Created By	Heathre Vanriper, 10/27/2014 10:14 AM	Root Cause Code	SCMV
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	372	Action Code	NL9J
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Ashley May (1/8/2015 7 46 AM)** ARBS rec'd assumed rejection of decision. ARBS is closing case pending further correspondence.
Make Public		**Created By Heathre Vanriper (1/6/2015 11 52 AM)** NIS1430262. DRTS rec'd assumed rejection letter from BBB 01/06/15 dated same. See attached for review.
Make Public		**Created By Ashley May (1/5/2015 9 48 AM)** ARBS sent the following e-mail to BBB-Donna with Read Receipt: I wanted to follow up again in regards to Ms[redacted]s case. I received the Interim Repair Decision on 12/16 but I have not received any notification that Ms[redacted] has accepted the decision. I know the acceptance/rejection needs to be returned within 14 days but wasn't sure if this was extended out due to the holiday. Please let me know so that I may follow up appropriately on my side. _____ ARBS rec'd notification of read receipt at 9:47 a.m. on 1 5.
Make Public		**Created By Ashley May (12/30/2014 7 34 AM)** ARBS e-mailed BBB-Donna requesting update on C's acceptance/denial of decision.
Make Public		**Created By Ashley May (12/18/2014 12 53 PM)** ARBS rec'd Interim Repair Decision and attached to case. ARBS pending acceptance/rejection of decision from C before proceeding.
Make Public		**Created By Ashley May (11/19/2014 10 17 AM)** ARBS rec'd e-mails from BBB-Donna with 2 videos attached stating that NNA would have 4 days to provide response to be sent to ARB in case. Videos demonstrate airbag light and radio concerns. ARBS attached videos to case and sent to DTS-Ben with high importance requesting response.
Make Public		**Created By Heathre Vanriper (11/19/2014 10 16 AM)** NIS1430262. DRTS rec'd In-Writing Post'n Exchange/Rebuttal cover sheet from BBB 11/19/14 see attached for review.
Make Public		**Created By Ashley May (11/19/2014 9 47 AM)** ARBS completed hearing packet and attached to case. ARBS sent packet to DTS-Ben via Fed Ex: [redacted]
Make Public		**Created By Ashley May (11/18/2014 12 39 PM)** ARBS notes rec'd Notice of Hearing. ARBS notified DTS-Ben of date/time and requested where to send hearing packet. ARBS e-mailed BBB-Donna to inquire if updated Notice of Hearing was needed as this is an in person hearing and the NOH notes in writing hearing.
Make Public		**Created By Heathre Vanriper (11/18/2014 12 04 PM)** NIS1430262. DRTS rec'd NOH from BBB 11/18/14 dated same. States: 12/10/14 2pm EST BBB of NY 30 E 33rd St, NY 100160000. See attached for review.
Make Public		**Created By Ashley May (11/12/2014 1 32 PM)** ARBS e-mailed BBB-Donna requesting update on hearing date for case.
Make Public		**Created By Ashley May (11/5/2014 9 10 AM)** ARBS e-mailed DTS-Lee and DTS-Ben to give heads up in person hearing is being requested by attorney.

ARBS still pending possible dates from BBB-Donna.

Make Public

Created By Ashley May (10/31/2014 8 33 AM)
ARBS e-mailed BBB-Donna to verify if hearing date has been set.

Make Public

Created By Heathre Vanriper (10/29/2014 2 19 PM)
NIS1430262. DRTS notes email notification of completed MRF by ARBS AM 10/29/14 available on BBB site.

Make Public

Created By Ashley May (10/29/2014 8 22 AM)
ARBS notes the following vehicle summary:

In Service Date: 2 26.14

Additional CA Cases:
[redacted] 4.2.14 - DPIC – dealer requested part number for switch assembly smart keyless remote
[redacted] 5.7.14 – DPIC – dealer verifying radio
[redacted] 6.3.14 – C opened case to complain about passenger side airbag, radio screen (no Bluetooth, radio) and driver side door. Dealer advised C that radio was on back order. Dealer confirmed back order on radio with no ETA. Both dealer and C confirmed appt for 6.7. Follow up on 6.9 with SM stated radio was flashed, airbag had no duplication, seat belt was adjusted for rattle. C stated the flash didn't help with radio – RCAS recommended going back to dealer. C still not happy and stated concerns come and go. C stated C wasn't going to take vehicle back – RCAS encouraged to return and stated no repairs could be made without diagnosis. C asked to be escalated to supervisor as C not happy with outcome. Supervisor recommended taking vehicle to a second dealership for another opinion. Case closed 6.11.14
- [redacted] 8.12.14 – Social Case – C documented concerns in social media. C mentions heated seat switch as well as radio concerns and rattling from door and dash areas. RCAS contacted C on 8.13 and C stated airbag is okay, radio software update was completed but hasn't received update on screen. C expressed displeasure that nobody seems to be assisting C. C stated C was going to contact lawyer if nothing could be done by the end of the week (8.16.14). C added comments to social media advising not to respond to social support due to RCAS advising C that fix cannot be made without duplication. Case closed 8.13.14
- [redacted].14 – Attorney demand letter rec'd and RHR completed through 8.16.14 RO. ARBS-AM sent no offer letter to attorney.
No Tech Line Cases, DTS or VSC

16 days down

7 visits for radio display going blank – 1 SOP, 1 TSB, 3 visits while SOP was ordered, 1 additional SOP as original unit sent not correct, 1 replacement
4 visits for passenger side airbag – 1 zero point reset, 3 normal operation
2 visits for rattle in driver door – 1 seat belt adjustment, 1 no problem found
2 visits for heated seat switch – 1 SOP, 1 replacement
1 visit for noise in dash area – 1 no problem found
1 visit for front license plate – 1 reinstallation

ARBS notes 3 warrantable repairs completed – 1 TSB, 1 seat switch, 1 audio unit replacement

Make Public

Created By Ashley May (10/29/2014 8 22 AM)
ARBS notes the following repair history:

05/03/14 - 05/07/14 - Mileage: 2,536 - RO: [redacted] - Days Down: 5
Concerns:
1. Air bag light turns off then never comes back on after driving awhile
2. Radio display screen shuts down/freezes while driving and restarts itself
3. Front license plate bracket cockeyed
Actions:
1. Checked system for codes, none stored. Performed zero point reset.
2. SOP – Audio unit
3. Reinstalled properly

05/24/14 - 05/30/14 - Mileage: 2,561 - RO: [redacted] - Days Down: 6
Concern:
1. Radio turns off while driving – no audible sound from speakers, screen freezes/shuts down
Action:
1. Radio still on back order. Nissan recommends flash drive software update. No work performed

06/07/14 - 06/07/14 - Mileage: 3,877 - RO: [redacted] - Days Down: 1
Concerns:
1. Radio display cuts out – unit on back order. New Service Bulletin NTB14-028 for flash card update
2. Air bag light turns off then never comes back on
3. Rattle in door at 35-40 mph, if pressure is applied, noise goes away
Actions:
1. Completed Bulletin
2. Normal operation
3. Adjusted seatbelt

08/09/14 - 08/09/14 - Mileage: 6,459 - RO: [redacted] s Down: 1
Concerns:
1. Radio display goes blank and says "Loading"
2. Heated seat button is broken on the driver side
3. Noise from vehicle while driving coming from drive side front door
4. Noise coming from the dash area on the driver side
Actions:
1. Could not duplicate
2. SOP – Heated seat switch
3. No problem found
4. No problem found

08/16/14 - 08/16/14 - Mileage: 6,706 - RO: [redacted] - Days Down: 1
Concerns:
1. Heated seat button on the driver side is deformed – SOP came in
2. Radio display goes blank intermittently
Actions:
1. Replaced heated seat switch
2. Test drove vehicle and screen never changed or go blank. Unable to duplicate

08/30/14 - 08/30/14 - Mileage: 7,92 - RO: [redacted] - Days Down: 1
Concerns:
1. Screen blacks out and says loading – SOP radio
2. Passenger airbag off light comes on while person is sitting in seat
Actions:
1. Wrong audio unit sent – Reordered
2. Unable to duplicate, will complete further testing when returns for radio

10/04/14 - 10/04/14 - Mileage: 9,582 - RO: [redacted] - Days Downs: 1
Concerns:
1. Audio display goes black and will say "Loading" – SOP came in
2. Passenger airbag light comes on intermittently
Actions:
1. Replaced audio unit
2. Performed DTC scan and no codes/faults. Vehicle is operating as designed

Created By Ashley May (10/29/2014 8 18 AM)
ARBS rec'd following e-mail from BBB-Donna:

Make Public

You are correct, this is an in person arbitration. I corrected the system steps and restarted the case; you should receive notification indicating accordingly. t is noted that the date started is 10-29-2014.

Thank you for the heads up.

Make Public

Created By Ashley May (10/29/2014 8 17 AM)
ARBS called Massapequa Nissan and selected option 2 for Service.

ARBS was transferred to SA-Stacy and requested to verify all ROs dealership has for C. SA-Stacy stated ROs are:

[redacted]

ARBS thanked SA-Stacy for assistance and time.

Call ended mutually.

Created By Ashley May (10/29/2014 8 15 AM)
ARBS called Smithtown Nissan and selected option option 6 for Service.

ARBS was transferred to SA-Justin. ARBS requested to go over all ROs within dealership's system to ensure all ROs have been received. SA-Justin provided the following ROs:

Make Public

[redacted]

SA-Justin stated to his knowledge, C has not been back with any additional concerns since audio unit was replaced on 10.4.14.

ARBS thanked SA-Justin for assistance.

Call ended mutually.

Make Public

Created By Ashley May (10/29/2014 7 12 AM)
ARBS e-mailed BBB-Donna to clarify if ARBS should be PIW or request someone to be present at hearing.

Cover letter states PIW but attorney letter requests in person

Make Public

Created By Heathre Vanriper (10/27/2014 10 26 AM)
NIS1430262. DRTS rec'd ATA from BBB on 10/27/14, dated same. ATA states: All parties named submit to arbitration the following: Airbag Malfun, radio malfun, Door rattle, dash noise, D/S heated seat button operation. The parties have come to agreement on the following: N/A. Each Party requests the arbitrator(s) render the following decision: Consumer: Repurchase, Manufacturer: Denial. The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A.

DRTS notes: no MRF available on BBB site.

DRTS rec'd email notification stating: We have opened a new case and made a preliminary determination the case is eligible. No previous notification of CCF dated 10/21/14 or additional docs dated 10/22/14. C seeks: Repurchase/replacement CCF states: Airbag light*4, Radio malfun*6, Door rattle*2, Dash noise*1, D/S seat button operation*2.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8097257	AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	POOR OR MPROPER OPERATION	11	10/27/2014	YX	AA	103500	OA
Edit | Del	CC-8097258	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/27/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	1/6/2015	Ashley May	1/6/2015 11 52 AM
Edit | Del			✓	11/20/2014	Benjamin Foss	11/18/2014 4:48 PM
Edit | Del			✓	11/19/2014	Ashley May	11/19/2014 10:17 AM
Edit | Del			✓	11/18/2014	Ashley May	11/18/2014 12:04 PM
Edit | Del			✓	10/27/2014	Ashley May	10/28/2014 3:24 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	46KB	1/6/2015 11:51 AM	Heathre Vanriper
Edit | View | Del		325KB	12/18/2014 12:49 PM	Ashley May
Edit | View | Del		2 07MB	11/19/2014 10:18 AM	Ashley May
Edit | View | Del		1 31MB	11/19/2014 10:18 AM	Ashley May
Edit | View | Del	[redacted]	53KB	11/19/2014 10:17 AM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/8/2015 7:48 AM	Ashley May	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/5/2015 9:48 AM	Ashley May	Changed **Follow Up Date** from 1/5/2015 to **1/9/2015**.
12/30/2014 7:35 AM	Ashley May	Changed **Follow Up Date** from 12/30/2014 to **1/5/2015**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [16] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [2] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Holly Allen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/27/2014 11:41 AM
CA Multiple Repairs		Date/Time Closed	11/24/2014 1:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	Dealer Request
Inspection Time/Notes	Appointment Time:11 am Notes to Agent Loaner vehicle required		
Description	VEHICLEC CONCERN - A RBAG LIGHT ISSUE (Multiple Repairs)		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF ATHENS
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,767		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF ATHENS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	2
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP9DN[redacted]		
Created By	Michelle Henares 10/27/2014 11:41 AM	Root Cause Code	SCMV
Last Modified By	NNAETL 9/2/2015 9:28 PM	Root Cause Code (2)	
Days Closed	415	Action Code	NT2M
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Holly Allen (12/8/2014 11 17 AM)** *** [Added after the case is closed.] *** RCAS-HA received a voicemail from c about the case c stated c had received the maintenance plan in the mail and just wanted to make sure c did not have to do anything RCAS-HA advised c that c did not have to do anything but use the vsc and the service credit would come as a prepaid debit card in the mail soon c thanked RCAS-HA RCAS=HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (11/24/2014 1 11 PM)** RCAS-HA is closing the case due to no further assistance available at this time *********CASE SUMMARY********* c contacted NNA regarding a vehicle concern, c felt OCS light was not working properly dts inspected the vehicle vehicle was repaired NNA offered a maintenance plan and a service credit RCAS-HA closing case
Make Private	✓	**Created By Holly Allen (11/24/2014 12 58 PM)** RCAS-HA notes the service credit was processed and RCAS-HA mailed the maintenance plan to c
Make Private	✓	**Created By Holly Allen (11/19/2014 12 54 PM)** RCAS-HA contacted c at [redacted] about the case RCAS-HA advised c that RCAS-HA had spoken with the service manager about c's 30k service on the vehicle and was advised it may cost a couple hundred dollars so Nissan would like to offer c a $250 service credit c stated that is ok and would be nice RCAS-HA advised c of the following terms and conditions A service credit can be issued at the rate of once per V N per customer. If the customer has received a service credit according to the V N history, the customer IS NOT ELIG BLE for a service credit. The new owner of a pre-owned vehicle IS ELIGIBLE if there is no prior history indicating the "new owner" has received a service credit. A service credit debit card CANNOT be issued to reimburse a customer for previous services. Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories. This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date. If there is a balance at the end of the 6 month term the balance will be forfeited. The Service Credit may NOT be sold to another V N. c accepted RCAS-HA advised c that the maintenance plan had been processed also and RCAS-HA will email this to c c stated c would like it to be mailed to c RCAS-HA veified c's mailing address RCAS-HA advised c that it would come to c in the mail after being available to RCAS-HA on Monday c stated that is fine RCAS-HA advised c to have a nice day and RCAS-HA wishes c the best of luck call ended mutually
Make Private	✓	**Created By Holly Allen (11/14/2014 4 18 PM)** RCAS-HA contacted c at [redacted] about the case c stated that c is not sure if the maintenance plan is a good idea if it only covers oil changes and tire rotations c statd c's vehicle is soming up on a 30k service and is going to need lots of things done and checked RCAS-HA advised c that RCAS-HA will check on other things and research c's case and contact c back on 11/19/2014 RCAS-HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By Holly Allen (11/12/2014 3 30 PM)** RCAS-HA contacted c at [redacted] about the case c stated that dts had found problems with alternator and had replaced it with a remanufactured part

c stated that c is not happy with the vehicle and has gotten it back yesterday and does not know if the OCS light is repaired or not as c has not had it back long enough
c stated that c told the dealer about the odor of antifreeze and told the dlr about the vibration in the vehicle
c stated that airbag light did not come on last night
c stated that if the airbag sensor is that sensitive as to a person cannot move around in the seat
c stated that c has another problem now with the interior lights not working on the vehicle
c stated that c's wife had a concern with the vehicle taking a long time to start
c stated that the dealer has created a new problem that the interior lights and the map lights do not want
RCAS-HA asked if c has a maintenance plan on the vehicle
c stated no
c stated that c wants the vehicle repaired
c stated c's wife is so frustrated with the vehicle
c stated that c is taking the vehicle back tomorrow and will see after that
RCAS-HA advised that RCAS-HA will follow up with c on Friday as to c's vehicle repair
RCAS-HA advised c that RCAS-HA would like to look into something for c's inconvenience of repeated trips to the dealer
RCAS-HA advised c that RCAS-HA will follow up with c again on Friday 11/14/2014
RCAS-HA advised c to have a nice day
call ended mutually

Make Private ✓ **Created By Holly Allen (11/7/2014 1 29 PM)**
RCAS-HA contacted c at [redacted] about the case
RCAS-HA reminded c of c's dts inspection on Monday 11/10/14 at 11am
c stated yes c remembered and would be there
RCAS-HA advised c that RCAS-HA would follow up with c after and advised c to have a good weekend
call ended mutually

Make Private ✓ **Created By Holly Allen (10/29/2014 1 54 PM)**
RCAS-HA emailed the dts to see if there is a sooner available appointment date

Make Private ✓ **Created By Holly Allen (10/29/2014 1 51 PM)**
RCAS-HA contacted c at [redacted] about case
RCAS-HA advised c that Nissan has gotten a DTS inspection approved for c's vehicle and the appointment is scheduled for 11/10/14 at 11am
c stated that what is c supposed to do with the vehicle until then
c stated the vehicle is not safe to drive
RCAS-HA advised c that the vehicle's restraint system's are going to work
c stated can you guarantee that the airbags will deploy if needed
RCAS-HA advised c that RCAS-HA is not a technician and the OCS light sensor guidelines are given to Nissan by the highway and traffic administration for Nissan to follow
c stated this is not right and c has bought a vehicle that is not worth nothing
RCAS-HA advised c that RCAS-HA is trying to help and has gotten the DTS approved on c's vehicle
c stated c will take the vehicle to the appointment but it probably won't help
RCAS-HA advised c that RCAS-HA will see if the DTS has a sooner appointment and if not RCAS-HA will remind c of c's inspection on the day before
RCAS-HA advised c to have a nice day
call ended mutually

Make Private ✓ **Created By Holly Allen (10/29/2014 1 34 PM)**
RCAS-HA contacted dlr and spoke with SM Jerry at 10am
RCAS-HA advised SM that dts had been scheduled on c's vehicle for 11/10/14 at 11am

Make Private ✓ **Created By Holly Allen (10/28/2014 10 52 AM)**
RCAS-HA received a call from SM Jerry
SM advised that dealer needs a dts on vehicle as dlr has repaired vehicle several times and customer is still not happy

Make Private ✓ **Created By Holly Allen (10/28/2014 9 55 AM)**
RCAS-HA contacted c at [redacted] about case

PREVIOUS UNRELATED FILE FOUND: None
PREVIOUS RELATED F LE FOUND: none
RCAS-HA VER F ED C'S name, home & email address, concern, phone#, vin#, mileage
****
RCAS-HA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None

c stated that the dlr has reprogrammed the OCS light twice and it has not worked
c stated that the light came back on after that and stays on
c stated that the light came on twice and the second time the light came on it stayed on 40 minutes
c stated that c feels like the car is not safe and if c was in an accident that the airbags would not deploy
c stated that c had asked to let c leave the vehicle until it was repaired
c stated that SA Robert has been good and has worked with c
c stated that the vehicle was just at the dealership on the 29th and the light came back on
c stated that c does not want to drive vehicle like this and is scared to let anyone sit in the passenger seat

RCAS-HA apologized to c for c's experience
RCAS-HA advised c that RCAS-HA will contact dlr and speak with SA Robert and the SM regarding c's vehicle
c stated c will call dlr and have dlr contact RCAS-HA
RCAS-HA verified c had case # and contact info
RCAS-HA advised c that RCAS-HA will follow up with c in a few days
RCAS-HA advised c to have a nice day
call ended mutually

Make Private ✓ **Created By Holly Allen (10/28/2014 8 48 AM)**
RCAS-HA contacted c at [redacted] t no answer, left a voicemail with case # and contact info
'RCAS-HA will attempt contact again 10/29/2014

Make Private ✓ **Created By Holly Allen (10/28/2014 7 43 AM)**
RCAS-HA contacted dlr and spoke with SA Chuck
SA advised that SM would contact RCAS-HA back with more details

Make Public **Created By Michelle Henares (10/27/2014 11 52 AM)**
Vehicle Concern

Make Public **Created By Michelle Henares (10/27/2014 11 51 AM)**
CRR-MH received a call from C's husband, [redacted] who is referred to as C in the case. C stated that there is an issue with the airbag light coming on.
C stated that C was advised to call CA and start up a case.
C stated that veh was taken in several times already. The campaign was likewise performed but the light keeps coming back.
C stated that veh was taken also a few weeks ago but the day after the light came back on.
C stated that last night the light was on for about 40 minutes.
C called dlrshp today because C wanted to take veh in. C was advised to call CA by SA-Robert Elder and start up a file re: concern.
C is leery in having a passenger seated on the seat. C is concerned as this is a safety issue.
CRR-MH verified C's updated contact information.
CRR-MH found and advised C that there is an open campaign on the:
2013 - Altima Sedan (L33) Secondary Hood Latch
CRR-MH further advised C to have the campaign performed.
CRR-MH informed C that the case will be forwarded to a regional office and a regional specialist will be in contact with C by the end of the next business day. The best no. to reach C is [redacted]
CRR-MH escalating case to RCAS for vehicle concern.
CRR-MH offered further assistance to C. C declined.
CRR-MH gave name, extension number and case number to C.
CRR-MH leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8020664	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/27/2014	YX	BK	233500	OA

Edit | Del CC-8020665	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/27/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	CST00052984- VSC docs [DO NOT DELETE]	[redacted]	✓	11/24/2014	Holly Allen	11/24/2014 1:12 PM
Edit | Del	New DTS Request		✓	10/30/2014	Anthony Panno	10/29/2014 6:28 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052984	Goodwill VSC	1N4AL3AP9D[redacted]	Processed	Multiple Repair Issue	Holly Allen	RCAS	Rebecca Martin	11/17/2014
Edit	CST00053383	Goodwill Service Credit	1N4AL3AP9D[redacted]	Processed	Multiple Repair Issue	Holly Allen	RCAS	Rebecca Martin	11/20/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	518KB	11/24/2014 12:53 PM	Holly Allen

Case History

Case History Help

Date	User	Action
11/24/2014 1:13 PM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/19/2014 12:56 PM	Holly Allen	Changed **Follow Up Date** from 11/19/2014 to **11/24/2014**.
11/14/2014 4:18 PM	Holly Allen	Changed **Follow Up Date** from 11/14/2014 to **11/19/2014**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Raven Giddens [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/28/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/27/2014 5:58 PM
CA Multiple Repairs		Date/Time Closed	10/28/2014 2:01 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	dealer complain		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	55,000	Related Vehicle Make	Nissan
Current Mileage	56,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AF5MV0CT[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	20,500
Make	Nissan	Beyond Basic Warranty Months	9
Model Line	JUKE	Beyond PT Warranty Miles	0
Model Code	20612	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	W NDSOR NISSAN BY THE MAGU RE AUTOMOTIVE	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AF5MV0CT[redacted]		
Created By	John Michael Dela Cruz Ibanez 10/27/2014 5 58 PM	Root Cause Code	SCCP
Last Modified By	Veronica Moody 4/12/2015 4 57 PM	Root Cause Code (2)	
Days Closed	442	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Raven Giddens (10/28/2014 1 51 PM)** **********RCAS-RG is closing case as no further assistance can be offered at this time.********** ********** CASE SUMMARY********** C contacted NNA CA requesting assistance with dealership complaint
Make Public		**Created By Raven Giddens (10/28/2014 1 51 PM)** RCAS-RG placed outbound call to c at 2013969013 ********** PREVIOUS RELATED CASES FOUND: None PREVIOUS UNRELATED CASES: None CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None RCAS-RG verified C's name, VIN, home and E-mail address, mileage, phone # & DLR RCAS-RG informed c that this call may be recorded for quality and training purposes RCAS-RG informed c that RCAS-RG has received case and understands that c has a dealership complaint C stated that c took the veh to Windsor Nissan to have veh looked at C stated that c was charged $70 for a diagnostic test and should not have bc c has an extended contract C stated that c was told by the dealership to have the veh repaired bc Windsor would charge c $2,000 for the repair C stated that c went to DCH to get the veh repaired and c was not charged anything C stated that DCH took care of c and gave c a loaner veh C stated that the concerns are fixed and c wanted to call and inform of how c was treated at Windsor RCAS-RG apologized RCAS-RG informed c that RCAS-RG has documented complaint and will file it C understood and thanked RCAS-RG Call ended mutually
Make Public		**Created By Raven Giddens (10/28/2014 1 39 PM)** RCAS-RG placed outbound call to dealership and spoke with SA-Kim ********** SA stated that c had 2 concerns with the veh, a key concern and air bag concern SA stated that the remote key was unplugged, making this a non warrantable concern and c was charged $62.50 SA stated that c also had a concern with the air bag light coming on when it is not supposed to SA stated that c would need the OCS control unit and seat sensor replaced, this is what tech line recommended SA stated that the FOM and SM agreed to inform c to go back to the dealership where c bought the veh (DCH) bc c is needing major repairs
Make Public		**Created By Raven Giddens (10/28/2014 10 37 AM)** RCAS-RG emailed dealership
Make Public		**Created By John Michael Dela Cruz Ibanez (10/27/2014 6 03 PM)** c stated that c bought a used veh to a different dlr and took the veh dlr for repair electrical issue on Nissan Windsor but was told by the service department people of the dlr to bring the veh to the dlr where c purchased the veh for the repair to be covered since c has extended contract. C was told by dlr also that c needs to pay $2000 for the repair if c will have the repair done at the dlr. crr-mi verified c's contact information (name,mailing address,phone number and 2nd phone number and email address). Crr-mi advised that case will be raised to the regional office and c will get a callback from regional specialist by the end of the next business day. C agreed and understood and requested to be called at [redacted] Crr-mi offered further assistance. C declined. crr-mi thanked c for calling CA and provided c with the name,ext number and case number. Crr-mi forwarding the case to RCAS. Crr-mi exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code

Edit | Del CC-8021893	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR MPROPER OPERATION	11	10/27/2014	YX	AF	134000	OA
Edit | Del CC-8021894	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	10/27/2014	YZ	BF	222500	OC

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/28/2014 2:01 PM	Raven Giddens	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/27/2014 6:04 PM	John Michael Dela Cruz Ibanez	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000004AWLn**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/27/2014	Type	CA
Follow Up Date	11/24/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/28/2014 8:35 AM
CA Multiple Repairs		Date/Time Closed	3/23/2015 1:58 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00053015

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney Demand Voluntary Repurchase - due to 5 repairs regarding passenger airbag light on with adult in seat and 6 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,271		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MMXE[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WEST HILLS NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$44,737.28	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 5N1AR2MMXE[redacted]		
Created By	Angela Baase, 10/28/2014 8:35 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	296	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie Mathis (1/23/2015 8 37 AM)** Arbs-ASM notes atty receipt of overage ck on 1/23 signed by S. Starynski. Arbs attached POD to case.
Make Public		**Created By Angie Mathis (1/21/2015 11 40 AM)** Arbs-ASM submitted the following ck request: Ck payable to c and atty in the amount of $435.00, Fed E[redacted]
Make Public		**Created By Angie Mathis (1/21/2015 11 32 AM)** Arbs-ASM received email from NMAC: Hi Angie, The last payment was made on 12/05/14 on the amount of $435.00 Thanks,
Make Public		**Created By Angie Mathis (1/20/2015 1 31 PM)** Arbs-ASM notes overpymnt received. Arbs submitted email to NMAC: All: Could you please provide me the amount and date of the last customer payment regarding the above? Thank you,
Make Public		**Created By Tammy Knotts (1/19/2015 10 17 AM)** DRTS TK: Check(s) from NNA for Overpayments in the amount of $439.79 sent to LOCKBOX #54457; FED EX TRACK NG #[redacted]heck will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (12/19/2014 10 12 AM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: passenger airbag light on with adult in seat
Make Public		**Created By Angie Mathis (12/2/2014 3 15 PM)** Arbs-ASM notes the following: Ck[redacted]payable to NMAC in the amount of $27,227 28 Ck[redacted]payable to c and atty in the amount of $17,075 00 Morley case[redacted]
Make Public		**Created By Angie Mathis (12/1/2014 8 06 AM)** Arbs-ASM extended payoff additional 7 days, good to 12/19 - $27,227.28. Arbs submitted the following ck requests: Ck payable to NMAC in the amount of $27,227.28 Ck payable to c and atty in the amount of $17,075 00
Make Public		**Created By Angie Mathis (11/25/2014 4 17 PM)** Arbs-ASM received executed repurchase via email from Dave with atty office and attached to case.

Make Public

Created By Angie Mathis (11/25/2014 8 41 AM)
Arbs-ASM received veh reg via email from Dave and attached to case.

Arbs prepared repurchase letter and forwarded to Dave at atty office via email:

$41,463 00 - Base Price :
$1,327.41 - Sales Tax:
$33.50 - Registration:
$131.00 - Doc Fee:
$5 00 - PA Tire Tax:
$14.55 - Online Registration Fee:
$767.28 - Finance Charges:
$43,741.74 - Total Purchase Price:
$205.00 - Less Usage: (2,050 x .10)
$1,000.00 - Less Rebate:
$27,211.74 - Less Lien Payoff:
$28,416.74 - Total Deductions:
$15,325 00 - Refund Amount:
$1,750.00 - Attorney Fees:
$44,286.74 - Total Repurchase:

Make Public

Created By Angie Mathis (11/24/2014 4 08 PM)
Arbs-ASM submitted follow up email to Dave with atty office requesting a copy of the veh reg.

Make Public

Created By Angie Mathis (11/13/2014 9 58 AM)
Arbs-ASM received email from NMAC:

Hi Angie,

Below is the payment/payoff information that you requested.

SR# [redacted]
Account# [redacted]
Customer [redacted]
30 day payoff $27211.74 good thru 12/12/2014
Per diem 2 22
# of scheduled payments received 10
Scheduled Payment amount 581.21
Total Principal paid 5,192.72
Total Interest paid 767 28
Late fees paid 0.00
Recent payment received on 11/7/2014 in the amount of $600 00

Thanks,

Make Public

Created By Angie Mathis (11/12/2014 3 27 PM)
Arbs-ASM submitted email to NMAC requesting payoff.

Make Public

Created By Angie Mathis (11/12/2014 3 24 PM)
Arbs-ASM submitted email to Dave with atty office requesting a copy of the veh reg.

Make Public

Created By Angie Mathis (11/12/2014 3 22 PM)
Arbs-ASM received email from atty-Bob:

Good Afternoon Angie:

Thank you for your 11/10/14 Letter and offers. Please accept this e-mail as confirmation this matter is now settled for the repurchase of the subject vehicle pursuant to this Commonwealth;s Lemon Law, with a $205 00 usage charge. Attorney fees and costs are hereby separately settled for the reduced sum of $1,750.00.

This is an NMAC Loan so I assume you can pull all of the figures for the Offer Letter and Release. If not, please let Dave Kelly know how he can assist.

Thanks for working with me.

Bob

Make Public

Created By Angie Mathis (11/10/2014 10 40 AM)
Arbs-ASM prepared offer letter to atty-Bob Silverman via Fed Ex [redacted]

1. Vehicle repurchase under the terms of the Pennsylvania Lemon Law and attorney fees in the amount of $1,750.00
2. Vehicle replacement under the terms of the Pennsylvania Lemon Law and attorney fees in the amount of $1,750.00
3. Cash settlement in the amount of $5,750.00 inclusive of attorney fees.

Arbs attached letter and docs to case.

Make Public

Created By Angie Mathis (11/10/2014 10 35 AM)
Arbs-ASM notes the following:

5 repairs reg psgr airbag light on with adult in seat
6 days out of service

Make Public

Created By Angie Mathis (11/10/2014 10 34 AM)
Arbs-ASM received vm reg and additional RO from Joan with atty office.

Arbs attached docs to case.

Arbs notes additional RO:

11/4/14-11/5/14 Mileage: 9,271
C/S psgr airbag light intermit on with psgr in seat - replaced right seat cushion

Make Public

Created By Angie Mathis (11/10/2014 10 30 AM)
Arbs-ASM reviewed CPIA and RHR:

3/21/14-3/21/14 Mileage: 2,050
1. C/S heated steering wheel warm when turned on - operating as designed
2. C/S pgsr airbag light on when someone in seat - could not dup

6/26/14-6/26/14 Mileage: 4,666
Perform R1405 - OCS reprog

7/25/14-7/25/14 Mileage: 6,791
1. C/S airbag light intermit on - reflashed system, cleared codes(DI)
2. C/S gate popping noise when opened - adjusted lift gate

10/23/14-10/23/14 Mileage: 8,979
1. C/S rear view camera intermit has display showing lines, boxed x's - ordered parts
2. C/S psgr airbag light intermit on/off with psgr in seat - reflashed codes (DI)

Make Public

Created By Angie Mathis (11/10/2014 10 17 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public

Created By Angela Baase (10/31/2014 1 29 PM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases [redacted]

Open recalls\campaigns-none

DRTS in receipt of Attorney Letter received 10/31/2014 sent via fax from Kimmel & Silverman P.C. Letter dated 10/27/2014.

Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim.

Nonconformity is not clearly stated.

Customer request in unclear.

Time to respond is not defined.

Letter attached.

Make Public **Created By Angela Baase (10/31/2014 9 26 AM)**
DRTS attached Sales Documents

Make Public **Created By Angela Baase (10/31/2014 9 25 AM)**
DRTS attached RHR

Make Public **Created By Angela Baase (10/30/2014 2 04 PM)**
DRTS contacted dealer 1910 and spoke to Title Clerk [redacted] get the sales documents faxed over. She stated she will fax them over.

Make Public **Created By Angela Baase (10/29/2014 7 29 AM)**
DRTS attached RO's

Make Public **Created By Angela Baase (10/28/2014 10 54 AM)**
DRTS called Jackie back at dealership 1910 to request the one final repair order over that was not included with the rest. RO [redacted] Jackie stated she will fax it over.

Make Public **Created By Angela Baase (10/28/2014 8 52 AM)**
DRTS contacted Jackie in the service department to get all customer copy RO's faxed. She said she will fax them over.

Created By Angela Baase (10/28/2014 8 43 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases-none
Open recalls\campaigns-none

DRTS in receipt of Attorney Letter received 10/27/2014 sent via fax from Kimmel & Silverman P.C. DRTS received 10/28/2014.

Make Public Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim.

Nonconformity is not clearly stated.

Customer request in unclear.

Time to respond is not defined.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8055422	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	11/24/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/21/2015	Angie Mathis	1/22/2015 1:21 PM
Edit | Del	New DTS Request		✓	12/21/2014	Bill McRae	12/22/2014 8:17 AM
Edit | Del	Review Approved Check Request		✓	12/1/2014	Angie Mathis	12/2/2014 8:12 AM
Edit | Del	Review Approved Check Request		✓	12/1/2014	Angie Mathis	12/2/2014 8:12 AM
Edit | Del	Collect Factory Invoice		✓	11/12/2014	Angela Baase	11/12/2014 3:47 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053015	DRT Resolution	5N1AR2MMXE[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0141275	535430	1/22/2015	Attorney	Approved	$435.00	24BUYBACK	Nissan North Central Buyback/Trade	Kimmel &	Silverman, PC and
	CR0138087	528221	12/2/2014	Lienholder	Approved	$27,227.28	24BUYBACK	Nissan North Central Buyback/Trade	Nissan Motor	Acceptance
	CR0138088	528202	12/2/2014	Attorney	Approved	$17,075.00	24BUYBACK	Nissan North Central Buyback/Trade	Kimmel &	Silverman, PC and

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	1012KB	8/28/2015 1:03 PM	Rebecca Martin

Edit | View | Del	[redacted]	176KB	8/27/2015 1:49 PM	Rebecca Martin
Edit | View | Del		59KB	2/12/2015 10 20 AM	Tammy Knotts
Edit | View | Del		10KB	1/23/2015 8:37 AM	Angie Mathis
Edit | View | Del		45KB	1/21/2015 11 33 AM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/23/2015 1 58 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/19/2014 10:09 AM	Jim Land	Changed **Case Owner** from Angie Mathis to **Jim Land**.
12/19/2014 10:09 AM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [13] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Anna Naraeva [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/27/2014	Type	CA
Follow Up Date	11/14/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/28/2014 8:59 AM
CA Multiple Repairs		Date/Time Closed	11/14/2014 3:51 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY***		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN LAS VEGAS	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP7DN[redacted]		
Created By	Angela Baase, 10/28/2014 8:59 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 11/14/2014 7:36 PM	Root Cause Code (2)	
Days Closed	425	Action Code	NL3M
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Anna Naraeva (11/14/2014 3 46 PM)** Case closed.
Make Public		**Created By Anna Naraeva (11/14/2014 3 46 PM)** ARBS emailed No offer letter to attorney's email: Shalev Amar <SAmar@pryorandamar.com>.
Make Public		**Created By Anna Naraeva (11/14/2014 3 43 PM)** ARBS mailed No offer letter to c's attorney via FedEx track # [redacted] Copy of the letter is attached to the case.
Make Public		**Created By Anna Naraeva (11/14/2014 3 30 PM)** Veh was out of service for 2 days, 2 AirBag light coming on concerns.
Make Public		**Created By Anna Naraeva (11/14/2014 3 29 PM)** ARBs called dlr spoke to SA - Jason. SA states last time c's veh was at dlr was in August 2014 and recall was performed. SA states c was offered 4 first free complementary oil changes and that is when c brings the veh to dlr. ARBS thanked and disconnected the call.
Make Public		**Created By Anna Naraeva (11/14/2014 3 27 PM)** ARBS-AN reviewed RHR with following repairs that were complete at the time: Dates: 08/14/13-08/14/13 Mileage: 5,710 RO#: [redacted] ays:1 1. C's when someone is sitting on passenger front seat air bag off light comes on. 2. MPI. 3. C's inspect A/C, at times could not change temp. DLR ACTIONS: 1. No DTC's at this time. No TSB's at this time. Performed passenger seat zero point reset calibration. Rechecked & passenger air bag lamp operates as intended at this time. 2. Completed. 3. Unable to duplicate, & all A/C controls operates as intended. Dates: 08/29/14- 08/29/14 Mileage: 17,168 RO#: [redacted] ays:1 1. Oil change. 2. MPI. 3. R15405 OCS reprogram, C's recall was performed & light still stays on. DLR ACTIONS: 1. Completed. 2. Completed. 3. Performed Recall R1405 OCS reprogramming.
Make Public		**Created By Angela Baase (10/30/2014 2 29 PM)** DRTS attached Sales Documents
Make Public		**Created By Angela Baase (10/30/2014 2 14 PM)** DRTS contacted dealer 3452 and spoke to the Title Clerk Jamie to get the customer signed sales documents. Jamie stated they will not have the Title Application because it was sent in to NMAC.
Make Public		**Created By Albert Jimenez (10/30/2014 7 50 AM)** DRTS completed RHR & attached to the case.
Make Public		**Created By Angela Baase (10/29/2014 7 45 AM)** DRTS attached RO's
Make Public		**Created By Angela Baase (10/28/2014 10 52 AM)** DRTs called dealership back to request one missing RO that is visible in the service history. Jason will fax over RO[redacted]
Make Public		**Created By Angela Baase (10/28/2014 9 36 AM)** DRTS called dealer 3452 and spoke to Jason in the service department to request customer copy RO's. He stated he will fax these over.

Created By Angela Baase (10/28/2014 9 15 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases-[redacted]
Open recalls\campaigns-R1413, Hood Latch

DRTS in receipt of Attorney Letter received 10/27/2014 sent via US mail from Pryor, Ramirez & Amar LLC, Attorneys At Law. Letter written 10/21/2014. DRTS received 10/28/2014.

Make Public

Laws cited-Magnuson-Moss Warranty Act and Nevada Lemon Law.

Nonconformities include-Air bag (3 repair attempts), tires and air conditioning.

Clients request is a refund or replacement foe the defective vehicle plus payment of attorney fees. Clients request early resolution to avoid burden and expense of litigation.

Requesting contact within 14 days to resolve matter amicably. If no contact a formal claim will be filed in court.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8022286	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/28/2014	YX	BK	233500	OA
Edit | Del	CC-8022287	HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR MPROPER OPERATION	11	10/28/2014	YX	AJ	159000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	11/5/2014	Angela Baase	10/30/2014 2:30 PM
Edit | Del	Create RHR		✓	11/3/2014	Angela Baase	10/30/2014 7:50 AM
Edit | Del	Collect RO Documents		✓	10/30/2014	Angela Baase	10/29/2014 7:45 AM
Edit | Del	Taplett-Kenneth-Attorney Letter		✓	10/28/2014	Anna Naraeva	10/28/2014 9:18 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	164KB	11/14/2014 3:40 PM	Anna Naraeva
Edit | View | Del		1.42MB	10/30/2014 2 29 PM	Angela Baase
Edit | View | Del		24KB	10/30/2014 7:49 AM	Albert Jimenez
Edit | View | Del		100KB	10/29/2014 8 38 AM	Angela Baase
Edit | View | Del		120KB	10/29/2014 8 38 AM	Angela Baase

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/14/2014 3:51 PM	Anna Naraeva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2014 3:47 PM	Anna Naraeva	Changed **Follow Up Date** from 10/28/2014 to **11/14/2014**.
10/29/2014 8:38 AM	Angela Baase	Changed **Case Owner** from Angela Baase to **Anna Naraeva**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kassee Culver [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/28/2014 9:06 AM
CA Multiple Repairs		Date/Time Closed	11/4/2014 1:20 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern /		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,300		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP2EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TUSTIN NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] HONE: V N: 3N1AB7AP2E[redacted]		
Created By	Kevin Dela Rosa, 10/28/2014 9:06 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 11/4/2014 7:14 PM	Root Cause Code (2)	
Days Closed	435	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Kassee Culver (11/4/2014 1 20 PM)** RCAS-KC is closing Case pending diagnostic. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with air bag light ***STATEMENT OF DECISION*** DLRSHP was unable to duplicate the concern C stated may go to another DLRSHP later if C decides wants to do that.
Make Public		**Created By Kassee Culver (11/4/2014 1 18 PM)** RCAS-KC contacted C @ [redacted] RCAS informed C the SA stated C can come in when the concern is more consistent RCAS informed C could take to another DLRSHP and get a 2nd opinion if C would like. C stated is concerned due to it being the air bags C stated does not know if C will go or can get into another DLRSHP soon RCAS confirmed C has RCAS information and if C does decide to go to the DLRSHP and C has continuous concerns that C can contact RCAS C appreciated the assistance RCAS has given RCAS asked C if there was any questions C had at this time. C understood and appreciated the assistance RCAS thanked C for for choosing Nissan Call ended mutually
Make Public		**Created By Kassee Culver (11/3/2014 11 27 AM)** RCAS-KC attempted to contact C @ (3[redacted]eft VMX including Case number, name, and RCAS contact of 615.725.7290
Make Public		**Created By Kassee Culver (10/31/2014 3 26 PM)** RCAS-KC contacted TUST N NISSAN DLRSHP spoke to SA-Bob RCAS gave SA last 8 of VIN. RCAS inquired about C diagnostic SA stated the last time C came in was 10/27/14 SA stated unable to duplicate SA stated would have notice a concern and repaired SA stated C can come in when the concern is more consistent RCAS thanked SA for assistance Call ended mutually
Make Public		**Created By Kassee Culver (10/29/2014 11 19 AM)** RCAS contacted C @ [redacted] RCAS inquired about [redacted]ern. C stated the passenger air bag light has been off and when someone is in the seat it doesn't recognize them. C stated when took to the DLRSHP the DLR stated would replace the seat and many other things C stated when got the veh back the concern was not resolved. RCAS inquired to the miles and where the veh is taken. C stated there are 5,300 miles C stated is taking the veh to the Tustin DLRSHP. C stated took a video of the big person in the seat and the light never turning on to recognize it.

C stated doesn't feel safe in the veh.

RCAS thanked C for all the information
RCAS apologized for the experience
RCAS informed c there would be more research into the concern.
RCAS stated would follow up with-in 3 days.
RCAS asked C if there was any questions C had at this time.
RCAS gave C contact information if c has any questions.

C understood and appreciated the assistance

RCAS thanked C for for choosing Nissan

Call ended mutually

Make Public

Created By Kevin Dela Rosa (10/28/2014 9 11 AM)
Vehicle Concern

Make Public

Created By Kevin Dela Rosa (10/28/2014 9 11 AM)
CRR-KDR received a call from c saying c is been in and out of the dlrshp for air bag issue. C stated the passenger air bag is not working properly and dlrshp could not assist c at this time.
C said issue happened 3 times already on same part which is the air bag on the passenger side.
C mentioned c feels that veh is not safe to drive and requesting for a lemon or another safe veh to drive.
CRR-KDR verified and updated C's information.
CRR-KDR informed c that case has been created for c's concern and RCAS will call by the end of next business day to review and try to solve the issue.
C stated c will wait for the call at [redacted].
CRR-KDR offered further assistance. C said "No"
CRR-KDR gave name, extension and case number.
CRR-KDR provided recap of c's concern.
CRR-KDR leaving case Open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8022259	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/28/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/4/2014 1 20 PM	Kassee Culver	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 11:27 AM	Kassee Culver	Changed **Follow Up Date** from 11/3/2014 to **11/4/2014**.
10/29/2014 11:19 AM	Kassee Culver	Changed **Follow Up Date** from 10/29/2014 to **11/3/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [45] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amanda Johnson [Change]
Letter Sent Date	12/9/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/21/2015	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/28/2014 11:59 AM
CA Multiple Repairs		Date/Time Closed	1/21/2015 8:25 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEHICLE CONCERN		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BILL RAY NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BILL RAY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/24/2014	Vehicle Service Contract	
RHR Completed	12/3/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN:		
Created By	Celedonio Evalyn, 10/28/2014 11:59 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:38 AM	Root Cause Code (2)	
Days Closed	357	Action Code	NL8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jackie Santos (1/22/2015 9 17 AM) *** [Added after the case is closed.] *** crr-js received a call from c c gave case no c said that c wanted to trade the veh and c said that c cant get the veh c want because c of negative equity and c said that right now c is not looking for repurchase of veh but assistance in covering the negative equity crr-js apologized for the inconvenience.
Make Public		crr-js asked c if any of c's info changed since the last time c called, c stated none. crr-js verified c's concern crr-js approached TL-KT about c's concern crr-js reiterated Arbs decision that NNA cant offer any assistance right now c understood crr-js offered further assistance c said no. crr-js provided the name and ext and the case no. crr-js exiting case
		Created By Marie Kyle Pabustan (1/21/2015 8 25 AM) crr-mp received a follow up call from c. c provided case number as per c clearly understood, as per c all 4 speakers are blown and Seat belts is not retracting properly
Make Public		crr-mp verified if any of c's contact information changed since the last time c called in, c said none crr-mp was able to pull up a related case [redacted] crr-mp exiting case
		Created By Amanda Johnson (1/16/2015 11 29 AM) ARBS called c @[redacted] to advise that NNA reviewed the repair history of the vehicle and still is not in the position to repurchase the vehicle at this time. Spoke to c. Advised of above. C asked why C wants to know how many repairs it takes to get the vehicle bought back
Make Public		ARBS advised each case it reviewed on a case by case basis, each repair history, concern, and overall history is reviewed individually. C wants to know another options. ARBS advised c can take the vehicle to another dlr for a second opinion. C would like to know what ARBS can do. ARBS advised that we do not have any offers at this time but we will continue to honor the warranty and apologize for the concerns. C accepted. ARBS thanked. The call ended mutually.
Make Public		**Created By Amanda Johnson (1/15/2015 3 55 PM)** ARBS notes denial stands Noting time, setting task to call c tomorrow with decision
Make Public		**Created By Amanda Johnson (1/15/2015 3 54 PM)** ********** ARBS notes 7 days down with 1 visit for Bluetooth not connecting – op as designed 1 visit for OCS not reading – op as designed 1 visit for headlamp intermittent inop - repaired wiring harness and replaced fuse box cover 1 visit for smell – detailed* 1 visit for lining in glove compartment – removed 1 visit for seat stitching coming apart – ordered 1 visit for brake noise – replaced pads and resurfaced rotors ARBS notes 4 visits with 2 warrantable repairs, 1 recall completion, and 1 part on order **********
Make Public		**Created By Amanda Johnson (1/15/2015 3 53 PM)** ARBS notes the following repair history: Open date 05/13/14... Mileage 8,609... RO [redacted]. 2 days down Concern: Safety Recall OCS Action: Service completed

Open date 10/29/14... Mileage 18,324... RO [redacted] 1 day down
Concern:
1. C states that Bluetooth will not pair with c phone
2. C states passenger Occupancy Sensor is not reading
Action:
1. Veh operating as designed
2. Veh operating as designed

Open date 01/08/15... Mileage 21,207... RO [redacted] 2 days down
Concern: headlamp inop on auto lamp: at times only one lamp comes on or no lamps, have to turn off then back on to work at times
Action: repaired wiring harness and replaced fuse box cover

Open date 01/12/15... Mileage 21,355... RO [redacted] 2 days down
Concerns:
1. veh has smell
2. glove compartment seems like lining coming apart above glove compartment
3. right front seat stitching coming apart
4. brakes make a lot of noise
Actions:
1. detail, windows were left down through car wash
2. removed
3. ordered right front seat back
4. replaced rear brakes and resurfaced rotors

ARBS notes in-service date of 12/22/2013
ARBS notes retail sale
ARBS notes NGP VSC in Kelly-Ann Jackson's name

ARBS notes previous CA cases:
[redacted] - closed 5/11/2014 - I HATE MY 2014 NISSAN ALT MA 2.5S, (I CAN NEVER GET AN TRADE W/O THE DEALERS GIVING ME WAY UNDER WHAT THE CARE NEED TO BE TRADE FOR) I WENT TO BUY THE ROGUE SV/W SV PACKAGE I WAS UNABLE TO GET DO TO NCORRECT INFO ON MY CREDIT REPORT// HOW EVER I I'M WORK NG WITH AN CREDIT REPA R CO. BUT AS FOR NOW I REALLY NEED YOUR HELP WITH GETT NG OUT OF THE ALTIMA & GETT NG THE ROGUE SV W/SV PACKAGE.
[redacted] has veh concerns with seat affecting son's allergies. C also reported a stall concern. C worked with dlrshp to trade veh, but dlrshp could not offer C a good price. C contacted RCAS again. RCAS encouraged C to have concerns with Altima addressed in service dept but C refused. RCAS directed C to marketing call center. C was given RCAS's contact information and advised to contact RCAS if C wished to pursue repairs to Altima. C then contacted NNA CA again with dlr complaint. RCAS advised concern is documented and shared with dlrshp. RCAS also again encouraged C to have veh concerns addressed with dlrshp.
[redacted] - C has veh concerns with seat affecting son's allergies. C also reported a stall concern. C worked with dlrshp to trade veh, but dlrshp could not offer C a good price. C contacted RCAS again. RCAS encouraged C to have concerns with Altima addressed in service dept but C refused. RCAS directed C to marketing call center. C was given RCAS's contact information and advised to contact RCAS if C wished to pursue repairs to Altima.
[redacted] - email update provided by c noted in related case # [redacted]

Make Public
Created By Amanda Johnson (1/15/2015 3 45 PM)
ARBS rec'd ROs, attached

Make Public
Created By Amanda Johnson (1/15/2015 9 48 AM)
ARBS changed case dealer to Bill Ray Nissan

ARBS called dlr @ 407 831.1318 to get all ROs.
Asked for SM.
Receptionist asked if ARBS is having a problem.
ARBS advised of who is calling.
Receptionist asked ARBS to hold.
Receptionist returned and advised SM is busy and would like to send ARBS to vmx.
ARBS agreed.
ARBS left vmx for Mike Burns with reason for call and contact information.

Make Public
Created By Amanda Johnson (1/15/2015 9 45 AM)
ARBS called c @ ([redacted]) to advise that NNA reviewed the repair history of the vehicle and the dealership appears to have been unable to duplicate the concern. For this reason, Nissan is not in the position to repurchase or replace this vehicle. We have no indication of any warrantable repairs to this vehicle, but the c is welcome to send any other documentation to NNA for review. Spoke to c. C states he just had issues repaired with Bill Ray Nissan. C states there are 2 sets.
C states they had an accident. C states they told the dlr to look at the issues, but they were unable to fix everything.
ARBS asked the c if the vehicle was in an accident.
C states no and then continued:
C states headlights were going on and off and they found a burnt out fuse box. There was a hole in the top of it.
C states the headlights are working now.
The c states they did not try to repair the airbag but whatever they did
C states the brakes were making noise. C states they resurfaced the brakes and replaced the pads.
C states the strip above the dash board, they pulled it out. He saw the same thing in the rental. They ripped it out.
They detailed the car and did a really nice job.
The airbag situation was taking 30-45 minutes for the light to go off. The wife was sitting in the car. C states the airbag light would stay on and then go off. Then restarting the car would change.
Bill Ray has everything.
ARBS advised that we will call Bill Ray and get the additional information and take a look at it again.
C states when we looked at it, nothing had been done to the car.
ARBS confirmed and advised that this is why the request was denied, but we will look at it again.
C thanked. The call ended mutually.

Make Public
Created By Lesley Howard (1/15/2015 9 14 AM)
TL-Lesley Howard received case 1/15/15 as an escalation from CRR-Gendon Cocharo.

TL reviewed complaint and owner of case prior to escalation. TL notating that case to be transferred back to ARBS-Amanda Johnson

Make Public
Created By Gendon Cocharo (1/15/2015 8 49 AM)
C called in and want to speak to someone regarding this case. C stated that c want to speak with the person who handle this case.

Crr-Gc informed c that Crr-Gc cannot do something because ARBS has a decision already. C don't want to accept the reason. and want to escalate or reopen the case again for investigation

Crr-Gc informed c that this will be forwarded to RCAS MANAGER and will call c back before the end of the next business day. c agreed
Approved by TL-JF

Crr-Gc leaving the case open and forwarded to RCAS Manager

Crr-Gc exiting the case

Make Public
Created By Heathre Vanriper (1/12/2015 7 17 AM)
*** [Added after the case is closed.] ***
NIS1433828. DRTS rec'd Case Closed due to no signed CCF from BBB 01/12/15 dated same. See attached for review.

Make Public
Created By Amanda Johnson (12/18/2014 2 33 PM)
ARBS notes FedEx tracking:

12/18/2014 - Thursday
3 27 pm Delivered ALTAMONTE SPRINGS, FL
Left at front door. Package delivered to recipient address - release authorized

Make Public
Created By Amanda Johnson (12/17/2014 2 39 PM)
ARBS sent attached denial letter via FedEx [redacted]

Make Public
Created By Amanda Johnson (12/17/2014 2 04 PM) Last Modified By Amanda Johnson (12/17/2014 2 04 PM)
****
ARBS notes 2 days down with
1 visit for veh stalling once – no duplication
1 visit for Bluetooth will not pair with phone – no duplication

1 visit for airbag sensor not reading – op as designed
ARBS notes 2 visits with 0 warrantable repairs and 1 recall completion
****

ARBS notes the first complaint rec'd from this customer was about how she did not want the Altima but could not get the vehicle she wanted because of her credit situation.

Created By Amanda Johnson (12/17/2014 2 03 PM)
ARBS notes the following repair history:

Open date 05/13/14... Mileage 8,609... RO [redacted] day down
Concerns:
1. Safety Recall OCS
2. C states veh has stalled once
Actions:
1. Service completed
2. Unable to duplicate

Open date 10/29/14... Mileage 18,324... RO [redacted] 1 day down
Concerns:
1. C states that Bluetooth will not pair with c phone
2. C states passenger Occupancy Sensor is not reading
Actions:
1. Unable to duplicate
2. Veh operating as designed

Make Public

ARBS notes in-service date of 12/22/2013
ARBS notes retail sale
ARBS notes NGP VSC in Kelly-Ann Jackson's name

ARBS notes no additional entries in SF

ARBS notes no techline cases

ARBS notes previous CA cases:
CA Email [redacted] – closed 5/11/2014 - I HATE MY 2014 NISSAN ALT MA 2.5S, (I CAN NEVER GET AN TRADE W/O THE DEALERS GIVING ME WAY UNDER WHAT THE CARE NEED TO BE TRADE FOR) I WENT TO BUY THE ROGUE SV/W SV PACKAGE I WAS UNABLE TO GET DO TO NCORRECT INFO ON MY CREDIT REPORT// HOW EVER I I'M WORK NG WITH AN CREDIT REPA R CO. BUT AS FOR NOW I REALLY NEED YOUR HELP WITH GETT NG OUT OF THE ALTIMA & GETT NG THE ROGUE SV W/SV PACKAGE.
CA [redacted] C has veh concerns with seat affecting son's allergies. C also reported a stall concern. C worked with dlrshp to trade veh, but dlrshp could not offer C a good price. C contacted RCAS again. RCAS encouraged C to have concerns with Altima addressed in service dept but C refused. RCAS directed C to marketing call center. C was given RCAS's contact information and advised to contact RCAS if C wished to pursue repairs to Altima. C then contacted NNA CA again with dlr complaint. RCAS advised concern is documented and shared with dlrshp. RCAS also again encouraged C to have veh concerns addressed with dlrshp.
CA [redacted] - C has veh concerns with seat affecting son's allergies. C also reported a stall concern. C worked with dlrshp to trade veh, but dlrshp could not offer C a good price. C contacted RCAS again. RCAS encouraged C to have concerns with Altima addressed in service dept but C refused. RCAS directed C to marketing call center. C was given RCAS's contact information and advised to contact RCAS if C wished to pursue repairs to Altima.
CA Email [redacted] - email update provided by c noted in related case # [redacted].

Created By Amanda Johnson (12/17/2014 11 30 AM)
ARBS emailed BBB:

Rhonda,

Make Public

No MVDN on this one.

Thanks,

Mandy JOHNSON
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Created By Heathre Vanriper (12/17/2014 10 51 AM)
NIS1433828. DRTS rec'd MRF from BBB 12/17/14 dated same. C seeks: Repurchase/Replace. CCF states: Airbag light stays on when someone in seat intermittently *3, Speakers went bad (replaced speaker)*1, Bluetooth does not connect to most phones*2, Headlight (replaced whole system*1), Passenger left door stays locked at times*3. See attached for review.

Created By Wendy Martin (12/9/2014 12 08 PM)
CASE SUMMARY
C contacted NNA seeking a repurchase of c veh
RCAS-WM received all repair orders and submitted the repair orders and submitted the request for review
ARBS declined the repurchase of c veh
Make Private ✓ RCAS-WM gave the decision to c
C was very unhappy about the decision
C stated that c was done taking veh to the dlr
C stated that NNA did not care about the c and did not listen to the c
RCAS-WM stated to c that NNA does care about c
C used offensive language and hung up on RCAS-WM

Make Public

Created By Mae Strenciwilk (12/9/2014 10 56 AM)
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Created By Wendy Martin (12/9/2014 8 20 AM)
RCAS-WM contacted c yesterday. RCAS-WM Noting case today because error in sales force did not save notes form 12/08/14

RCAS-WM contacted c
RCAS-WM stated to c that RCAS-WM has Decision on c repurchase request
RCAS-WM stated to c that after review of c case and repair orders, NNA is not in a position to repurchase c veh but NNA will continue to honor all applicable warranties
RCAS-WM apologized to c
C state that RCAS-WM did not listen to c and that NNA did not review c case
C stated that NNA did not take into consideration that every time c took the veh to the dlr to have veh repaired the dlr always tried to have c purchase another veh
C stated that dlr never took c serious and c still has issues with veh
RCAS-WM stated to c that NNA has reviewed the c case and unfortunately the dlr has not been able to duplicate the c concerns
C stated that the dlr just wanted to try and sell the c another veh
C stated that c has been dealing with these issues for a year now
Make Private ✓ C stated that Nissan is crap
C stated that Nissan does not care about c or wjhat c has been thru
RCAS-WM stated to c that RCAS-WM does care about c and RCAS-WM will continue to help c
C stated that the airbag light still doesn't work
C stated that the blue tooth still doesn't work
C stated that c is done
C stated that c is done with dlr
RCAS-WM stated to c that RCAS-WM will be sending c a denial letter and if c disputes the decision to deny the repurchase request there is a number on the letter to the BBB autoline that c can call and request assiatnce
C stated that c was done
C stated that Nissan was crap c hung up the phone.

RCAS-WM submitted a Correspondence request for the denial letter to be sent to c
RCAS-WM closing case

Make Public

Created By Kristinee Ann Apuyan (12/8/2014 4 05 PM)
crr-ka spoke with c.
c provided case number.
crr-ka asked if there were changes on c's account, c said there's none.

c called to follow up on case.
c is upset for not getting an update.
crr-ka informed c that c is scheduled to be contacted today,

c's requesting for an immediate call back.
c's best call back number is [redacted]

crr-ka offered to transfer call to rcas and advised to leave a vmx if will be directed to vmb, c acknowledged.
crr-ka told c that crr-ka will send internal message to rcas.

crr-ka offered further assistance, c declined.
crr-ka provided recap, name and ext#.
crr-ka did a warm transfer. call ended.
crr-ka sent internal message to rcas.

Make Public

Created By William Howard (12/8/2014 1 10 PM)
C made inbound call following up on case
CRT-WH advised that case has been escalated
CRT-WH advised C will receive a follow up by close of business tomorrow, 12/9/14
CRT-WH asked if C needs further assistance
C declined
CRT-WH thanked C for call

call ended mutually

Make Private ✓

Created By Russell Rigsby (12/8/2014 11 37 AM)
SRCAS-RR transferring case to RCAS-WM for delivery of decision.

Created By Anthony Zacharyasz (12/8/2014 9 28 AM)
ARBS notes the following:

1 visit for a one-time stall. // No duplication of any concerns.
1 visit for Bluetooth not pairing. // No duplication.
1 visit for passenger OCS sensor. // OCS working properly.
2 days down.

Make Public

ARBS notes that according the complaint, C alleges the vehicle stalled once. The dealership wasn't able to duplicate the stall and it would appear that it has not occurred since the alleged stalling concern. ARBS notes the Bluetooth not pairing concern was not duplicated and may be the result of a variety of concerns, most of which are not attributable to a warrantable concern. ARBS notes OCS sensor not reading has not been duplicated and no codes have been reported by the OCS system. ARBS notes the Owner's Manual provides detailed information about the operation of the system.

–
Based upon the ROs provided and after careful consideration, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Created By Anthony Zacharyasz (12/8/2014 9 10 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #: [redacted]
5/13/14... 8,609 miles... 1 day down
-Concern:
1. Safety Recall OCS
2. C states the vehicle stalled once.
-Action Taken:
1. Completed.
2. Unable to duplicate.

Make Public

RO #: [redacted]
10/29/14... 10,324 miles... 1 day down
-Concern:
1. C states that Bluetooth will not pair with c phone.
2. C states passenger Occupancy Sensor is not reading.
-Action Taken:
1. Unable to duplicate.
2. System operating as designed.

Make Public

Created By Sara Dorazio (12/4/2014 8 28 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Created By Wendy Martin (12/3/2014 8 22 AM)
RCAS-WM contacted c
C stated that c wants to know why the repurchase is taking so long
RCAS-WM explained to c that the review takes an estimated 10 days as RCAS-WM explained that the review process takes an estimated 10 business days
C stated that c does not want to wait anymore
C states that c has been waiting for over a year and c should not have to have this issue with a brand new car
C stated that c just want s to be heard
RCAS-WM stated to c that RCAS-WM will listen to c
C stated that every time c takes that veh to the dlr the dlr wants c to purchase another veh
RCAS-WM explained to c that the dlrs are individually owned and NNA cannot tell dlr how to run the bus sines
RCAS-WM explained to c that if c has an issue with dlr RCAS-WM will document that complaint and address it with The regional Management
C stated that c wants to be heard out
RCAS-WM stated that RCAS-WM will listen
C stated that c purchased the veh and Reed Nissan ripped c off
C stated that dlr gave c a bad interest rate

Make Private ✓

C stated that veh had an issue with the airbag light from day one
C stated every time c took veh to the Reed or another dlr all the dlrs want to do is to have c purchase another veh
C does not want to do that
C stated that c talked to lawyer and lawyer told c that c would have to request that NNA repurchase the veh
C stated that C thinks NNA needs to repurchase the veh because the air bag light is a safety concern and it is a brand new car
RCAS-WM stated that the veh is made up of thousands of parts and built by humans so unfortunately sometimes this break or don't work properly and that is qhen NNA depends on dlrs to repair the veh
C stated that c does not feel dlr is doing this because the issues are the same
RCAS-WM explained to c that RCAS-WM was sorry about that
RCASA-WM stated to c that RCAS-WM was sorry c was not happy with the veh but c has only asked for repurchase on 11/24/14 and as expllained when c asked for the repurchase
RCAS-WM state that the review takes at least 10 business days
C stated that c could tell RCAS-WM was getting frustrated and wanted to get c off the phone
RCAS-WM stated that c was not frustrating RCAS-WM and RCAS-WM was listening to c
C stated that c will let RCAS-WM go and c was sorry\
RCAS-WM explained to c that C is snot frustrating RCAS-WM and that RCAS-WM will contact c as soon as a decision is made
Call ended mutually

Make Public

Created By Kristinee Ann Apuyan (12/3/2014 7 37 AM)
crr-ka spoke with c.
c provided case number.
crr-ka asked if there were changes on c's account, c said there's none.

c called to follow up on case.
c said that c hasnt heard from rcas-wm again.
crr-ka reviewed case notes.
c said that c doesnt care as to when rcas-wm last contacted c.

crr-ka offered to transfer call to rcas-wm, c declined.
c wants an update now.
c wants to speak with somebody who wont make c wait for more days.
c is very upset and disappointed.

c wants to speak with somebody now.

crr-ka followed CA SOP 2.2: Case Escalation Procedures – Above RCAS.
crr-ka informed c that c will be contacted by the appropriate person in 4-8 business hours, c is still disappointed and still insisting to speak with somebody straight away.
c said that the appropriate better provide good news regarding case.

c wants nna to pay off vehicle loan.
c said that vehicle has a defect.
c is frustrated because nna is not showing concern regarding c's vehicle issue.

c's best call back number is [redacted]

crr-ka offered further assistance, c declined.
crr-ka provided recap, name and ext#. call ended.
crr-ka escalated case.

Make Public

Created By Myrna Alcantara Ferrer (12/2/2014 5 24 PM)
RCAS FOLLOW UP

Make Public

Created By Myrna Alcantara Ferrer (12/2/2014 5 24 PM)
c would like to follow up on the case
crr-mf verified if c has made any changes with c's contact information,c said none
crr-mf advised c that case is being handled by RCAS-WM
crr-mf offered to connect c to RCAS-WM or leave a vm
c refused saying that c has been leaving vm to RCAS
crr-mf apologized and advised c that an internal message will be sent to RCAS to follow up with c.
c understood
crr-mf offered for further assistance
c declined,call ended mutually
crr-mf provided name,ext and case number
crr-mf exiting case

Make Private ✓

Created By Wendy Martin (11/28/2014 3 30 PM)
RCAS-WM attempted to contact Bill Ray Nissan to request Repair order so RCAS-WM could complete the RHR.
SM was not available and dlr is working on reduced staff

Make Private ✓

Created By Wendy Martin (11/28/2014 7 55 AM)
RCAS-WM Contacted the c
RCAS-WM informed c that RCAS-WM has requested all repair orders from c dlrs and that RCAAS-WM just wanted to update the c
C thanked RCAS-WM

Make Private ✓

Created By Wendy Martin (11/28/2014 7 52 AM)
RCAS-WM requested all repaiur orders from Universal Nissan and Sutherline Nissan

Make Private ✓

Created By Wendy Martin (11/24/2014 1 45 PM)
RCAS-WM contacted c
C stated that c was done with going to the dlr
C stated that Universal could not find anything wrong with c veh
C stated that the rear passenger door does not work intermittently
C stated that the threading on the rear seats are coming undone
C stated that the airbag light still does not work properly
C stated that all three dlrs have not been helpful at all
C stated that Dlr told c that there was gunk in c engine
RCAS-WM asked c if c changes oil as directed
C stated that c does
C veh is everything to c
C wants NNA to repurchase c veh
RCAS-WM stated to c that RCAS-WM will assiat the c by gathering repair orders and RO's will be reviewed and a decision will be made from the ro'
s
RCAS-WM explained to c that the review takes and estimated 10 business days and that RCAS-WM has to ask c a few questions
C agreed

Why do you want to return the vehicle to Nissan North America? Because veh is poorly mad and c should not have to pay for repairers on a new veh
Where is the vehicle currently? in c possession
Where was the vehicle purchased? Reed Nissan
Was it purchased new or used? New
If used, when was the vehicle purchased?
Where is the vehicle serviced? Universal Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? Bill Ray Nissa , reed Nissan and Universal Nissan

RCAS-WM explained to c that review takes an estimates 10 business days and hRCAS-WM will request the ro's for veh
RCAS-WM stated to c that RCAS-WM read in c notes that c was not happy with RCAS-WM
RCAS-WM apologized to c if c feels that way and stated tho c that RCAS-WM will follow up with c every three business days
RCAS-WM stated to c that RCAS-WM wanted c to know that RCAS-WM is working on c case and RCAS-WM knows at times it is very difficult to get RCAS-WM on the phone someday but
RCAS-WM wanted to know that RCAS-WM does care about the c and RCAS-WM will follow up with c every three day
C understood
call ended mutually

Make Private ✓

Created By Christopher Anderson (11/24/2014 10 02 AM)
C contacting VCS attempting to speak with RCAS-WM
VCS attempted to dial RCAS, reached VMX, advised C that RCAS not avail
C upset, states RCAS never contacts C back.
VCS apologized, advised would set task for RCAS to contact C and leave VMX
C still upset, states is getting sick of nissan and RCAS-WM
VCS apologized once again.
Call ended mutually

Make Public

Created By Athena Buan (11/21/2014 12 41 PM)
crr-ab noting that crr-ab informed c that RCAS will call on Monday 11/24/14 by the end of the
business day.
c understood.
crr-ab exiting case

Make Public

Created By Athena Buan (11/21/2014 12 37 PM)
***crr-ab re-opening the case since c requested and c called in asking for an update.

c called in asking for the status of the case and said that c didn't receive any calls nor update.
crr-ab empathized & acknowledged c's concern.
crr-ab asked for the case no.
c provided case no.
crr-ab asked if there are any changes from the c's personal information.
c said none.
crr-ab asked permission to put c on hold to check case. c agreed.
crr-ab followed CA SOP 2.4: Reopening a Closed Case.
crr-ab said to c that c refused to be assisted by RCAS.
c said that c is upset at that time and doesn't want to go to the dlrshp anymore.
crr-ab empathized and informed c that crr-ab will send an IM to RCAS to notify that c called. c agreed.
crr-ab sent IM to RCAS. best no to call c noted. ([redacted])

c said that c spoke with someone yesterday and said that the case had been re-opened.
crr-ab apologized and said that crr-ab had just re-opened the case today.
c said that the previous rep lied then to c.
crr-ab apologized and said that crr-ab is working on the case and had sent an IM to RCAS.

c said that c would like to get a new veh instead and doesn't want to go to the dlrshp anymore.

crr-ab said that crr-ab doesn't have the empowerment to provide that but will escalate concern to RCAS.
crr-ab asked c if there's anything else that crr-ab can do to assist. c declined.
crr-ab provided closing script, name & extension no.,
call ended.
crr-ab exiting case.

Make Public

Created By Laica Bureros (11/19/2014 4 06 PM)
*** [Added after the case is closed.] ***
CRR LB- C called in asking for an immediate callback about his case.C stated that the person in-charge for this case didnt update him as to the progress of the case.
CRR LB- understood, emphatized for what happened, verified name and the case no for this call.
C- verified.
CRR LB-Checked on the notations made to the account, advise C that this case had been escalated to a higher dept and still reviewing for possible options to help out C.
C-was very frustrated.
CRR LB- advise C that she wil leave an M to the RCAS personnel assign to this case to give C an immediate callback within the day.
C-understood
CRR LB- Offre further assistance, C-declined
CRR LB-provide recap, name and ext no.

Created By Wendy Martin (11/6/2014 10 16 AM)
***CASE SUMMARY**
C contacted NNA with concerns with c veh
\C had taken the veh to 2 seperate shops and c felt that the dlr was just throwing repairs at the c
C feels Nissan veh are cheap
C refused any further assiatnce
RCAS-WM closing case

Make Private ✓

RCAS-WM contacted c
RCAS-WM stated to c that the last time RCAS-WM spoke to c the c had the veh at the dlr and was being looked at
RCAS-WM asked c what repairs were done to the c veh
C stated that dlr only wanted to get money form the c
C state that Nissan makes cheap cars and that there was nothing RCAS-WM could do for the c and that C would prefer to not be contacted because Nissan can not help the c
C stated that Handayi veh are much better
C stated that Nissan has cheap wheel
C states that bluetooth only works sometime
C state that light only work sometime
C states that the veh is cheap and that Nissan should do better
RCAS-WM stated to c that RCAS-WM job is try to assist the c if c is having concerns

C stated that t C does not want any help form Nissan
\RCAS-WM apologized to c that c feels that way
RCAS-WM stated to c that RCAS-WM wil document the c case
C stated that would be fine but as a consumer c is not happy with the veh but will continue to drive it
Call ended mutually

Make Private ✓

Created By Wendy Martin (11/3/2014 10 40 AM)
RCAS-WM attempted to contact c
C phone just rang and rang
RCAS-WM also requested and update from dlr
RCAS-WM waiting for response.

Make Public

Created By Wendy Martin (10/29/2014 9 49 AM)
RCAS-WM contacted c and informed c that call was being recorded
for training purposes
RCAS-WM verified with c the address and model of veh
Servicing dlr
RCAS-WM stated to c that RCAS-WM has read the c notes and sees that c had had many issues with veh
C stated that the c is having everything looked at now at Universal Nissan
RCAS-WM changed servicing dlr to reflect Universal Nissan
RCAS-WM gave c RCAS-WM contacted information and stated to c that RCAS-WM will follow up with the c an with dlr to make sure all issues have been addressed
C understood
Call ended mutually

Make Private ✓

Created By Wendy Martin (10/29/2014 9 39 AM)
RCAS-WM attempted to contact c
RCAS-WM tried to leave message but phone rang and rang
RCAS-WM sent email to Bill ray Nissan SM Richard asking for assistance about the c veh
RCAS-WM waiting for response

Make Public

Created By Celedonio Evalyn (10/28/2014 6 58 PM)
VEHICLE CONCERN

Make Public

Created By Celedonio Evalyn (10/28/2014 6 56 PM)
crr ec received a call from c
c stated c had not received a call for about 4 mos about c's request for inverstigation
crr ec apologized and empathized
crr ec completed accont information, c unable to provide the VIN
c stated c had lot of issues on the vehicle which remain unresolved like c's
bluetooth not working properly,the left door on the passenger door not working properly,
unlock remote window go down, airbag light coming on
c stated c should have not having these issues
c stated 2 weeks ago when c had c's oil change,
c again explained c;s cocnern
to the dealership and Universal Nissan telling c that thre's nothing wrong with c's airbag no one paid attention
crr ec apologized and empathized

crr ec advised c that c's concern will be reviewed at the regional dept, and RCAS specialist will get back to c within and by close of Business the next business day c understood and agreed
CRR-EC offered further assistance, c declined
CRR-EC stated the closing script, gave name , ext number and case number
CRR-EC forwarding case to RCAS for multiple vehicle concern

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8034570	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/6/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call c with denial	[redacted]	✓	1/16/2015	Amanda Johnson	1/16/2015 11 29 AM
Edit | Del	call if no ROs		✓	1/16/2015	Amanda Johnson	1/15/2015 3:46 PM
Edit | Del	Create RHR		✓	12/23/2014	Kate Czerwinski	12/17/2014 1 37 PM
Edit | Del	Collect RO Documents		✓	12/19/2014	Kate Czerwinski	12/17/2014 1 36 PM
Edit | Del	FedEx tracking		✓	12/18/2014	Amanda Johnson	12/18/2014 2 33 PM

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Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	71KB	1/15/2015 3:54 PM	Amanda Johnson
Edit | View | Del		260KB	1/15/2015 3:36 PM	Amanda Johnson
Edit | View | Del		52KB	1/12/2015 7:18 AM	Heathre Vanriper
Edit | View | Del		720KB	12/19/2014 9:19 AM	Amanda Johnson
Edit | View | Del		23KB	12/17/2014 2 38 PM	Amanda Johnson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/21/2015 8 25 AM	Marie Kyle Pabustan	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/21/2015 8 21 AM	Marie Kyle Pabustan	Changed **Follow Up Date** from 1/16/2015 to **1/21/2015**.
1/21/2015 8 21 AM	Marie Kyle Pabustan	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/28/2014	Case Origin	Internal
Supporting Documents	✓	Date/Time Opened	10/28/2014 1:04 PM
CA Multiple Repairs		Date/Time Closed	6/2/2015 2 27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00045556

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			

Description: Description:

ARBS rec'd demand from C and ARBS reviewed case. ARBS notes 3 visits for lack of acceleration/power, 2 visits for PABI concerns, and 23 days down. ARBS fed-ex'd intent letter to C. ARBS rec'd NJ AG letter. C provided docs for repurchase/replacement. ARBS provided figures and C accept repurchase.

Customer Detail

First Name [redacted]
Middle Initial
Last Name

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM3D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FRED BEANS NISSAN OF DOYLESTOWN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MM3D[redacted]		
Created By	Jim Land, 10/28/2014 1:04 PM	Root Cause Code	SCSH
Last Modified By	NNAETL, 10/14/2015 12:38 AM	Root Cause Code (2)	
Days Closed	225	Action Code	NE5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Jim Land (10/28/2014 1 06 PM) DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: No start, passenger side airbag operation, & transmission lack of acceleration

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023060	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	HARD START/NO START/STALL	11	10/28/2014	ZT	AF	134000	OA
Edit | Del	CC-8023061	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/28/2014	YX	BK	233500	OA
Edit | Del	CC-8023062	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR MPROPER OPERATION	10	10/28/2014	YX	BG	227000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/17/2014	Mike Wetherill	10/28/2014 4 25 PM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
6/2/2015 2 27 PM	Jim Land	Changed **Status** from Open to **Closed**.
		Closed.
10/28/2014 1:04 PM	Jim Land	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER**[redacted]**VIN 5N1AR2MM3DC**[redacted]
		Changed **Home Phone** to **4102625780**.

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Surveys Surveys Help

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NISSAN

Case [redacted]

Case Detail

Account Name	[redacted]		
Executive Referral		Case Owner	Danielle Spurling [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/10/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/28/2014 1:56 PM
CA Multiple Repairs		Date/Time Closed	12/9/2014 3:58 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	passenger airbag light on and distance to empty concern and service at retailer complaint		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AL0MN4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	INFINITI	Beyond Basic Warranty Months	0
Model Line	JX	Beyond PT Warranty Miles	0
Model Code	84113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PERRY INFINITI	Data Net	✓
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	10/28/2014
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	

		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AL0MN4DC[redacted]		
Created By	DeWaun Quarles, 10/28/2014 1:56 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	400	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By: Danielle Spurling (12/9/2014 3:57 PM) rcas calling [redacted] at 3:37 p.m. cst rcas spoke with Ron (under c's direction, referred to as c). c advised c is seeking resolution for veh concerns. c stated airbag light comes on with pass in seat. c stated this is not safe for veh and is a known concern. c stated INF should take care of this. rcas advised is unable to speak to any other veh concerns, assistance is reviewed on case by case basis. rcas advised no campaign is on veh for concern. rcas advised in order for any repairs to take place, rtlr must properly diag. rcas advised error code, failed part, or duplication must take place. c stated many vehicle's are experiencing this concern, c is sure there will be a recall down the line. c stated INF should step in and take care of concern. rcas advised is unable to make a technical assessment of veh. rcas advised c may get second opinion from another rtlr. rcas advised INF CA is unable to assist at this time. c stated c may have no other choice than to get an atty. c stated INF cannot assist in repair resolution. c stated c also put down a lot of money for veh, lease is up in 2 months. c stated c does not want to lose money from lease. c asked what can be done about lease rcas advised all lease contract information is handled by IFS. rcas provided phone number. c understood, call was ended summary: c contacted INF CA regarding complaint with FM providing inaccurate information on third party contract. rcas documented complaint. c had concerns regarding air bag warning light coming on when passenger is in the seat. c advised rtlr was unable to resolve concerns. c stated DTE meter is also inaccurate. rcas recommended appt be made for rtlr to diag. c indicated c was not confident concerns would be resolved. rcas advised once appt is made, c may inform rcas if needed and rcas can verify rtlr is using all resources to resolve. c agreed. rcas closing file. c took veh to rtlr, no duplication of concern took place, no error codes. rcas advised INF is unable to assist, no issue found. rcas closing file.
Make Private	✓	Created By: Danielle Spurling (12/9/2014 11:00 AM) rcas received call from Ron calling on behalf of c. Ron (c) requested call back at [redacted]
Make Private	✓	Created By: Danielle Spurling (12/9/2014 10:31 AM) rcas calling [redacted] at 10:30 a.m. cst rcas left vmx for c advising rcas recieved vmx from gentlemen on c's behalf. rcas requested contact, provided file#, name and contact information
Make Private	✓	Created By: Danielle Spurling (12/9/2014 10:29 AM) rcas received call from Ron calling on behalf of c. Ron (c) requested call back at [redacted] rcas calling [redacted] at 10:27 a.m. cst rcas left vmx for c apologizing for missed call. rcas requested call back, provided file#, name and contact information.
Make Private	✓	Created By: Danielle Spurling (12/8/2014 3:46 PM) rcas calling [redacted] at 3:45 p.m. cst rcas left vmx for c requesting contact. rcas provided file#, name and contact information.
Make Private	✓	Created By: [redacted] Spurling (12/5/2014 4:29 PM) rcas calling [redacted] at 4:26 p.m. cst rcas left vmx for c apologizing for phone tag. rcas advised is most available between 8:00 - 9:00 a.m. and 2:30 - 4:00 p.m. c's time. rcas provided file#, name and contact information. rcas advised rtlr advised no concern duplicated. rcas advised no new information has been provided. rcas requested contact.
Make Private	✓	Created By: Danielle Spurling (12/4/2014 10:32 AM) rcas received vmx from c requesting call back at 8589268207
Make Private	✓	Created By: Danielle Spurling (12/3/2014 3:17 PM) rcas calling ([redacted] at 3:15 p.m. cst rcas noting phone rang and was picked up, but no answer received rcas calling [redacted] at 3:16 p.m. cst rcas left vmx for c requesting contact with best time and number to reach c. rcas provided file#, name and contact information
Make Private	✓	Created By: Danielle Spurling (12/2/2014 3:56 PM) rcas received vmx from c advising c will contact rcas on 12/03 at 9:30 a.m. PST
Make Private	✓	Created By: Danielle Spurling (12/1/2014 4:04 PM) rcas sending follow up email
Make Private	✓	Created By: [redacted] (12/1/2014 4:03 PM) rcas calling ([redacted] at 4:03 p.m. cst rcas left vmx for c requesting contact, provided file#, name and contact information
Make Private	✓	Created By: Danielle Spurling (11/26/2014 2:32 PM) rcas calling ([redacted]2 at 2:31 p.m. cst rcas left vmx for c requesting contact, provided file#, name and contact information
Make Private	✓	Created By: Danielle Spurling (11/25/2014 5:04 PM) rcas received email from SM-Ab advising rtlr was unable to duplicate airbag concern, no DTC's present
Make Private	✓	Created By: Danielle Spurling (11/25/2014 4:34 PM) rcas sent email to SM-AB requesting update on diag
Make Public		Created By: Danielle Spurling (11/21/2014 11:08 AM) *** [Added after the case is closed.] *** rcas received vmx from c stating c took veh to rtlr and rtlr was unable to duplicate concern with airbag. c requested direction. c requested contact at [redacted]
Make Public		Created By: Danielle Spurling (11/12/2014 4:26 PM) | Last Modified By: Danielle Spurling (12/5/2014 4:29 PM) *** [Added after the case is closed.] *** rcas received vmx from c stating c took veh to rtlr for diag. c advised rcas may contact c if needed. c provided phone number of [redacted]
Make Private	✓	Created By: Danielle Spurling (10/29/2014 4:39 PM) summary:

c contacted INF CA regarding complaint with FM providing inaccurate information on third party contract. rcas documented complaint. c had concerns regarding air bag warning light coming on when passenger is in the seat. c advised rltr was unable to resolve concerns. c stated DTE meter is also inaccurate. rcas recommended appt be made for rtlr to diag. c indicated c was not confident concerns would be resolved. rcas advised once appt is made, c may inform rcas if needed and rcas can verify rtlr is using all resources to resolve. c agreed. rcas closing file.

Created By: Danielle Spurling (10/29/2014 4:32 PM)
rcas calling [redacted]t 4:08 p.m. cst
rcas spoke with c and advised rcas is handling file.
c stated c took veh to rtlr for airbag warning light. c stated concerns are still taking place. c stated rtlr has replaced sensor. c stated rtlr was not able to duplicate concern. c stated c did not know if rtlr was able to experience concern. c stated concern is now taking place and is not consistent
c stated c is concerned because veh is new.
c stated if c does not fill gas tank, DTE reading is not accurate. c stated one reading says Miles to Empty and the other is the meter. c stated meter moves and reads how much gas. c stated the MTE reader is not accurate.
c stated this is second time concern needs to be looked into.
rcas understood and apologized. rcas advised history has been reviewed.
c stated each time c goes in, c gets loaner but it is a small sedan. c stated loaner does not accomodate c's family and car seats. c stated this is inconvenient. c stated c does not want to go in to rtlr every few weeks.
rcas understood and apologized. rcas advised rtlrs own loaners and may not have SUV loaners. rcas inquired if c spoke with rtlr about this.
c stated c spoke with rtlr about loaner and asked for a bigger car. c stated rtlr advised rtlr only has sedans for loaner vehs. c stated c understood, but it is not convenient.
c stated c does have concerns about quality of veh. c stated c has maintenance plan and servicing is up to date. c stated c follows maintenance schedule.

Make Private ✓ rcas understood and apologized. rcas advised concerns are documented. rcas inquired if c is seeking any assistance from INF
c stated veh is leased and wanting to purchase veh from lease. c stated c wants concerns resolved. c stated lease will end in 4 months.
rcas understood. rcas recommended c set appt with rtlr for diag.
c agreed. c stated c wants to make sure concern is resolved. c stated c recorded the light coming on and will show rtlr.
rcas understood. rcas advised once appt is made, c is welcome to contact rcas if needed. rcas advised can verify rtlr is utilizing resources available for diag
c agreed. c stated when c leased veh, which is c's first INF, c chose to get additional protection on veh. c stated FM- Frank (no longer with rtlr) sold c packages. c stated c remembers FM saying what packaged covered. c stated c did not read contract, and c takes responsibility for this. c stated FM said the scratch would be buffed or repainted. c stated c was also told the rim scratches would be covered.
c stated last months, c noticed scratches on rim and asked rtlr how to proceed. c stated rtlr advised plan does not cover scratches. c stated c was disappointed. c stated c took FM word for it on what was covered.
c stated those packages are third party. c stated c feels rtlr is now saying it is not INF service and INF is not responsible. c stated CSM talked to c's husband and advised would contact company for plan but never returned call to c. c stated c had requested cancellation.
c stated rltr advised contract could not be cancelled.
rcas understood and apologized. rcas advised complaint is documented. rcas apologized c was provided incorrect information regarding non-INF contract. rcas offered to contact rtlr to discuss and ask that c be contacted.
c declined and advised rtlr advised c that c was advised it cannot be cancelled.
rcas understood. rcas advised concerns are documented. rcas advised c to contact rcas if needed. rcas provided contact information
c agreed, c thanked rcas, call was ended.

Make Private ✓ Created By: Danielle Spurling (10/29/2014 4:07 PM)
rcas received email from SM-AB advising airbag light concern was not duplicated, however, OCS reprogramming was complete. SM advised DTE concern was looked at on 4/26/13 and was not duplicated. SM advised cancellation of tire and paint protection must be complete through finance dept. SM advised plan does not cover scratches or damage to rims.

Created By: Danielle Spurling (10/29/2014 2:36 PM)
rcas noting, per VROI

4/26/13 3,186 miles
REMARK: CUSTOMER STATES MILES TO EMPTY GAUGE IS INACCURATE
REMARK: UPON INSPECTION NO PROBLEM FOUND, PERFORM COMB. METER SELF-DIAGNOSIS, NO FAULT CODES, DISTANCE TO EMPTY IS AN APPROX.

Make Private ✓ 1/09/14 11,282 miles
REMARK: CUSTOMER STATES AIRBAG OFF LIGHT IS ON WHEN A PASSENGER IS SEATED(175 PLUS LBS)...INSPECT.
REMARK: CONFIRMED CUSTOMER CONCERN. REPLACED OCS SENSORS ON CLIMATE CONTROLLED SEAT AND RESET TO ZERO PER ITB13-011 (ID# PC217)

5/13/14 12,671 miles
REMARK: CUSTOMER REQUEST ITB14-015 OCS REPROGRAM
REMARK: OCS REPROGRAM COMPLETE. ITB14-015

9/26/14 14,929 miles
REMARK: CUSTOMER STATES PASSENGER AIRBAG OFF LIGHT INTERM TURNS ON WHEN A PASSENGER IS SEATED...INSPECT.
REMARK: UNABLE TO DUPLICATE CONCERN AT THIS TIME, NO DTC'S.
PERFORM OCS REPROGRAMMING AGAIN. MONITOR PASS. AIR BAG STATUS AND IT IS DETEDTING PASS. SEAT OCCUPANT. OCS

Make Private ✓ Created By: Danielle Spurling (10/29/2014 2:27 PM)
rcas sent email to SM-Aaron Blanchard advising of c's concerns and requesting more information

Created By: DeWaun Quarles (10/28/2014 2:17 PM) | Last Modified By: Danielle Spurling (10/28/2014 4:29 PM)
no previous related case
no open campaign
verf name addh vin

best contact numb[redacted]

rcas received a call from spouse-Anne Ho
c states c has 2 concerns with the vehicle
c states c has addressed concern with passenger side airbag light coming on in the vehicle
c states retailer replaced the sensor
c states the light is currently back on and retailer informed c retailer must be able to duplicate concern

Make Private ✓ c states c has addressed concern with distance to empty concern 2 times
c states c advised by retailer c must fill tank to reset the distance to empty instead of adding $20 or $30 in fuel at a time

c states c has concern with FI-Frank who is no longer employed with retailer
c states c leased vehicle and c purchased paint and leather protection warranty as well as tire and rim package at advise of FI
c states c has returned to retailer with scratch on vehicle exterior paint and scratch on rim
c states retailer informed c neither concern is covered under warranties c purchased
c advised paint and leather protection covers bird droppings and tire and rim would cover if tire damaged and caused damage to rim

c states c spoke with retailer and requested cancellation and requested cancellation of policy
c states c informed unable to cancel policy
c states retailer stated would follow up with c and c has not heard from manager at retailer in over a month

rcas informed c rcas will follow up with c by COB 10/29

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023222	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR IMPROPER OPERATION	14	10/29/2014	YX	BK	263000	OA
Edit | Del	CC-8023223	INSTRUMENTATION	FUEL GAUGE	POOR OR IMPROPER OPERATION	07	10/29/2014	YX	AT	180000	OA
Edit | Del	CC-8025683	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULTIPLE REPAIR ATTEMPTS	14	10/29/2014	YE	BK	233500	OA
Edit | Del	CC-8025684	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	10/29/2014	WA	BK	233500	OA
Edit | Del	CC-8025685	INFINITI FINANCE DEPT.	FINANCE PERSONNEL (INFINITI)	MISLEADING/MISREPRESENTATION	QD	10/29/2014	YD	AM	163000	OD

Show 1 more » | Go to list (6) »

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	PERRY INFINITI - CALL	[redacted]	✓	12/9/2014	Danielle Spurling	12/9/2014 3:58 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0SK8Ax:ref]		✓	12/1/2014	Danielle Spurling	12/1/2014 4:04 PM

Emails

Send an Email | Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	Fwd: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0SK8Ax:ref] *Hi Danielle, Have you had a chance to review your schedule so we can set a t...*	[redacted]	12/5/2014 2:52 PM
Reply | To All | Del	Read	Re: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0SK8Ax:ref] *Hi Danielle I tried to call you several times yesterday and finally left a ...*		12/3/2014 11:37 AM
Reply | To All | Del	Sent	Your inquiry to Infiniti [ref: 00DA09j8L. 500F0SK8Ax:ref] *12/1/2014 Case # [redacted] Thank you for taking the...*		12/1/2014 4:04 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/9/2014 3:58 PM	Danielle Spurling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/9/2014 10:31 AM	Danielle Spurling	Changed **Follow Up Date** from 12/9/2014 to **12/10/2014**.
12/8/2014 3:47 PM	Danielle Spurling	Changed **Follow Up Date** from 12/8/2014 to **12/9/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [59] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Janelle Cantrall [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/15/2015	Case Origin	Internal
Supporting Documents		Date/Time Opened	10/28/2014 2:54 PM
CA Multiple Repairs		Date/Time Closed	1/15/2015 2:16 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052923

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	BBB Auto Line Voluntary Replacement due to 6 repairs and 21 days out of service for PABI light stays continuously on.		

Customer Detail

First Name [redacted]
Middle Initial
Last Name

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	RON BOUCHARD'S NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Replacement offer to C
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KELLY NISSAN OF WOBURN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$45,337.44	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/6/2014	Vehicle Service Contract	
RHR Completed	11/6/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM3DC[redacted]		
Created By	Flor de Luisa Ann Sisno 10/28/2014 2 54 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 9/5/2015 9:02 PM	Root Cause Code (2)	
Days Closed	363	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heathre Vanriper (3/16/2015 10 20 AM)** *** [Added after the case is closed.] *** NIS1434401. DRTS rec'd Case Closed from BBB 03/16/15 dated same. See attached for review.
Make Public		**Created By Janelle Cantrall (1/15/2015 2 16 PM)** Arbs Sent Morley out [redacted] Arbs Closing Case file.
Make Public		**Created By Janelle Cantrall (1/15/2015 9 00 AM)** Arbs notes: Check Request Approved 1.14.2015 Arbs prepared Morley
Make Public		**Created By Janelle Cantrall (1/14/2015 8 00 AM)** Arbs Submitted Check Request for SOC replacement DUE to: BBB Auto Line Voluntary Replacement due to 6 repairs and 21 days out of service for PABI light stays continuously on. (+) New Vehicle Invoice: $42,165 00 (+) Collaterals: $3,172.44 (=) Total NNA Pays to Dealer: $45,337.44 Kelly Nissan of Woburn 95 Cedar Street Woburn, MA 01801 P# 781-835-3500 F# 781-835-3587 John Murray jmurray@kellyauto.com New Pathfinder 2014 V N: 5N1AR2MM4E[redacted]
Make Public		**Created By Janelle Cantrall (1/14/2015 7 44 AM)** Consumer Affairs Voluntary Replacement due to 6 repairs and 21 days out of service for PABI light stays continuously on.
Make Public		**Created By Janelle Cantrall (1/14/2015 7 40 AM)** Arbs WAS CC email to SM-John Murray from AF-NMAC Good Morning John, Attach substitution documents or[redacted] Thanks _____ Anna Fraley Nissan Motor Acceptance Corporation Quality Assurance Specialist Fulfillment and Correspondence Department

fraleya@nmac.com
214.596.4567

Created By Janelle Cantrall (1/14/2015 7 39 AM)
Arbs Rec'd Reply email from AF-NMAC

Janelle the SOC doc's were faxed to Jenn Bowse @ Kelly Nissan of Woburn per email received from Barbara Sage. I can resend to John Murray too.

Make Public

Anna Fraley
Nissan Motor Acceptance Corporation
Quality Assurance Specialist
Fulfillment and Correspondence Department
fraleya@nmac.com
214.596.4567

Make Public **Created By Heathre Vanpriper (1/13/2015 3 44 PM)**
NIS1434401. DRTS rec'd Settlement from BBB 01/13/15 dated same. See attached for review.

Created By Janelle Cantrall (1/13/2015 2 47 PM)
Arbs Sent Reminder to AF-NMAC

Make Public

Good Afternoon Anna,

Was just wondering if you had a chance to send the SOC documents to this dealer.

Thanks,

Created By Janelle Cantrall (1/12/2015 1 54 PM)
Arbs Rec'd P/O, Sales Contract and Invoice from NMAC

Hi Janelle,

Below is the payment/payoff information that you requested.

SR# [redacted]
Account# [redacted]
Custome [redacted]
30 day payoff $25098.82 good thru 2/12/2015
Per diem 0.62
# of scheduled payments received 17
Scheduled Payment amount 592 57
Total Principal paid 9,675 67
Total Interest paid 398 02
Late fees paid 0.00
Recent payment received on 12/19/2014 in the amount of $592.57

Make Public

Thanks,

Israel Ramos
Fulfillment and Correspondence

Nissan Motor Acceptance Corp
Infiniti Financial Services
8900 Freeport Pkwy
Irving TX 75063
Phn: +1 214.596.4260
Fax: +1 972 607.
RamosI2@NMAC.com

Make Public **Created By Janelle Cantrall (1/12/2015 11 26 AM)**
Arbs Rec'd Clear Copy of REG From C

Make Public **Created By Janelle Cantrall (1/12/2015 10 01 AM)**
Arbs Rec'd Signed Repl Agreement from C

Created By Janelle Cantrall (1/9/2015 2 09 PM)
Arbs emailed AF-NMAC and CC SM-John Murray @ Kelly Nissan

Would you please send Mr. Murray at Kelly Nissan the SOC packet for Mr. Lewenczuk?

[redacted]
Lunenburg, MA [redacted]

2013 Nissan Pathfinder
V N:
5N1AR2MM3DC[redacted]

Make Public

New Pathfinder 2014
V N: 5N1AR2MM4EC[redacted]

Kelly Nissan of Woburn
95 Cedar Street
Woburn, MA 01801
P# 781-835-3500
F# 781-835-3587
John Murray
jmurray@kellyauto.com

Account# [redacted]
SR[redacted]
P/O Good Through 1/18/2015

Thanks,

Make Public **Created By Janelle Cantrall (1/9/2015 12 41 PM)**
Arbs Emailed Repl agreement to C and SOC letter to Dealer

Make Public **Created By Janelle Cantrall (1/9/2015 12 25 PM)**
Arbs prepared SOC agreement and SOC letter to the Dealer

January 9, 2015

Kelly Nissan of Woburn
Attn: John Murray
95 Cedar Street
Lunenburg, MA 01462

[redacted] 2013 Nissan Pathfinder / 5N1AR2MM3DC[redacted]

Dear Mr. Murray:

Thank you for assisting Nissan North America's Dispute Resolution Programs in the replacement of the above referenced vehicle with the new, 2014 Nissan Pathfinder VIN: 5N1AR2MM4EC[redacted] Nissan North America, Inc agrees to pay your dealership the cost of the new vehicle as outlined below:

(+) New Vehicle Invoice: $42,165 00
(+) Collaterals: $3,172.44
(=) Total NNA Pays to Dealer: $45,337.44

Make Public

Created By Janelle Cantrall (1/9/2015 12 00 PM)
Arbs Rec'd New Pathfinder Invoice and Mock buyers guide from SM-John Murray

Make Public

Created By Janelle Cantrall (1/9/2015 11 54 AM)
Arbs Faxed MRF to the BBB

Created By Janelle Cantrall (1/9/2015 11 36 AM)
Arbs Emailed SM-John Murray

Make Public

John,

Thank you for assisting Mr. [redacted] with his substitution of collateral. Once you receive the documents from Anna Fraley at NMAC and send them back to her, I will be able to send out the Morley package. A Morley agent will be in contact with you to assist in the Surrender of the Old Pathfinder and Mr. Lewenczuk taking possession of the New Pathfinder.

Sincerely,

Make Public

Created By Janelle Cantrall (1/9/2015 11 32 AM)
Arbs Called Kelly Nissan of Woburn @ 781-835-3500
and Spoke with SM-John Murry
SM-JM is going to fax arbs New Pathfinder Invoice and Buyers Guide

Make Public

Created By Janelle Cantrall (1/9/2015 11 30 AM)
Arbs spoke With Arbs Supervisor SG
Arbs was advised to offer SOC
ARBS called C @[redacted] and offered C the SOC
C has a Vehicle picked out at Kelly Nissan of Woburn
Arbs Told C that Arbs will call the Dealer and get the SOC started

Make Public

Created By Janelle Cantrall (1/9/2015 11 10 AM)
Arbs Called C @[redacted] to Discuss C complaint about the Repurcahse calculations
C wants a SOC with No usage Fees Charged
Arbs tried Explaining to C htat the Replacement / Refinance offer that C was offered With the Mileage use cut in 1/2 C refused. Arbs also noted to C that C refused the Repurchase Agreement
C stated yes because C was Offered A SOC with No Mileage charge and then was told the SOC offer was off the table.
Arbs told C that NNA is not in the position to offer c a LL Buyback but a NON LL buyback.
C wanted to speak to Arbs Supervisor
Arbs told C that Arbs is C POC
C still wanted To Argue
Arbs told C that The conversation is going beyond a professional leverl and Arbs told C that arbs has requested a New P/O with NMAC and arbs will send the new Repurchase Agreement today.
C still wanted to Argue / Arbs told C that Arbs is ending the Conversation

Make Public

Created By Janelle Cantrall (1/9/2015 10 46 AM)
Arbs Called BS-Morley and Asked For REP Calculations

Created By Janelle Cantrall (1/9/2015 10 46 AM)
Arbs Rec'd email from C

Make Public

According to Nissan Financial that I just spoke to, they are not correct! Once again, who can I speak to who can make decisions?

Sent from my iPhone

Created By Janelle Cantrall (1/9/2015 10 44 AM)
Arbs Emailed NMAC for New Payoff

May I have the Payoff, Sales Contract and Payment history for this customer please?

Make Public

[redacted]
471 PAGE ST
Lunenburg, MA[redacted]
USA

2013 Nissan Pathfinder
V N: 5N1AR2MM3DC[redacted]

Thank You,

Make Public

Created By Heathre Vanriper (1/8/2015 1 27 PM)
NIS1434401. DRTS rec'd MRF from BBB 01/08/15 dated same. C seeks: Buy back. CCF states: Passenger Airbag, won't start "no key detected"*1, parking error sensor, transmission lines*2, instrument panel*2. See attached for review

Make Public

Created By Barbara Sage (1/8/2015 7 44 AM)
RC requesting updated financials from NMAC to rebuild repurchase offer. Notice to C via e-mail that updated repurchase calculations are in process and new Repurchase Offer will come to him after quality review.

Created By Janelle Cantrall (1/8/2015 7 06 AM) Last Modified By Janelle Cantrall (1/8/2015 7 06 AM)
Arbs Rec'd Email from C

Hi Janelle,

Just checking on the status of the updated buyback offer.(I believe I have made a payment or two since the last) In addition, I had a few questions on the replacement offer. When I looked at my current payoff amount online and phone the amount was $25,081 52 on the offer it is $25,676.37. Also not sure what was used as milage since the dealership had the wrong milage on the paperwork. (I have a picture of it) In addition, there is no mention of tax, tittle, etc., fees. I assume that since it is not listed under my financial obligation that Nissan would pay for it. Just want to make sure that is correct.

Make Public

In addition please email Barbara Sage's-manager contact information so I can finally put closure to this situation.

Thanks - Jay

ARBS reply email to C

Good Morning Mr.[redacted]

So you are wanting a buyback now and not a replacement? If so I will ask Barbara to send you the repurchase figures and continue the buyback process.

Regards,

Make Public

Created By Janelle Cantrall (1/5/2015 10 16 AM)
Arbs Called C @[redacted]
arbs spoke With C concern about the Replacement / Refinance Offer
C stated that in the Beginning C was offered LL Repurchase and now c has been offered A replacement / Refinance and has all this mileage that C is being charged. Arbs discussed Wtih C that C stated is a Definition state and C veh does not fall under the Lemon Law. Arbs expl to C that C complaint with C air Bag was not until c had 17,174 Miles on it. C stated C had the issue with the Airbag light before then and that the Dealer did not record it. arbs exlplained to C that Arbs has to go by the repair history of C vehicle and that it is the C responsibility to make sure Dealer documents any visits to the Dealer for C concerns.
Arbs expl to C how the BBB works. C stated that the Agent BS mentioned to C the BBB Program Summary and The C stated the Person that C spoke to at the BBB told C that the BBB does not have a Program Summary. Arbs asked C who did c speak to At the BBB? Arbs assured C that The BBB does have a Program Summary.

C stated C veh is back at the Dealer now for the Air Bag Light concern and the NO START. Arbs asked C about the No Start concern because Arbs could not find that Concern on any RO's. Again the C stated the Dealer didn't record it on the RO's and the C thought NNA was buying C vehicle back so c didn't mention it.
Arbs offered C arbs contact Information but C stated c was at work and Asked Arbs to Email C.
Arbs verified C email.

Make Public

Created By Heathre Vanriper (12/31/2014 9 33 AM)
NIS1434401. DRTS rec'd CCF from BBB 12/30/14 dated same. C seeks: Buy back. CCF states: Passenger Airbag, won't start "no key detected"*1, parking error sensor, transmission lines*2, instrument panel*2. See attached for review.

Make Public

Created By Anthony Zacharyasz (12/29/2014 12 19 PM)
ARBS in review of the case approves replacement figures.

Make Public

Created By Amanda Simcox (12/22/2014 2 48 PM)
Worksheet Notes:

Usage: 25,500/100,000 x 39,000 = $9,945.00
ARBs ok'd waiving 50% usage in replacement = $4,972.50
Base price $41,812.50 - Sales tax $2,312.50 = $39,500 - rebate $500
No service contracts

Vehicle reg and purchase contract name is Jason T Lewenczuk, solely. Registration current

NMAC payoff: $25,676 37 through 1/18/2015
30 day payoff: $25,676.37 + (4 x 0 63 = 2 52) = $25,678 89 through 1/22/2015

Upgrade charge on replacement: New MSRP - Old MSRP = 45,080 - 43,120 = $1,960.00

Make Public

Created By Amanda Simcox (12/22/2014 2 44 PM)
Dealer Letter:

New Vehicle Invoice: $42,165 00
Sales Tax: $2,660.44
License/Registration: $110.00
Doc Fee: $397.00
Title Prep Fee: $5.00
Total Due Dealer: $45,337.44
Customer Responsibility to Dealer: $32,608 87
Total NNA Pays to Dealer: $12,728.57

Make Public

Created By Amanda Simcox (12/22/2014 2 42 PM)
Customer Letter:

New Vehicle MSRP: $45,080.00
Old Vehicle MSRP: $43,120.00
Total Upgrade Cost: $1,960.00
Usage: (50% waived): $4,972.50
Current Payoff (good through 1/18/2015): $25,676.37
Total Customer Participation: $32,608 87

Make Public

Created By Barbara Sage (12/22/2014 10 16 AM)
RC rec'd updated NMAC payoff information:
SR[redacted]
Account[redacted]
Customer [redacted]
30 day payoff $25676.37 good thru 1/18/2015
Per diem 0.63
# of scheduled payments received 16
Scheduled Payment amount 592 57
Total Principal paid 9,102 06
Total Interest paid 379 06
Late fees paid 0.00
Recent payment received on 11/19/2014 in the amount of $592.57

RC sending replacement offer to quality for review.

Make Public

Created By Barbara Sage (12/8/2014 9 58 AM)
multiple issue on the veh

Make Public

Created By Barbara Sage (12/8/2014 8 46 AM)
RC rec'd mock BoS & mfr invoice from dlr on Friday afternoon; C looking at replacement w/2014 Pathfinder.

Make Public

Created By Barbara Sage (12/1/2014 3 02 PM)
RC took inbound call from C; discussed options for repurchase/replacement and difficulty C is having finding a similar vehicle since his SL 4x4 had nearly every option available. Talked about "comparable" and how MSRP differential works; also discussed C is good candidate for SoC replacement since he's financed with NMAC. RC suggested he look at dealerships close by as well as local to widen inventory pool; many dlr have inventory on-line to narrow seach. C will go out this evening after spending some time with websites; call ended mutually.

Make Public

Created By Barbara Sage (12/1/2014 7 18 AM)
RC submitted repurchase offer to C at e-mail address on file. C concerned about being out of pocket for a replacement given the usage charges allowed by MA LL. RC clarified some points for C, especially about finding replacement vehicle. Conversation took place via e-mail program.

Make Public

Created By Barbara Sage (11/17/2014 2 19 PM)
RC called C at [redacted]; C went out & test drove vehicles over the weekend but did not see anything he's interested in for the moment. RC & C discussed looking around nearby dlr or NH dlr. C would like to see repurchase numbers but is leaning to replacement if SOC can be worked out. Call ended mutually.

Make Public

Created By Barbara Sage (11/12/2014 2 32 PM)
RC rec'd NMAC information, awaiting C choice of replacement vehicle.

Make Public

Created By Barbara Sage (11/11/2014 3 01 PM)
Lol to C via Fed Ex [redacted]

Make Public

Created By Barbara Sage (11/11/2014 3 00 PM)
RC contacted C at [redacted]; discussed Lol & docs RC will need to process replace/repurchase. C going car shpping tonight to look for replacement vehicle. C financed thru NMAC; RC requesting financials. Call ended mutually.

Make Public

Created By Sara Dorazio (11/11/2014 2 48 PM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Anthony Zacharyasz (11/11/2014 1 23 PM)
ARBS called C on [redacted] and ARBS apologized for the experience that C has had with the vehicle and NNA is willing to offer repurchase or replacement of the vehicle as a one-time goodwill gesture. C understood. ARBS advised C that the case would be forwarded to a specialist to provide the repurchase or replacement information to C so C can make the best decision. C understood.
ARBS asked about the acquisition of the vehicle. C stated it is a purchase, Lien with NMAC. ARBS understood. ARBS advised that C would need to have a copy of the registration ready for the specialist. C understood. ARBS advised C should receive a call by 11/13, however if C has not to call ARBS. ARBS advised that ARBS would be OOO on 11/13 and 11/14 but would review with C upon ARBS return if C need additional assistance. C thanked ARBS. Ended call.

Make Public

Created By Anthony Zacharyasz (11/11/2014 12 52 PM)
ARBS transferring ownership of the case and notes the following:

*REASON: 6 visits for PABI light on and 21 business days down.

*LEMON LAW: No, BBB Auto Line program summary. (Base price only on the purchase price calculation)

*USAGE: 25,500 miles, full use over 100,000 miles multiplied by base price.

*RETENTION GOODW LL: ARBS is willing to waive up to 25% of the use if C elects a replacement over repurchase.

*OPTIONS: If C doesn't want replacement/repurchase, NNA will offer $3,000 00 cash as settlement in lieu of buyback.

Make Public

Created By Anthony Zacharyasz (11/11/2014 11 31 AM)
ARBS notes the following:

6 visits for PABI light operation. // Replaced seat frame and OCS sensors.
2 visits for transmission fluid leak. // Replaced cooler hose and clamps.
2 visits for DTE gauge inaccurate. // Replaced gauge cluster.
21 business days down. (10 days in the first 15,000 miles)
MA LL applicable.

_
ARBS transferring ownership of the case for further assistance.

Created By Lauren Bowling (11/11/2014 10 12 AM)
RCAS-LB made outbound call to C a[redacted]
RCAS-LB informed C that RCAS is waiting on a decision.
C stated C is having a key concern.
C stated C got to the end of C's driveway and the no key detected sign went on and then went off.
C stated C later went to start the car and it said no key detected.
C stated C was told by the dlrshp there could be interference.
C stated C took pictures so C could show the key problem.
C stated after five minutes it detected the key and all was fine.
C stated the dlrshp was not able to duplicate the concern.
C stated the battery in the fob was changed.
C stated the key has been fine since.
C stated C had mentioned it a few times and nothing was in the record.

Make Private ✓

C stated C was at the dlrshp other days that don't have records.
C stated if it doesn't get put in the shop, there isn't a repair order on it.
C stated last time C requested it to be written up.
C stated the key issue is sporadic.
RCAS-LB informed C that all of this is documented.
C stated throughout the summer this was a problem, but C did not go to the dlrshp.
C stated the air bag sensor calibration was on a recall and C got the recall Nissan.
C stated C the problem was happening before it was on record.
C stated now they don't want to fix the problem any further until they know what NNA is going to do.

RCAS-LB notes a previous case[redacted]olves the airbag concern from June.

RCAS-LB informed C that RCAS-LB would call on Friday with more information.
Call ended mutually.

Make Public

Created By Anthony Zacharyasz (11/11/2014 9 59 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #: [redacted]
7/10/13... 743 miles... 1 business day down
-Concern:
1. C states static on DVD headsets.
-Action Taken:
1. SOP headsets.

RO #: [redacted]
7/19/13... 1,342 miles... 3 business day down
-Concern:
1. C states static on DVD headsets.
-Action Taken:
1. Replaced headsets.

RO #[redacted]
12/31/13... 10,028 miles... 1 business day down
-Concern:
1. Campaign: ABS Reprogram.
-Action Taken:
1. ABS Reprogram performed.

RO #[redacted]
2/27/14... 12,275 miles... 1 business day down
-Concern:
1. C states transmission fluid leaking.
-Action Taken:
1. Installed new clamps and ordered hoses.

RO #: [redacted]
3/01/14... 12,337 miles... 4 business day down
-Concern:
1. C states transmission fluid leaking.
-Action Taken:
1. Replaced transmission cooler and lines.

RO #: [redacted]
5/20/14... 17,038 miles... 1 business day down
-Concern:
1. Campaign: OCS Reprogram.
-Action Taken:
1. OCS Reprogrammed.

RO #: [redacted]
5/23/14... 17,174 miles... 3 business day down
-Concern:
1. C states PABI light on.
-Action Taken:
1. Unable to duplicate.

RO #[redacted]
6/13/14... 18,234 miles... 1 business day down
-Concern:
1. C states PABI light on.
-Action Taken:
1. Unable to duplicate.

RO #: [redacted]
6/18/14... 18,391 miles... 1 business day down
-Concern:
1. C states PABI light on.
-Action Taken:
1. Unable to duplicate.

RO #: [redacted]
10/15/14... 24,938 miles... 3 business day down
-Concern:
1. C states PABI light on.
2. C states DTE gauge incorrect.
-Action Taken:

1. Ordered seat frame.
2. Gauge cluster ordered.

RO #[redacted]
10/24/14... 25,347 miles... 1 business day down
-Concern:
1. C states PABI light on.
2. C states DTE gauge incorrect.
-Action Taken:
1. Replaced seat frame with 2 new OCS sensors.
2. Replaced gauge cluster.

RO #: 4[redacted]
10/27/14... 25,500 miles... 1 business day down
-Concern:
1. C states PABI light is not coming on.
-Action Taken:
1. Unable to duplicate.

Make Private ✓ **Created By Janisha W[redacted]/2014 11 45 AM)**
RCAS-JW contacted C [redacted]
RCAS-JW informed C that the RHR request is still being reviewed
C stated that the dlr did not document every single time that the C visited the dlr
C stated that C stated that C is having a concern with the key not being detected
C stated that C's veh would not start
RCAS-JW informed C that if C is still having concerns with veh to take veh back to dlr to address the current concerns/ next follow up 11/11
call ended mutually

Make Public **Created By Sara Dorazio (11/6/2014 11 11 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Make Private ✓ **Created By Lauren Bowling (11/6/2014 11 07 AM)**
RCAS-LB completed RHR.

Make Private ✓ **Created By Lauren Bowling (11/6/2014 7 26 AM)**
RCAS-LB made outbound call to Ron Bouchard's Nissan.
RCAS-LB requested C's RO's faxed to RCAS.
SA stated SA would get them today.
Call ended mutually.

Make Private ✓ **Created By Samantha Dixon (11/3/2014 3 39 PM)**
RCAS SD assisting RCAS LB

RCAS SD made outbound call to C [redacted]
RCAS-SD VER F ED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-SD CHECKED for open recalls/campaigns and found: NONE
Previous UNRELATED Case(s) Found: NONE
Previous RELATED Case(s) Found: NONE
RCAS-SD ADVISED "This call may be recorded for quality and training purposes."

C stated that C has had to have multiple repairs done on the VEH
C stated that C is took VEH to the DLR for air bag sensor and DLR hasn't been able to duplicate C concerns.
c Stated that C feels that VEH is unsafe and is requesting a repurchase of the VEH.
C stated that C has been to the DLR over 10 times for repairs on VEH for concerns.

RCAS SD apologized for the concerns that C has experienced with VEH.
RCAS SD advised will contact DLR to obtain work orders to submit RHR
RCAS SD advised RHR takes approx 10 business days to reach a decision and RCAS LB will follow up every 3 business days, c understood.
RCAS SD advised that RCAS LB will follow up with C on 11/6 c understood.

call ended mutually

RCAS SD made outbound call to DLR spoke to service Tech Justin,

RCAS SD requested to have all RO's for C faxed to RCAS LB fax # 615-967-2095

TECH Justin agreed and said that it will be faxed over.

RCAS SD thanked Justin for assistance.

call ended mutually

****submit RHR when RO"s received and follow up with C 11/6****

Make Private ✓ **Created By Lauren Bowling (10/31/2014 1 31 PM)**
RCAS-LB made outbound call to C at [redacted]
RCAS-LB left vmx requesting a call b[redacted] regarding C's case.

Make Private ✓ **Created By Lauren Bowling (10/30/2014 3 24 PM)**
RCAS-LB made outbound call to C at [redacted]
RCAS-LB left vmx requesting a call back from C regarding C's case.

Make Public **Created By Mark Chester Carpio (10/30/2014 8 00 AM)**
RCAS Case Follow-up

Created By Mark Chester Carpio (10/30/2014 8 00 AM)
CRR-MC received a case follow up call from c,
C requesting to be transferred to c's RCAS
CRR-MC verified if any of c's contact info changed.
C said no

Make Public
CRR-MC advised c that the follow up date is 10/30
CRR-MC advised to wait for rcas call within the business day
CRR-MC advised c that crr-mc will send an internal msg for follow up request
CRR-MC ask c to provide the best number,
c provided contact [redacted]

CRR-MC offered further assistance, c declined.
CRR-MC provided name, ext and case number.
CRR-MC thanked C for calling Nissan Consumer Affairs
CRR-MC transferred c's call

Make Private ✓ **Created By Lauren Bowling (10/29/2014 9 22 AM)**
RCAS-LB made outbound call to C at [redacted]
RCAS-LB left vmx requesting a call bac[redacted]g C's case.

RCAS will ask:
Why do you want to return the vehicle to Nissan North America?
Where is the vehicle currently?
Where was the vehicle purchased?
Was it purchased new or used?
If used, when was the vehicle purchased?

Where is the vehicle serviced?
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?

Created By Flor de Luisa Ann Sisno **(10/28/2014 7 10 PM)**
crr-fs received a call from c.
c stated c got a numerous issue on c Nissan veh and c is calling to request to buy back the veh.

crr-fs verified/updated c's address/phone number/email:
[redacted]
Lunenburg, MA [redacted]
USA
[redacted]

C stated the veh has a multiple issue on it.
C stated the Major issue the transmission line that already gone on it, the Control panel that was replaced and the Airbag sensor that keep coming on.
C stated c brought the veh to the NNA DLR yesterday.

Make Public

crr-fs asked c:
NAME OF DLRSHP: RON BOUCHARD'S NISSAN

NAME OF THE SERVICE PERSON N THE NISSAN DLR: SA-Mike

C stated c does not want the veh anymore and wants NNA to buy it back.

CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.

crr-fs verified the BEST CONTACT number to REACH c. c said [redacted]

CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas for veh concern.
crr-fs exiting the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023970	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	10/28/2014	YX	BG	302500	OA
Edit | Del	CC-8023971	INTERIOR (NON-ELECTRIC)	DASH/PANEL/TRIM	POOR OR MPROPER OPERATION	QA	10/28/2014	YX	AU	187000	OA
Edit | Del	CC-8023972	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/28/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/14/2015	Janelle Cantrall	1/15/2015 7:03 AM
Edit | Del	Call		✓	1/14/2015	Janelle Cantrall	1/14/2015 7:42 AM
Edit | Del	[redacted]		✓	1/13/2015	Janelle Cantrall	1/13/2015 3:44 PM
Edit | Del			✓	1/9/2015	Janelle Cantrall	1/7/2015 4 06 PM
Edit | Del			✓	1/8/2015	Janelle Cantrall	1/8/2015 1 25 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052923	DRT Resolution	5N1AR2MM3D[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0140764	[redacted]	1/15/2015	Dealer	Approved	$45,337.44	26BUYBACK	Nissan North East Buyback/Trade	KELLY NISSAN	OF WOBURN

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	41KB	3/16/2015 10:21 AM	Heathre Vanriper
Edit | View | Del		60KB	2/10/2015 3:55 PM	Tammy Knotts
Edit | View | Del		1.03MB	1/15/2015 2:15 PM	Janelle Cantrall
Edit | View | Del		33KB	1/14/2015 9:16 AM	Janelle Cantrall
Edit | View | Del		55KB	1/14/2015 9:16 AM	Janelle Cantrall

Show more » | Go to list »

Case History Case History Help

Date	User	Action
1/15/2015 2:16 PM	Janelle Cantrall	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/15/2015 8 55 AM	Janelle Cantrall	Changed **Case Servicing Dealer** from RON BOUCHARD'S NISSAN to **KELLY NISSAN OF WOBURN**.
		Changed **Follow Up Date** from 1/14/2015 to **1/15/2015**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [60] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michael Bardwell [Change]
Letter Sent Date	1/6/2015	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	4/7/2015	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	10/28/2014 4:03 PM
CA Multiple Repairs		Date/Time Closed	4/7/2015 2:19 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00059874

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Please schedule inspection for 11/18 at 10:00aam. Customer should plan to spend about 30 min. with me discussing their concern.		
Description	2,078		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,078		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTOCOM NISSAN OF WALNUT CREEK	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$25,751.10	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/24/2014	Vehicle Service Contract	
RHR Completed	12/24/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: 1N4AL3AP8EN[redacted]		
Created By	Vance Walden 10/28/2014 4 03 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:38 AM	Root Cause Code (2)	
Days Closed	281	Action Code	NT5D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Michael Bardwell (4/7/2015 2 13 PM)** ARBS received check. ARBS transmitted Morley Case[redacted] ARBS sent Morley Packet (attached) via FedEx: [redacted] ARBS closing case.
Make Public		**Created By Michael Bardwell (4/6/2015 1 32 PM)** ARBS received signed repurchase agreement from c and attached to case. ARBS submitted check request.
Make Public		**Created By Michael Bardwell (4/6/2015 1 30 PM)** veh concern Passenger air bag light concern
Make Public		**Created By Michael Bardwell (3/31/2015 2 01 PM)** ARBS received email from NMAC with confirmation that veh has been paid off and provided SLS Agree and interest paid on account of $89 98. ARBS notes the following repurchase figures: Prior Trade-in Value: $11,500.00 Principal Reduction: $14,983.75 Finance Charges Paid: $89.98 Total Amounts Paid: $26,573.73 Less Usage: ($72.63) Dealer Added Options: ($750.00) Total Deductions: ($822.63) Total Due Customer: $25,751.10 Total Repurchase: $25,751.10 ARBS sent repurchase offer letter to c via FedEx: [redacted] ARBS setting follow-up to 7-Apr pending docs from c.
Make Public		**Created By Michael Bardwell (3/30/2015 8 56 AM)** ARBS sent email to NMAC requesting copy of SLS Agree and payoff. ARBS setting follow-up to 31-Mar pending update from NMAC.
Make Public		**Created By Heathre Vanriper (3/27/2015 1 57 PM)** NIS1512307. DRTS rec'd Acceptance of decision from BBB 03/27/15 dated same. See attached for review.
Make Public		**Created By Michael Bardwell (3/24/2015 8 57 AM)** ARBS notes c had 30 days to accept/reject BBB decision. ARBS setting follow-up to 24-Apr pending ARD from BBB.
Make Public		**Created By Heathre Vanriper (3/23/2015 2 49 PM)** NIS1512307. DRTS rec'd Repurchase Decision from BBB 03/23/15 dated same. See attached for review.
Make Public		**Created By Michael Bardwell (3/20/2015 4 53 PM)** ARBS notes no decision from BBB. ARBS setting follow-up to 24-Mar pending update from BBB.

Make Public	Created By **Michael Bardwell** (3/13/2015 2 17 PM) ARBS attended BBB hearing by phone and presented NNA's position for denial. ARBS setting follow-up to 20-Mar pending update from BBB.
Make Public	Created By **Michael Bardwell** (2/25/2015 10 51 AM) ARBS setting follow-up to 6-Mar to complete hearing packet.
Make Public	Created By **Heathre Vanriper** (2/23/2015 1 45 PM) NIS1512307. DRTS rec'd NOH from BBB 02/23/15 dated same. States: 03/13/15 10:00 am PST BBB of the Golden Gate & Northern CA 1000 Broadway, suite 625 Oakland, CA 946070000. See attached for review.
Make Public	Created By **Michael Bardwell** (2/18/2015 10 45 AM) ARBS notes no update from BBB. ARBS setting follow-up to 25-Feb pending update from BBB.
Make Public	Created By **Michael Bardwell** (2/11/2015 11 30 AM) ARBS submitted MRF to BBB via fax advising that NNA is not in a position to repurchase/replace the veh at this time; however, NNA will continue to honor all applicable warranties. ARBS setting follow-up to 18-Feb pending update from BBB.
Make Public	Created By **Andrea Brown** (2/11/2015 11 15 AM) DRTS- RHR and RO are up to date in the case. closing out task
Make Public	Created By **Heathre Vanriper** (2/11/2015 8 57 AM) NIS1512307. DRTS rec'd MRF from BBB 02/11/15 dated 02/05/15. C seeks: Replacement. CCF states: Passenger side airbag light comes on when passenger setting*3. See attached for review.
Make Public	Created By **Michael Bardwell** (1/30/2015 8 29 AM) ARBS notes BBB has closed claim. ARBS closing case pending update from BBB.
Make Public	Created By **Heathre Vanriper** (1/30/2015 7 13 AM) NIS1510998. DRTS rec'd Case Closed due to no signed CCF from BBB 01/29/15 dated same. See attached for review.
Make Public	Created By **Michael Bardwell** (1/22/2015 10 01 AM) ARBS received update from DTS-Keith Tompkins advising: C's wife weighs about 100 lbs. so depending on conditions the light can be on for c's wife. DTS explained that the system was operating normally but that DTS could try replacing the seat frame to see if that resolves the concern. C said c wanted to give it a try so that is what DTS did. ARBS notes the following: 3 visits, 1 repair and 8 days down for OCS concerns. ARBS notes DTS and dlr have not found a problem with system and that c's wife's weight is below the 5th percentile. ARBS submitted MRF to BBB via fax advising that NNA is not in a position to repurchase/replace the veh at this time; however, NNA will continue to honor all applicable warranties. ARBS setting follow-up to 30-Jan pending update from BBB.
Make Public	Created By **Michael Bardwell** (1/21/2015 1 37 PM) ARBS notes no update from DTS-Keith. ARBS sent follow-up email to DTS. ARBS setting follow-up to 22-Jan pending update from DTS.
Make Public	Created By **Michael Bardwell** (1/16/2015 9 50 AM) ARBS sent email to DTS-Keith Tompkins regarding veh. ARBS received DTS' out of office advising that DTS will be out of the office until 20-Jan. ARBS setting follow-up to 21-Jan pending update from DTS.
Make Public	Created By **Josh Wegener** (1/16/2015 9 27 AM) NIS1510998 - DRTS Rcv'd MRF from BBB on 1-16-2015 dated 1-16-2015 customer is seeking vehicle replacement due to Airbag light coming on. (undefined amount of repair attempts).
Make Public	Created By **Vance Walden** (1/8/2015 6 56 PM) RCAS-VW closing case ********** Case Summary: C/A assistance to repair c's air bag light concern DTS-Keith inspected c's veh and performed seat frame repair C/S that c's air bag light came on again after DTS repairs C requested replacement of c's veh ARBS-AM does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time TL-KJ advised RCAS 2yr Basic Plus maintenance plan RCAS apologized and advised c that NNA is not in a position to replace c's veh RCAS advised c that RCAS can provide c with a 2yr maintenance plan to monitor c's veh C/S that c does not want maintenance plan and wants c's concern resolved because it is a safety issue C/A RCAS if RCAS can send c a letter of denial MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer
Make Public	Created By **Mae Strenciwilk** (1/6/2015 12 01 PM) MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Public	Created By **Vance Walden** (1/2/2015 6 28 PM) RCAS-VW submitting correspondence request and setting follow up for Wednesday 1/8 pending correspondence sent confirmation
Make Public	Created By **Vance Walden** (1/2/2015 6 23 PM) RCAS-VW contacted c @ [redacted] RCAS ADVISED "This call may be recorded for quality and training purposes." RCAS advised c that NNA reviewed c's case for possible replacement of c's veh due to c's multiple air bag concerns RCAS apologized and advised c that NNA is not in a position to replace c's veh RCAS advised c that RCAS can provide c with a 2yr maintenance plan to monitor c's veh C/S that c does not want maintenance plan and wants c's concern resolved because it is a safety issue RCAS apologized and advised c that DTS-Keith stated that DTS has performs all recommended repairs to correct c's concern RCAS advised c that DTS stated c's concern is a normal condition due to c's wife being of small stature C/S that c thought RCAS was having c's case reviewed by NNA management and not by DTS RCAS advised c that c's case has been reviewed internally and NNA is unable to replace c's veh C/A RCAS if c can have c's case further investigated with arbitration RCAS advised c that is at c's discretion RCAS advised c that c can contact BBB if c would like to further address c's concern C/A RCAS if RCAS can send c a letter of denial RCAS advised c that RCAS can send c a letter and advised c to verify c's address C verified c's address RCAS advised c that c should receive c's letter within 2-4 weeks C understood Call ended mutually
Make Public	Created By **Vance Walden** (1/2/2015 4 55 PM) RCAS-VW received email from TL-KJ TL advised RCAS 2yr Basic Plus maintenance plan
Make Public	Created By **Vance Walden** (1/2/2015 1 53 PM) RCAS-VW sent email to TL-KJ to further review c's case for possible GW due to c's RHR denial
Make Public	Created By **Angie McVey** (1/2/2015 9 28 AM) ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time. ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.
Make Public	

Created By Angie McVey (1/2/2015 9 28 AM)
History for passenger air-bag light as provided by RCAS:

8/27/14 at 376 miles-1 day down
Concern
1.C states air bag light on while passenger in seat
Action
1 Performed zero-point reset, air bag is working as intended

10/2/14 at 1,272 miles-5 days down
Concern
1.C states passenger air bag light will turn off with passenger in seat
Action
1.Veh operating as designed, advised C to read paragraph on page 1-51 of owner's manual

11/18/14 at 2,078 miles-2 days down
Concern
1.C states passenger air bag is off with passenger in seat
2.C states center console display goes dark intermittently
Action
1 Replaced passenger seat frame per DTS-Keith Tompkins instruction after inspection
2 Performed software update per NTB13-0858

+2 CA files, +1 tech line, DTS inspected at last visit, retail sale, No contract purchased
2 dealers found no concern
Per file documents passenger using cushion on seat for back pain and when removed worked 4 out of 5 times – wife is 95 pounds
12/16/14 file documentation DTS Keith Tompkins advised vehicle operation is normal.

Created By Vance Walden (12/30/2014 5 23 PM)
RCAS-VW contacted c @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."

Make Public

RCAS advised c that RCAS has collected all of c's information, but unfortunately c's case is still under review
RCAS advised c that RCAS would like to follow up with c on Friday due to the holiday to provide update

C understood

Call ended mutually

Make Public

Created By Sara Dorazio (12/26/2014 8 50 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Angie McVey for review.

Created By Vance Walden (12/24/2014 1 22 PM)
RCAS-VW contacted c @[redacted]

Make Public

C's vmx box has not been setup yet

RCAS sending follow up email and setting follow up for Tuesday 12/30

Created By Vance Walden (12/24/2014 12 43 PM)
RCAS-VW contacted SM-Paul @[redacted]at Autocom of Concord
RCAS advised SM to fax c's RO to RCAS

Make Public

SM stated that SM would fax c's RO in 15 min

RCAS thanked SM for assistance

Call ended mutually

Created By Jordan Atchley (12/19/2014 6 40 PM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that NNA is still reviewing C's case.
RCAS-JA informed C that RCAS-VW will follow-up with C on 12/24/14 to update C.

Make Public

C states thanks.
C states RCAS-VW told C that RCAS-VW will call today and has not yet.
C states C appreciates the call.

RCAS-JA setting follow-up for 12/24/14.

Call ended mutually.

Created By Vance Walden (12/19/2014 11 11 AM)
RCAS-VW contacted SA-Paul @[redacted]t Autocom of Concord
RCAS advised SA to fax c's ROs to RCAS at [redacted]

SA stated that SA would fax c's RO as soon as SA can

Call ended mutually

RCAS-VW contacted SA-Amanda @[redacted]at Autocom Walnut creek
RCAS advised SA to fax ROs [redacted] to RCAS @[redacted]

Make Public

SA understood
RCAS advised SA to transfer RCAS to SM-Martin to verify days down for RO# 15502

RCAS transferred to SM

RCAS advised SM to verify days down for RO# [redacted]

SM advised that c's veh was down for two days
SM stated c's veh was down for initial diagnosis and the day the part was installed

RCAS thanked SM for information

Call ended mutually

Created By Vance Walden (12/16/2014 2 20 PM)
RCAS-VW contacted SA-Shane @ 9252781200
RCAS advised SA to fax RO#15502 to RCAS @[redacted]

Make Public

SA understood

Call ended mutually

Make Public

Created By Vance Walden (12/16/2014 2 09 PM)
RCAS-VW contacted c @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."

RCAS advised c that RCAS advised DTS-Keith that c's concern returned
RCAS advised c that DTS stated that DTS has performed all recommended repairs to correct concerns
RCAS advised c that DTS stated c's concern is a normal condition due to c's wife being of small stature

C/S that in manual c received from DLR, it is not specific on what size a small adult is
C/S that it should be specific with how specific the weight limit is for small adults
C/S that manual only advises small children will not turn on air bag
C/S that c works in software and feels that there is a defect in software that is not recognizing passenger in seat
C/S that c does not see these concerns with other veh manufacture

C/A RCAS for next step because c cannot accept that c's veh operating normal
C/S that c's concern is a major safety issue and is not being addressed
C/A RCAS if c needs to take c's concern to arbitration
RCAS advised c that DTS did perform inspection of c's veh and advised that c's concern is a normal characteristic of c's veh
C/S that DTS did not really inspect c's veh and only just looked at c's veh

C/S that c wants a firm answer on what NNA will do to address c's safety concern or c will go to BBB and file lemon law on c's veh
RCAS advised c that RCAS can further review c's case and follow up with c on Friday
C understood

Call ended mutually

Make Public

Created By Vance Walden (12/16/2014 10 19 AM)
RCAS-VW received email from DTS-Keith

DTS advised RCAS that DTS has performs all recommended repairs to correct c's concern

DTS advised RCAS c's concern is a normal condition due to c's wife being of small stature

Make Public

Created By Vance Walden (12/15/2014 10 57 AM)
RCAS-VW sent email to DTS-Keith advising c left vmx stating c's air bag light concern has returned

RCAS advised DTS what can RCAS advise c after DTS recommended repairs have been performed

Make Public

Created By Vance Walden (12/15/2014 10 51 AM)
*** [Added after the case is closed] ***
RCAS-VW received vmx from c 11/12 @ 5 05pm

C/S that c's seat belt light concern has not been resolved
C/S that c's passenger seat air bag light came on again
C/S that c feels that c's concern is a major safety concern that needs to be addressed
C/S that c feels that c's veh qualifies for lemon law
C/A RCAS to contact c back @[redacted]

Created By Vance Walden (12/3/2014 4 23 PM)
RCAS-VW contacted c @[redacted]
RCAS advised c if c's veh has been repaired

C/S that c just received c's veh back today
C/S that DLR was late with c's repairs
C/S that c has not had a chance to test c's repairs
C/S that it may take several weeks to verify that c's concerns have been resolved

C/S that c still has other concern with previous case regarding c's rebate after c purchased c's veh
C/A for contact or address that c can address concern to be reimbursed for c's remaining rebate
RCAS apologized and advised c that RCAS would not be able to further assist c for c's sales concern
RCAS advised c that RCAS can provide BBB hotline number to further address c's concern with DLR

C/A RCAS if c can write to RCAS boss
RCAS advised c that RCAS would not be able to further assist with c's sales concern
C/S that c would research online to find out where to write letter to president of NNA

C thanked RCAS for help

C ended call

Make Public

RCAS closing case
****
Case Summary:
RCAS-VW noting clone case from case#[redacted]
C requested assistance with c's air bag light concern
RCAS-VW sent email to TL-AA to review c's case for possible DTS inspection
RCAS-VW received email from TL-AA advising RCAS to contact Sr. DTS for recommendation
RCAS advised Sr. DTS-Danny of c's OCS sensor concern
RCAS advised Sr DTS that c has taken veh to 2 DLRs and both advise c's veh is operating normally
RCAS advised Sr DTS that c has called back in stating that c does not feel safe if c's veh
RCAS advised Sr DTS if Sr DTS feels that DTS should be dispatched
Sr DTS advised RCAS to verify where c would like to have veh inspected and submit DTS request
RCAS advised c that DTS can meet with c on Tuesday 11/18/2014 10AM @ Autocom Walnut Creek
PA-Rich stated that DLR VOR'ed the order and should have c's part deliver by tomorrow or Monday at the latest
RCAS advised c that DLR advised that c's part should deliver by the end of the week or Monday at the latest
SM-Martin stated that c's part has delivered, but SM is shorthanded and would try to setup c's appointment for possibly Friday
RCAS advised c that RCAS spoke with DLR and DLR advised that c is scheduled for repairs tomorrow at 9am
RCAS advised c that RCAS would like to follow up with c on Wednesday to verify that c's veh concerns have been resolved
C/S that RCAS can follow up with c Wednesday, but c will not know if c's concern has been resolved since c's concern is so intermittent
C/S that c has not had a chance to test c's repairs
C/S that it may take several weeks to verify that c's concerns have been resolved

Created By Vance Walden (12/1/2014 2 28 PM)
RCAS-VW contacted c @[redacted]
RCAS advised c that RCAS spoke with DLR and DLR advised that c is scheduled for repairs tomorrow at 9am
RCAS advised c that RCAS would like to follow up with c on Wednesday to verify that c's veh concerns have been resolved

Make Public

C/S that RCAS can follow up with c Wednesday, but c will not know if c's concern has been resolved since c's concern is so intermittent
RCAS advised c that RCAS would provide direct line to c on Wednesday for c to contact RCAS back if c's concern returns after c's veh has been repaired
C understood

Call ended mutually

Created By Vance Walden (12/1/2014 2 22 PM)
RCAS-VW contacted SA-Lacey @ [redacted]
RCAS advised SA if c's veh has been repaired

Make Public

SA stated that SA does not see that c has been in
RCAS advised SA if c's veh is scheduled for repairs
SA stated that c is scheduled for 9am tomorrow morning

RCAS thanked SA for information

Call ended mutually

Make Public

Created By Vance Walden (11/25/2014 5 48 PM)
RCAS-VW contacted c @ [redacted]
RCAS advised c RCAS has update for c's case

C advised RCAS to contact c's husband at [redacted]

RCAS acknowledged

Call ended mutually

RCAS-VW contacted c @[redacted]
RCAS advised c that RCAS spoke with SM-Martin
RCAS advised c that SM stated that SM has been shorthanded and has been unable to follow up with c
RCAS advised c that SM stated that SM does have c's part
RCAS advised c to follow up with SM to schedule c's veh for repairs

C/S that SM was supposed to contact c once c's part delivers
C/S that c would like to have veh repaired before holiday
RCAS advised c that SM advised possible repairs for Friday, but advised c to follow up with SM
C/S that c would follow up with SM

RCAS advised c that RCAS would follow up with c on Monday 12/1
C understood

Call ended mutually

Make Public

Created By Vance Walden (11/25/2014 5 35 PM)
RCAS-VW contacted SM-Martin @[redacted]
RCAS advised SM if c's veh has been repaired

SM stated that c's part has delivered, but SM is shorthanded and would try to setup c's appointment for possibly Friday
SM stated that SM has not had a chance to follow up with c due to being shorthanded and the upcoming holiday

RCAS thanked SM for information

Call ended mutually

Created By Vance Walden (11/25/2014 12 04 PM)
RCAS-VW contacted PA-Rich @[redacted]
RCAS advised PA if c's part has delivered

PA stated that c's part delivered Thurs or Fri of last week
RCAS advised PA if c's veh has been repaired
PA stated that PA is not sure if c's veh has been repaired

RCAS thanked PA for information

Call ended mutually

Make Public

RCAS-VW contacted SA-Amanda @ [redacted]
RCAS advised SA if c's veh has been repaired

SA stated that SM-Martin was working on c's concern
SA stated that SM has gone to different DLR and is not currently at DLR
SA stated that SA thinks that c's veh has been picked up, but is not sure and RCAS would need to further discuss c's case with SM
SA advised RCAS to call DLR back in about an hour

RCAS thanked SA for information

Call ended mutually

Created By Vance Walden (11/24/2014 5 44 PM)
RCAS-VW contacted c @ [redacted]
RCAS advised c if c's veh has been repaired

Make Public

C/S that DLR has not called c yet that DLR has received c's part
RCAS advised c that RCAS would follow up with DLR contact c back tomorrow

C understood

Call ended mutually

Created By Vance Walden (11/19/2014 3 41 PM)
RCAS-VW contacted c @[redacted]
RCAS advised c that RCAS has reviewed c's inspection notes
RCAS advised c that DLR advised that c's part should deliver by the end of the week or Monday at the latest

Make Public

C/S that c hopes that c's part resolves c's concern
C/S that c is trying to drive c's veh as little as possible until c's part delivers
C/S that c will wait for DLR to contact c to schedule an appointment

RCAS advised c that RCAS would follow up with c on Monday to verify if c's veh has been repaired
C understood and thanked RCAS for follow up

Call ended mutually

Created By Vance Walden (11/19/2014 2 09 PM)
RCAS-VW contacted PA-Rich @ [redacted]
RCAS advised PA for an ETA on c's part that DTS advised DLR to order

Make Public

PA stated that DLR VOR'ed the order and should have c's part deliver by tomorrow or Monday at the latest

RCAS thanked PA for information

Call ended mutually

Make Public

Created By Vance Walden (11/18/2014 1 20 PM)
RCAS-VW contacted c @[redacted]
RCAS apologized for c's inconvenience and advised c of possible miscommunication
RCAS apologized and advised c that DTS is en-route to DLR to meet with c and would arrive within approx 1 hour

C/S that c has to go back to work and cannot wait for DTS to get
C/S that SM advised if c could come back at 3pm that DTS would be able to meet with c
C/S that c has a meeting from 1pm-3pm and stated that c would be able to meet with DTS at 330PM

C/S that c feels that c's concern is now covered under lemon law since c's veh has been reviewed twice and is a safety concern
C/S that c does not feel safe in c's veh

RCAS advised c that would be able to meet with DTS at 330pm
C/S that c would be able to meet with DTS at 330pm
RCAS advised c that RCAS would follow up with DTS and have DTS be at DLR waiting on c's

C understood

Call ended mutually

RCAS-VW contacted DTS-Keith @ [redacted]
RCAS advised DTS that c/s c has a meeting from 1pm-3pm, but would be able to return to DLR at 330pm

DTS stated that SM contacted DTS and DTS would be able to meet with c at that time

RCAS thanked DTS for assistance

Call ended mutually

Created By Vance Walden (11/18/2014 12 49 PM)
RCAS-VW received vmx from c 11/18 @ 12:36pm

C/S that c is at Autocom Walnut Creek, but DTS is not at DLR

C/A RCAS to contact c back to determine what is going on

Make Public

RCAS-VW contacted DTS-Keith @ [redacted]
RCAS advised DTS that c is at DLR waiting for DTS

DTS stated that DTS did not receive confirmation of c's appointment
DTS stated that DTS received call from SM at DLR, but would not be able to be at DLR for approx another hour
DTS advised RCAS to see if c is willing to wait, or leave DLR and come back

RCAS advised DTS that RCAS would follow up with c and contact DTS back

Call ended mutually

Created By Mark Joven Salumbides (11/18/2014 12 44 PM)
CRR-MS received a call from c wanted to speak to rcas
CRR-MS verified c's information;
name, number, alternate number, mailing address & Email Address
crr-ms found related case [redacted]

Make Public

c said c is at the dlr already and waiting for rcas
crr-ms advised c that crr-ms will send an M to rcas
c thanked crr-ms
CRR-MS offered further assistance, c declined
CRR-MS provided name and extension number
CRR-MS-exiting case

Created By Vance Walden (11/17/2014 1 34 PM)
RCAS-VW contacted c [redacted]
RCAS reminded c of c's appointment with DTS tomorrow at 10am @ Autocom Walnut Creek

Make Public

C/S that c would be there
C/A RCAS for DTS name
RCAS provided DTS-Keith

RCAS advised c that RCAS would follow up with c on Wednesday 11/19 after DTS inspects c's veh
C understood

Call ended mutually

Created By Vance Walden (10/31/2014 2 40 PM)
RCAS-VW contacted c @ [redacted]
RCAS advised c that DTS can meet with c on Tuesday 11/18/2014 10AM @ Autocom Walnut Creek

Make Public

C/S that c's veh is a safety issue and cannot wait any
C/S that c requested for Thursday 11/6
RCAS apologized for the inconvenience and advised c that this was DTS best available time

C/A advised RCAS if DTS would fix c's veh
RCAS advised c that DTS would discuss c's veh concerns with c
C/S that c feels that c's sensors is defective
C/S that c does not feel safe in c's veh

C/S that c would meet with DTS on 11/18
RCAS advised c that RCAS would follow up with c on Monday 11/17 to remind c of c's appointment
C understood

Call ended mutually

Created By Vance Walden (10/29/2014 1 14 PM)
RCAS-VW sent email to DTS-Keith

Make Public

RCAS advised DTS c is requesting for appointment date to be Thursday 11/6 in the morning if possible

Created By Vance Walden (10/29/2014 1 09 PM)
RCAS-VW contacted c @ [redacted]
RCAS advised c that RCAS received c's vmx

C/S c took c's veh to Autocom Concord and DLR advised that DLR cannot make a repair
C/S that c's concern is very intermittent
C/S that c's air bag light will turn off, then come back on, and sometimes turn back off
C/S that recall did not resolve c's concern and feels that c's veh is defective
C/S that c's wife is 95lbs and feels that sensor should be activated

Make Public

RCAS advised c that RCAS has received approval to submit for c's veh to be inspected by DTS
RCAS advised c which DLR c would like to have c's veh inspected
C stated that c would like to go to Autocom of Walnut Creek
RCAS advised c that RCAS would follow up with DTS to get recommended inspection date

C/S c is requesting for c's veh to be inspected on Thursday 11/6 and take c's veh in early around 9am and get c's veh back by 2pm
RCAS advised c that RCAS would make DTS aware of c's request and follow up with c on Friday 10/31 after DTS has provided recommended inspection date
C understood

Call ended mutually

Make Public

Created By Vance Walden (10/29/2014 12 56 PM)
RCAS-VW received email from TL-AA advising RCAS to contact Sr. DTS for recommendation

RCAS-VW contacted Sr. DTS-Danny @ 831-402-9180
RCAS advised Sr DTS of c's OCS sensor concern
RCAS advised Sr DTS that c has taken veh to 2 DLRs and both advise c's veh is operating normally

RCAS advised Sr DTS that RCAS was advised that c's wife is petite and that c had been using a cushion for back pain
RCAS advised Sr DTS that DLR had removed cushion and c's sensor worked 4 out of 5 times tested
RCAS advised Sr DTS that c has called back in stating that c does not feel safe if c's veh
RCAS advised Sr DTS if Sr DTS feels that DTS should be dispatched

Sr DTS advised RCAS to verify where c would like to have veh inspected and submit DTS request
RCAS thanked Sr DTS for assistance

Call ended mutually

Created By Vance Walden (10/29/2014 11 09 AM)
RCAS-VW sent email to TL-AA to review c's case for possible DTS inspection

Make Public

C has gone to another DLR for 2nd opinion for OCS air bag light concern. The 2nd DLR advised that there are faults in the system, but c stated c still does not feel safe in veh. C is requesting to have veh further inspected.

Do you approve DTS inspection to inform c of proper OCS operation?

Created By Vance Walden (10/28/2014 4 03 PM)
RCAS-VW noting clone case from case# [redacted]

RCAS-VW received vmx from c 10/28 @ 3 52pm

Make Public

C/S that c has gone to another DLR and would like RCSA to send specialist to review c's veh

C/S that 2nd DLR could not find anything wrong with c's veh

C/S that c fears for c's wife life in the veh because the air bag light does not work properly

C/A RCAS to contact c back @[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8064419	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	12/3/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	4/6/2015	Michael Bardwell	4/7/2015 8:14 AM
Edit | Del			✓	3/27/2015	Michael Bardwell	3/27/2015 1:58 PM
Edit | Del			✓	3/23/2015	Michael Bardwell	3/23/2015 2:50 PM
Edit | Del			✓	2/23/2015	Michael Bardwell	2/23/2015 1:45 PM
Edit | Del			✓	2/17/2015	Andrea Brown	2/11/2015 11:15 AM

Show more [redacted]

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		Re Your inquiry to Nissan [ref 00DA09j8L. 500F0SazAi ref] *Hi Vance, Yes, I did receive a phone call from Nissan phone #[redacted]...*	[redacted]	12/24/2014 3 08 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SazAi ref] *12/24/2014Case [redacted] Thank you for taking the time to con...*		12/24/2014 1 23 PM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00059874	DRT Resolution	1N4AL3AP8EN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0146177	[redacted]	4/7/2015	Customer	Approved	$25,751.10	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	72KB	4/7/2015 3:56 PM	Tammy Knotts
Edit | View | Del		757KB	4/7/2015 2:19 PM	Michael Bardwell
Edit | View | Del		79KB	4/6/2015 1:27 PM	Michael Bardwell
Edit | View | Del		239KB	3/31/2015 2:07 PM	Michael Bardwell
Edit | View | Del		28KB	3/31/2015 2:07 PM	Michael Bardwell

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
4/7/2015 2:19 PM	Michael Bardwell	Changed **Status** from Open to **Closed**.
		Closed.
4/6/2015 1 30 PM	Michael Bardwell	Changed **Description**.
3/31/2015 2 36 PM	Michael Bardwell	Changed **Follow Up Date** from 3/31/2015 to **4/7/2015**.

3/30/2015 8 56 AM	Michael Bardwell	Changed **Follow Up Date** from 3/30/2015 to **3/31/2015**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

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Case Comments [84] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Trisha Zamarron [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	4/30/2015	Case Origin	Internal
Supporting Documents		Date/Time Opened	10/28/2014 4 30 PM
CA Multiple Repairs		Date/Time Closed	4/28/2015 3:19 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00055936

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time:10:00 AM AZ time Notes to Agent:It is mandatory for the customer to be present at this inspection to demonstrate the concern.		
Description	Consumer Affairs Voluntary Replace due to 5 repairs & 16 days out of service for airbag light on.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	ARBS taking case pending lawyer submission
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MIDWAY NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$24,648.55	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	1/22/2015	Vehicle Service Contract	
RHR Completed	1/22/2015	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] IN: 1N4AL3AP7EN[redacted]		
Created By	Jeehan Mabalot 10/28/2014 4:30 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	260	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By George Yang (7/10/2015 10 46 AM) *** [Added after the case is closed.] *** DRTS TK: Check(s) from NESNA for SERVICE AGREEMENT REFUND in the amount of $396.59 sent to LOCKBOX #54457; FED EX TRACKING #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT;[redacted] Case documented and copy of check attached to case on this date.
Make Public		Created By Trisha Zamarron (4/23/2015 7 25 AM) ARBS note 4/23/15 is the surrendering date.
Make Public		Created By Trisha Zamarron (4/10/2015 2 26 PM) ARBS submitted documents Morley Case Number: [redacted] Morley FedEx Shipment [redacted]
Make Public		Created By Trisha Zamarron (4/8/2015 4 12 PM) ARBS requested ck payable to Peoria Nissan in the amount of $24,648.55
Make Public		Created By Trisha Zamarron (4/8/2015 4 12 PM) ARBS note correction made to the replacement calculations are as follows: sales tax $1786.54 (+) New (replacement) Vehicle Invoice: $22,362.00 (+) Options: $297.00 (+) Sales Tax, taxes $1,786.54 (+) Fees:$806.01 (+) Vehicle Service Contract:$897 00 (-) Less Rebate:$1,500.00 (=)Total Purchase Price $24,648.55
Make Public		Created By Trisha Zamarron (4/8/2015 2 56 PM) ARBS note requested the ck payable to Peoria Nissan in the amt of $24,575.88.
Make Public		Created By Trisha Zamarron (4/8/2015 2 47 PM) ARBS note sent dealership an updated letter with the following calculations. (+) New (replacement) Vehicle Invoice: $22,362.00 (+) Options $297.00 (+) Sales Tax, taxes $1,713.87 (+) Fees $806.01 (+) Vehicle Service Contract $897 00 (-) Less Rebate $1,500.00 (=)Total Purchase Price $24,575.88
Make Public		Created By Trisha Zamarron (4/7/2015 2 08 PM) ARBS note requested check payable to Peoria Nissan in the amount of $23678.88.
Make Public		Created By Trisha Zamarron (4/6/2015 8 58 AM) ARBS note sent the dealership soc letter with the following replacement calculations: (+) New (replacement) Vehicle Invoice: $22,362.00 (+) Options $297.00 (+) Sales Tax, taxes $1,713.87 (+) Fees $806.01 (-) Less Rebate $1,500.00 (=)Total Purchase Price $23,678.88
Make Public		Created By Trisha Zamarron (4/6/2015 7 46 AM) ARBS note received the soc documents from NMAC and attached.
Make Public		Created By Trisha Zamarron (4/1/2015 5 12 PM) ARBS note received the c signed rpl letter.
Make Public		Created By Trisha Zamarron (4/1/2015 1 23 PM) ARBS note the replacement will be done at Peoria Nissan 623-815-5600

Region West Region
Region Code 44
District Name Phoenix
District Code 14

ADAM GEWARGIS
SALES MANAGER
PEORIA NISSAN
623-815-5600
AGEWARGIS@VTAIG.COM

Make Public

Created By Trisha Zamarron (4/1/2015 12 12 PM)
ARBS note sent NMAC a request to send soc documents to Adam, sm and a copy to myself.

Make Public

Created By Trisha Zamarron (4/1/2015 11 28 AM)
ARBS note sent the c replacement letter to sign.

Make Public

Created By Trisha Zamarron (4/1/2015 11 19 AM)
ARBS note the following is the replacement V N: 1N4AL3AP3FC[redacted]

Make Public

Created By Trisha Zamarron (3/31/2015 4 41 PM)
ARBS note followed up with c to advise I received the attorney note.

Make Public

Created By Trisha Zamarron (3/31/2015 4 32 PM)
Consumer Affairs Voluntary Repurchase due to 5 repairs & 16 days out of service for airbag light on.

Make Public

Created By Trisha Zamarron (3/31/2015 4 31 PM)
ARBS note received the following:

Trisha,
I no longer represent Mr. [redacted] in this matter. You may deal directly with him.

Shawn Nelson
Law Offices of Shawn E Nelson, PC
19420 N 59th Avenue Suite B225
Glendale, AZ 85308

Make Public

Created By Trisha Zamarron (3/30/2015 2 54 PM)
ARBS note Adam Gewargis, sales manager, is assisting the c with the SOC. Adam/s his email address is agewargis@vtaig.com and would like an email with the documents NNA needs.

Make Public

Created By Trisha Zamarron (3/30/2015 2 53 PM)
ARBS note let the c know the registration on file has expired and still have not received notice from his attorney that he is no longer representing you.

Make Public

Created By Trisha Zamarron (3/30/2015 1 13 PM)
ARBS note AF, NMAC provided approval for an SOC.

Make Public

Created By Trisha Zamarron (3/30/2015 12 36 PM)
ARBS note received the following payoff information from NMAC
Hi Trisha,

Below is the payment/payoff information that you requested.

SR#[redacted]
Account#[redacted]
Customer[redacted]
30 day payoff $23488 20 good thru 4/30/2015
Per diem 3.60
# of scheduled payments received 12
Scheduled Payment amount 446 62
Total Principal paid 3,872.78
Total Interest paid 1,512.7
Late fees paid 0.00
Recent payment received on 3/6/2015 in the amount of $450.00

Make Public

Created By Trisha Zamarron (3/27/2015 12 20 PM)
ARBS note advised the c I would need the attorney to send a letter that they are no longer representing c.

ARBS note c/s he appreciated the break down of how NNA came to him owing for the repurchase. ARBS note c wants to go with an SOC.

Make Public

Created By Trisha Zamarron (3/27/2015 11 52 AM)
ARBS note request a callback at [redacted]

Make Public

Created By Trisha Zamarron (3/26/2015 10 09 AM)
ARBS note responded to Shawn Nelson, attorney, with the following:

Mr. Nelson:

The following will show that there was nothing excluded from the repurchase offer that Nissan North America presented to Mr. Overton:

The rebate is not a charge; and it was not money Mr. [redacted] paid to purchase the vehicle.

Mr. [redacted] made $6,975.48 in payments including down payment.

Mr. [redacted] had a trade in allowance of $2,000.00, the balance owed on the trade in was $4,000.00. Net Trade-in -$2,000 00.

Nissan North America does not reimburse the non-Nissan service contracts Mr. Overton purchased: $4,103 00

Mr [redacted] has usage charge of $3,186 81.

Credits $6,975.48
Debits $9,289.81

Mr. [redacted] will owe Nissan North America $2,314.33 for the repurchase.

Thank you,
Trisha

Make Public

Created By Trisha Zamarron (3/26/2015 8 15 AM)
ARBS note copied the NMAC payoff RC had received:

SR#[redacted]
Account[redacted]
Custom[redacted]
30 day payoff $24175 87 good thru 2/27/2015
Per diem 3.71
# of scheduled payments received 10
Scheduled Payment amount 446 62
Total Principal paid 3,183.55
Total Interest paid 1,291 93
Late fees paid 0.00
Recent payment received on 1/5/2015 in the amount of $450.00

Make Public

Created By Trisha Zamarron (3/25/2015 2 56 PM)
ARBS note received the following email from attorney:

Trisha,
I already sent a letter of representation. To the extent that it was misunderstood, this firm represents Mr. Overton in this matter.

	Shawn Nelson Law Offices of Shawn E Nelson, PC 19420 N 59th Avenue Suite B225 Glendale, AZ 85308 www northvalleylawfirm com shawn@northvalleylawfirm.com 623-444-5299 623-444-2489 - Fax
Make Public	**Created By Trisha Zamarron (3/25/2015 7 49 AM)** ARBS note responded to the attorney's email stating they need to send a letter of representation. Provided NNA address.
Make Public	**Created By Trisha Zamarron (3/17/2015 11 34 AM)** ARBS note left msg at attorney office @ 623-444-5299, stating NNA would need a letter of representation.
Make Public	**Created By Trisha Zamarron (3/16/2015 3 41 PM)** ARBS has attached the email from the attorney to the case.
Make Public	**Created By Trisha Zamarron (3/13/2015 12 04 PM)** ARBS reviewed the email from the attorney sent to BS, RC, w/CA, ARBS II. Chad, provided direction. ARBS instructed BS, rc, if they speak to the c to let them know we know longer can have contact since there is an attorney involved. The c case will go back to ARBS TZ. ARBS will contact attorney providing instruction that a formal letter of representation will need to be sent.
Make Public	**Created By Barbara Sage (3/12/2015 3 40 PM)** RC rec'd e-mai from Shawn Nelson of North Valley Law Firm, 19420 N 59th Avenue, Suite B225, Glendale AZ 85308 demanding reimbursement for his down payment and trade in on the vehicle. Forwarded communication to ARBS.
Make Public	**Created By Barbara Sage (3/12/2015 6 23 AM)** RC rec'd e-mail response from C; C wants to consider other options than repurchase w/negative equity. RC responded w/request to make a choice not later than 3/17 to move forward.
Make Public	**Created By Barbara Sage (3/9/2015 9 13 AM)** RC sent e-mail message to C requesting response to formal repurchase offer prior to 3/12/15; if no response, RC will close case due to C declines to proceed.
Make Public	**Created By Barbara Sage (2/27/2015 1 09 PM)** RC called C at 623-986-5358; left vmx requesting return call at contact # to discuss next steps.
Make Public	**Created By Barbara Sage (2/23/2015 12 31 PM)** RC called C at 623-986-5358; left vmx inviting return call to contact # & discuss how C wants to proceed w/offer.
Make Public	**Created By Barbara Sage (2/13/2015 2 06 PM)** RC took inbound call from C; C upset that repurchase is for negative equity. RC explained AZ is full use state; usage charge is on all miles that C places on vehicle & is extensive in this instance. C asked for revision to 1st report mileage; RC declined. Discussed other options; C not interested in replacement or cash settlement. C will take a few days to consider next step; call ended mutually.
Make Public	**Created By Barbara Sage (2/9/2015 4 09 PM)** RC submitted formal Repurchase Offer to C at e-mail address on file.
Make Public	**Created By Trisha Zamarron (2/9/2015 3 36 PM)** ARBS note verified repurchase calculations and approved.
Make Public	**Created By Kristina Rosas (2/9/2015 10 59 AM)** WORKSHEET NOTES: Contract date 2/15/14. AZ full use state on repurchase: 15736/100,000*[23251.73-3000.00] 20251.73 = $3,186 81 Assorted service contracts & warranties not reimburseable under AZ LL. Reimbursing NNA contract found as Policy# MZNC00111707 in vehicle service contract screen in Salesforce. Title application Aric A Overton, solely. Registration good thru 2/15/15. FC paid to NMAC: $1,291.93. NMAC payoff information: 24,175 87 thru 2/27/15, per diem 3.71. 30-day payoff: 24175.87 + [3.71*7] 25.97 = $24201 84 thru 3/6/15.
Make Public	**Created By Kristina Rosas (2/9/2015 10 53 AM)** CUSTOMER REPURCHASE LETTER (Retail; long method): Amount Base Price: $23,251.73 Sales Tax: $1,614 33 Dealer Document Fee: $395 00 Gov't Tax Charges: $396.98 NNA Service Contract: $897 00 Finance Charges thru 2/5/15: $1,291.93 AZ Tire Fee: $5.00 Total Purchase Price: $27,851 97 Less Usage @ 5034 miles: ($3,186.81) Less Rebate: ($3,000.00) Less Lien Payoff (good through 2/27/15) ($24,175.87) Total Deductions: ($30,362 68) Total Amount OWED By Customer ($2,510.71)
Make Public	**Created By Trisha Zamarron (2/5/2015 1 21 PM) Last Modified By Trisha Zamarron (2/5/2015 1 21 PM)** ARBS note need to make correction on the AZ LL usage information that was noted previously. Please follow the AZ LL. Full use on a repurchase No usage on a replacement. The reasonable allowance for use is that amount directly attributable to use by the consumer before the first written report of the nonconformity to the manufacturer, its agent or dealer, and during any subsequent period when the vehicle is not out of service
Make Public	**Created By Kristina Rosas (2/5/2015 1 13 PM)** RC-KR emailed ARBs-TZ to confirm use. ARBs-TZ confirmed that we are to follow LL and charge FULL use on repurchase. RC-KR emailed RC-BS to advise.
Make Public	**Created By Kristina Rosas (2/5/2015 11 54 AM)** RC-KR sent back to RC-BS for corrections.
Make Public	**Created By Barbara Sage (2/4/2015 1 47 PM)** RC submitting formal Repurchase Offer to quality for review.
Make Public	**Created By Barbara Sage (2/4/2015 1 46 PM)** Vehicle Concern
Make Public	**Created By Barbara Sage (2/4/2015 1 26 PM)** RC took inbound call from C; C wants to see numbers for negative repurchase. RC will continue with quality review & submit offer to C at e-mail on file.
Make Public	**Created By Barbara Sage (2/4/2015 12 32 PM)** RC worked number to discover C will have negative equity in a repurchase. RC called C at [redacted] left vmx requesting return call to discuss options or continue on with repurchase.
Make Public	**Created By Barbara Sage (1/30/2015 3 44 PM)** RC rec'd NMAC financials & attached to case file: building repurchase offer.

Make Public

Created By Barbara Sage (1/29/2015 1 49 PM)
RC took inbound call from C; discussed options & C wants repurchase figures. After quick look at purchase contract, C wanted to know about refund of service contracts thru MPP; RC stated NNA doesn't refund those amounts but dlr will help C cancel contracts & rec. pro rated refunds if available. C understands; call ended mutually.

Make Public

Created By Barbara Sage (1/29/2015 10 31 AM)
RC called C a[redacted]; left vmx inviting return call to discuss options for repurchase/replace/cash settlement.

Make Public

Created By Barbara Sage (1/29/2015 8 46 AM)
RC rec'd NMAC financials & C documents & attached to case file; calling C this day to discuss options.

Make Public

Created By Barbara Sage (1/26/2015 1 44 PM)
RC called C at 6[redacted]C answered. RC let C know Lol is en route via FedEx Overnight[redacted]& to e-mail address on file. C corrected e-mail address; RC noting in case file. C financed thru NMAC; RC requesting financials. C will look over Lol this evening & fax docs; call ended mutually.

Make Public

Created By Sara Dorazio (1/26/2015 1 24 PM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Trisha Zamarron (1/23/2015 2 52 PM)
ARBS note NNA offers to voluntarily repurchase or replace the above referenced vehicle under the terms of the AZ State Lemon Law, due to the 5 repairs and 16 days down for passenger airbag "off" light coming on.

ARBS note reasonable allowance is for replacement only; before the first written report of the nonconformity to the manufacturer, (5,034 miles).

ARBS note if c does not want a repurchase or replacement, NNA will offer $2,500 00 as a cash settlement in lieu of the buyback.

Make Public

Created By Trisha Zamarron (1/23/2015 2 45 PM)
ARBS note the vehicle is not a lease.

ARBS note there are 5 visits; 2 repairs, 1 campaign, addressing the passenger airbag "off" light coming on, 16 days down.

Make Public

Created By Trisha Zamarron (1/23/2015 9 33 AM)
ARBS note reviewed the following repair history per CPIA, ROs, and RHR:

05/19/14 @ 5,034 miles RO#[redacted] day down
Concerns:
1. C/s when turning wheels make a squeaking sound when windows are down and driving through the neighborhood.
2. C/s check brakes they squeak when apply at times.
3. Stop at light: car shakes, AC goes from cold to cool, feel like its gonna stall sometimes.
4. Change engine oil and filter, rotate tires.
5. Reprogram occupant classification system.
6. Multipoint veh inspection.
Actions:
1. Unable to duplicate no problem found at this time working as designed.
2. Unable to duplicate, working as designed.
3. Unable to duplicate, no problem found.
4. Oil and filter, tire rotation completed.
5. Recall reprogram OCS system.
6. Multipoint inspection completed.

08/28/14 @ 10,586 miles RO#[redacted]1 days down
Concerns:
1. Oil and filter change.
2. Tire rotation.
3. Maintenance reapplication of paint protection Zaktek.
4. Nitrogen tire fill up.
5. Pass airbag light comes on at times.
Actions:
1. Oil and filter change completed.
2. Tire rotation completed.
3. Reapplied Zaktek protection.
4. Nitrogen tire fill up.
5. Checked for DTC's and found none, found OCS sensor value to be zeroed. Operation normal at time of inspection.

10/01/14 @ 12,663 miles RO[redacted]6 days down
Concerns:
1. C/s the passenger airbag off warning light is coming on while there is a person in seat. C/s improper operation of pass air bag indicator.
2. C/s there is dash material hanging over trim above glove box.
3. C/s the cover on the rear armrest has come undone.
4. Multipoint veh inspection.
5. Complimentary wash.
6. Survey.
Actions:
1. Contacted Tech Line. They advised replaced of OCS sensors and control module. Replaced both sensor and control unit. Confirmed correct operation of OCS system at this time.
2. Body, trim or interior repair.
3. Body, trim or interior repair.
4. Multipoint inspection completed.
5. Completed wash.
6. Sent c survey.

10/24/14 @ 13,314 miles RO#[redacted]6 days down
Concerns:
1. C/s the passenger side of the airbag off warning light is coming on at times.
2. C/s the seat belt warning light is staying on.
3. C/s the rear seat arm rest material is coming apart.
4. Multipoint veh inspection.
5. Complimentary wash.
6. Survey.
Actions:
1. Electrical diagnosis and repair.
2. Electrical diagnosis and repair.
3. Confirmed stitches falling out. Replaced armrest to correct.
4. Multipoint inspection completed.
5. Completed wash.
6. Sent c survey.

11/17/14 @ 14,396 miles RO[redacted]1 days down
Concerns:
1. C/s the passenger side airbag off warning light has been coming on with a passenger in the seat.
2. Nissan FE Frank to review with C.
3. Multipoint veh inspection.
4. Complementary wash.
5. Survey.
Actions:
1. Replaced OCS sensors and module as per Frank from Nissan.
2. Frank reviewed with c.
3. Multipoint inspection completed.
4. Completed wash.
5. Send c survey.

12/16/14 @ 15,736 miles RO#[redacted]1 days down
Concerns:
1. Lube oil and filter.
2. Tire rotation.
3. Multipoint veh inspection.
4. Recommended 15K service at this time.
5. MPP service contract.

Actions:
1. Performed LOF.
2. Performed tire rotation.
3. Multipoint inspection completed.
4. C declined recommended 15K service at this time.
5. MPP service contract.

==========
ARBS note the following:
AZ
v has been in service 10 mths
no tech case #
has a VSC
DTS Frank Gibford

16 days

Pass airbag "off" light on
*recall
*npf
*rpl ocs sensors and crtl module
*npf
*11/17/14 DTS visit - rpl ocs sensors and module per DTS

Last v was 12/16/14, no mention of the passenger "off" light.

Make Public

Created By Sara Dorazio (1/22/2015 1 48 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for review.

Make Private ✓

Created By Christopher Rochelle (1/22/2015 11 39 AM)
CRT-CR has completed and submitted the RHR.
CRT-CR attached the RO's and RHR.

Make Private ✓

Created By Christopher Rochelle (1/22/2015 10 28 AM)
CRT-CR contacted Midway Nissan at 602-866-6600. Spoke with SM- Lisa Wiley.
CRT-CR req RO[redacted] to be refaxed and inq if there is an open RO or RO after Dec 16th.

SM-LW emailed[redacted] SM-LW adv the RO starts with F as the first concern).
SM-LW adv there are no other RO's open or after Dec 16th.
Call ended mutually.

Make Private ✓

Created By Christopher Rochelle (1/21/2015 6 20 PM)
CRT-CR contacted Midway Nissan at 602-866-6600.
CRT-CR was unable to reach an assistant or cashier that could send RO's.
CRT-CR left a voicemail with SM- Lisa Wiley:
-Adv c name Aric Overton, last 8 of vin: EN341825.
-Req RO[redacted] to be re-faxed as the first page is missing and inq if there is an open RO or RO later than Dec 16th.
-Adv can fax to 615-967-2225 or contact CRT-CR at[redacted]

Make Private ✓

Created By Christopher Rochelle (1/21/2015 12 16 PM)
CRT-CR contacted C at[redacted] Adv call may be recorded for quality and training purposes.
CRT-CR adv the case is still under review.

C adv ok.
Call ended mutually.

Make Private ✓

Created By Christopher Rochelle (1/16/2015 2 44 PM)
CRT-CR contacted C at[redacted] Adv call may be recorded for quality and training purposes.
CRT-CR adv CRT-CR will now be assisting c and will submit RHR req on c's behalf.

CRT-CR inq:
• Why do you want to return the vehicle to Nissan North America? Veh can't be successfully be repaired, c does not feel safe driving, lost faith in veh, air bag concern has not been addressed, safety concern.
• Where is the vehicle currently? c's apartment
• Where was the vehicle purchased? Midway Nissan
• Was it purchased new or used? New
• Where is the vehicle serviced? Midway
• Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? No

C inq how process works.

CRT-CR adv allow up to 10 days for process to be completed.
CRT-CR adv CRT-CR will submit the RHR and the ARBS department will review.
CRT-CR adv CRT-CR will keep c informed while RHR is under review.
CRT-CR adv will follow up Wed 1/21.
Call ended mutually.

Make Private ✓

Created By Christopher Rochelle (1/15/2015 6 34 PM)
CRT-CR contacted Midway Nissan at 602-866-6600.
CRT-CR was adv to speak with CSM-Leslie to req RO's

CRT-CR left a vxm for CSM-Leslie:
-Req all c copy RO's for[redacted], last 8 of vin EN[redacted]
-Adv fax number 615-967-2225 attn case number [redacted]

Make Public

Created By Alex Loft (1/14/2015 4 58 PM)
RCAS-AL spoke with C at[redacted]
RCAS-AL verified C's name, case, phone and VIN
RCAS-AL informed C of the RHR process
C stated that C is glad RCAS-AL contacted C back
RCAS-AL has reached out to the dlr for RO's and will inform C when the RO's have been received
C thanked RCAS-AL
C had to go back to work
call ended mutually.

Make Public

Created By Alex Loft (1/9/2015 3 08 PM)
RCAS-AL left VM for C at[redacted]
RCAS-AL included name,case, phone and call back request

Make Public

Created By Alex Loft (1/9/2015 2 31 PM)
RCAS-AL diealed C at[redacted]
RCAS-AL received VM
RCAS-AL left name, case, phone and a call back request
RCAS-AL will try C back a little later .

RCAS-AL will advise C of the RHR process.
RCAS-AL will get the RO's from the dlrshp

Make Public

Created By Alex Loft (1/8/2015 6 51 PM)
RCAS-AL spoke with C at[redacted]
RCAS-AL informed C that per DTS , DTS would be happy to look at the vehicle again
C stated that C does not want the vehicle anymore
C stated that C does not want to meet with DTS-FG
C stated that C was at work and C does not have anymore time to talk
RCAS-AL will contact C at 2:30 CST
C stated that would be great.
call ended mutually

Make Public
Created By Alex Loft (1/7/2015 3 50 PM)
RCAS-AL sent follow up message to DTS-FG

Make Public
Created By Alex Loft (1/2/2015 6 04 PM)
RCAS-AL left VM for C at [redacted]
RCAS-AL informed C that RCAS-AL does not have any new information at this time.
RCAS-AL included name, case, phone and a call back request.

Make Public
Created By Alex Loft (1/2/2015 4 05 PM)
RCAS-AL sent message to DTS-FG

Make Public
Created By Alex Loft (12/30/2014 5 34 PM)
RCSA-AL spoke with C at [redacted]
RCAS-AL informed C that RCAS-AL has reached out to DTS and Sr. DTS and unfortunatley both are OOO at this time
C understood and asked if there was anyone else C could talk to and get a resolution today
C stated C drives for hoover (uber?) and cannot put anyone in the passenger seat at this time
C stated that C cancelled holiday plans because C is afraid to put anyone in the passenger seat
RCAS-AL empathsized and apologized
C does not know what else to do
C wants the vehicle repaired.

RCAS-AL reached out ot DTS and SR. DTS
RCAS-AL will touch base with C on 1-2-15

Make Public
Created By Roselle Beconia (12/30/2014 5 02 PM)
CRR-RB received a call from c
c requesting for a follow up on the case
c states c is supposed to get a call from rcas today
crr informed c that rcas is still schedule to call c today but crr cannot guarantee the time of call
crr informed c that crr will send internal message to rcas to let rcas know that c already called back to follow up
crr informed c that crr will copy rcas superior so that somebody else is notified in case rcas-alex is unavailable

Crr offered further assistance
c decline
crr-rb provided c case#, crr name and ext
crr-rb exits case

Make Public
Created By Alex Loft (12/23/2014 4 11 PM)
RCAS-AL spoke with C at [redacted]
C stated that this is the second time the OCS controller and sensors have been replaced.
C stated that C is getting frustrated and C does not know what else to do
RCAS-AL will touch base with DTS-FG and Techline and the dealer ship to figure out what is going on with the vehicle.
C thanked RCAS-AL

Make Public
Created By Sheena Marie Dela Cruz (12/22/2014 4 56 PM)
Crr-sd received call from c, verified all information has not changed from the last time c called.

C advised that the veh was inspected by the DTS, the control box and sensor was replaced but the issue was temporary fixed. c stated last weekend the airbag light illuminated and happened for 3 times over the weekend and now frequently. c stated c want to know what needs to be done at this point, what c'as next step is. c stated c was advised that if c have other concerns, to contact rcas al. c stated the issue is upsetting.

Crr-sd advised that the case will be re opened for rcas callback before trhe end of the business day. c agreed.
Crr-sd offered further assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number.
Crr-sd leave case open.

C stated the best number where c can be reached is [redacted]

Make Public
Created By Alex Loft (11/28/2014 4 30 PM)
RCAS-AL received VM from C at [redacted]
C stated that the vehicle is operating as it should at this time.
C thanked RCAS-AL for assisting with this matter.

Case Summary
C inquired about C's airbag light
RCAS-AL offered a DTS apt
DTS recommended a repair and the veh is operating normally at this time.

Make Public
Created By Alex Loft (11/24/2014 1 18 PM)
RCAS-AL left VM for C at [redacted]
RCAS-AL included name, case,phone and a call back request.

Make Public
Created By Alex Loft (11/19/2014 11 52 AM)
RCAS-AL left VM for C at [redacted]
RCAS-AL informed C that RCAS-AL is aware that the DTS and C were able to meet.
RCAS-AL included name, case, phone and a call back request if C need anything more.

Make Public
Created By Jordan Atchley (11/14/2014 6 48 PM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that RCAS-JA wanted to remind C of appointment on 11/17 at 10 AM.

C states thanks for the reminder.

Call ended mutually.

RCAS-JA setting follow-up for 11/19/14.

Make Public
Created By Alex Loft (11/3/2014 10 45 AM)
RCAS-AL spoke with C at [redacted]
RCAS-AL informed C of the apt on 11/17 at 10am
C agreed, and wanted the information in email form.
C thanked RCAS-AL for calling.

Make Public
Created By Priscilla Aquino (10/31/2014 6 14 PM)
C called in following up on the case
C state dthat C just wants an uodate
CRR-pa adv C that RCAS AL already submitted a DTS request for
C acknowledged
CRR-pa also adv that the follow up date is set o 11/3
C acknowledged
CRR-pa offered further assistance
C declined
CRR-pa provided name and extn
CRR-pa closing the case

Make Public
Created By Alex Loft (10/29/2014 10 27 AM)
RCAS-AL spoke with C at [redacted]
C stated the airbag light keeps coming on and off
RCAS-AL will submit a DTS request for C
C thanked RCAS-AL

Make Public
Created By Jeehan Mabalot (10/28/2014 4 36 PM)
Vehicle Concern

Make Public
Created By Jeehan Mabalot (10/28/2014 4 36 PM)
crr-jm received a call from c. c stated that c is having an issue with the passenger airbag. C mentioned passenger airbag is off and the airbag light stays lit so c brought the veh to the dlr and dlr did replace the sensor. C stated after the sensor has been replaced,it is happening 2-3 times a day. C said c took the veh back to the dlr and c was told to call NNA because dlr can't

replicate the issue. C's calling NNA asking for assistance from Nissan to get the veh fix.

crr-jm verified the name of registered owner, mailing address, phone numbers, email, if veh was purchased new or pre-owned, mileage on the veh and c's servicing dlrshp.

crr-jm verified if the veh was diagnosed, c said yes and provided the following information:

WHERE: M DWAY NISSAN
WHEN: 10/24/14
DIAGNOSIS: C stated dlr can't replicate the issue.
SA: SA-Andrew
EST MATE COST OF REPA R: Veh is still under the warranty.

crr-jm asked c how c would like to be assisted by nna, c stated C wants Nissan to fix the veh.

crr-jm informed c that c's concern will be forwarded to the Regional Office and a Regional Specialist will be calling c before the end of the next business day, c acknowledged.

crr advised c that the RCAS will be checking for a possible resolution to help c with the request/case.

crr-jm asked for the best number to reach c, c provide[redacted]

crr-jm offered further assistance, c declined.

crr-jm provided name ext case #

crr-jm forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023728	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/28/2014	YX	BK	233500	OA
Edit | Del	CC-8023729	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/28/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	4/9/2015	Trisha Zamarron	4/10/2015 9:37 AM
Edit | Del	Approved-Repurchase Figures		✓	2/9/2015	Barbara Sage	2/9/2015 3:40 PM
Edit | Del	Please review [redacted] repurchase figures		✓	2/9/2015	Trisha Zamarron	2/9/2015 3:37 PM
Edit | Del	Collect Factory Invoice		✓	1/26/2015	Sara Dorazio	1/26/2015 1:24 PM
Edit | Del	RHR Review-[redacted]		✓	1/22/2015	Trisha Zamarron	1/23/2015 2:58 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Sazzb:ref] *11/3/2014 Case # [redacted] IN # 1N4AL3AP7EN[redacted] Th...*	[redacted]	11/3/2014 10:44 AM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00055936	DRT Resolution	1N4AL3AP7EN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0146271	0141548055	4/10/2015	Dealer	Approved	$24,648.55	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	72KB	7/13/2015 11 34 AM	George Yang
Edit | View | Del		805KB	4/13/2015 7 38 AM	Trisha Zamarron
Edit | View | Del		71KB	4/10/2015 3 20 PM	Tammy Knotts
Edit | View | Del		122KB	4/8/2015 4:07 PM	Trisha Zamarron
Edit | View | Del	void	122KB	4/8/2015 4:03 PM	Trisha Zamarron

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
4/28/2015 3:19 PM	Trisha Zamarron	Changed **Status** from Open to **Closed**.
		Closed.
4/9/2015 11:47 AM	Trisha Zamarron	Changed **Follow Up Date** from 4/10/2015 to **4/30/2015**.
4/8/2015 2 54 PM	Trisha Zamarron	Changed **Follow Up Date** from 4/9/2015 to **4/10/2015**.

4/7/2015 2 20 PM	Trisha Zamarron	Changed **Follow Up Date** from 4/6/2015 to **4/9/2015**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN

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Case [redacted]

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Case Comments [53] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/28/2014 6:58 PM
CA Multiple Repairs		Date/Time Closed	6/8/2015 2 30 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052904

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	NNA is replacing the vehicle due to 3 visits, 2 repairs and 11 days down for brake indicator light concern.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Check Approved/Replacement/SOC
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	35,900		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FONTANA NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$28,820.19	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/3/2014	Vehicle Service Contract	
RHR Completed	11/10/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] / N: 1N4AL3AP1DN[redacted]		
Created By	Janice Arellano 10/28/2014 6 58 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:37 AM	Root Cause Code (2)	
Days Closed	219	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/21/2015 10 11 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1406.00 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] heck will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Rebecca Martin (12/16/2014 2 09 PM)** DRTS-RM in case on behalf of DRTS JL. JL assuming case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: brake indicator light malfunction
Make Public		**Created By Annice Hill (12/4/2014 2 22 PM)** Received check made payable to Fontana Nissan in the amount of $28,820.19. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Amanda Simcox (12/3/2014 3 07 PM)** Checks approved. Case transmitted in VSPC. Morley case # [redacted]
Make Public		**Created By Amanda Simcox (12/3/2014 7 13 AM)** RC received signed acceptance. RC requested checks.
Make Public		**Created By Amanda Simcox (12/2/2014 11 15 AM)** RC called C. C is in agreement with SOC and will sign and send in acceptance. C inquired about using a credit card to pay for money owed to dealer. RC advised C to contact DLR and inquire regarding this. Call ended mutually.
Make Public		**Created By Amanda Simcox (12/2/2014 7 11 AM)** Wes from DLR called/emailed inquiring about case updates. RC advised that letter was sent to C prior to the holiday but C has not yet responded.
Make Public		**Created By Amanda Simcox (11/26/2014 10 14 AM)** RC left C VM inquiring if C had received email with replacement letter.
Make Public		**Created By Amanda Simcox (11/25/2014 3 43 PM)** RC received call from Wes at DLR. Wes provided email wmetcalf@fontananissan.com and requested updates on case progress.
Make Public		**Created By Amanda Simcox (11/24/2014 2 51 PM)** RC sent C and DLR updated replacement letters.
Make Public		**Created By Michael Bardwell (11/24/2014 2 27 PM)** ARBS approved replacement figures.
Make Public		**Created By Christine Wilsey (11/21/2014 7 18 AM)** Worksheet notes Upgrade: convenience package $1,350 + tech package $1,090 = $2,440 Payoff good through 12/17/2014 for $18,788.82 5 x 2.04 = 10.20 + 18,778.62 = 18,788 82 Usage: mileage/120,000 x purchase price - rebates Usage: 971/120,000 x 24,855 - 500 = 197 07 Usage waived in replacement per ARBs
Make Public		**Created By Christine Wilsey (11/21/2014 7 18 AM)** Dealer letter (+) New Vehicle Invoice: $26,513.00 (+) Sales Tax: $2,127.44

	(+) Title/Lic/Reg Fees: $279 00 (+) Dealer Doc Fee: $80.00 (+) Security Plus: $2,982 00 (+) CA Tire Fee: $8.75 (+) Smog Abatement: $20.00 (-) Rebates: $750.00 (= Total due to Dealer $31,260.19 (-) Customer portion to Dealer: ($2,440.00) (=) Total NNA Pays to Dealer: $28,820.19
Make Public	**Created By Christine Wilsey (11/21/2014 7 18 AM)** Customer SOC letter New Vehicle MSRP (2015 Altima): $28,385.00 Old Vehicle MSRP (2013 Altima): $25,210 00 Total Upgrade: $2,440 00 (=) Total Customer Payment to Dealer $2,440.00
Make Public	**Created By Amanda Simcox (11/20/2014 3 25 PM)** C is on vacation until 12/01/2014 and may not be able to return signed acceptance until after this date. RC advised C that this will not be an issue.
Make Public	**Created By Amanda Simcox (11/20/2014 1 11 PM)** RC received VM from Richard @ DLR. RC returned call and left VM.
Make Public	**Created By Amanda Simcox (11/20/2014 10 59 AM)** RC sent SOC docs to quality.
Make Public	**Created By Amanda Simcox (11/20/2014 10 51 AM)** C inquired about proceeding with SOC and paying for upgrades at closing. RC advised that C can do this and RC will update SOC letter and send to C once approved. C understood. Call ended mutually. RC sent invoices to Anna Fraley @ NMAC regarding SOC.
Make Public	**Created By Amanda Simcox (11/19/2014 2 22 PM)** RC left C VM inquiring if C had received replacement letter.
Make Public	**Created By Amanda Simcox (11/19/2014 10 37 AM)** Frank's email is frankjbachman@yahoo com
Make Public	**Created By Amanda Simcox (11/19/2014 9 37 AM)** RC sent C and DLR replacement letters.
Make Public	**Created By Michael Bardwell (11/19/2014 9 31 AM)** ARBS approves replacement figures.
Make Public	**Created By Christine Wilsey (11/18/2014 2 26 PM)** Worksheet notes Upgrade: convenience package $1,350 + tech package $1,090 = $2,440 Payoff good through 12/17/2014 for $18,788.82 5 x 2.04 = 10.20 + 18,778.62 = 18,788 82 Usage: mileage/120,000 x purchase price - rebates Usage: 971/120,000 x 24,855 - 500 = 197 07 Usage waived in replacement per ARBs
Make Public	**Created By Christine Wilsey (11/18/2014 2 25 PM)** Dealer letter (+) New Vehicle Invoice: $26,513.00 (+) Sales Tax: $2,127.44 (+) Lic/Reg/Title Fees: $279 00 (+) Dealer Doc Fee: $80.00 (+) Security Plus: $2,982 00 (+) CA Tire Fee: $8.75 (+) Smog Abatement Fee: $20.00 (-) Rebates: ($750 00) (=) Total due Dealer: $31,260.19 (-) Customer responsibility to Dealer: ($21,218.62) (=) Total NNA Pays to Dealer: $10,041 57
Make Public	**Created By Christine Wilsey (11/18/2014 2 25 PM)** Customer replacement letter New Vehicle MSRP (2015 Altima): $26,513.00 Old Vehicle MSRP (2013 Altima): $25,210 00 Total Upgrade Costs $2,440 00 +Current Payoff(good through 12/12/2014: $18,778.62 (=) Total Customer Responsibility to Dealer $21,218.62
Make Public	**Created By Amanda Simcox (11/17/2014 1 36 PM)** RC sent replacement figures to quality.
Make Public	**Created By Michael Bardwell (11/17/2014 1 34 PM)** ARBS approves waiving usage for replacement.
Make Public	**Created By Amanda Simcox (11/17/2014 8 30 AM)** RC sent inquiry to ARBs regarding usage.
Make Public	**Created By Sara Dorazio (11/17/2014 7 14 AM)** DRTS obtained and attached the factory invoice.
Make Public	**Created By Amanda Simcox (11/17/2014 7 02 AM)** RC received invoice and BOS from Frank at DLR.
Make Public	**Created By Amanda Simcox (11/17/2014 7 01 AM)** NNA is repurchasing/replacing the vehicle due to 3 visits, 2 repairs and 11 days down for brake indicator light concern.
Make Public	**Created By Amanda Simcox (11/14/2014 2 57 PM)** Frank from DLR will send over docs on replacement vehicle.
Make Public	**Created By Amanda Simcox (11/14/2014 2 52 PM)** RC received VM from Frank [redacted]
Make Public	**Created By Amanda Simcox (11/14/2014 1 54 PM)** RC returned C's call. C stated that C has found a vehicle at DLR. C is working with Frank Bachman-GM and Chris Jensen. RC left VM for Frank requesting callback on replacement vehicle.
Make Public	**Created By Amanda Simcox (11/14/2014 8 18 AM)** RC received driver's license and registration. RC advised C to let RC know how to proceed.

Make Public
Created By Amanda Simcox (11/12/2014 10 54 AM)
RC received payoff info, purchase contract, and payment history from NMAC.

Make Public
Created By Amanda Simcox (11/12/2014 10 51 AM)
SR# [redacted]
Account# [redacted]
Customer [redacted]
30 day payoff $18778 62 good thru 12/12/2014
Per diem 2 04
# of scheduled payments received 23
Scheduled Payment amount 414.31
Total Principal paid 7,747.31
Total Interest paid 1,781.82
Late fees paid 20.71
Recent payment received on 11/1/2014 in the amount of $414 31

Make Public
Created By Amanda Simcox (11/11/2014 2 03 PM)
veh issue

Make Public
Created By Amanda Simcox (11/11/2014 2 02 PM)
RC emailed LOI to C.

RC requested payoff info, purchase contract, and payment history from NMAC.

Make Public
Created By Amanda Simcox (11/11/2014 1 57 PM)
RC sent C LOI via FedEx tracking # [redacted]

Make Public
Created By Amanda Simcox (11/11/2014 1 48 PM)
RC called C and was informed that C was not available. RC left message for C.

C does not have an address other than a PO Box.

RC confirmed email and sent LOI to C.

Make Public
Created By Michael Bardwell (11/11/2014 10 36 AM)
REASON: 3 visits, 2 repairs and 11 days down for brake indicator light concern.

LEMON LAW: Yes, California

USAGE: 971 miles - first report of brake indicator light

RETENTION GOODWILL: If the customer opts for a replacement, waive 0% of usage.

OPTIONS: If c does not want repurchase/replacement NNA will offer $2,500 as cash settlement in lieu of buyback.

Make Public
Created By Michael Bardwell (11/11/2014 10 03 AM)
ARBS notes the following:

3 visits, 2 repairs and 11 days down for brake indicator light concern;
3 visits, 2 repairs and 7 days down for A/C concerns;
3 visits, 2 repairs and 7 days down for Bluetooth concerns;
2 visits, 1 repair and 5 days down for OCS concerns;
1 visit, 1 repair and 8 days down for brake light cover;
1 visit, 1 repair and 8 days down for trunk latch;
1 visit, 1 repair and 8 days down for driver's side door panel;

NNA offering repurchase/replacement due to 3 visits, 2 repairs and 11 days down for brake indicator light concern.

Make Public
Created By Michael Bardwell (11/11/2014 9 59 AM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Cases: None
TECH LINE: None

Repair History:
12/10/12 at 971 miles. RO # [redacted] Days Down: 8
CONCERN:
1 Third brake light cover is coming loose
2. Brake warning came on and stayed on for 34 miles
3. Trunk will not unlock with switch
4. Door panel deformed on driver's panel
ACTION TAKEN:
1. Re-secured third brake light assembly
2. Replaced booster
3. Re-secured connector at rear switch
4. Replaced door panel

02/01/13 at 3,551 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Reprogram XM radio
ACTION TAKEN:
1. Called XM and had them resend satellite signal

04/26/13 at 8,207 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Brake light is on
2. PC214 Altima
3. PC228
4. Passenger side seat belt light is on while driving
ACTION TAKEN:
1. Unable to duplicate
2. SOP
3. Adjusted tire pressure
4. Unable to duplicate

06/23/13 at 9,571 miles. RO # [redacted] Days Down: 3
CONCERN:
1. Bluetooth call commands do not work
2. Airbag lights are on
3. Key is not detected when key is in client's pocket
4. A/C blows even when controls are off
5. Dash lights dim on their own
6. On dash, while radio is playing, it shows that call is in progress
ACTION TAKEN:
1. SOP
2. Unable to duplicate
3. Unable to duplicate
4. SOP
5. Switch was on auto dim
6. Unable to duplicate

06/18/13 at 10,463 miles. RO # [redacted] Days Down: 1
CONCERN:
1. A/C lowers then fan speed goes to may by itself; blows cold without A/C on
2. Bluetooth status light does not come on and does not respond
3. Green light for headlights comes on intermittently while driving
4. Dash lights will get bright and then dim down while driving
ACTION TAKEN:
1. Replaced A/C control assy.
2. Replaced SOP from RO [redacted]
3. Unable to duplicate
4. Unable to duplicate

09/03/14 at 32,377 miles. RO # [redacted] Days Down: 2
CONCERN:
1. Dash below A/C controls is melting
2. Dash states speaking with radio playing
3. Bluetooth goes to redial while not in command
4. Brake light goes on while driving
5. PC214 Altima
6. R1405 OCS reprogram
ACTION TAKEN:
1. SOP
2. Unable to duplicate
3. Unable to duplicate
4. Reprogrammed ABS control unit
5. Campaign completed
6. Removed and replaced OCS sensors

10/27/14 at 35,729 miles. RO # [redacted] ays Down: 3
CONCERN:
1. Vent always blowing cold
2. R1413 Hood latch recall
ACTION TAKEN:
1. Veh operating as designed
2. Recall completed

Make Public
Created By Sara Dorazio (11/10/2014 10 16 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Michael Bardwell for review.

Make Public
Created By Jordan Atchley (11/10/2014 10 06 AM)
RCAS-JA verified days down with SM.

Make Public
Created By Jordan Atchley (11/6/2014 12 43 PM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that RHR process continuing.

C states thanks.
C states a piece fell out yesterday.

RCAS-JA informed C that RCAS-JA will check in with C in a couple days.

Call ended mutually.
RCAS-JA setting follow-up for 11/11/14.

Make Public
Created By Jordan Atchley (11/3/2014 4 20 PM)
RCAS-JA received inbound call from C.

C states C wanted to recap what happened.
C states C wants to make sure that last time was recapped on 10/29/14.
C states C does not have paperwork from last visit on 10/29/14.

RCAS-JA informed C that RCAS-JA will look into paperwork.

C states thanks for assistance.

Call ended mutually.

Make Public
Created By Jordan Atchley (11/3/2014 12 36 PM)
RCAS-JA placed outbound call to C at [redacted]

C states C wants another Nissan.
C states C wants to get rid of this veh.

RCAS-JA informed C of RHR process.

C states C will look forward to hearing from RCAS-JA in a couple days.

Call ended mutually.

RCAS-JA setting follow-up for 11/6/14.

Make Public
Created By Jordan Atchley (10/29/2014 10 47 AM)
RCAS-JA received inbound call from C.

C states veh has been and out of dlrshp many times within 30 days of purchase.
C states A/C was replaced.
C states C had concerns with bluetooth.
C states dlrshp replaced microphone.
C states this has not fixed concern.
C states computer in the center of dash is not registering correctly.
C states this takes away computer usage.

C states phone not even working.
C states airbag light keeps flashing.
C states sensor has been changed once.
C states A/C melted dash.
C states entire dash panel was replaced.
C states gas mileage was down because A/C was blowing way too cold.
C states C is scared of veh due to many electrical problems.

C states dlrshp has done everything dlrshp can do.
C states A/C was fixed.
C states bluetooth still does not work.
C states airbag sensor light went on again.

RCAS-JA requested the location of veh.

C states C has veh in C's possession.
C states C always takes veh to Fontana Nissan.

C states C does not trust veh.
C states C wants another Altima.
C states dlrshp has been very helpful.

RCAS-JA setting follow-up for 11/3/14.

Call ended mutually.

Created By Jordan Atchley (10/29/2014 10:33 AM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

RCAS-JA left VMX for C stating name, case#, and call back # [redacted]

RCAS-JA setting follow-up for 11/3/14.

Created By Jordan Atchley (10/29/2014 10:31 AM)
RCAS-JA placed outbound call to C at [redacted]

Make Public

C states RCAS-JA needs to contact C's wife [redacted]

Call ended mutually.

Created By Janice Arellano (10/28/2014 7:03 PM)
c stated c would like to file a lemon
crr-ja asked the issue on the veh

c stated that veh is at the dealer 9 times
c stated that AC melts the dash
c said the bluetooth does not work and keeps saying redial and the dealer even replaced the microphone
c stated the whole electrical has issue
c stated that dealer replaced the passenger seat sensor for the airbag and gave c a loaner veh again
c stated the veh is still at the dealer bec the AC blowing 40 degree air

Make Public

c stated c is tired about the veh

crr-ja advised will escalate to the rcas and rcas will contact c by the end of the next buss day
c understood
crr-ja asked for further assistance. c declined
crr-ja did the recap
crr-ja provided the case #, name and ext
c is in a hurry, the dealership is on the other line

leave case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023964	HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR MPROPER OPERATION	11	10/28/2014	YX	AJ	159000	OA
Edit | Del	CC-8023965	AUDIO/VIDEO/NAVI	BLUETOOTH	POOR OR MPROPER OPERATION	QA	10/28/2014	YX	AA	306500	OA
Edit | Del	CC-8023966	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR MPROPER OPERATION	11	10/28/2014	YX	AF	134000	OA
Edit | Del	CC-8023967	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/28/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/18/2014	Devin Boelman	12/16/2014 4:39 PM
Edit | Del	Review Approved Check Request		✓	12/3/2014	Amanda Simcox	12/3/2014 3:04 PM
Edit | Del	Figures Approved		✓	11/24/2014	Amanda Simcox	11/24/2014 2:42 PM
Edit | Del	Re-review Mejia-changed to SQC		✓	11/21/2014	Michael Bardwell	11/24/2014 2:27 PM
Edit | Del	Figures Approved		✓	11/19/2014	Amanda Simcox	11/19/2014 9:36 AM

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Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052904	DRT Resolution	1N4AL3AP1DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138360	[redacted]	12/4/2014	Dealer	Approved	$28,820.19	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	78KB	1/21/2015 10:11 AM	Tammy Knotts
Edit | View | Del		76KB	1/9/2015 2 58 PM	Tammy Knotts
Edit | View | Del		1.84MB	12/16/2014 2:07 PM	Amanda Simcox
Edit | View | Del		147KB	12/16/2014 2:07 PM	Amanda Simcox
Edit | View | Del		244KB	12/16/2014 2:07 PM	Amanda Simcox

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Case History

Case History Help

Date	User	Action
6/8/2015 2 30 PM	Jim Land	Changed **Subject** from CUSTOMER: DANIEL [redacted] N: 1N4AL3AP1DN[redacted]CUSTOMER [redacted]VIN 1N4AL3AP1DN[redacted]
		Changed **Status** from Open to **Closed**.
		Closed.
12/16/2014 2:07 PM	Rebecca Martin	Changed **Case Owner** from Amanda Simcox to **Jim Land**.
12/16/2014 2:07 PM	Rebecca Martin	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [29] | Case Categorizations [3] | Open Activities [1] | Activity History [3] | Emails [1] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	[redacted] Nicholas Stanton [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/28/2014 7:05 PM
CA Multiple Repairs		Date/Time Closed	12/8/2014 1:06 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEHICLE CONCERN		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	40,659		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	4,659
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FORT LAUDERDALE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	11/17/2014	Vehicle Service Contract	
RHR Completed	11/20/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 1N4AL3AP4DC[redacted]		
Created By	Shiela Capuz, 10/28/2014 7:05 PM	Root Cause Code	SIN
Last Modified By	NNAETL, 9/2/2015 9:28 PM	Root Cause Code (2)	
Days Closed	401	Action Code	NT2S
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Nicholas Stanton (12/8/2014 1 06 PM) CASE SUMMARY C called NNA requesting a repurchase. RCAS-NS submitted the RHR request which was denied. RCAS-NS offered c a prepaid maintenance plan C accepted and RCAS emailed plan to C Case closed.
Make Public		**Created By Nicholas Stanton (12/8/2014 1 03 PM)** RCAS-NS emailed VSC to c
Make Public		**Created By Nicholas Stanton (11/25/2014 1 04 PM)** RCAS-NS submitted Prepaid maintenance plan for approval.
		Created By Nicholas Stanton (11/25/2014 1 01 PM) RCAS-NS received a call from c about the case. RCAS-NS advised c that at this time NNA is not in a position to repurchase c's veh C asked why
Make Public		RCAS-NS advised c based on the repairs the veh has been through NNA is not in a position. RCAS-NS offered c a prepaid maintenance plan to cover 8 oil changes. C accepted the offer but stated c still think there is a concern with the airbag light and will take the veh into the DLR to see if it is operating normally. RCAS-NS advised c that RCAS would follow up on 12/1 C thanked RCAS for the call.
Make Public		**Created By Nicholas Stanton (11/25/2014 9 10 AM)** RCAS-NS called c to deliver the decision regarding the repurchase request. RCAS-NS left a call back message
Make Public		**Created By Nikita Thomas (11/20/2014 11 16 AM)** Arbs notes veh in-service date 12/07/12 Arbs notes current veh mileage 42,524 Arbs notes RO[redacted] still open Arbs notes current veh days down at 4 Arbs notes open campaign R1413 performed on veh Arbs notes C's veh concern with key not being detected and airbag side light Arbs notes 1 service vist for C's concerns @ 42,524 miles Arbs notes veh repairs include replacement of battery and OCS sensor and control unit ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. Arbs recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.
Make Public		**Created By Nikita Thomas (11/20/2014 11 12 AM)** OPEN DATE: 11/17/14 M LEAGE: 42,524 RO#[redacted] DAYS DOWN: 3 CONCERN: 1. Open campaign R1413 2. Customer states while driving sometimes the key is not detected. 3. Customer states the passenger side airbag is off when someone is sitting in the seat.

	ACTION: 1. Preformed campaign. 2. Batteries are showing weak. Replaced FOB batteries. 3. Replaced the OCS sensors and control unit. DTC B00A0-00 cleared.
Make Public	**Created By Sara Dorazio (11/20/2014 10 17 AM)** DRTS received the RHR. The RHR was assigned to ARBS- Nikita Thomas for review.
Make Public	**Created By Nicholas Stanton (11/20/2014 10 05 AM)** RCAS-NS called c to talk about the case. RCAS-NS advised c that the repurchase request has been submitted and RCAS is still waiting on a decision.
Make Public	**Created By Nicholas Stanton (11/20/2014 10 02 AM)** RCAS-NS submitted RHR
Make Public	**Created By Nicholas Stanton (11/18/2014 10 22 AM)** RCAS_NS called DLR and requested remaining RO for the current repairs. SA stated SA would fax the RO .
Make Public	**Created By Nicholas Stanton (11/17/2014 1 36 PM)** RCAS-NS called c to talk about the case. C stated the veh is in the DLR right now being diagnosed. C stated the DLR is working on all the concerns and the veh maybe complete today. RCAS-NS advised c that RCAS would like to wait to recieve the diagnosis and final RO before submitting the RHR request. RCAS-NS advised c that RCAS will follow up with the DLR tomorrow to find out the current status. C understood and thanked RCAS for the call.
Make Public	**Created By Nicholas Stanton (11/14/2014 9 14 AM)** RCAS-NS called c to talk about the case. RCAS-NS left c a message asking c if c actually took the veh into the DLR as RCAS does not have a RO for the concerns c mentioned.
Make Public	**Created By Nicholas Stanton (11/13/2014 2 41 PM)** RCAS-NS called c to talk about the case. RCAS-NS left c a message asking c if c actually took the veh into the DLR as RCAS does not have a RO for the concerns c mentioned.
Make Public	**Created By Nicholas Stanton (11/12/2014 2 44 PM)** RCAS-NS called c to confirm if c brought the veh into the DLR yet.
Make Public	**Created By Nicholas Stanton (11/12/2014 9 10 AM)** RCAS-NS requested ROs from 2nd DLR
Make Public	**Created By Nicholas Stanton (11/11/2014 2 07 PM)** RCAS-NS requested RO's from DLR
Make Public	**Created By Nicholas Stanton (11/10/2014 1 05 PM)** RCAS-NS requested RO's from DLR
Make Public	**Created By Nicholas Stanton (11/7/2014 1 15 PM)** RCAS-NS called c and advised c that the repurchase request is still under review. C understood.
Make Public	**Created By Nicholas Stanton (11/7/2014 1 03 PM)** RCAS-NS requested RO's from DLR
Make Public	**Created By Nicholas Stanton (11/4/2014 3 52 PM)** RCAS-NS called c to update the case. RCAS-NS left a message advising c that RCAS is still working on the case but will update c once a answer is given.
Make Public	**Created By Nicholas Stanton (11/4/2014 3 50 PM)** RCAS-NS called DLR's and requested RO's
Make Public	**Created By Nicholas Stanton (10/30/2014 1 50 PM)** RCAS-NS received a call from c to talk about the case. C stated the airbag light is coming on and off when someone sits in the seat. C stated the key is also not being detected. C stated c is unhappy with the veh and would like to pursue a repurchase. RCAS-NS advised c that RCAS would contact the SM at the DLR to talk about the case. RCAS-NS advised c that RCAS will start the repurchase review process which is about a 10 days process. RCAS-NS advised c to call RCAS back with any questions and RCAS will call c back within 3 bus days. C understood.
Make Public	**Created By Nicholas Stanton (10/30/2014 10 32 AM)** RCAS-NS emailed SM to receive the RO's from the DLR in case c asks for RHR.
Make Public	**Created By Nicholas Stanton (10/30/2014 10 31 AM)** RCAS-NS called c to talk about the case. RCAS-NS left a call back message
Make Public	**Created By Roselle Beconia (10/29/2014 4 25 PM)** crr-rb received a call from c c provided c's name, address, phone number and email c states c missed rcas call so c is calling back to follow up crr informed c that rcas is working on c's case and will call c back in the next business day c understood crr asked if there is a best time to call c ***c states best time to call c will be after 11 AM or 2PM EST*** crr offered to transfer c to rcas voice mail c agreed crr-rb offered further assistance, c declined crr-rb provided c with crr name and extension number crr transferred c to rcas voice mail crr-rb exits case
Make Public	**Created By Nicholas Stanton (10/29/2014 10 36 AM)** RCAS-NS called c to talk about the case. RCAS-NS left a call back message
Make Public	**Created By Nicholas Stanton (10/29/2014 10 34 AM)** RCAS-NS emailed SM at DLR to gather more info
Make Public	**Created By Shiela Capuz (10/28/2014 7 11 PM)** CRR-SC received a call from c regarding c's veh. CRR-SC verified c's name, vin, address, mileage, phone number, email address & responsible dlr.

C stated that c's having a lot of issue with the veh.
C stated that c's having issue with the airbag light coming on.
C stated that the two key were not recognized.
C stated that c took the veh to dlr, dlr said that the key is fine.
C stated that c also had issue with the battery.
C stated that the veh is snot safe to drive.
C stated that c wanted Nissan to replace the veh or give c's money back.

CRR-SC advised c that c's veh has open recall for the 2013 - Altima Sedan (L33) Secondary Hood Latch.
C stated that c received the letter today about the recall.

CRR-SC told c that case will be forwarded to RCAS for review & c will receive call before the end of the next business day. c understood.
C stated that c's best contact# is [redacted]

CRR-SC offered further assistance, c declined.
CRR-SC gave name, extension & case number.
CRR-SC leaving case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8023975	ENGINE ELECTRICAL	BATTERY	POOR OR MPROPER OPERATION	11	10/28/2014	YX	AF	131500	OA
Edit | Del	CC-8023976	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	10/28/2014	YX	BK	234000	OA
Edit | Del	CC-8023977	BODY	REMOTE KEYLESS SYSTEM	POOR OR MPROPER OPERATION	17	10/28/2014	YX	AB	109500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	CST00053660- VSC docs [DO NOT DELETE]	Not Started		✓	[redacted]	12/8/2014	High	Nicholas Stanton

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: VSC Original Documents Request [ref: 00DA09i8L 500F0Sb37A:ref]	[redacted]	✓	12/8/2014	Nicholas Stanton	12/8/2014 1:05 PM
Edit | Del	[redacted]		✓	11/20/2014	Nikita Thomas	3/13/2015 1 37 PM
Edit | Del	[redacted]		✓	11/20/2014	Nicholas Stanton	11/20/2014 10:17 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		VSC Original Documents Request [ref: 00DA09i8L 500F0Sb37A:ref] *12/8/2014 Case # 1[redacted] VIN # 1N4AL3AP4DC[redacted]*	[redacted]	12/8/2014 1 05 PM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053660	Goodwill VSC	1N4AL3AP4DC[redacted]	Processed	Multiple Repair Issue	Nicholas Stanton	RCAS	Rebecca Martin	12/2/2014

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	123KB	11/20/2014 10 01 AM	Nicholas Stanton
Edit | View | Del		53KB	11/20/2014 9:53 AM	Nicholas Stanton
Edit | View | Del		593KB	11/12/2014 2:47 PM	Nicholas Stanton
Edit | View | Del		145KB	11/12/2014 2:47 PM	Nicholas Stanton
Edit | View | Del		186KB	11/7/2014 1:00 PM	Nicholas Stanton

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Case History

Case History Help

Date	User	Action
12/8/2014 1 06 PM	Nicholas Stanton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/5/2014 11:18 AM	Nicholas Stanton	Changed **Follow Up Date** from 12/5/2014 to **12/8/2014**.
12/1/2014 10:42 AM	Nicholas Stanton	Changed **Follow Up Date** from 12/1/2014 to **12/5/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michael Aquino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	10/29/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	10/29/2014 2:17 PM
CA Multiple Repairs		Date/Time Closed	10/29/2014 4:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname : [redacted] lastname : [redacted] email : [redacted] homephon[redacted] address1 : [redacted] address2 : [redacted] city : staten island twitter : state : NY zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 1N4AL3AP1DN4[redacted] dealerstate : NJ dealername : hudson Nissan comments : I'm writing about the recall on the passenger side airbag.. i already took my car back twice to the dealer to have it fixed. apparently both times it was suppose to be fixed. however. when theres a passenger in the seat. sometimes the airbag system will show that its not working. i don't want to waste my time anymore by taking it back to the dealer just to have the same problem again. so I'm letting you know. if something ever happens god forbid. and it doesn't work. nissan will take full responsibility and there will be a major lawsuit.. consider this a warning. id be more than happy to return the vehicle and get out of this problem car. i hope you guys will do the right thing. whatever that might be. my wife and i don't feel safe in this car.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	

Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 10/29/2014 2:17 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code	SCIN
Days Closed	441	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Michael Aquino (10/29/2014 3 53 PM)** case closed
Make Public		**Created By Michael Aquino (10/29/2014 3 52 PM)** *****E-mail case logged***** related case found: case # ____ E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail crr-ma checked for open recalls/campaigns/upgrades found: Secondary Hood Latch ********** E-mail addressed to [redacted] Method of contact: E-mail Summary: crr-ma advised c that a recent diagnosis (within 90 days) by an authorized Nissan dealership is required as our basis for review before any potential assistance can be looked into. crr-ma also advised c about the open campaign found for c's veh and referred c to dealer to have the open campaign performed. crr-ma exiting case.
Make Public		**Created By Michael Aquino (10/29/2014 3 16 PM)** crr-ma reviewed c's veh service history and found that campaigns related to the airbags were performed by Hudson Nissan on the following dates: 1) Altima Occupant Classification System (OCS) Sensor -6/13 2) Nissan Occupant Classification System Module Reprogramming -6/14 crr-ma consulted TL-JV if case can be forwarded to RCAS for review. TL-JV advised that c's veh should undergo a recent diagnosis within 90 days in regards to c's reported issue before RCAS can review c's concern.
Make Public		**Created By Michael Aquino (10/29/2014 2 54 PM)** crr-ma noting TL-JV's latest update to address A RT concern. ********** Callback procedure ON HOLD for ALL CASES until 10/31 shift. Please double the rate of closures.
Make Public		**Created By Michael Aquino (10/29/2014 2 51 PM)** firstname [redacted] lastname [redacted] email [redacted] homephone [redacted] address1 : [redacted]

address2 :
city : staten island
twitter :
state : NY
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP1D[redacted]
dealerstate : NJ
dealername : hudson Nissan
comments : I'm writing about the recall on the passenger side airbag.. i already took my car back twice to the dealer to have it fixed. apparently both times it was suppose to be fixed. however. when theres a passenger in the seat. sometimes the airbag system will show that its not working. i don't want to waste my time anymore by taking it back to the dealer just to have the same problem again. so I'm letting you know. if something ever happens god forbid. and it doesn't work. nissan will take full responsibility and there will be a major lawsuit.. consider this a warning. id be more than happy to return the vehicle and get out of this problem car.
i hope you guys will do the right thing. whatever that might be. my wife and i don't feel safe in this car.

Created By Managed Services (10/29/2014 2 17 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : staten island
twitter :
state : NY
Make Public
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP1DN[redacted]
dealerstate : NJ
dealername : hudson Nissan
comments : I'm writing about the recall on the passenger side airbag.. i already took my car back twice to the dealer to have it fixed. apparently both times it was suppose to be fixed. however. when theres a passenger in the seat. sometimes the airbag system will show that its not working. i don't want to waste my time anymore by taking it back to the dealer just to have the same problem again. so I'm letting you know. if something ever happens god forbid. and it doesn't work. nissan will take full responsibility and there will be a major lawsuit.. consider this a warning. id be more than happy to return the vehicle and get out of this problem car.
i hope you guys will do the right thing. whatever that might be. my wife and i don't feel safe in this car.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8025326	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/29/2014	YX	BK	233500	OA
Edit | Del	CC-8025327	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	10/29/2014	YE	BK	233500	OA
Edit | Del	CC-8025328	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/29/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SbPQQ ref]	[redacted]	✓	10/29/2014	Michael Aquino	10/29/2014 3:49 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SbPQQ:ref] *10/29/2014 Case # [redacted] VIN # 1N4AL3AP1DN[redacted]*	[redacted]	10/29/2014 3:49 PM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname : [redacted] homephone : 60...*	nissanconsumeraffairs@my-nissan-usa com	10/29/2014 2:17 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/29/2014 4:13 PM	Michael Aquino	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 2:51 PM	Michael Aquino	Changed **Description**.

10/29/2014 2:17 PM	Managed Services	Changed **Account Name** to [redacted]

Show more » | Go to list »

Surveys Surveys Help

No records to display

Back To Top Always show me more records per related list

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Case [redacted]

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Case Comments [55] | Case Categorizations [2] | Open Activities [4] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kara Kabobel [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	3/10/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/29/2014 2:43 PM
CA Multiple Repairs		Date/Time Closed	3/10/2015 8:33 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00054127

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary repurchase due to 6 repair visits and 7 days out of service for a air bag light on.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	C sending Aftermarket Receipt
Pre-Owned Initial Mileage	1,400	Related Vehicle Make	Nissan
Current Mileage	32,762		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	3
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHERRY H LL NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$24,589.97	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	12/1/2014	Vehicle Service Contract	
RHR Completed	12/8/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP2[redacted]		
Created By	Athena Buan, 10/29/2014 2:43 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:38 AM	Root Cause Code (2)	
Days Closed	309	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Kara Kabobel (3/10/2015 8 30 AM)** RC spoke to C and confirmed that the RO that C is referencing is the same one being used to calculate usage charge. C understood.
Make Public		**Created By Mark Julius Munzon (3/9/2015 4 21 PM)** crr-mm received call from c. c stated c was dealing with karen, amanda for lemon law buy back. c stated c was told to send RO when had problem but could find original RO. c stated c ready to return veh and found original RO less than 30 days when bought veh. c stated c was charge $238 90 for usage and just found RO. c stated c wanted to get what c payed for and be added to the amount c will be getting. crr-mm found case [redacted] and verified no changes on the account. crr-mm informed c that crr-mm will send IM to RC for follow-up and will transfer call, advised leaving msg if routed to vmx. c understood and asked for RC number. crrmm provide number ([redacted] crr-mm asked for further assistance, provide case id, name and ext#. crr-mm transfer c to RC vmx. crr-mm exit case.
Make Public		**Created By Rebecca Martin (2/25/2015 2 04 PM)** DRTS-RM received a check made payable to C in the amount of $24,589.97. Forwarding checks to Morley via FedEx tracking #[redacted]
Make Public		**Created By Kara Kabobel (2/24/2015 9 45 AM)** Morley case #[redacted]
Make Public		**Created By Kara Kabobel (2/24/2015 9 35 AM)** RC received signed offer letter from C.
Make Public		**Created By Kara Kabobel (2/23/2015 3 32 PM)** RC spoke to C and C advised that C is sending the signed offer letter back later today.
Make Public		**Created By Kara Kabobel (2/16/2015 4 21 PM)** RC will followup with C to reiterate that C needs to send signed repurchase offer back asap.
Make Public		**Created By Kara Kabobel (2/11/2015 10 33 AM)** RC spoke to C and C is happy with repurchase offer and will be signing it, C is just working on finding a new vehicle and using the VPP that was provided to him. C had some questions on VPP that RC explained and C advised that C is waiting on a call back from the dealer. C understands that RC needs the signed offer back right away.
Make Public		**Created By Kara Kabobel (2/11/2015 7 10 AM)** RC will follow up with C today regarding the repurchase offer letter that was sent to C.
Make Public		**Created By Kara Kabobel (2/3/2015 9 03 AM)** RC sending updated offer letter to C via FedEx tracking #[redacted]
Make Public		**Created By Kara Kabobel (2/3/2015 8 39 AM)** Updated repurchase figures with mud flaps reimbursement: Base Price: $22,495.00 Sales Tax: $1,574 65 Title Fees: $60.00 Registration Fees: $59.00 Temp Tag Fees: $5 00 Trivin Online Fee: $11.60 Dealer Doc Fee: $249 95 Tint: $237 25 Mud flaps: $136.42 TOTAL PAID: $24,828.87 Less usage: ($238 90) Total Amount to Customer $24,589 97
Make Public		

	Created By Kara Kabobel **(2/3/2015 8 27 AM)** Total for mudflaps is $136.42
Make Public	**Created By** Kara Kabobel **(1/30/2015 3 31 PM)** RC confirmed with ARBS-VL that mud flaps can be reimbursed.
Make Public	**Created By** Kara Kabobel **(1/27/2015 2 33 PM)** RC spoke to C and let C know that we received his receipt for his mud flaps. C advised C is shopping for another Nissan and RC advised the RC would request a VPP. RC will update repurchase offer to include receipt and send it out via FedEx.
Make Public	**Created By** Kristina Rosas **(1/21/2015 2 08 PM)** On behalf of RC-KK, RC-KR called C at [redacted] RC-KR called C. C advised that C has found the aftermarket receipt for the splash guards, and is faxing to RC-KR at 615-967-2197. NJ LL Includes aftermarkets. RC-KR advised C that RC-KR will review when received, and will get offer re-formulated and out to C again as soon as possible. C reiterated that C is satisfied with this repurchase offer since NNA is making him whole, and that he will get another NIssan when he can find one. RC acknowledged, reiterated that C should send documetnation, provided RC-KR direct line, and call ended mutually.
Make Public	**Created By** Kara Kabobel **(1/19/2015 10 15 AM)** RC received voicemail from C stating that he is back in town now and ready to move forward with case.
Make Public	**Created By** Kara Kabobel **(1/6/2015 10 11 AM)** RC spoke to C and he did get the offer letter that was sent via FedEx but hasn't had time to decide because of a death in the famile. C stated C will be out of town for a couple weeks. RC stated RC would touch base with C once he returns.
Make Public	**Created By** Kara Kabobel **(12/30/2014 1 30 PM)** RC confirmed that C does not have an email address and would like the offer letter sent via FedEx. RC sending offer letter with tracking # [redacted]
Make Public	**Created By** Verbia Lovelace **(12/30/2014 12 39 PM)** ARBS has looked at the repurchase figures and approves the Refund amount of $24,453 55
Make Public	**Created By** Kristina Rosas **(12/29/2014 2 19 PM)** WORKSHEET NOTES: milage 5769-4707= 1062/100000 x 22495 No lien.
Make Public	**Created By** Kristina Rosas **(12/29/2014 2 18 PM)** CUSTOMER REPURCHASE LETTER (Long Method): Base Price: $22,495.00 Sales Tax: $1,574 65 Title Fees: $60.00 Registration Fees: $59.00 Temp Tag Fees: $5 00 Trivin Online Fee: $11.60 Dealer Doc Fee: $249 95 Tint: $237 25 TOTAL PAID: $24,692.45 Less usage: ($238 90) Total Amount to Customer $24,453 55
Make Public	**Created By** Kara Kabobel **(12/29/2014 12 53 PM)** Consumer Affairs Voluntary repurchase due to 6 repair visits and 7 days out of service for a air bag light concern .
Make Public	**Created By** Kara Kabobel **(12/29/2014 10 54 AM)** NNA is repurchasing/replacing the vehicle due to 6 repair visits for a Air bag light concern with 7 days out of service.
Make Public	**Created By** Kara Kabobel **(12/29/2014 10 51 AM)** RC received approval from ARBS- VL to reimburse C for front window tint $50 even though it was installed after 30 days of vehicle sale per NJ LL.
Make Public	**Created By** Kara Kabobel **(12/29/2014 10 28 AM)** RC spoke to C and C is considering a repurchase now and would like to see figures.
Make Public	**Created By** Verbia Lovelace **(12/24/2014 7 58 AM)** ARBS notes task was sent to KK and AS to contact client.
Make Private	**Created By** Damilola Lawal **(12/24/2014 7 54 AM)** RCAS-DL received a vmx from C requesting a call back, C stated that C is wondering whats going on with C's veh, C wants to know what NNA would do with it RCAS-DL contacted C at [redacted] RCAS-DL stated that ARBS has taken over C's case C stated that C had received a fed-ex requesting title and C responded already C is asking how to proceed RCAS-DL stated that RCAS-DL would send an internal message to ARBS and C should get a call back by next week due to the holidays C understood Call ends
Make Public	**Created By** Verbia Lovelace **(12/24/2014 7 53 AM)** ARBS notes client called in and spoke with RCAS DL stating he didnt know his next steps. DL gave ARBS VL information, ARBS will contact KK to contact the client.
Make Public	**Created By** Sara Dorazio **(12/11/2014 8 39 AM)** DRTS obtained and attached the factory invoice.
Make Public	**Created By** Amanda Simcox **(12/11/2014 8 10 AM)** RC spoke with C and explained C's options. C would like to proceed with replacement. C's vehicle is used and RC explained that C would be responsible for upgrade charge of MSRP of new vehicle to purchase price of current vehicle. C understood. C does not have a loan on the vehicle. RC explained that Nissan is waiving usage in replacement so C's only cost would be the upgrade charge. C understood. C inquired about having mudflaps and window tint added to replacement vehicle as C had these added to current vehicle. RC advised that RC will look into this concern. C will most likely change dealerships as Cherry Hill Nissan did not treat C very well. RC advised C to let RC know who C is working with once C has found a replacement vehicle. Call ended mutually.
Make Public	**Created By** Amanda Simcox **(12/11/2014 7 49 AM)** NNA is offering to buy back the vehicle due to 6 repair visits for a Air bag light concern with 7 days out of service.
Make Public	**Created By** Amanda Simcox **(12/11/2014 7 47 AM)** RC sent C LOI via FedEx tracking # [redacted]
Make Public	**Created By** Verbia Lovelace **(12/10/2014 2 53 PM)** VEHICLE CONCERN
Make Public	**Created By** Verbia Lovelace **(12/10/2014 2 52 PM)** ARBS notes: Reason: 6 repair visit for an airbag light concern Lemon Law: Yes (NJ) Usage: Yes with Repurchase, No with Replacement 1st report/100,000 miles* Purchase Price

Retention Goodwill: NA

Options: If the C does not want a repurchase or replacement, NNA will offer $2,500 as a cash settlement in lieu of the buyback

Extras: the client purchased the vehicle used if they opt for a replacement it will be purchase price to MSRP and they will pay any upgrade cost

Created By Verbia Lovelace (12/10/2014 2 48 PM)
ARBS notes the following:

In Service Date: 10/03/12
State: NJ
Purchased: Used
Last Reported Mileage: 32,762
Days Down: 7 days down
Issue: Airbag light

6 visits related to Airbag light
-1st visit @5769 miles-Unable to dup
-2nd visit @23,284 miles-Reset airbag lite and recalibrate
-3rd visit @ 24981 miles-ABS failure code/reset
-4th visit @25,766 miles-Replace airbag pressure sensor, reset, reprogram and clear code
-5th visit @32,604 miles-Could not duplicate no codes stored
-6th visit @32,762 miles-install passenger side seat cushion assembly for airbag light concern

Make Public

1 visit related to front end
-1st visit @5769 miles-No Abnormal feel

1 visit related to blower motor
-1st visit @23284 miles-Remove and install blower motor

2 visits related to seat back (1 to order part)
-1st visit @23,284 miles-Order Latch
-2nd visit @24981 miles-Replace one rear seat back lock/striker

Campaigns Completed:
R1413 HOOD LATCH
R1405/OCS
PC228/SPARE TIRE
No Additional Cases found
Additional Tech Line Cases Found: [redacted] closed
No DTS found
VSC found: PEDW00164689 expires 10/5/19 @100,000 miles

Created By Verbia Lovelace (12/10/2014 10 57 AM)
ARBS notes the following dealer visits:

4/3/13 @5,769 miles--RO [redacted] day down
Issue:
1) Right side SRS Lamp on while driving with passenger in seat
2) Front end feels loose
Action:
1) Unable to duplicate, C stated passenger is his daughter who weighs 85lbs , called fix and they stated that weight us not enough to activate OCC. Loosen seat frame bolts and retorque to factory specs of 36 FT/lbs , and reset zero point for OCS
2) No abnormal feel, C states that veh feels loose at speeds over 100 mph. All normal at this time

3/5/14 @23,284 miles--RO [redacted]--1 day down
Issue:
1) Seat belt warning lamp stays on with 170lbs passenger on seat
2) L/R seat back not staying latched, Falls down braking
3) L/F marker bulb IN-OP
4) Blower motor vibrates on high speed
5) Perform spare tire recall
Action:
1) Reset airbag lite and recalibrate
2) Order latch
3) Replaced L/F Marker bulb
4) Found blower motor misaligned, Remove and Reinstall blower motor
5) Recall inspect and reset tire pressure only

4/16/14 @24,981 miles--RO [redacted]--1 day down
Issue:
1) L-R seat back falls down
Make Public
2) R-F SRS lamp on with passenger on seat
3) Perform OCS reprogram Recall
Action:
1) Replace one rear seat back lock/Striker
2) OCS reprogrammed

5/6/14 @25,766 miles--RO [redacted]--1 day down
Issue:
1) Right air bag lamp comes on at times with passenger in front seat
2) Tech observed ABS failure code
Action:
1) Replace airbag pressure detection sensor. Fix says replace OCS sensors and perform 0 reset. Attempt to verify C complaint (could not) OCS does not detect me in seat (OFF 1, OFF 0 and on 3 readings depending on how much weight I applied to seat. Perform consult check with data monitor testing of sensor function. Check assist for bulletins and recalls. PC214 came up in search for this code. Check DCS for history of repairs/Recalls. Call FIX for authorization to do the sensors. Replace the 2 sensors on the passenger seat, Clear code and perform 0 reset. Fix says if code or complaint reoccur to replace the OCS control unit
2) Reprogram ABS control unit and clear code

10/30/14 @32,604 miles--RO [redacted] days down
Issue:
1) Passenger airbag off , message comes on when veh is started then stays on the entire time veh is driven when seat is occupied by a full grown person, Intermittent concern
2) Perform Recall , Hood latch
Action:
1) Could not duplicate, no codes stored
2) Lube and adjust hood latch ASM

11/7/147 @32,762 miles--RO [redacted]--1 day down
Issue:
1) Install passenger side seat cushion assembly for airbag light concern
Action:
1) RPL right seat cushion frame Assembly

Make Private ✓ **Created By Damilola Lawal (12/9/2014 11 27 AM)**
RCAS-DL contacted C at [redacted]
RCAS-DL stated that RCAS-DL had put in the repurchase request and it was currently under review
C understood and stated that C is considering moving forward with a lawyer and asked what RCAS-DL thought
RCAS-DL stated that RCAS-DL could not offer legal advise but C's Request is under review
RCAS-DL stated that RCAS-DL would follow up with C in 3 business days

C understood
Call ends

Make Public

Created By Sara Dorazio (12/8/2014 12 57 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Verbia Lovelace for review.

Make Private ✓

Created By Damilola Lawal (12/4/2014 10 03 AM)
RCAS-DL contacted C at [redacted]
RCAS-DL stated "this call may be recorded for quality and training purposes"
C asked if C's veh airbag had been worked on 3 times
RCAS-DL stated that RCAS-DL could contact DLR to find out
C stated that does not feel safe in the veh and C would pursue lemon law
RCAS-DL stated that RCAS-DL would proceed with repurchase request
C asked how long it would take
RCAS-DL stated 10-14 days
C understood
RCAS-DL asked if C was able to go back to the DLR
C stated that C will not go back to Cherry Hill Nissan
C stated that C does not have faith in any of the DLRs
RCAS-DL understood
RCAS-DL stated that C should still try to repair the veh and RCAS-DL could explore other technical resources
C stated that DLR had contacted 'Fix' already
RCAS-DL stated that RCAS-DL could also send out a DTS
C stated that C doesn't have faith in any DLR
C stated that it was ridiculous taht a 105lbs person could not ride in the front seat
C stated that DLR butchered C's seat
RCAS-DL understood
RCAS-DL following up with C in 3 business days
Call ends

Make Private ✓

Created By Damilola Lawal (12/4/2014 8 13 AM)
RCAS-DL received a vmx from C advising RCAS-DL to contact C a[redacted] because C's cellphone is faulty

Make Private ✓

Created By Damilola Lawal (12/3/2014 3 50 PM)
RCAS-DL contacted C a[redacted]8
RCAS-DL left a vmx

RCAS-DL proceeding with RHR

Make Private ✓

Created By Damilola Lawal (11/28/2014 8 12 AM)
RCAS-DL contacted C at [redacted]
RCAS-DL left a vmx

Make Private ✓

Created By Damilola Lawal (11/24/2014 1 11 PM)
RCAS-DL contacted C at [redacted]
RCAS-DL left a vmx

Make Private ✓

Created By Damilola Lawal (11/19/2014 3 03 PM)
RCAS-DL contacted DLR
RCAS-DL requested all RO's from rep Kathy and provided RCAS-JE's fax number
Call ends

Make Private ✓

Created By Damilola Lawal (11/19/2014 2 56 PM)
RCAS-DL contacted C
RCAS-DL advised "This call may be recorded for quality and training purposes
C stated that C is contemplating pursuing the lemon law
C stated that C had not been able to go back to the DLR
C had complaints about all the DLR in the area
C stated that airbag light stays on when C is in veh, and C's kids as well
C stated that C even sat in the seat and the light stayed on
C stated that Cherry hill Nissan was rude to C and messed up the seat cushion
C asked if NNA had a litigation process
RCAS-DL stated that RCAS-DL could not advise on legal matters
C stated that C just wanted a replacement and didn't want to have to through lemon law process
RCAS-DL stated that NNA had a process called the repair history review and RCAS would start the process
RCAS-DL advised that it wasn't a guarantee that NNA would repurchase veh and RCAS-DL urged C to take veh back to any DLR for C's concern
C had complaints about all the DLR in the area and eventually agreed to back to Cherry Hill Nissan
C asked when C's basic warranty expired
RCAS-DL stated 10/3/15 or 36,000 miles
RCAS-DL stated that RCAS-JE would contact C in 3 business days
C understood
RCAS-DL thanked C
Call ends

Make Public

Created By Brittney Smith (11/18/2014 4 31 PM)
TL-BS assigning case to RCAS-DL to work

Make Private ✓

Created By Damilola Lawal (11/17/2014 2 24 PM)
RCAS-DL contacted C
RCAS-DL left a vmx advising C to contact RCAS-JE

Make Public

Created By Jennifer Edwards (11/14/2014 9 42 AM)
RCAS-JE called C at[redacted]no ans left vmail with case number [redacted] and callback number [redacted] will follow up on 11/17

Make Public

Created By Jennifer Edwards (11/11/2014 8 07 AM)
RCAS-JE called C a[redacted]
RCAS-JE adv C that this call may be recorded for quality and training purposes
RCAS-JE asked if veh was working properly
C stated repair has been completed and veh is not working properly
C stated dlrshp was very rude to C
C stated will not go back to cherry hill Nissan again
RCAS-JE apologized to C for experience at dlrshp and that veh is still having concern
C stated would like to go to haldeman Nissan
C stated does not know when C will be able to go to dlrshp
RCAS-JE adv will follow up on 11/14
C agreed

Make Public

Created By Jennifer Edwards (11/10/2014 8 04 AM)
RCAS-JE called C at[redacted]no ans left vmail with case number[redacted] and callback number [redacted] adv will follow up on 11/11

Make Public

Created By Jennifer Edwards (11/5/2014 10 22 AM)
RCAS-JE spoke to Matt adv that part is at dlrhsp and C can make appt to bring veh in

RCAS-JE called C a[redacted]
RCAS-JE adv C that this call may be recorded for quality and training purposes
RCAS-JE adv C that part is at dlrshp
C stated will bring veh to dlrshp on Friday for repair
RCAS-JE adv C that would follow up on 11/10 to see how veh is working
C agreed
Call ended mutally

Make Public

Created By Jennifer Edwards (10/30/2014 3 07 PM)
RCAS-JE called C at [redacted]
RCAS-JE adv C that this call may be recorded for quality and training purposes
RCAS-JE verified address, email address, phone number, make and model veh
C stated veh has appx 32k miles

C stated that passenger airbag light is not working
C stated when anyone sits in passenger seat airbag light stays on meaning that the airbag will not deploy
C stated has taken veh to dlrshp multiple times
C stated dlrhsp adv Cs daughter was too small for airbag to deploy safely
C stated dlrshp has ordered new seat cushion for C
C stated doesn't feel safe with airbag not working properly
RCAS-JE apologized to C for concern with veh and airbag
RCAS-JE adv C that would follow up with dlrshp on when part will be avail and will follow up with C on 11/5
C agreed
RCAS-JE provided direct number [redacted]
Call ended mutually

RCAS-JE emailed SM Bob for info on veh and diagnosis

Make Public

Created By Athena Buan (10/29/2014 4 58 PM)
crr-ab called in at ([redacted] talked to c and provided outbound script with case no and asked if c was notified about the campaign for the hood latch.
c said yes and the dlrshp will take care of that by tomorrow.
crr-ab thanked c and provided closing script, name & extension no., call ended.
crr-ab exiting case.

Make Public

Created By Athena Buan (10/29/2014 4 37 PM)
VEHICLE CONCERN / A RBAG ISSUES

Make Public

Created By Athena Buan (10/29/2014 4 36 PM)
c called in and complained that the airbag had been seen for 5 times already and still not been addressed.
c was assisted by SA George however SA is no longer working there.
c said that it had been repaired once before about the airbag.

c said that the veh is at the dlrshp still.
c stated that c has another appointment for tomorrow.

c said that the right passenger seat is having issues and the dlrshp said that it was because of c's daughter's weight.
c said that c's son is 190 lbs but it's still the same issue nor with c who is 200 lbs.
c said that the dlrshp reset the codes but it's still doing the same.
c was advised by a friend who works at another nissan dlrshp that the dlrshp needs to changed the bottom seat cushion where the sensors are.

c even said to the dlrshp that c will be calling NNA because c doesn't know what to do and the dlrshp said to go ahead and call NNA.

c said that c is not getting any resolution.
c also worked for NISSAN for at least 20 years.

crr-ab empathized & acknowledged c's concern.
crr-ab asked for c's personal & veh's info., attach veh ownership to c.
crr-ab provided c's case no.

crr-ab asked how nissan can assist.
c said that c needs to have the veh fixed, c loves the altima however c is really concerned about the airbag and would want it to be replaced if not taken care of.

crr-ab informed c that crr-ab is not in the best position to guarantee but informed c that case will be escalated to RCAS and still subjective for review and approval. RCAS will also call by the end of the next business day.
c understood.

crr-ab asked c if there's anything else that crr-ab can do to assist. c declined.
crr-ab did recap.
crr-ab provided closing script, name & extension no., call ended.
crr-ab escalated case to RCAS.
Follow-up date: 10/30/14
Best no to call: [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8025676	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	10/29/2014	YX	BK	263000	OA
Edit | Del	CC-8025745	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	10/29/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Complete VPP Goodwill Process - CST00056278	Not Started		✓	[redacted]	2/2/2015	N/A	Kara Kabobel
Edit | Cls	Complete VPP Goodwill Process - CST00056278	Not Started		✓		2/2/2015	N/A	Kara Kabobel
Edit | Cls	Review Approved Check Request	Not Started		✓		2/24/2015	N/A	Kara Kabobel
Edit | Cls	Call	Not Started		✓		3/10/2015	N/A	Kara Kabobel

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Approved Repurchase Numbers	[redacted]	✓	12/30/2014	Kara Kabobel	12/31/2014 7 07 AM
Edit | Del	Please review Adams repurchase figures		✓	12/29/2014	Verbia Lovelace	12/30/2014 12:43 PM
Edit | Del	Contact the Customer		✓	12/24/2014	Kara Kabobel	12/29/2014 9:45 AM
Edit | Del	Contact the Customer		✓	12/24/2014	Amanda Simcox	12/29/2014 7:16 AM
Edit | Del	Collect Factory Invoice		✓	12/11/2014	Sara Dorazio	12/11/2014 8 38 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00054127	DRT Resolution	1N4AL3AP2DN[redacted]						
Edit	CST00056278	Goodwill VPP		Processed	DRT	Kara Kabobel	DRT	Tammy Knotts	2/2/2015

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0143485	[redacted]	2/25/2015	Customer	Approved	$24,589.97	26BUYBACK	Nissan North East Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales tax packet.pdf	428KB	7/7/2015 1 38 PM	Rebecca Martin
Edit | View | Del	[redacted]heck pdf	59KB	2/25/2015 2 29 PM	Tammy Knotts
Edit | View | Del	[redacted]signed offer letter.pdf	141KB	2/24/2015 9 35 AM	Kara Kabobel
Edit | View | Del	[redacted]splash guards.pdf	103KB	2/2/2015 12 57 PM	Kara Kabobel
Edit | View | Del	[redacted]itle.pdf	155KB	12/29/2014 10:51 AM	Kara Kabobel

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/10/2015 8 33 AM	Kara Kabobel	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/9/2015 4:12 PM	Mark Julius Munzon	Changed **Follow Up Date** from 1/23/2015 to **3/10/2015**.
3/9/2015 4:10 PM	Mark Julius Munzon	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

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NISSAN

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Case [redacted]

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Case Comments [3] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/30/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/29/2014 2:52 PM
CA Multiple Repairs		Date/Time Closed	10/30/2014 3:42 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEH CONCERN		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,607		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHF NDER	Beyond PT Warranty Miles	0
Model Code	25213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LEWIS NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MM0DC[redacted]		
Created By	Jeanne Lorraine Coria 10/29/2014 2 52 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	440	Action Code	NT8E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Tommy Beard (10/30/2014 3 41 PM) RCAS VERIFIED C's name, home & email address, concern, phone#, V N#, mileage RCAS CHECKED for open recalls/campaigns and found: Previous UNRELATED Case(s) Found: Previous RELATED Case(s) Found: RCAS TB contacted SM at Lewis Nissan RCAS TB stated C's concerns SM stated could not verify any of C's concerns SM states C complained about backup camera went out SM states C was in for a LOF and back up camera concern and mentioned airbag light second hand RCAS TB thanked SM for information
Make Public		--- RCAS TB contacted C at [redacted] RCAS TB apologized for C's concerns C states back up camera is going out C states is worried C will have to replace camera after warranty expires RCAS TB stated Nissan cannot replace parts if parts are working correctly when dealership looks at vehicle C stated will Nissan assist if part fails after warranty RCAS TB stated Nissan can look at this for C RCAS TB apologized again for C's frustrations C stated thank you for listening RCAS TB stated C can call RCAS TB anytime at [redacted] Call ended mutually
		Created By Raquel Ocampo (10/29/2014 3 37 PM) crr-ro rcvd a call from c crr-ro verified with c no contact info has change, c stated that the back up camera is not working fine. c went to the dlrshp today for an oil change, and since c is already there, c asked them to replace the back up camera. but when the tech from the dlr checked on it, it did not mess on them so c was told that they cannot replace it. c was advised to contact CA for assistance. C also stated that the passenger airbag is not working, when the campaign was performed it did not fix the issue. C would like to ask for assistance and to speak with someone higher who
Make Public		can help c fix the issue in the veh. crr-ro advised c that the case will be forwarded to RCAS and a specialists will be contacting c on the next business day; c understood c provided best contact number;[redacted] crr-ro provided further assistance;c declined crr-ro provided c case,name and ext# crr-ro exiting the case
Make Public		**Created By Jeanne Lorraine Coria (10/29/2014 3 31 PM)** crr-jc received call from c stating that c took veh to dlr for service c went for oil change and c wants the rear camera to be replaced c said that sometimes camera works but most of the time it doesnt crr-jc verified c's name, vin, address, mileage, phone number, email address & dlr. crr-jc checked c's warranty,crr saw that c still has an active basic warranty but dlr told c to call nna because nna did not approve the replacement of camera c also said that dlr cannot duplicate the issue with the rear camera c wants assistance on the repair of veh c also said that the campaign performed for OCS still has issue because when c's son who weigh 200lbs, the passenger airbag turns off c still did not ask for dlr to replace the airbags yet and will wait for assistance crr-jc advised c to go to dlr for diagnosis and callback with the diagnosis, name of dlrship, name of SA, and estimated repair cost before case can be forwarded to rcas for review. c understood.

crr-jc offered further assistance, c declined.
crr-jc provided name, ext and case number.
crr-jc closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8025367	BODY	WINDSHIELD/WINDOW (FRONT/REAR)	POOR OR IMPROPER OPERATION	13	10/29/2014	YX	AB	111000	OA
Edit | Del	CC-8025368	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR IMPROPER OPERATION	14	10/29/2014	YX	BK	263000	OA
Edit | Del	CC-8025369	BODY	WINDSHIELD/WINDOW (FRONT/REAR)	OOW GOODW LL ASSISTANCE REQUEST	13	10/29/2014	YI	AB	111000	OA
Edit | Del	CC-8025370	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	OOW GOODW LL ASSISTANCE REQUEST	14	10/29/2014	YI	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/30/2014 3:42 PM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2014 3:38 PM	Raquel Ocampo	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000021roB**.

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Surveys

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Luis Rodriguez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/13/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/29/2014 5:00 PM
CA Multiple Repairs		Date/Time Closed	11/14/2014 2:53 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00053008

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary Repurchase due to four (4) repair attempts for the passenger airbag light on when someone is in seat. Total days down 49.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,776		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM3E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KRENZEN NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$41,401.09	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MM3EC[redacted]		
Created By	Luis Rodriguez 10/29/2014 5 00 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	425	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Ashley Fiting (1/21/2015 2 13 PM) *** [Added after the case is closed] *** Previous Cases-[redacted] Recalls/Campaigns-None
Make Public		DRTS in receipt of an Attorney General Letter from the State of Minnesota sent on 01/16/2015 and signed by Amanda Zielike. The letter was received on 01/21/2015 and DRTS received on 01/21/2015. The letter was sent via US Mail and is attached to the case for review. Reminder that you have seven days to respond to the letter that was previously sent.
		Created By Tammy Knotts (1/6/2015 3 00 PM) *** [Added after the case is closed] ***
Make Public		DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1764.00 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
		Created By Ashley Fiting (1/6/2015 8 34 AM) *** [Added after the case is closed] *** Previous Cases-[redacted] Recalls/Campaigns-None
Make Public		DRTS in receipt of an Attorney General Letter from the State of Minnesota sent on 12/22/2014 and signed by Amanda Zielike. The letter was received on 01/05/2015 and DRTS received on 101/05/2015. The letter was sent via US Mail and is attached to the case for review. The C states he wants an additional refund of $780 due to the fact he doesn't have a trade in vehicle anymore. NNA respond date is 10 days after receiving this letter.
		Created By Luis Rodriguez (11/14/2014 2 43 PM) ARBS notes the Morley Case 217747 was submitted and transmitted.
Make Public		Morley Case [redacted] Packet was sent via FedEx under tracking # [redacted] Morley Case [redacted] Packet was attached to the case.
Make Public		**Created By Luis Rodriguez (11/13/2014 9 42 AM)** ARBS submitted check request payable to the customer in the amount of $41,401 09
Make Public		**Created By Luis Rodriguez (11/13/2014 9 20 AM)** ARBS notes the signed Repurchase Agreement Letter was received from the customer (attached to the case).
Make Public		**Created By Luis Rodriguez (11/11/2014 11 21 AM)** ARBS contacted Krenzen Nissan and left voicemail for Sls Mgr-Wayne Erickson informing the Repurchase Agreement letter has been sent to the customer. ARBS stated the customer can go to the dealership at any time and get the Armada since we are not doing a SOC. This, since VPP cannot be combined with SOC.
Make Public		**Created By Luis Rodriguez (11/11/2014 11 19 AM)** ARBS contacted customer at ([redacted] and spoke with customer and informed the Repurchase Agreement Letter has been emailed. ARBS asked customer to sign it and send it back to ARBS. ARBS stated that once received the check will be cut and sent to Morley. Morley will be in touch with the customer and the dealer to schedule a date to surrender the vehicle. Customer asked if the check will be mailed to the customer or sent to the dealer and ARBS explained Morley will provide the check to the customer at the time of surrender. Customer understood and stated the document will be signed and sent back to ARBS. Call ended mutually.
Make Public		**Created By Luis Rodriguez (11/11/2014 10 57 AM)** ARBS notes an email was received from NMAC informing the account has been paid off and that the title is released 15 days after. Title due to be released on 11/15/14 to the customer
Make Public		

Created By Luis Rodriguez (11/11/2014 10 52 AM)
ARBS notes the following repurchase amount figures:

Repurchase
Base Price $38,036.00
Title/Transfer Fee $477.75
Sales Tax $1,627 34
Service Contract $2,185.00
Documentary Fee $75.00
Total Purchase Price $42,401.09

Deductions
Less Rebate $1,000 00
Total Deductions $1,000 00

Refund Amount $41,401 09

The Repurchase Agreement Offer Letter was sent to the customer to be signed (letter attached to the case)

Created By Luis Rodriguez (11/10/2014 12 56 PM)
ARBS contacted Sls Mgr-Wayne Erickson at Krenzen Nissan and left voicemail requesting the buyer's order showing all charges (Sales Tax, Doc Fee, Registration Fee, etc.)

Make Public

ARBS also sent the following email Sls Mgr-Wayne Erickson:

Thank you so much for the information you sent. I was looking for you at the dealership but was told you were with a customer so I was transferred to your voicemail.
I need the buyer's order showing the dealer charges (sales tax, doc fee, registration fee, etc.). If you could please send me that information I would really appreciate it so that I can put the letter together for Mr. [redacted]
Regarding the Nissan Extended Warranty, please include the price on the Buyer's Order. Once he gets the new Armada, this Warranty will be transferred to the vehicle. We won't charge him again for it but just do the transfer from one vehicle to the other.

Created By Luis Rodriguez (11/10/2014 12 54 PM)
ARBS received inbound call from customer stating the new Armada has been chosen. Customer asked if the new vehicle could be provided before the 19th since the customer will be leaving town.

Make Public

ARBS stated the information was received from Mr. Erickson and ARBS needs to put together the letter for the customer. ARBS also stated that the process takes about 2-3 weeks to take ownership of the new vehicle so ARBS cannot guarantee the customer will get the new vehicle before the 19th since the surrender process needs to go through a third-party company called Morley VSPC and it's them who will arrange a date with the customer and the dealership to surrender the vehicle.

Customer understood and thanked ARBS for the assistance. Call ended mutually.

Created By Luis Rodriguez (11/7/2014 8 13 AM)
ARBS sent the following email to the customer:

Good morning Mr. [redacted]

Make Public

I would like to let you know that I have spoken with Mr. Erickson at Krenzen Nissan and he will be assisting us finding the replacement vehicle. When talking to him I let him know you are looking into getting an Armada.

He should be contacting you today to start looking for the new vehicle. Once the new vehicle is found please let me know.

Feel free to contact me with any questions.

Regards,

Created By Luis Rodriguez (11/6/2014 4 07 PM)
ARBS contacted Krenzen Nissan and spoke with the Sls Mgr-Wayne Erickson who agreed assisting with the SOC.

ARBS sent the following email attaching a copy of the 2014 Pathfinder:

Mr. Erickson,

It was a pleasure to speak with you this afternoon. Thank you for assisting Nissan North America (NNA) with replacing Mr. [redacted]s 2014 Nissan Pathfinder. Please contact Mr [redacted] and assist in finding a vehicle and send me the buyers order for the new vehicle. My fax # is 615-967-2065.

Make Public

The best contact # that we have for Mr. [redacted]

Please show the purchase price of the vehicle at invoice, but you may include all collaterals, taxes, rebates, doc fees, etc The Dealership will keep holdback and should RDR as a new sale. Please do not include a downpayment or a trade allowance on the buyers order. Please do include a Gold Preferred Security + contact for that amount of $2,185.00 on the buyers order. I have attached his current invoice to assist you in locating a new Armada with similar options.

Please do not release the new vehicle to [redacted]nce the vehicle is selected it will take 10 – 14 days to surrender the vehicle. Morley, our surrender company, will schedule the time and date of the legal surrender. PLEASE DO NOT SELL THE CHOSEN VEHICLE N THE INTERIM.

His current vehicle will not go into the dealer stock. Nissan will pick up the repurchased vehicle.

Thanks again and please contact me directly at [redacted]with any questions.

Sincerely,

Make Public

Created By Luis Rodriguez (11/6/2014 3 48 PM)
ARBS received copy of the vehicle registration, Sales contract and Title from the customer. Documents attached to the case.

Created By Luis Rodriguez (11/5/2014 1 53 PM)
ARBS sent the following email to NMAC requesting the customer's Payoff Information:

Make Public

1. Account#
2. 30 day payoff
3. Per diem
4. # of scheduled payments received
5. Scheduled Payment amount
6. Total Principal paid
7. Total Interest paid
8. Late fees paid
9. Most Recent payment received
10. Eligible for SOC?

Make Public

Created By Luis Rodriguez (11/5/2014 1 45 PM)
ARBS received inbound call from c. ARBS apologized for the inconvenience the customer has been having with the vehicle and stated the ARBS has been asked to assist with the vehicle replacement.

C confirmed and stated the c would like to get a replacement but would like to get an Armada instead.

ARBS informed the c that a SOC has to be an equal value vehicle but if the c decides to add more options/packages or upgrade trim or model vehicle, the c will be responsible for the upgrade fee.

C understood and stated that will be okay. C stated c traded an Armada for this Pathfinder and c really likes the Armada.

ARBS asked the c to please send a copy of the veh registration and sales contract.

C stated the vehicle was paid off last week. ARBS stated a copy of the title will be needed but as customer is with NMAC ARBS will ask how long it will take to receive that title.

ARBS stated the selling dealership will be contacted to verify if the dlr is willing to assist with the SOC. ARBS will contact the c on Friday with any update.

C thanked the ARBS and the call ended mutually.

Make Public

Created By Luis Rodriguez (11/5/2014 10 20 AM)
ARBS contacted c at [redacted] and spoke with c's wife. ARBS explained the reason of the call and c's wife stated the customer [redacted] will be asked to contact the ARBS back.

Customer stated c wants situation resolved but at the same time will have husband make the decision to keep repairs going or to replace the vehicle.

Call ended mutually.

Make Public

Created By Luis Rodriguez (11/5/2014 10 10 AM)
ARBS notes NNA is in a position to voluntarily repurchase/replace vehicle based on the numbers of visits/repairs for the passenger airbag light coming on when someone is in seat.

Make Public

Created By Luis Rodriguez (11/5/2014 10 07 AM)
ARBS notes the following Summary of service history:
In-service date: 08/30/2013
Additional CA cases: None
Tech Line cases: None
VSC: New Gold Preferred /// Policy [redacted] Expires on 08/30/2020 @ 100,000 miles

4 visits for passenger airbag light is on when someone in seat (1-> sensor recalibrated. 2-> No dup. 3-> No dup. 4-> Seat frame replaced).
1 visit for rear wiper arm inop - replaced nut
1 visit for recall Passenger SRS
1 visit to for recall to reprogram ABS control unit
1 visit to replace gear shifter panel
1 visit to replace instrument panel assy
1 visit for campaign OCS Reprogram

Total days down: 49

Make Public

Created By Luis Rodriguez (11/5/2014 10 00 AM)
ARBS notes the following vehicle history repair:

10/23/13 ~ Mileage 1,524 ~ RO [redacted] ~ Days down 1
Concerns
1. C/S inter passenger air bag light reads off when someone is in seat
2. C/S wear wiper inoperable
3. Recall/Campaign
4. Recall/Campaign
Actions taken
1. Recalibrated occupant sensor with consult 111 Plus, passenger air bag is working as it should
2. Replaced nut to rear wiper arm
3. Passenger SRS CVR SOP
4. Reprogramed ABS Control Unit

11/08/13 ~ Mileage 2,031 ~ RO [redacted] ~ Days down 44*
Concerns
1. Interior Trim
2. Instrument panel, parts in
Actions taken
1. Replaced gear shifter panel
2. Replaced instrument panel assembly

12/09/13 ~ Mileage 3,047 ~ RO [redacted] ~ Days down 1
Concern
1. C/S inter air bag light is on
Action taken
1. No TSB found, could not duplicate

04/15/14 ~ Mileage 5,971 ~ RO [redacted] ~ Days down 1
Concern
1. Recall/Campaign R1405
Action taken
1. Performed OCS Reprogram

09/02/14 ~ Mileage 12,407 ~ RO [redacted] ~ Days down 1
Concern
1. C/S interior passenger air bag light is on
Action taken
1. Could not duplicate C concern, performed a zero point reset on seat

10/07/14 ~ Mileage 13,776 ~ RO [redacted] ~ Days down 1
Concern
1. C/S the passenger air bag light comes on intermittently
Action taken
1. Replaced passenger seat frame and C/U, performed zero point reset

Make Public

Created By Ashley Fiting (11/3/2014 12 40 PM)
DRTS completed and attached RHR.

Make Public

Created By Ashley Fiting (10/31/2014 9 14 AM)
DRTS received Repair Orders and attached to the case for review.

Make Public

Created By Ashley Fiting (10/30/2014 9 33 AM)
DRTS received repair orders from dealer 3886 and attached to the case for review.

Make Public

Created By Luis Rodriguez (10/29/2014 5 16 PM)
ARBS notes ARBS is being asked to facilitate assistance to customer with a vehicle replacement due to passenger airbag light concerns.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8042640	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	11/13/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	11/13/2014	Luis Rodriguez	11/14/2014 2:44 PM

Edit | Del Create RHR	[redacted]	✓ 11/5/2014	Ashley Fiting	11/3/2014 12:40 PM	
Edit | Del Collect RO Documents		✓ 11/3/2014	Ashley Fiting	10/31/2014 9:13 AM	

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053008	DRT Resolution	5N1AR2MM3E[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137284	[redacted]	11/14/2014	Customer	Approved	$41,401.09	24BUYBACK	Nissan North Central Buyback/Trade	James	Kuharski
	CR0137254			Customer	Not Submitted	$41,401.09	24GDW L	North Central Goodwill	James	Kuharski

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales tax packet.pdf	1.01MB	5/28/2015 11 59 AM	Rebecca Martin
Edit | View | Del	[redacted]	75KB	1/28/2015 10:45 AM	Tammy Knotts
Edit | View | Del		198KB	1/21/2015 2:14 PM	Ashley Fiting
Edit | View | Del		80KB	1/6/2015 3:00 PM	Tammy Knotts
Edit | View | Del		98KB	1/6/2015 8:35 AM	Ashley Fiting

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/14/2014 2:53 PM	Luis Rodriguez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/13/2014 9:28 AM	Luis Rodriguez	Changed **Follow Up Date** from 11/12/2014 to **11/13/2014**.
11/13/2014 9:26 AM	Luis Rodriguez	Changed **Description**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heidi Thur [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/30/2014 11 30 AM
CA Multiple Repairs		Date/Time Closed	10/31/2014 12:44 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXDN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHEVY CHASE NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3APXDN[redacted]		
Created By	Marie Kyle Pabustan 10/30/2014 11:30 AM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri 4/3/2015 8 04 PM	Root Cause Code (2)	
Days Closed	439	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Heidi Thur (10/31/2014 12 43 PM) RCAS-HT is closing case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with concern with airbag sensors. RCAS contacted dlrshp. SM stated software has been updated 10/28. SM stated unable to duplicate the concern. RCAS contacted C. RCAS advised C that C could have a second opinion. RCAS unable to assist further at this time. RCAS closing case. PREVIOUS RELATED FILE(S) FOUND: none PREVIOUS UNRELATED F LE(S) FOUND: none RCAS- VERIF ED C'S name, home & email address, concern, phone#, vin#, mileage RCAS- CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: none Best point of contact #[redacted]
Make Public		**Created By Heidi Thur (10/31/2014 12:40 PM)** RCAS-HT contacted C @[redacted] RCAS stated the call is recorded and monitored for quality and training purposes. RCAS verified email/mailing address, contact number and veh. RCAS stated RCAS following up with C regarding the open case. RCAS apologized to C for the concerns C is having with the airbag. RCAS asked if C spoke with SM David. C stated yes C has spoken with SM. C stated that C has a picture with person in seat with airbag light on. C stated that C has researched and there is a web sight that shows complaints for veh and airbags. C stated that C did have the update done but still concerned about the safety. RCAS apologized for the concerns C is having and understands the safety concerns. RCAS stated that the dlrshp was unable to duplicate and without a duplication unfortunately RCAS is unable to assist at this time. RCAS advised C take veh to another dlrshp and see if another dlrshp could duplicate the concern. RCAS stated that if C is driving and has time and the concern duplicates to go to the dlrshp and not turn the veh off before the tech inspects the veh. C stated that C would be able to go to another dlrshp. C stated C is concerned that the update is not correct and would like to go back to the old software. RCAS stated RCAS is unable to answer that concern as RCAS is not a mechanic. RCAS advised a second opinion. RCAS stated if C still has concerns at that time that C can contact RCAS directly. RCAS provided contac[redacted] and case number [redacted] C thanked RCAS for contacting C and following up when C was told C would receive a follow up. RCAS thanked C and call ended mutually.
Make Public		**Created By Heidi Thur (10/31/2014 12 17 PM)** RCA-HT contacted SM-David at [redacted] RCAS stated calling regarding C's concern with the airbag. SM stated that SM did contact C after C had called into NNA CA. SM stated SM explained the airbag and sensors to C. SM stated there is nothing more SM can do at this time and told C if concerns moving forward to be in touch with SM. RCAS thanked SM and call ended mutually. **********
Make Public		**Created By Marie Kyle Pabustan (10/30/2014 11 41 AM)** crr-mp received a call from C. C stated that the airbag light on veh is on as per c dlr did a software update on c's veh and thi is a courtesy from the dlr as per c was informed that if the issue still occurs c can informed the dlr as per c is being assisted by SA DAV D TURNER, dlr had veh diagnose but c was informed that there is no defect on veh and that this is normal , c is concerned about the safety as per c what if c will be in an accident and the airbags will not deployed c asking assistance from Nissan to have veh fix, as per c this is very dangerous software update is done on 10/28/14 crr-mp verified and updated C 's contact information

crr-mp inofmr cthat the campaign for the OCS is been performed on veh but c still having the same issue even dlr have the software update on c's veh
crr-mp informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will be contacting C before the end of the next business day, C acknowledged.
crr-mp asked for the best number to reach C, C provide[redacted]

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8026546	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/30/2014	YX	BK	233500	OA
Edit | Del	CC-8026547	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/30/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
10/31/2014 12:44 PM	Heidi Thur	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/30/2014 11:41 AM	Marie Kyle Pabustan	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zR1z**.

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Surveys

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Case [redacted]

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Case Comments [9] | Case Categorizations [5] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Damilola Lawal [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/30/2014 1:17 PM
CA Multiple Repairs		Date/Time Closed	11/3/2014 3:20 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,375		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN2D0[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTOPLACE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN2DC[redacted]		
Created By	Nicel Torres, 10/30/2014 1:17 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	436	Action Code	NL9T
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Jackie Santos (10/31/2014 2 05 PM) Last Modified By Amethyst Cantrell (10/31/2014 4 13 PM)** rcas case follow up crr-js sent internal message to rcas
Make Private	✓	**Created By Jackie Santos (10/31/2014 2 04 PM) Last Modified By Amethyst Cantrell (10/31/2014 4 12 PM)** crr-js received call from c's husband t[redacted]now referring as c c said that c need update with case c gave case no crr-js apologized for the inconvenience. crr-js asked c if any of c's info changed since the last time c called, c stated none. crr-js advised of the ff up date. crr-js called rcas but was routed to vmx crr-js informed c that crr will send internal message to rcas that c called and that c is requesting for callback c understood crr-js offered further assistance, c said no. crr-js provided name,case,extension number to c. crr-js exiting case.
Make Private	✓	**Created By Jessica Lee (10/31/2014 12 30 PM)** RCAS-JL notes receiving vmx from c.
Make Private	✓	**Created By Athena Buan (10/31/2014 11 48 AM) Last Modified By Amethyst Cantrell (10/31/2014 4 12 PM)** c called in asking for the status of the case and said that c missed the phone call. crr-ab empathized & acknowledged c's concern. crr-ab asked for the case no. c provided case no. crr-ab asked if there are any changes from the c's personal information. c said none. crr-ab informed c that crr-ab will send an IM to RCAS to notify that c called. c agreed. crr-ab sent IM to RCAS. best no to call c noted[redacted] crr-ab informed c that crr-ab can connect c to RCAS ext no, set expectation that RCAS may not be available and to leave a message instead. c understood & agreed. crr-ab asked c if there's anything else that crr-ab can do to assist. c declined. crr-ab provided closing script, name & extension no., crr-ab called RCAS ext no, routed to vmx, informed c and transferred c over. call ended. crr-ab exiting case.
Make Private	✓	**Created By Jessica Lee (10/31/2014 10 09 AM)** RCAS-JL placed outbound call to c at [redacted] RCAS-JL notes previous related cases: [redacted] RCAS-JL notes previous unrelated cases: None RCAS-JL notes open campaigns/recalls:None RCAS-JL left vmx providing c with case number and contact information-[redacted] RCAS-JL advised a follow up of 11/3/2014.
Make Private	✓	**Created By Jessica Lee (10/31/2014 7 37 AM)** RCAS-JL notes receiving ROs from SM-Fred. RCAS-JL notes attaching ROs to case.
Make Private	✓	**Created By Jessica Lee (10/31/2014 7 36 AM)** RCAS-JL placed outbound call to AUTOPLACE NISSAN. RCAS-JL spoke with SM-Fred. SM-Fred states that the veh was in a few days ago for a coolant smell. SM-Fred states that the techs pressure tested the veh for 3 hours no leak found. SM-Fred states that c advised that the transmission still shutters but the dlr could not duplicate.

SM-Fred states that c advised that the hood and fender do not line up but the dlr advised that both do line up.
SM-Fred states that everything is fine on the veh.
SM-Fred states that c advised that the air bag light will not come on.
SM-Fred states that the dlr found no codes and no problem found.
SM-Fred states that c advised that the A/C comes on when defroster is on which the dlr proved as normal operation.

RCAS-JL states that c has requested repurchase of the veh.
RCAS-JL states that RCAS-JL needs all ROs faxed to 615.725.7883.

SM-Fred understood.
Call ended mutually.

Make Private ✓ **Created By** Nicel Torres **(10/30/2014 3 51 PM) Last Modified By** Amethyst Cantrell **(10/31/2014 4 12 PM)**
Vehicle Concern

Make Private ✓ **Created By** Nicel Torres **(10/30/2014 2 41 PM) Last Modified By** Amethyst Cantrell **(10/31/2014 4 12 PM)**
Crr-nt received a call from c's husband (Eric) and referred to as c
C stated that c would like to file complaint against the dlr and the veh
Crr-nt verified and updated c's contact
C said that c has an issue with the transmission
C said that veh still shutters and rattles after transmission was replaced
C said that there was a smell of residual anti freeze on the veh
C also said that hood and fender alignment won't back up
C said that passenger airbag light won't light up properly
C said that Ac lights stays on when defrosters on
C also said that here was a rattling on the back door
C said that c was advised by the dlr that smell of anti freeze was due to residual of taking engine apart and replacing transmission
C said c feels unsafe driving the veh
C was asking if nna can buy back the veh
crr-nt apologized to c and advised c that crr-nt created a case for c's concern.
Crr-nt advised c that case will be forwarded to rcas for review and c will receive a call back before the end of the next business day
crr-nt verified best number for [redacted]
crr-nt asked for further assistance but c declined
crr-nt provided name, case number and extension number
crr-nt provided recap of c's concern
crr-nt forwarding case to rcas and leaving the case open.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8026861	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	10/30/2014	YX	BG	302500	OA
Edit | Del	CC-8026862	BODY	PANEL (HOOD/TRUNK/ROOF)	POOR OR MPROPER OPERATION	16	10/30/2014	YX	AB	109000	OA
Edit | Del	CC-8026863	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	10/30/2014	YX	AD	121500	OA
Edit | Del	CC-8026864	HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR MPROPER OPERATION	11	10/30/2014	YX	AJ	159000	OA
Edit | Del	CC-8026865	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/30/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Attorney Letter Received	[redacted]	✓	11/3/2014	Damilola Lawal	11/3/2014 4 22 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO_Wagner.pdf	433KB	11/3/2014 8 08 AM	Jessica Lee

Case History

Case History Help

Date	User	Action
11/3/2014 3 20 PM	Andrea Brown	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

11/3/2014 8 08 AM	Jessica Lee	Changed **Case Owner** from Jessica Lee to **Damilola Lawal**.
10/31/2014 10:10 AM	Jessica Lee	Changed **Follow Up Date** from 10/31/2014 to **11/3/2014**.

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Case [redacted]

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Case Comments [1] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Sheena Marie Dela Cruz [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	10/31/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/30/2014 1 37 PM
CA Multiple Repairs		Date/Time Closed	10/30/2014 1:44 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh issue- PASSENGER AIRBAG SENSOR		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,400		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM8EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CAPITOL NISSAN OF FRANKFORT	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1AR2MM8EC[redacted]		
Created By	Sheena Marie Dela Cruz 10/30/2014 1:37 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 09 PM	Root Cause Code (2)	
Days Closed	440	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Sheena Marie Dela Cruz (10/30/2014 1 44 PM) Crr-sd received call from c. C advised that c's experiencing an ongoing issue on the veh relaetd to the PASSENGER AIRBAG SENSOR. c stated c went to the nna dlr 2 weeks ago but the nna dlr cannot diagnose the issue. C want to know if there is a campaign for the veh. Crr-sd advised that there are no open campaigns on the veh. c agreed. C advised that c's scheduled to go to the nna dlr next week wednesday to get a second opinion about the issue. Crr-sd advised c to have the veh inspected by an authorized nna dlrship for proper diagnosis on the issue since dealers are in the best position to determine the exact cause of failure on the veh and c can cb nna if c needs further assistance c agreed. Crr-sd offered further assistance. c declined, c satisfied. Crr-sd provided c with voc bait script, case number, name and extension number. Crr-sd closing case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8026918	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	10/30/2014	YX	BK	233500	OA
Edit | Del	CC-8026919	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	BROKEN/CRACKED	14	10/30/2014	ZB	BK	233500	OA
Edit | Del	CC-8026920	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	10/30/2014	WT	BK	233500	OA
Edit | Del	CC-8026921	NISSAN PRODUCT NQUIR ES	PATHF NDER	PROVIDED RECALL INFORMATION	QF	10/30/2014	VG	AZ	207500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
10/30/2014 1:44 PM	Sheena Marie Dela Cruz	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/30/2014 1:37 PM	Sheena Marie Dela Cruz	Changed **Subject** to **CUSTOMER CHRISTINA CRAWFORD PHONE VIN 5N1AR2MM8EC**[redacted]
		Created.

Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [29] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/21/2014	Case Origin	Internal
Supporting Documents		Date/Time Opened	10/30/2014 1:49 PM
CA Multiple Repairs		Date/Time Closed	12/26/2014 12:49 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00052503

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary Repurchase due to 3 repair visits for malfunctioning airbag lights with 99 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Cks approved - Morley case created
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	16,998		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7AP2EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91514	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF MODESTO	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$45,981.26	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/31/2014	Vehicle Service Contract	
RHR Completed	10/31/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: JN1BV7AP2EM[redacted]		
Created By	Melody Benedict 10/30/2014 1:49 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:38 AM	Root Cause Code (2)	
Days Closed	383	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (12/8/2014 3 16 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: malfunctioning airbag lights
Make Public		**Created By Barbara Sage (11/21/2014 7 33 AM)** Check rec'd & case accepted by Morley - RC closing case in CA.
Make Public		**Created By Annice Hill (11/19/2014 2 37 PM)** Received check made payable to C in the amount of $2,756 28 and also a check made payable to NMAC in the amount of $43,224.98. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Barbara Sage (11/19/2014 7 51 AM)** Checks approved; Morley case# 217870 created
Make Public		**Created By Barbara Sage (11/17/2014 2 35 PM)** RC rec'd signed repurchase offer; requesting checks. New NMAC payoff thru 12/17/14: $43,185.50 payoff thru 12/5 + 12 days per diem @ 3 29 = $43,185 50 + $39.48 = $43, 224 98
Make Public		**Created By Barbara Sage (11/14/2014 2 39 PM) Last Modified By Barbara Sage (11/14/2014 3 31 PM)** RC took inbound call from C's grandson, who wanted to argue about the reason for the repurchase. RC discussed issue with supervisor; no revision will be taken. RC took inbound call from C's son; C's son asked about revising the reason for repurchase, to which RC pointed out the entire process would have to begin again. C asked RC to fax formal repurchase document to Infiniti of Modesto; RC coordinated with dealership personnel Marco & Adam, who graciously agreed to receive and hold document for C & son to retrieve around noon tomorrow. RC also advised C's son a hard copy of the repurchase offer will come to him at his Terrance Way address via Fed Ex Overnight ([redacted] and should reach him on Monday. Call ended mutually.
Make Public		**Created By Tracy Ehrlinger (11/14/2014 1 34 PM)** Spoke to customer's son and let him know this is the only offer we can make. Explained we would try to get the case rushed so the vehicle could be turned in by the end of the week. He is going to contact his mother and see if she will accept
Make Public		**Created By Barbara Sage (11/12/2014 8 35 AM)** RC submitted repurchase offer to C at e-mail on file.
Make Public		**Created By Chad Alsup (11/11/2014 3 31 PM)** ARBS-CA notes approves repurhcase figures Less Usage $4,955.74 Loan Payoff* $43,185 50 Total Deductions $48,141.24 Refund Amount $2,756 28
Make Public		**Created By Barbara Sage (11/11/2014 3 15 PM)** RC transmitting repurchase offer to e-mail on file.
Make Public		**Created By Christine Wilsey (11/11/2014 3 01 PM)** Worksheet notes Purchase order, title app, vehicle registration all as Alice Marcella, solely, no middle initial. No mfr rebates. Usage miles - 13,046, full charges for repurchase. 13,046/120,000*45,584 = $4,955.74 Confirmed NMAC FC of $1,195 87. 30-day payoff $43,185 50 thru 12/5/14. NMAC 8900 Freeport Pkwy Irving TX 75063 Add'l FC thru 12/5/14 = 38 days @ $3.29 = $125.02 + $1,195 87 = $1,320.89 ttl FC thru 12/5/14
Make Public		**Created By Christine Wilsey (11/11/2014 3 01 PM)** Customer repurchase letter Base Price: $45,584.00 Sales Tax: $3,481 88

Lic/Reg/Fees: $296.00
Dealer Doc Fee: $80.00
Titling Fee: $100.00
Electronic Vehicle Registration: $26 00
California Tire Fee: $8.75
Finance Charges: $1,320.89
Total Purchase Price: $50,897.52
Less usage fee at 13,046 miles: ($4,955.74)
Less Rebates: ($0)
Less Lien Payoff good to (12/5/14): ($43,185.50)
Total Deductions: ($48,141 24)
Total Amount to Customer $2,756.28

Make Public

Created By Barbara Sage (11/10/2014 9 29 AM)
NNA is offering to buy back the vehicle due to 13 repair visits for various reasons including 3 repair visits for airbag light concern with a total of 99 days down

Make Public

Created By Barbara Sage (11/10/2014 8 33 AM)
RC called C at [redacted] to let him know documents faxed over the weekend came in without incidient. RC working on repurchase offer.

Make Public

Created By Barbara Sage (11/4/2014 3 52 PM)
RC took inbound call from C again; discussed repurchase and cash settlement offer in more detail - replacement undesirable. RC explained to C that hard figures for repurchase will have to wait on NMAC financials; agreed to discuss again on Thursday afternoon or Friday morning - call ended mutually.

Make Public

Created By Barbara Sage (11/4/2014 10 50 AM)
RC took inbound call from C's son [called C hereafter]; C handles all business for elderly parent & will be point of contact. Discussed replacement/repurchase/cash settlement options; C will consult with parent and get back to RC within a week or so. Call ended mutually.

Make Public

Created By Barbara Sage (11/4/2014 10 39 AM)
RC called C at [redacted] left vmx that RC is sending Letter of Intent via Fed Ex Overnight [redacted] to replace, repurchase or offer cash settlement for C's Q50. Left contact number for return call.

Make Public

Created By Sara Dorazio (11/4/2014 10 21 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Chad Alsup (11/3/2014 9 10 AM)
NA is offering to buy back the vehicle due to 13 repair visits for various reasons including 3 repair visits for airbag light concern with a total of 99 days down

Make Public

Created By Chad Alsup (11/3/2014 9 10 AM)
ARBS-CA notes

**REASON - 3 repair visits for airbag light concern

**LEMON LAW - YES - California

**USAGE - 13046 miles, the initial repair visit for a complaint for a airbag light concern

**RETENTION GOODW LL - if the customer opts for a replacement, waive up to 50% of the usage as incentive to retain the customer

**OPTIONS - if the customer does not want a repurchase or replacement, NNA will offer $5,000 as a cash settlement in lieu of the buyback

Make Public

Created By Chad Alsup (11/3/2014 9 00 AM)
ARBS-CA notes 13 repair visits for various reasons including 3 repair visits for airbag light concern with a total of 99 days down

NNA is offering to buy back the vehicle due to 13 repair visits for various reasons including 3 repair visits for airbag light concern with a total of 99 days down

Make Public

Created By Chad Alsup (11/3/2014 8 54 AM)
ARBS-CA received RHR

In-Service date 11/27/13

12/12/13 296 miles
--C state screen is black upon start up
---Dlr replaced display controller
6 days down

01/24/14 4984 miles
--C states feels like vehicles goes in shift lock / screens not functioned properly / transmission feels sluggish
---Dlr unable to duplicate concern / Dlr advised normal operation / unable to verify sluggish concern
1 day down

02/27/14 6677 miles
--C states brakes pulsate at times / intouch not connecting / mildew smell
---Dlr resurfaced front and rear brakes / user error for intouch / no repairs made for mildew concern
1 day down

05/09/14 11352 miles
--C states urine smell when windows are closed / A/C turned off when vehicle was left running in garage / brake pulsation
---Dlr replaced carbon filter / unable to duplicate concern / replaced front and rear rotors
14 days down

**06/10/14 13046 miles
--C states InTouch features are all inoperable / P/S side airbag warning light shows while seat is occupied
---Dlr advised subscription expired / unable to duplicate airbag concern
11 days down

07/09/14 14286 miles
--C states mildew smell / InTouch not sending to vehicle
---Dlr made no repairs for smell concern / user errors
2 days down

07/30/14 15038 miles
--C states foul smell fro sunroof / InTouch system is not working
---Dlr replaced all sunroof drains / no updates for InTouch system
21 days down

08/25/14 15348 miles
--C states vehicle shakes while braking a highway speeds
---Dlr advised no repairs needed
4 days down

09/03/14 15662 miles
--C states fuel gauge reading empty, but had 1/2 tank of gas
---Dlr unable to duplicate concern
6 days down

09/10/14 15794 miles
--C states volume on steering wheels is not working
---Dlr advised no repairs, concern is under investigation
1 day down

09/17/14 16276 miles
--C states airbag light is on while passenger is in the seat
---Dlr replaced OCS sensor and Passenger seat frame
8 days down

10/07/14 16951 miles
--C states vehicle has hard shake/vibration while braking / Passenger seat trim is loose / upper screen freezes
---Dlr replaced front rotors / replaced deformed trim / replaced upper screen
10 days down

10/17/14 16998 miles
--C states brakes are making a lot of noise / Passenger airbag light will come on with passenger in the seat / InTouch system not working correctly
14 days down

Make Public

Created By Denise Doddy (10/31/2014 2 21 PM)
rcas-dd received a call from c's son-[redacted]
c son stated spoke with very displeased with vehicle in-touch system and the airbags and brakes when c is taking veh on trips with mother who owns the vehicle.
c son states also have spoken with the GM at the retailer which referred c to CA for consideration for repurchase.
c son states also has determined the in-touch system is not working correctly.
c's son could not provide any specific concerns with the vehicle just dis satisfied with the veh performance.

C states that c is seeking a repurchase or replacement of the veh.
RCAS understood and advised c that this request requires a 10 day review of the customer's svc history and veh concerns.
RCAS advised c that INF cannot guarantee that that INF will be able to honor the request, but will advise c when the review has been completed.
RCAS advised c that RCAS will follow up, midway on , pending any delays, when the 10 day review period has been exhausted. C understood.

Make Public

Created By Denise Doddy (10/31/2014 1 25 PM)
rcas contacted c's grandson [redacted] left msg for a c/b.

Make Public

Created By Sara Dorazio (10/31/2014 8 01 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Chad Alsup for review.

Make Public

Created By Jacklyn Capers (10/31/2014 7 52 AM)
RCAS rec'd RO's and attached to case
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public

Created By Jacklyn Capers (10/30/2014 3 51 PM)
RCAS rec'd internal request to review veh case and comments.

RCAS reviewed case and SH with CA SUP-TJ. RCAS advised to escalate case to regional specialist and begin RHR process due to c's comments and previous case information.

RCAS advised case owning RCAS of case status and setting task.

Make Public

Created By Tracy Bauer (10/30/2014 3 15 PM)
*** [Added after the case is closed] ***
RCAS-TB received call and immediately wanted to speak to manager
RCAS-TB stated can have manager call back in 1-2 business days
RCAS-TB notes C's son called and stated c will be getting an attorney due to concerns with veh
RCAS-TB stated will document case stating that information
C stated phone number for c is[redacted]
C stated dealership has been wonderful and just spoke to GM at rtlr
C stated hiring attorney next week
C stated will put out full page add in newspaper blasting INF
C then begun asking why c's son was hung up on when called earlier today and why c cannot record conversation
RCAS-TB stated there is protocol to follow and since agent did not authorize recording phone call, the call would be ended
C stated it is ridiculous that NF is so terrible at customer service and will hang up on customers
C then stated NF will be hearing from c's attorney
RCAS-TB asked if there was anything else that c wanted documented in case notes
C again asked why c cannot record conversation but INF can
RCAS-TB again stated RCAS-TB stated there is protocol to follow and since agent did not authorize recording phone call, the call would be ended
C again stated that was horrible customer service
RCAS-TB asked if c needed anything else documented
C again stated NF will be hearing from c's attorney and for RCAS-TB to have a nice day
Call ends mutually
****
RCAS-TB notes does not know what c is seeking other than c stating c is hiring attorney

Make Public

Created By Melody Benedict (10/30/2014 1 56 PM)
RCAS-MB received inbound call from [redacted]
Christ states was adv to call and open case with NF CA regarding issues with veh.
Chris states has been to RTL 12 times for concerns with air bag and brakes.
Chris states veh is in Grandmother's name and was adv that Grandmother should speak about case in order for NF to take C serious about veh
Chris said that Grandmother does not speak English well.
RCASMB adv that was fine and that RCAS can actually speak with Chris.
RCASMB tried to get some information from C and C started to get irrate with RCAS
Chris then said has been speaking with an Attorney and has one on standby.
C ask for a supervisor
RCASMB adv that RCAS can have a supervisor to call back within 1-2 business days.
C demanded a supv now
RCASMB adv that a super is not available now.
C then said C was recording RCASMB
RCASMB adv that phone call is being recorder
RCASMB adv that "This call is being recorded without my knowledge or permission and if you do not agree to cease recording, I will need to end this call."
RCASMB adv again to let RCAS help C open case and that RCAS can speak with Grandmother
C refused and hung up
RCASMB never got contact number or detail information from C such as retailer or what C is seeking from INF.
RCASMB closing case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8026968	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/30/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/10/2014	Keith Tompkins	12/10/2014 2:07 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	11/18/2014	Barbara Sage	11/19/2014 7:05 AM
Edit | Del	Review Approved Check Request		✓	11/18/2014	Barbara Sage	11/19/2014 7:04 AM
Edit | Del	Approved - Repurchase Figures		✓	11/11/2014	Barbara Sage	11/11/2014 3:36 PM
Edit | Del	Review Marcella repurchae figures		✓	11/11/2014	Chad Alsup	11/11/2014 3:32 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00052503	DRT Resolution	JN1BV7AP2EM[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137541	[redacted]	11/19/2014	Customer	Approved	$2,756.28	92BUYBACK	Infiniti West Buyback/Trade	[redacted]	
	CR0137542		11/19/2014	Lienholder	Approved	$43,224.98	92BUYBACK	Infiniti West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	2.2MB	5/12/2015 11:16 AM	Rebecca Martin
Edit | View | Del	[redacted]	78KB	1/8/2015 3:44 PM	Tammy Knotts
Edit | View | Del		74KB	1/8/2015 3:44 PM	Tammy Knotts
Edit | View | Del		238KB	11/17/2014 2 30 PM	Barbara Sage
Edit | View | Del		437KB	11/10/2014 9 02 AM	Barbara Sage

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/26/2014 12:49 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/8/2014 3:15 PM	Jim Land	Changed **Case Owner** from Barbara Sage to **Jim Land**.
12/8/2014 3:14 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

Back To Top

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [71] | Case Categorizations [1] | Open Activities [2] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Kara Kabobel [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/23/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/30/2014 3:15 PM
CA Multiple Repairs		Date/Time Closed	1/27/2015 11:18 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00055040

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 12/11/14 @ 9 a.m. EASTERN time Notes to Agent: I will be at this dealer on this date for another inspection. Please make every effort to get this one in on the date suggested.		
Description	Consumer Affairs Voluntary repurchase due to 8 repair visits and 34 days out of service for airbag light on.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	CUSTOMER Offer Review/Confirm REPLACMENT
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	41,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AB7AP0DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	5,000
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN SOUTH UNION CITY	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	11/25/2014
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$27,236.63	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/22/2014	Vehicle Service Contract	
RHR Completed	12/22/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 1N4AB7AP0DN[redacted]		
Created By	Patricia Angela Santos 10/30/2014 3:15 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:38 AM	Root Cause Code (2)	
Days Closed	351	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Kara Kabobel (1/27/2015 11 14 AM)** Morley case #[redacted]
Make Public		**Created By Rebecca Martin (1/23/2015 3 20 PM)** DRTS-RM received a check made payable to Santander Consumer USA Inc. in the amount of $21,425.42 and check made payable to C in the amount of $5,811 21. Forwarding checks to Morley via FedEx tracking # [redacted]
Make Public		**Created By Kara Kabobel (1/22/2015 12 20 PM)** Morley case # [redacted]
Make Public		**Created By Kara Kabobel (1/22/2015 11 07 AM)** RC extending payoff good through 30 days: 24days x $12.63=$303.12+ $21,122.30= $21,425.42 good til 2/21
Make Public		**Created By Kara Kabobel (1/22/2015 10 59 AM)** RC called dealership to request title application and was advised title clerk is off today. RC was transferred to salesperson who advised that they could not assist and transferred call to finance. Nobody picked up in finance and RC was sent back to operator. RC was sent to an unidentified voicemail where RC left message.
Make Public		**Created By Kara Kabobel (1/22/2015 10 46 AM)** RC received signed offer letter from C.
Make Public		**Created By Kristina Rosas (1/21/2015 1 09 PM)** RC-KR received VM from C asking that RC-KR return call to [redacted] RC called and spoke with Mrs C, who wanted to confirm that the amount listed in the bottom of the letter was the amount C is getting back, and that this is the buyback option. RC-KR confirmed that the $5,811.21 is amount due to titled owner C within repurchase transaction. RC-KR further retierated and confirmed that within the offer that C currently has, NNA is not involved in the replacement, that C would be free to handle as C would like. C confimed that C wants to do repurchase offer. C will print, have husband sign, and fax back by tomorrow. RC-KR acknowledged. Call ended mutually.
Make Public		**Created By Sara Dorazio (1/20/2015 3 22 PM)** DRTS obtained and attached the factory invoice.
Make Public		**Created By Kristina Rosas (1/20/2015 3 11 PM)** Per approval below, RC-KR sending repurchase offer to C, via email, to [redacted] as discussed RC-KR would do, in previous conversation with C.
Make Public		**Created By Kristina Rosas (1/20/2015 3 10 PM)** On behalf of RC-KK, RC-KR returned call to C at [redacted] RC-KR spoke to C and advised that the repurchase offer is in for quality review. C acknowledged and inquired about replacement process that C and RC-KK had discussed. RC-KR advised C of the process in establishing new finance amount since C doesn't want another Sentra (current loan balance + MSRP upgrade + usage = new finance). C acknowledged as understood, and asked that RC-KR send email reiterating. RC agreed. RC-KR advised C that RC-KR is available in RC-KKs absence should C have any questions/concerns that come up, and that we will get repuchase offer out to C when approved throguh quality review. Call ended mutually. RC-KR sent email to C at address provided ([redacted], and cc'd RC-KK.
Make Public		**Created By Jacinta Pederson (1/20/2015 2 36 PM)** Approved repurchase numbers. CUSTOMER REPURCHASE LETTER (Retail; long method): Base Price: $19,757.21 Sales Tax: $1,342 54

License/Registration Fees: $20.00
Title Fees: $18.00
Dealer Doc Fee: $798 50
Electronic Filing Fee: $98.75
M.V.W.R.F. Fee $3 00
Finance Charges: $5,400.14
TOTAL PAID: $27,438.14

Less Usage @ 3,065 miles: ($504 63)
Less Lien Payoff (good through 1/28/15) ($21,122 30)

Total Amount to Customer $5,811.21

Make Public

Created By Kristina Rosas (1/20/2015 2 13 PM)
WORKSHEET NOTES:

usage 3065/120000 x 19757 21

accrued 29days x 12 63= 366 27

30 day payoff 18days x 12.63= 227.34 + 21122.30= 21,349.64 good til 2/15

Make Public

Created By Kristina Rosas (1/20/2015 2 13 PM)
CUSTOMER REPURCHASE LETTER (Retail; long method):

Base Price: $19,757.21
Sales Tax: $1,342 54
License/Registration Fees: $20.00
Title Fees: $18.00
Dealer Doc Fee: $798 50
Electronic Filing Fee: $98.75
M.V.W.R.F. Fee $3 00
Finance Charges: $5,400.14
TOTAL PAID: $27,438.14

Less Usage @ 3,065 miles: ($504 63)
Less Lien Payoff (good through 1/28/15) ($21,122 30)

Total Amount to Customer $5,811.21

Make Public

Created By Kara Kabobel (1/19/2015 2 19 PM)
RC requested title application from dealership.

Make Public

Created By Kristina Rosas (1/19/2015 12 36 PM)
SANTANDER Payoff Information Dated 1/14:

Payoff through 1/28/15: 21,122.30
Per Diem: 12 63

Payoff Address:
Santander Consumer USA Inc.
1010 W. Mockingbird Lane, Suite 100
Dallas, TX 75247

Make Public

Created By Kara Kabobel (1/16/2015 1 24 PM)
veh concern

Make Public

Created By Kara Kabobel (1/16/2015 12 25 PM)
RC received requested documentation from C.

Make Public

Created By Kara Kabobel (1/13/2015 10 58 AM)
RC spoke to C and went over vehicle options. C is intersted in a different Nissan model but would also like to see the figures for a straight repurchase. C is working on gathering requested documentation.

Make Public

Created By Kara Kabobel (1/6/2015 4 02 PM)
RC emailed letter of intent to C.

RC sent letter of intent to C via FedEx tracking #[redacted]

Make Public

Created By Jacinta Pederson (1/2/2015 11 12 AM)
Arbs notes DRT will assume responsibility of the file and offer repurchase/replacement due to:

REASON: 8 repair visits for an airbag light . 34 days out of service

LEMON LAW: Yes, Georgia

USAGE: 3065 miles repurchase/replacement

Make Public

Created By Jacinta Pederson (1/2/2015 10 51 AM)
Arbs contacted c Mrs.[redacted] who explained in detail c's multiple issue's with the airbag light. Arbs informed c after further review of c's service history NNA will offer a repurchase or replacement. C informed arbs c had the same concern with airbag light issues on c's previous vehicle. C informed arbs c would like a repurchase. Arbs informed c a representative will contact c in the next 24-48 hours to provide c with options. Arbs asked if c had a lien holder and c confirmed, but couldn't remember the name of the company right at this moment. C/S c's husband is the name on the registration. Arbs thanked c for c's time and confirmed c's contact information.

Make Public

Created By Jacinta Pederson (12/31/2014 7 32 AM) Last Modified By Jacinta Pederson (12/31/2014 7 32 AM)
Arbs notes based on c's comments c had another vehicle repurchased in the past.

Make Public

Created By Jacinta Pederson (12/31/2014 7 21 AM)
Arbs taking over file.

Make Public

Created By Kalia Johannes (12/30/2014 2 31 PM)
TL-KJ assisting RCAS-NF with returning vmx.
TL-KJ made outbound call to c on[redacted]d spoke with c.
TL acknowledged RCAS's receipt of c's vmx and advised that the case is still under review and C advised c would like to know why this is taking so long as c had a veh repurchase request reviewed before and it did not take this long.
TL apologized and advised the case was under review as recently as yesterday 12/29 and that there may be some delays due to the holidays and RCAS receiving RO's.
***TL noting RCAS requested RO's from dlr and did not receive all RO's until 12/22, RHR was submitted on that date.
TL-KJ apologized and advised that there should be an update of some sort available within the next 3 business days. C advised 's last request occured during the holidays and did not take this long. Tl apologized and assured c that the case is under review.
C understood and call ended mutually.

Make Private ✓

Created By Nakayya Fletcher (12/30/2014 8 10 AM)
RCAS recieved VXM from C requesting c callback.

Make Public

Created By Michael Atienza (12/29/2014 2 35 PM)
c calling back for the case
c said c may have a missed call from RCAS and would like to check.
crr-ma check information.
crr-ma told c that RCAS called c this morning,
crr-ma told c that RCAS is still working on file and have a call back schedule for 01-02-15
c understand c asking for RCAS to speak to
crr-ma told c will transfer call to RCAS.
crr-ma apologized for the delay
c very upset that the service is taking too long.
crr-ma told c will transfer call.
crr-ma exiting case

Make Public

Created By Jacinta Pederson (12/29/2014 10 33 AM)
RHR review in progress.

Created By Jacinta Pederson (12/29/2014 10 32 AM)
01/14/14 3,065 miles RO [redacted] Day 1
Concern:
1. C/S airbag light is on.
Action.
1. Could not duplicate.

01/18-01/31/14 3994 miles RO [redacted] ay 14
Concern:
1. C/S airbag light is on
Action:
1. Rode with c... Could not duplicate.

06/22/14 23,026 miles RO [redacted] Day 1
Concern:
1. C/S airbag light is on.
Action:
1. Could not duplicate.

10/1/14 34,578 miles RO [redacted] Day 1
Concern:
1. C/S seatbelt light is coming on and airbag light is coming on.
Action:
1. Vehicle is operating as designed no DTC's stored.

10/7/14 35,424 miles Ro [redacted] Day 1
Concern:
1. C/S hears loud like riding on rim or grinding noise.
Action:
1. Replaced river front wheel bearing.

10/15/14 36,414 miles RO [redacted] ay 1
Concern:
1. C/S while driving and seatbelt buckled, seatbelt light came on .
2. C/S with passenger in front seat pass airbag off light is showing.
Action;
1. Could not duplicate.
2. Could not duplicate.

10/27/14 37,886 RO [redacted] Day 2
Concern:
1. C/S hearing roaring noise, possible from right side.
2. C/S airbag off light comes on intermittently.
3. C/S airbag light is on .
Action:
1. Replaced hub assy.
2. OCS reprogrammed.
3. Found airbag sensor shorting out;, Replaced side airbag sensor.

10/30/14 38,086 miles RO [redacted] Day 1
Concern:
1. Airbag light illuminates intermittently;
2. Noise has returned again from right right .
Action:
1. Found Need for diag control unit; ordered part
2. Could not duplicate concern

11/06/14 39,012 miles RO [redacted] Day 2
Concern:
1. C/S airbag light is on.
Action;
1. Replaced diagn control unit.

11/20/14 40,111 miles Ro [redacted] Day 10
Concern;
1. C/S airbag light is on.
Action:
1. Replaced body harness per Nissan recommendations.

Make Public

Created By Jacinta Pederson (12/29/2014 10 11 AM)
In service date 12/13/2013

Retail Sale
NO VSC

Make Private ✓

Created By Nakayya Fletcher (12/29/2014 8 47 AM)
RCAS placed outbound call to C [redacted]
RCAS left VXM advising C's case in review, RCAS apologized for the delay.
RCAS advised C of next followup 1/2/2015, RCAS provided c with contact # and RCAS contact #.

Make Private ✓

Created By Nakayya Fletcher (12/23/2014 9 10 AM)
RCAS sent email to DTS Jimmy Noles requesting furthe recommendations for c's veh concerns.
RCAS received reply email advising DTS will be out of the office until 1/2/2015.

Make Private ✓

Created By Nakayya Fletcher (12/23/2014 8 59 AM)
RCAS placed outbound call to C at [redacted]
RCAS-NF advised call recorded for quality assurance.
RCAS advised C's repurchase request in review.
RCAS advised C rCAS will followup with C on review complete.
C states c having concerns with c's seat belt, c states after dlr replaced c's harness, c's seatbelt does not secure.
C states c is still experiencing concerns with c's airbag light, C states c's airbag light is still coming on.
C states c spoke with SM Mike, SM advised c SM will contact DTS for further recommendations and contact C.
C states SM has not contacted C.
C states c had previous veh repurchased due to the same concern.
RCAS apologized for c's concerns and delay.
RCAS advised c RCAS has attempted to contact SM, RCAS has not recieved feedback from SM.
RCAS advised C RCAS will assist c as much as possible in rder for c's concerns to be addressed.
C states understood.
RCAS advised C RCAS will contact C once review complete, C states understood.
Call ended mutually.

Make Public

Created By Sara Dorazio (12/22/2014 12 52 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Jacinta Pederson for review.

Make Private ✓

Created By Nakayya Fletcher (12/17/2014 4 21 PM) Last Modified By Nakayya Fletcher (12/17/2014 4 21 PM)
RCAS placed outbound call to C at [redacted].
RCAS advised c RCAS still assisting dlr with c's concerns.
RCAS advised C RCAS will followup with c once repurchase has been reviewed, c states understood.
Call ended mutually.

Make Private ✓

Created By Nakayya Fletcher (12/17/2014 4 18 PM)
RCAS sent email requesting additional feedback on c's concerns.

Make Private ✓
Created By Nakayya Fletcher (12/12/2014 12 00 PM)
RCAS placed outbound call to C at[redacted]
C states c picked up from dlr after DTS inspection on 12/9/14.
C states c picked up c's light came back on.
C states c slide seat up to let c's kids in the back of the veh.
C states c's c's airbag light came back on.
C states c contacted SM, SM advised SM will contact DTS for further recommendations.
C states c is very frustrated . C states c is tired of going back and forth to dlr regarding c's concerns.
C states c wants veh repurchaserd.

RCAS apologized for c's concerns.
RCAS advised C RCAS will contact dlr for further recommendations and follow up with c once c's repurchase review complete.
C states understood, Call ended mutually.

Make Private ✓
Created By Nakayya Fletcher (12/12/2014 11 48 AM)
RCAS received email from SM advising DTs inspected c's veh and DTS states veh repaired.
SM states c states c still experiencing concerns.

Make Private ✓
Created By Nakayya Fletcher (12/12/2014 11 05 AM)
RCAS placed outbound call to NISSAN SOUTH UNION CITY.
RCAS spoke with SA Amy, RCAS reuqested an update on c's DTS inspection.
SA states SM Mike assisting with c's case.
RCAS asked if SM available, SA states SM not available.

RCAS sent email to SM requesting an update on c's DTS inspection.

Make Private ✓
Created By Nakayya Fletcher (12/9/2014 4 19 PM)
RCAS placed outbound call to C at [redacted]
RCAS-NF advised call recorded for quality assurance.
RCAS advised C RCAS assisting c with c's veh concerns.
RCAS advised C DTS will inspect veh 12/11/2014, RCAS advised C RCAS will followup once c's repurchase request complete.
C states understood, Call ended mutually.

Make Private ✓
Created By Nakayya Fletcher (12/9/2014 4 13 PM)
RCAS placed outbound call to dlr. NISSAN SOUTH UNION CITY.
RCAS spoke with SA Amy, SA states veh currently at dlr.
RCAS advised SA of DTS inspection, SA states understood, Call ended mutually.

Make Private ✓
Created By Nakayya Fletcher (12/9/2014 8 08 AM)
RCAS sent email to SM Mike advising SM of DTS inspection.

Make Private ✓
Created By Nakayya Fletcher (12/8/2014 9 18 AM)
RCAS NF contacted dealership and spoke to SA- "Q"
RCAS NF confirmed customer vehicle is currently at dealership for service
RCAS NF adv dealer NNA needs ROs for customer vehicle to submit an RHR
Dealer understood
Dealer stated dealer will fax R.O s within 10 minutes
Call ended

Make Private ✓
Created By Nakayya Fletcher (12/4/2014 4 18 PM)
RCAS placed outbound call to C at[redacted]
, RCAS-NF advised call recorded for quality assurance.
mileage, servicing dealer.

C states c picked veh up from dlr, c states veh not repaired.
C states passenger sensor light came back on.
C states c returned to dlr.
C states SM contacted DTS Jimmy for further recommendations.
C states SM advised all possible repairs have been performed, C states DTS will assist further.
C states DTS obtained all c's ro's for review.

RCAS apologized for c's concerns.
RCAS advised C RCAS has requested all ro's for repurchase request.
RCAS advised C RCAS will continue to assist dlr with c's veh concerns.
C states understood, RCAS advised RCAS will followup with c once DTS inspection date set.
C states understood, Call ended mutually.

Make Private ✓
Created By Nakayya Fletcher (12/4/2014 4 09 PM)
RCAS sent email to SA Amy at NISSAN of UNION CITY requesting RO's for c's veh repurchase request.

RCAS sent email to SM Ralph at NISSAN SOUTH requesting RO's for c's veh repurchase request.

Make Private ✓
Created By Nakayya Fletcher (12/4/2014 9 28 AM)
RCAS sent email to SM Mike and FOM-RM requesting an update on c's veh concerns.
RCAS advised DTS dispatched.

Make Private ✓
Created By Nakayya Fletcher (12/4/2014 9 23 AM)
RCAS placed outbound call to NISSAN SOUTH UNION CITY.
RCAS spoke with SA Amy, SM not available.
SA states dlr made several repairs, SA states c still experiencing concerns.
SA states SM in contact with FOM to assist with c's veh concerns.
RCAS advised SA RCAS requested DTS.
RCAS advised SA RCAS will follow up with SM.
RCAS thanked SA for assistance, Call ended mutually.

Make Private ✓
Created By Nakayya Fletcher (12/4/2014 9 14 AM)
RCAS noting prev case[redacted]C's repurchase request approved due to same concern.

Make Public
Created By John Michael Dela Cruz Ibanez (12/2/2014 2 15 PM)
c called in regarding an exiting case but c doesnt have the case available.
c mentioned that c took veh last 11/20/2014,c was on a rental for 12 days and dlr was supposed to replace the seatbelt harness and was told by dlr that the veh is ready for pick but the passenger airbag light came on.
crr-mi verified changes on c's contact information.
C said none.
crr-mi checked for previously related cases : found[redacted]
crr-mi informed c that rcas made a DTS request and still waiting for a response and c will get a call from rcas on 12/04/2014.
c agreed and understood.
crr-mi offered to transfer c to rcas phone number.
c agreed.
Crr-mi offered further assistance.
C was satisfied and declined further assistance.
crr-mi thanked c for calling CA and provided c with the name,ext number.
crr-mi transfered c to rcas but c hung up.
crr-mi exiting case.

Make Private ✓
Created By Nakayya Fletcher (11/28/2014 4 26 PM)
RCAS placed outbound call to C at[redacted]
RCAS advised quality assurance.
RCAS advised RCAS will submit DTS request.
RCAS advised RCAS will followup with c once DTS date scheduled.
C states understood.
C states c had same concerns with c previous veh.
C states c would NNA to repurchase.

RCAS apologized for c's concerns.
RCAS advised RCAS will contact C 12/4/2014, C states understood, call ended.

Make Private ✓ **Created By Russell Rigsby (11/28/2014 4 11 PM)**
RCAS-RR made outbound call to c.

RCAS-RR informed c of no update in c's case.
RCAS-RR advised c that RCAS-NF is working to resolve c's concerns and will follow-up with c no later than 12/2.
C understood.
Call ended mutually.

Make Private ✓ **Created By Nakayya Fletcher (11/28/2014 4 05 PM)**
RCAS placed outbound call to NISSAN SOUTH UNION CITY.
SM , SA Amy not aviailable.
RCAS spoke with SA Q.
SA states c has visiteds dlr multiple times due to air bag concern.
SA states dlr replaced airbag sensor twice, and replaced ABS control unit.
RCAS thanked SA for assistance.

Make Private ✓ **Created By Nakayya Fletcher (11/28/2014 12 54 PM)**
RCAS placed outbound call to NISSAN SOUTH UNION CITY.
SM not available, RCAS spoke with SA Amy.
SA advised SA busy, SA advised RCAS to email SA c's veh concerns for feedback.

RCAS sent email to SA Amy requesting feedback on c's veh concerns.

Make Private ✓ **Created By Nakayya Fletcher (11/25/2014 4 27 PM)**
RCAS noting: C states c's prev veh repurchased due to same concerns.
C states C would like NNA to repurchase c's veh if dlr unable to repair.

Make Private ✓ **Created By Nakayya Fletcher (11/25/2014 4 21 PM)**
RCAS placed outbound call to C a[redacted]
RCAS advised call recoreded for quality assurance.
C states c returned to dlr due to same concerns.
C states veh at dlr, C states dlr provided with rental.

RCAS apologized for c's concerns.
RCAS advised RCAS in contact with dlr.
RCAS advised rcas will contact dlr and follow up with C 11/28/2014.
C states understood, Call ended mutually..

Make Private ✓ **Created By Nakayya Fletcher (11/25/2014 4 13 PM)**
RCAS placed outbound call to NISSAN SOUTH UNION CITY.
RCAS spoke with SA Amy and SM Mike.
SA states dlr ordered veh body harness.
SA states c provided rental veh.

Make Private ✓ **Created By Nakayya Fletcher (11/25/2014 1 58 PM)**
RCAS placed outbound call to dlr, RCAS recieved SM Mike's email.

RCAS sent email to SM and GM requesting assistance.

Make Private ✓ **Created By Nakayya Fletcher (11/25/2014 8 52 AM)**
RCAS sent email to SM Mike.
RCAS requested best time to contact SM.

Make Public **Created By Christian Rey Santos (11/24/2014 2 49 PM)**
c provided the case number
CRR-CS asked if c changed any of c's contact information
c said no
c said that c brought the vehicle in again to the nissan dealership on 11/20/14 for the same problem and c has not received a call back from RCAS
CRR-CS informed c that CRR-CS will reopen the case and c will receive a call back before the end of the next business day
c agreed
CRR-CS asked c what is the best number to reach c
c said it's ([redacted]
CRR-CS asked if c needed further assistance
c declined
CRR-CS provided c with name and extension number
CRR-CS ended call

Make Private ✓ **Created By Nakayya Fletcher (11/11/2014 4 24 PM)**
RCAS Closing case.

Make Private ✓ **Created By Nakayya Fletcher (11/11/2014 4 23 PM)**
RCAS received call from SA Amy from NISSAN SOUTH UNION CITY.
RCAS spoke with SA Amy, SA states veh repaired.
SA states dlr replaced control unit.

RCAS thanked SA for assistance, Call ended mutually.

Make Private ✓ **Created By Nakayya Fletcher (11/11/2014 4 22 PM)**
RCAS placed outbound call to C at [redacted]
C states C returned to dlr.
C states dlr replaced control unit.
C states no further concerns.
C states dlr advised c to return to dlr if c's concerns persist.

RCAS provided c with rcas contact # and c's case #.
RCAS advised c to contact dlr and rcas if further assistance needed.

Make Private ✓ **Created By Nakayya Fletcher (11/6/2014 11 18 AM)**
RCAS received call from SA Amy from NISSAN SOUTH UNION CITY.
SA states C returned to dlr.
SA states SM not at dlr, SA unaware of loaner offered.
SA asked rcas if c's loaner veh authorized.
RCAS advised SM authorized loaner veh for c.

C states understood.
RCAS requested SA contact #, email for GW decisions, SA provided.
SA states SA will contact C and provide loianer veh.

Make Public **Created By Leo Vergel Borjal (11/6/2014 11 04 AM)**
crr-lb received a call from SA Aimee requesting to speak with rcas.
crr informed c that crr will send internal message to rcas to request callback as crr doesn't have rcas extn
SA acknowledge
crr-lb offered further assistance
SA declined
crr gave name and extn
crr exiting case

Make Private ✓ **Created By Nakayya Fletcher (11/6/2014 8 02 AM)**
RCAS placed outbound call to C a[redacted]

RCAS advised dlr will provide c with loaner veh.
C states C very frustrated dlr unable to address c;s airbag concern.
C states has returned several times, C states C had same concern with c's prev veh.

C states c has taken veh to different dlr, dlr unable to diagnose.

RCAS apologized for c's concerns.
RCAS advised rcas will contact dlr to offer additional resources if needed.
RCAS advised c of next follow up date 11/10/14.
C states understood, Call ended.

Make Private ✓ **Created By Nakayya Fletcher (11/6/2014 7 54 AM)**
RCAS received email from SM Mike advising loaner veh will be provided.
RCAS requested SA Amy contact C to schedule service appointment.

Make Private ✓ **Created By Nakayya Fletcher (11/5/2014 9 23 AM)**
RCAS sent email to SM mike advising of c's loaner vehicle request.

Created By Nakayya Fletcher (11/5/2014 9 19 AM)
RCAS placed outbound call to C[redacted].
RCAS advised of SM's feedback.
RCAS advised C to take veh back to dlr.

Make Private ✓ C states C has returned to dlr previously, dlr unable to address c's concerns.
C states c needs loaner veh.

RCAS advised NNA unable to guarantee loaner veh.
RCAS advised rcas will contact SM to see if loaner available.
C asked rcas to request callback from SA Amy advising of loaner veh availablility.

Make Private ✓ **Created By Nakayya Fletcher (11/5/2014 8 50 AM)**
RCAS spoke with SM Mike at NISSAN SOUTH UNION CITY.
SM states dlr visited dlr due to airbag.
SM states techline contacted.
SM states dlr replaced occupancy sensor, and airbag sensor 10/27/14.
SM states c returned 10/30/14, due to sensor coming on.
SM states dlr unable to pull codes for sensor.
SM states SM recommends c returning to dlr.
SM states SM will assist c with concerns.

Make Private ✓ **Created By Nakayya Fletcher (10/31/2014 3 48 PM)**
RCAS placed outbound call to C at [redacted]
C states having concerns with airbags for 2 months.
C states c purchased veh 12/13.
C states passenger airbag comes on when passenger in veh.
C states airbag light comes on when no one sitting in passenge rseat.
C states c heard noise from coming from left side on veh on 10/7.
C states c returned to dlr 10/27 due to c hearing noise on right side.
C states C advised seatbelt light and passenger light coming on.

C states dlr ordered parts, C advised to come back to dlr.
C states dlr repaired veh.
C states C picked veh up, c states airbag sensor came back on.
C states C's 2nd veh having airbag concerns.
C states c needs veh repaired.

RCAS apologized for c's concerns.
RCAS advised C rcas will contact dlr and followup with C on 11/5/14.
C states understood, Call ended.

Make Private ✓ **Created By Nakayya Fletcher (10/31/2014 3 39 PM)**
RCAS placed outbound call to NISSAN SOUTH UNION CITY.
SA Amy and SM not available.

Make Public **Created By Patricia Angela Santos (10/30/2014 3 23 PM)**
Crr-ps received a call from C's wife, [redacted] which will be referred to as C, about a vehicle concern.
C said that C has been having problems with airbag and seat belts lights turning on.
C said that the dlr said they cannot find anything and reset the sensors.
C said that C took the veh last 10/7/14 at the dlr because C said that there's a noise on the right side.
C said that C took it back to the dlr again after a week because C said that the noise occur again.
C said that C also had the airbag and seat belt checked.
C said that the left hub bearing was replaced the 10/7/14 and the front right side last 10/27/14.
C said that the dlr order some sensors for the seat belt and airbag and have it repaired but the lights went on.
C said that C took the veh back this morning because the noise on the veh is still there.
C said that the head technician said that the noise that they hear is the tires and it needs to be replaced.
C said that C has been having issues with this veh since C purchased it and C is still experiencing the same issue until now.
C said that C has been working with NISSAN SOUTH UNION CITY and was assisted by SA-AMY.

Crr-ps verified account information.
C provided [redacted] as best contact number.
Crr-ps advised C that the case will be forwarded to RCAS for review.
Crr-ps advised C that RCAS will call C back before the end of the next business day. C understood.

Crr-ps offered further assistance. C declined.
Crr-ps did a quick recap.
Crr-ps provided name, case and extension number.
Crr-ps forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8040746	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/11/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Review Approved Check Request	Not Started		✓	[redacted]	1/22/2015	N/A	Kara Kabobel
Edit | Cls	Review Approved Check Request	Not Started		✓		1/22/2015	N/A	Kara Kabobel

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Repurchase Invoice Please	[redacted]	✓	1/20/2015	Sara Dorazio	1/20/2015 3 22 PM
Edit | Del	Please review Roberts repurchase figures		✓	1/20/2015	Jacinta Pederson	1/20/2015 2 36 PM
Edit | Del	RHR Review-Roberts-16439210		✓	12/22/2014	Jacinta Pederson	12/31/2014 7:21 AM
Edit | Del	RHR Assigned-Roberts-16439210		✓	12/22/2014	Nakayya Fletcher	12/22/2014 12:53 PM
Edit | Del	New DTS Request			12/6/2014	Jimmy Noles	12/8/2014 5 27 AM

✓

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00055040	DRT Resolution	1N4AB7AP0DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0141366	[redacted]	1/23/2015	Customer	Approved	$5,811.21	34BUYBACK	Nissan South East Buyback/Trade	[redacted]	
	CR0141369		1/23/2015	Lienholder	Approved	$21,425.42	34BUYBACK	Nissan South East Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	74KB	2/11/2015 10 35 AM	Tammy Knotts
Edit | View | Del		73KB	2/11/2015 10 31 AM	Tammy Knotts
Edit | View | Del		97KB	1/27/2015 11:18 AM	Kara Kabobel
Edit | View | Del		100KB	1/27/2015 11:17 AM	Kara Kabobel
Edit | View | Del		193KB	1/22/2015 11 00 AM	Kara Kabobel

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/27/2015 11:18 AM	Kara Kabobel	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/20/2015 3:12 PM	Kristina Rosas	Changed **Follow Up Date** from 1/16/2015 to **1/23/2015**.
1/16/2015 1 24 PM	Kara Kabobel	Changed **Follow Up Date** from 1/2/2015 to **1/16/2015**.

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Surveys

Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jessica Lee [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/31/2014 11:38 AM
CA Multiple Repairs		Date/Time Closed	11/3/2014 4:04 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	airbag light		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	45,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	9,000
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TED RUSSELL NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] IN: 1N4AL3AP7D[redacted]		
Created By	Joan Arrieta, 10/31/2014 11:38 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	436	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jessica Lee (11/3/2014 4 03 PM) **Case Summary**
Make Private	✓	C contacted NNA CA to request assistance because the passenger side air bag comes on intermittently. RCAS-JL referred c back to the dlr to do a ride along with c's wife sitting in the veh. RCAS-JL closing case pending duplication of concern.
		Created By Jessica Lee (11/3/2014 4 02 PM) RCAS-JL placed outbound call to c a[redacted] RCAS-JL verified c's name, model/make/year of veh, home and e-mail address, mileage, phone # & dlr. RCAS-JL notes previous related cases: None RCAS-JL notes previous unrelated cases: None RCAS-JL notes open campaigns/recalls None RCAS-JL advised c that this call may be recorded for quality and training purposes. C states that the light comes on when the veh starts. C states that sometime the light will go off, but other times it does not. C states that the concern happens when c's wife sits in the seat. C states that the concern is intermittent.
Make Private	✓	RCAS-JL states that c needs to schedule an appointment with the dlr to do a ride along. RCAS-JL states that NNA cannot advise a repair until codes are shown. RCAS-JL states that c needs to have c's wife sit in the passenger side seat so that the concern can be duplicated. RCAS-JL states that once the concern is duplicated that a code will be shown that can advise the dlrs on repairs that need to be made. C states that this makes sense. RCAS-JL states that RCAS-JL can provide c with RCAS-JL's contact information. C states that c is not in a place to write down the information. RCAS-JL states that c can contact RCAS-JL by calling the 1-800-NISSAN1 number. C thanked RCAS-JL. Call ended mutually.
		Created By Jessica Lee (11/3/2014 3 50 PM) RCAS-JL placed outbound call to TED RUSSELL NISSAN. RCAS-JL spoke with SM-Greg.
Make Private	✓	SM-Greg states that c came in on 10/24/2014 at 44,000 miles and no codes were shown. SM-Greg states that c came in on 05/16/2014 and no codes were shown but did a zero point reset. SM-Greg states that c came in on 04/21/2014 at 30,000 miles for an OCS recall. SM-Greg states that c came in on 07/22/2013 at 11,000 miles and the dlr replaced 2 OCS sensors per recall. SM-Greg states that c came in on 02/26/2013 at 2,000 miles for zero point reset because a code was shown. SM-Greg states that the tech has not been able to duplicate c's concern other than at 2,000 miles. RCAS-JL thanked SM-Greg. Call ended mutually.
Make Public		**Created By Joan Arrieta (10/31/2014 11 42 AM)** crr-ja receiveda call from c stating that the dlr worked on the campaign already and had the veh at the dlr for 3rd time but light would still keep coming on dlr said dlr cant fix crr-ja asked for c's sa c said c dont know crr-ja forwarding case to RCAS for MULTIPLE REPAIR ATTEMPTS crr-ja advised c case will be sent to rcas for review and will get the call before the end of the next business day crr-ja asked for further assistance c declined crr-ja provided name ext case crr-ja leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8030756	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	11/3/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/3/2014 4 04 PM	Jessica Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 8:10 AM	Kalia Johannes	Changed **Case Owner** from Lanesha Becton to **Jessica Lee**.
10/31/2014 11:42 AM	Joan Arrieta	Changed **Transferred to RCAS** from false to **true**.

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Surveys

Surveys Help

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [27] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ashley May [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/12/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	10/31/2014 2:11 PM
CA Multiple Repairs		Date/Time Closed	1/12/2015 7:28 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	Pending
		DRT Resolution	CST00055205

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	ARBS Request
Inspection Time/Notes	Appointment Time: 12/4/14 At 8:00 AM Eastern. Notes to Agent: I can inspect this vehicle on 12/4/14 at 8:00 am eastern time. Please advise the customer it is mandatory they meet with me for a short interview at that time and they need to allow time for a road test as well. Inform the customer he may need to leave the vehicle with me for the remainder of the day and that Nissan will provide transportation if needed. Also please contact the dealer and inform the Service Manager of the appointment and request they schedule time with technician Frank to work with me as needed and make sure they have a vehicle available for the customer as well. The dealer and I will need confirmation of this appointment no later than 5 days before.		
Description	Consumer Affairs Voluntary Settlement due to 2 repairs and 20 days out of service for passenger side airbag light.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,194		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DAVIDSON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$3,000.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: VIN: 5N1AR2MM0EC[redacted]		
Created By	Heathre Vanriper, 10/31/2014 2:11 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	366	Action Code	NL9B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Ashley May (1/12/2015 7 24 AM)** ARBS confirmed settlement check delivered 1.9 at 4 09 p m. and signed for by S. Mitchell
Make Public		**Created By Ashley May (1/7/2015 7 27 AM)** ARBS submitted the following check request: Customer: $3,000 00 Fed Ex Tracking [redacted]
Make Public		**Created By Ashley May (1/7/2015 7 14 AM)** ARBS rec'd signed Settlement Agreement and attached to case.
Make Public		**Created By Ashley May (1/6/2015 7 55 AM)** ARBS rec'd copy of registration and attached to case. ARBS completed the Settlement Agreement and attached to case. ARBS sent the Settlement Agreement to C via e-mail: Thank you for resending the registration. I did receive the copy this time and have attached the Settlement Agreement. Please review the Settlement Agreement and return the signed copy to me. Once I receive the signed copy, it generally takes 3-4 business days to receive your check. t will be delivered via Fed Ex and will require a signature. Let me know if you have any questions.
Make Public		**Created By Ashley May (1/5/2015 3 26 PM)** ARBS rec'd e-mail from CRR stating C called in requesting follow up call. ARBS called C at [redacted] and reached C. C stated C was following up in regards to the paperwork for the settlement and if ARBS rec'd a copy of the registration. ARBS advised ARBS received a blank fax at approximately 11:57 a.m. CST and stated that it could have been from C. ARBS advised ARBS would e-mail C in case that would be easier. C stated C would attempt the fax again tomorrow. ARBS advised the Settlement Agreement is sent out after the registration is received as there is some information taken from the registration. C understood and stated would attempt again tomorrow. Call ended mutually.
Make Public		**Created By Adrian Laqdameo (1/5/2015 11 13 AM)** c want to be transferred to Ashley of ARBS c has an existing case

crr-al asked for the case number
c don't have it
crr-al asked for c's name, address and contact details
c provided it.
crr-al offered to send an e-mail to ARBS for follow up
c agreed
crr-al offered further assistance
c declined
crr-al provided name, extension number, branding and ended the call
—
crr-al noting that a follow up email was already sent to ARBS-AM
crr-a now exiting case

Make Public

Created By Ashley May (12/31/2014 10 45 AM)
ARBS called C a[redacted] and reached C.

ARBS advised ARBS was calling to check in on the vehicle and the concerns.

C stated the vehicle shuddered once but it wasn't severe and that Mrs. C placed her hand in the seat once so it reigstered as a child/small adult so the vehicle needed to be restarted to readjust.

ARBS advised based on the vehicle performing as designed, ARBS would like to provide a cash settlement to C for inconvenience of repeated trips to the dealership in the amount of $3,000.00 with a signed Settlement Agreement.

C asked if C's remaining warranty would be voided - ARBS advised all applicable warranties will continue to be honored.

ARBS asked how C would like to provide registration - C stated fax number. ARBS provided direct fax number and inquired how C would like to receive Settlement Agreement. C stated e-mail would be fine and provided [redacted] ARBS re-read e-mail for accuracy.

ARBS thanked C for time.

Call ended mutually.

Make Public

Created By Ashley May (12/16/2014 9 42 AM)
ARBS called C a[redacted] and reached C.

ARBS advised ARBS just spoke with dealership and stated that the vehicle was completed. C stated C picked up vehicle 12.15.

ARBS advised ARBS would like for C to drive the vehicle for a couple of weeks to make sure the concerns have been alleviated and any further offers could be discussed at that time.

C understood and acknowledged.

ARBS advised ARBS would follow up the week of December 29th to see how things are going. ARBS inquired if C had ARBS's direct contact number in case anything arises between now and follow up - C stated yes.

Call ended mutually.

Make Public

Created By Ashley May (12/16/2014 9 07 AM)
ARBS called Davidson Nissan and selected option 2 for Service.

ARBS was transferred to Service Receptionist Sandy and requested to verify if vehicle has been repaired. SR-Sandy requested type of vehicle and placed ARBS on hold.

ARBS held for 3 minutes and was transferred to PC-Matt who stated that the vehicle was completed. ARBS inquired if C had picked up the vehicle - PC-Matt stated was unsure and could transfer to Service. ARBS advised ARBS was holding for Service when PC-Matt picked up the phone.

PC-Matt asked ARBS to hold and stated would get answer. ARBS held for less than 1 minute and PC-Matt stated C has not picked up the vehicle as of yet.

ARBS thanked PC-Matt for assistance.

Call ended mutually.

Make Public

Created By Ashley May (12/12/2014 9 16 AM)
ARBS called C a[redacted] and reached C.

ARBS advised ARBS wanted to provide update on repairs. Explained waiting on one final part that is scheduled to arrive at the dealership today and that the vehicle should be repaired early next week.

ARBS advised ARBS would follow up with C once vehicle was picked up and would discuss further options at that time.

C understood.

Call ended mutually.

Make Public

Created By Ashley May (12/12/2014 9 12 AM)
ARBS rec'd e-mail from PC-JP stating that the part should arrive at dealership 12.12.

ARBS called Davidson Nissan and selected option 3 for Parts.

ARBS was transferred to PC-Matt and advised that controller assembly should arrive at the dealership today.

PC-Matt stated that was what he was showing as well. PC-Matt stated that all other parts are ready to go and wanted to make sure everything was in house before calling C.

ARBS thanked PC-Matt for assistance.

Call ended mutually.

Make Public

Created By Ashley May (12/10/2014 2 42 PM)
ARBS called Davidson Nissan and selected option 3 for Parts.

ARBS was transferred to Parts Coordinator Brad. ARBS inquired about parts arriving and if they haven't if ARBS could grab part numbers.

PC-Brad stated all parts have arrived except:

98856-9PC0A - Controller Assembly

ARBS advised ARBS will get in touch with internal PC to see if we might have an ETA. ARBS inquired if C was driving the vehicle - PC-Brad stated believed so.

Call ended mutually.

Make Public

Created By Ashley May (12/9/2014 10 33 AM)
ARBS rec'd incoming call from SM-Joe.

SM-Joe stated that ARBS should really be calling the Parts department and stated the Tiger Team was involved. ARBS advised ARBS would call back and ask for the Parts.....

SM-Joe interrupted and stated that C is calling asking about repairs/parts, the parts are on BO and that the area is about to get a foot of snow and the C is currently driving a loaner vehicle. SM-Joe is frustrated that C is driving loaner vehicle for so long.

ARBS apologized that the C is in the loaner vehicle and stated that ARBS could check.....

SM-Joe interrupted ARBS again and stated Parts Coordinator Matt was walking by. SM-Joe asked PC-Matt for update. PC-Matt answered and SM-Joe asked ARBS if ARBS heard what PC-Matt said. ARBS advised no that ARBS did not hear what PC-Matt stated.

SM-Joe stated PC-Matt was with a customer and that SM-Joe would pass along ARBS' contact phone number to return call.

SM-Joe also stated that SM-Joe returned ARBS' call yesterday. ARBS acknowledged that ARBS rec'd the v/ms and had documented the information, ARBS just didn't have a chance to return the call yesterday.

Call ended mutually.

Make Public

Created By Ashley May (12/9/2014 10 25 AM)
ARBS rec'd v/m from SM-Joe at Davidson Nissan at 2:00 and 2:26 p.m. on 12 8.

ARBS returned call at 10 22 a m. on 12.9 to Davidson Nissan and was transferred to Service Receptionist Sandy. ARBS requested to s/w SM-Joe. SR-Sandy stated that she was unavailable and asked what SR-Sandy may be able to assist with. ARBS advised ARBS was requesting to s/w SM-Joe. SR-Sandy stated she know SM-Joe was busy.

SR-Sandy took ARBS' name, phone number and which vehicle ARBS was calling for and advised would have SM-Joe return call.

Call ended mutually.

Make Public

Created By Ashley May (12/8/2014 1 33 PM)
ARBS called Davidson Nissan and selected 2 for Service.

ARBS was transferred to Service Receptionist Sandy and requested update on RO [redacted] SR-Sandy asked ARBS to hold for a Service Advisor. SR-Sandy came back to the line asking to take a message.

Call ended mutually.

Make Public

Created By Ashley May (12/3/2014 10 29 AM)
ARBS called C at [redacted] and reached v/m.

Left msg as a reminder of the DTS inspection with DTS-Peter tomorrow, Thursday December 4th at 8:00 a.m. at Davidson Nissan.

Make Public

Created By Ashley May (11/10/2014 1 30 PM)
ARBS rec'd inspection date/time of Thursday 12.4 at 8:00 a.m.

ARBS called C at [redacted] and reached C.

ARBS advised of DTS inspetion date/time. C stated that would be fine and took down info and DTS-Peter's name.

Call ended mutually.

ARBS called Davidson Nissan and selected option 2 for Service.

ARBS was transferred to Service Receptionist [redacted] nd requested to s/w Service Manager.

SR-Mikyla stated that SM-Joseph stepped out and asked if ARBS would like v/m. ARBS accepted.

Left msg requesting return call in regards to inspection.

Make Public

Created By Ashley May (11/6/2014 3 57 PM)
ARBS notes after reviewing repair history, ARBS would like to send DTS to look into transmission and airbag concerns.

ARBS called C a [redacted] and reached C.

ARBS advised of DTS request. C accepted and stated happy that someone would look at the vehicle as the dealership has not returned calls.

ARBS confirmed C is currently in the vehicle but vehicle is still juddering. ARBS encouraged C to take vehicle to dealership if needed as NNA will always honor the warranty.

ARBS advised ARBS would request date/time and call back once received within generally 24-48 hours.

Call ended mutually.

Make Public

Created By Ashley May (11/6/2014 2 06 PM)
ARBS notes the following vehicle summary:

In Service Date: 10.14.13

Additional CA Cases:
- [redacted] Survey - C stated that C has not owned a Nissan and that the wrong information is attached to a vehicle
- [redacted] DPIC – OCS sensor request
- [redacted] DPIC – Airbag diagnostic center

No Tech Line, VSC, DTS

12 days down

2 visits for check engine light – 2 A/F sensor replacements
1 visit for vehicle shutter – 1 TCM reprogram
1 visit for weather stripping – 1 molding replacement
1 visit for gas door not opening – 1 door lube
1 visit for passenger airbag – 1 sensor diagnosis unit replacement

Make Public

Created By Ashley May (11/6/2014 2 06 PM)
ARBS notes the following repair history:

05/29/14 - Mileage: 7,852 - RO [redacted] - Days Down: 6
Concerns:
1. After idling with A/C on, engine begins to shutter and check engine light started flashing
2. Recall R13080 – ABS Reprogram
3. Recall R14050 – OCS Reprogram
Actions:
1. Replaced A/F sensor (bank 2)
2. Campaign Completed
3. Campaign Completed

06/11/14 - Mileage: 7,809 - RO: [redacted] - Days Down: 3
Concern:
1. Check engine light on
Action:
1. Replaced A/F sensor (bank 2)

08/22/14 - Mileage: 11,000 - RO: [redacted] Days Down: 3
Concerns:
1. Vehicle shuttering 0-20 when holding at 20 MPH
2. Weather stripping is blowing up on passenger side of vehicle
3. Gas door sometimes does not want to stay shut
4. On occasion, passenger side airbag light is staying on when someone is sitting in seat
Actions:
1. Reprogramed TCM
2. Replaced passenger side roof molding
3. Lubed gas door to repair any sticking
4. Replaced sensor diagnosis unit

Make Public

Created By Ashley May (11/6/2014 2 01 PM)
ARBS rec'd incoming call from SR-Hannah at Davidson Nissan.

SR-Hannah stated that the vehicle was only at the dealership for 3 days for both ROs. SR-Hannah also stated that current C didn't purchase the vehicle until June 2014 so the vehicle wa pre-owned.

ARBS thanked SR-Hannah for info.

Call ended mutually.

Created By Ashley May (11/6/2014 10 16 AM)
ARBS called Davidson Nissan and selected option 2 for Service.

ARBS was transferred to Service Receptionist Hannah and inquired about days down for RO[redacted] SR-Hannah stated that the Warranty Admin didn't have the hard copies and was still waiting on return call from another dept to see about getting hard copies. SR-Hannah stated without hard copies, would be unable to tell anything other than open/close dates on RO.

Make Public

SR-Hannah stated doesn't believe the vehicle was at the dealership the entire tim and that C had loaner vehicle for a few days but wanted to get hard copies to make sure.

SR-Hannah stated would call ARBS back within the next 15-20 minutes.

Call ended mutually.

Created By Ashley May (11/4/2014 8 35 AM)
ARBS called Davidson Nissan and selected option 2 for Service.

ARBS was transferred to Service Receptionist Hannah to verify days down for ROs and mileage discrepency. SR-Hannah stated that RO[redacted]s showing with mileage of 13,533 within dealer internal system (also shows in SF) as well as RO[redacted]showing in dealer internal system of 8,234.

Make Public

ARBS asked to confirm days down for RO[redacted] to verify if vehicle was at dealership for entire times. ARBS was placed on hold for 10 minutes.

SR-Hannah stated vehicle was only down for 3 days until the vehicle was picked up. ARBS inquired about RO[redacted]as well. ARBS was placed on hold for an additional 5 minutes and stated the hard copy would need to be pulled and it was located in anothe building. SR-Hannah took ARBS' contact info and advised would call back.

Call ended mutually.

Make Public

Created By Ashley May (11/4/2014 7 26 AM)
ARBS rec'd ROs and attached to the case.

Created By Ashley May (11/3/2014 10 30 AM)
ARBS called C at [redacted] and reached C.

Make Public

ARBS provided direct contact number and name. ARBS advised rec'd BBB info and case was opened/under review. ARBS explained that review can take 7-10 business days but hoped to have info from dealership sooner.

All C stated throughout call was "okay" after every sentence.

Call ended mutually.

Created By Ashley May (11/3/2014 10 20 AM)
ARBS called Davidson Nissan and selected option 2 for Service.

Make Public

ARBS was transferred to Service Receptionist Ashley. ARBS requested to have all ROs sent over to ARBS. SR-Ashley pulled up vehicle and stated would have RO history sent over and took ARBS' fax number.

Call ended mutually.

Make Public

Created By Heathre Vanriper (10/31/2014 2 12 PM)
NIS1430938. DRTS rec'd CCF from BBB 10/31/14 dated same. C seeks: Repair/Refund. CCF states: Transmission*2, air bag*3. See attached for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8028583	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR MPROPER OPERATION	10	10/31/2014	YX	BG	227000	OA
Edit | Del	CC-8028584	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	10/31/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/7/2015	Ashley May	1/8/2015 8:05 AM
Edit | Del	New DTS Request		✓	11/8/2014	Peter Merkel	11/9/2014 8:35 AM
Edit | Del	R[redacted]		✓	10/31/2014	Ashley May	11/3/2014 10:19 AM
Edit | Del	M[redacted]		✓	10/31/2014	Ashley May	10/31/2014 2:14 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00055205	DRT Resolution	5N1AR2MM0EC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0140312	[redacted]	1/8/2015	Customer	Approved	$3,000.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By

Edit | View | De[redacted]		71KB	2/11/2015 9 39 AM	Tammy Knotts
Edit | View | De		42KB	1/7/2015 7:13 AM	Ashley May
Edit | View | De		93KB	1/6/2015 7:47 AM	Ashley May
Edit | View | De		16KB	1/6/2015 7 39 AM	Ashley May
Edit | View | De		381KB	11/4/2014 7 25 AM	Ashley May

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/12/2015 7 28 AM	Ashley May	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/9/2015 11 31 AM	Ashley May	Changed **Follow Up Date** from 1/9/2015 to **1/12/2015**.
1/7/2015 7 20 AM	Ashley May	Changed **Description**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Christy Miller [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/8/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	10/31/2014 3:05 PM
CA Multiple Repairs		Date/Time Closed	1/7/2015 3:17 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/18/2014 9:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 9:00 AM		
	Notes to Agent: Customer asked for inspection on 12/18/14 @ 9:00 AM		
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,925		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LANDERS NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP8DC[redacted]		
Created By	Patricia Angela Santos 10/31/2014 3 05 PM	Root Cause Code	SCSV
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	371	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Christy Miller (1/7/2015 3 16 PM) RCAS-CF is closing Case as no further assistance can be offered at this time.
Make Private	✓	***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger air bag concern. ***STATEMENT OF DECISION*** RCAS-CF advised C to call NNA back if further assistance is needed. Dlr ordered part and will repair veh next Mon 1/12 or Tues 1/13.
Make Private	✓	**Created By Christy Miller (1/7/2015 3 14 PM)** RCAS-CF called C at [redacted] RCAS-CF stated SM stated part is in, and for c to come in Mon or Tues for repair. RCAS-CF advised C to call back if further assistance is needed. C stated C is calling dlr to make an appt. C thanked RCAS-CF. Call ended mutually.
Make Private	✓	**Created By Christy Miller (1/7/2015 3 12 PM)** SM called RCAS-CF. SM stated part is in, tell c to come in mon or tues.
Make Private	✓	**Created By Christy Miller (1/7/2015 3 10 PM)** RCAS-CF called C at [redacted] C stated C has not received call from dlr yet with parts. RCAS-CF offered to call dlr for C. C stated ok and thanked RCAS-CF. RCAS-CF stated RCAS would contact C once RCAS knew more information from the dlr. Call ended mutually. ********** RCAS-CF called SM Pat [redacted] RCAS-CF asked ETA on Part and when C could come in for repair. SM stated SM would call RCAS-CF back with info.
Make Private	✓	**Created By Christy Miller (12/31/2014 12 15 PM)** RCAS-CF attempted to datanet.
Make Private	✓	**Created By Christy Miller (12/31/2014 12 14 PM)** RCAS-CF called C at ([redacted]) C stated C has not heard from dlr. RCAS-CF stated RCAS spoke with SA Chris on 12/22 and stated no eta on parts or repair because of holidays.

RCAS-CF set follow up for Wed 1/7/15.

C thanked RCAS-CF.

Call ended mutually.

Make Private ✓ **Created By Christy Miller (12/29/2014 3 55 PM)**
RCAS-CF left vmx with C at ([redacted] requesting call back.

Make Private ✓ **Created By Christy Miller (12/22/2014 9 24 AM)**
RCAS-CF attempted to datanet.

Created By Christy Miller (12/22/2014 9 23 AM)
RCAS-CF called SA Chris at 662-349-5557.

Make Private ✓ SA stated no eta for parts or repairs due to the holidays.

RCAS-CF thanked SA.

Call ended mutually.

Created By Christy Miller (12/22/2014 9 19 AM)
RCAS-CF called C at ([redacted]

C stated C dropped off veh with DTS.

C stated dlr has ordered the parts but no eta on parts or repair.

Make Private ✓ RCAS-CF stated DLR is replacing the seat cushion to resolve c's concern.

C stated yes.

RCAS-CF asked if C would call RCAS-CF back if further assistance was needed.

C stated yes and thanked RCAS for assistance.

Call ended mutually.

Created By Christy Miller (12/17/2014 4 10 PM)
RCAS-CF called SM Pat.

RCAS-CF reminded SM Pat of DTS appt for 12/18 at 9:00 AM.

Make Private ✓ SM stated SM will not be at dlr due to a meeting but master tech would be available.

RCAS-CF thanked SM.

Call ended mutually.

Created By Christy Miller (12/17/2014 7 45 AM) Last Modified By Christy Miller (12/17/2014 7 45 AM)
RCAS-CF called C a[redacted]

RCAS-CF stated RCAS would be point of contact.

RCAS-CF stated RCAS needed verbal confirmation that C would be at dlr at 9 00 am on 12/18 to meet with DTS.

Make Private ✓ C stated yes.

RCAS-CF set follow up for 2 business days after DTS appt.

C thanked RCAS-CF.

Call ended mutually.

Make Private ✓ **Created By Christy Miller (12/17/2014 7 44 AM)**
12/16/14: RCAS-CF left vmx with C, reminding C for DTS appt. for 12/18/14 at 9 am.

Created By Russell Rigsby (12/1/2014 1 22 PM)
RCAS-RR made outbound call to c.

Make Private ✓ RCAS-RR reminded c of appointment.
C stated c may drop veh off.
C requested for RCAS to call on 16th.
RCAS-RR agreed.

Call ended mutually.

Created By Russell Rigsby (11/6/2014 4 08 PM)
RCAS-RR received communication from DTS-BH.
DTS stated 12/18 at 9 am.

Make Private ✓ RCAS-RR made outbound call to c.
C agreed to the inspection time of 12/18 at 9 am.
RCAS-RR advised of 12/1 and 12/17 follow-ups.
C understood.
Call ended mutually.

Created By Russell Rigsby (11/5/2014 2 36 PM)
RCAS-RR made outbound call to c at [redacted]

Make Private ✓ RCAS-RR asked c if 12/1 was a good time for c.
C stated c can only meet on Thursdays.
RCAS-RR set follow-up for 11/7.
Call ended mutually.

Make Private ✓ **Created By Russell Rigsby (11/4/2014 3 45 PM)**
RCAS-RR made outbound call to c, left vmx.
RCAS-RR provided c with RCAS best contact number.

Make Private ✓ **Created By Russell Rigsby (11/3/2014 3 29 PM)**
RCAS-RR made outbound call to c, left vmx.
RCAS-RR provided c with RCAS best contact number.

Make Private ✓ **Created By Russell Rigsby (11/3/2014 9 00 AM)**
DTS Inspection Date request has been submitted.

Created By Russell Rigsby (11/3/2014 8 56 AM)
RCAS-RR made outbound call to dlr, spoke with SM-Pat.

Make Private ✓ SM-Pat stated dlr is finding no problem.
SM-Pat stated no error codes.
SM-Pat stated c believes concern persists.
SM-Pat stated SM recommends DTS.
Call ended mutually.

Make Private ✓

Created By Patricia Angela Santos (10/31/2014 3 10 PM) Last Modified By Russell Rigsby (10/31/2014 4 09 PM)
Crr-ps received a call from C about a vehicle concern.
C stated that the campaign was already performed on the veh but the passenger airbag light still comes on even if there's someone sitting on the passenger side.
C said that C went to LANDERS NISSAN and was told by SA - Christopher Todd that there's nothing that they can do about it anymore.
C said that C was advised to contact NNA about this concern.

Crr-ps verified account information.
Crr-ps advised C that the case will be forwarded to RCAS for review.
Crr-ps advised C that RCAS will call C back before the end of the next business day which is on 11/3/14. C understood.

Crr-ps offered further assistance. C declined.
Crr-ps did a quick recap.
Crr-ps provided name, case and extension number.
Crr-ps forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8096761	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	10/31/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/5/2014	Bryan Hayden	11/4/2014 3:43 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
1/7/2015 3:17 PM	Christy Miller	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/7/2015 3:10 PM	Christy Miller	Changed **Follow Up Date** from 1/7/2015 to **1/8/2015**.
12/31/2014 12:16 PM	Christy Miller	Changed **Follow Up Date** from 12/31/2014 to **1/7/2015**.

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Surveys

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Case [redacted]

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Case Comments [27] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date	10/31/2014	Type	CA
Follow Up Date	12/3/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/3/2014 8:56 AM
CA Multiple Repairs		Date/Time Closed	2/24/2015 7:50 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00053794

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Attorney Demand Voluntary Repurchase - due 1 repair regarding judder at low speeds, 2 repairs regarding airbag light on with someone in seat,1 repair regarding rear seat belt doesn't adjust and 14 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,307		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MMXE[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LYNNES NISSAN WEST	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$31,746.60	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] / N: 5N1AR2MMXE[redacted]		
Created By	Angela Baase, 11/3/2014 8 56 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:41 AM	Root Cause Code (2)	
Days Closed	323	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/20/2015 11 00 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $89.00 sent to LOCKBOX #54457; FED EX TRACK NG #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Rebecca Martin (12/19/2014 12 28 PM)** DRTS-RM in case on behalf of DRTS JL. JL assuming case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is: Judder at Low Speeds, Air Bag Light on with someone in seat, rear seat belt will not adjust
Make Public		**Created By Angie Mathis (12/10/2014 7 58 AM)** Arbs-ASM notes the following: C[redacted] payable to NMAC in the amount of $28,634 30 C[redacted] payable to c and atty in the amount of $3,112.30 Morley case [redacted] Fed Ex [redacted]
Make Public		**Created By Angie Mathis (12/8/2014 8 26 AM)** Arbs-ASM submitted the following ck requests: Ck payable to NMAC in the amount of $28,634.30 Ck payable to c and atty in the amount of $3,112.30
Make Public		**Created By Angie Mathis (12/4/2014 3 54 PM)** Arbs-ASM received executed repurchase agreement via email from Dave with atty office. Arbs attached to case.
Make Public		**Created By Angie Mathis (12/2/2014 4 19 PM)** Arbs-ASM prepared repurchase offer and forwarded to atty-Jackie via email: $1,500.00 - Down Payment: $1,798.30 - Additional Payments: $3,298.30 - Total Amounts Paid: $1,115.00 - Less Usage: (3,652 / 100,000 x $30,531 35) $821.00 - Less Prior Lease Balance: $1,936.00 - Total Deductions: $1,362.30 - Total Refund: $28,634 30 - Lease Buyout: $1,750.00 - Attorney Fees: $31,746.60 - Total Repurchase:
Make Public		**Created By Angie Mathis (12/2/2014 4 00 PM)** Arbs-ASM received email from NMAC: Hi Angie, Below is the payment/payoff information that you requested. SR#[redacted] Account#: [redacted] Customer: [redacted] Payoff amount is $28634.30 good thru 12/23/2014 Payments received 6 Payment amount $359.66 Recent payment received on 11/20/2014 in the amount of $359.66

Thanks,

Make Public

Created By Angie Mathis (12/1/2014 2 51 PM)
Arbs-ASM submitted a request to NMAC for the lease contract and payoff information.

Make Public

Created By Angie Mathis (12/1/2014 2 44 PM)
Arbs-ASM received email from atty-Jackie:

Hi Angie - hope you had a nice holiday. My clienrt wishes to accept your repurchase offer. Please let us know what else you need to process the settlement. Thank you.

Make Public

Created By Angie Mathis (11/24/2014 10 15 AM)
Arbs-ASM received email from atty-Jackie:

Thanks Angie - so this one will be cash only?

Arbs responded:

Jackie,

I would also be willing to repurchase or replace the vehicle under the terms of the NJ LL and include atty fees of $1750.

Thanks,

Make Public

Created By Angie Mathis (11/24/2014 10 00 AM)
Arbs-ASM submitted email to atty-Jackie:

Hi Jackie,

I received the RO from November when the seat belt track was re-installed. I can increase the offer to $4750 inclusive.

Please advise.

Thanks,

Make Public

Created By Angie Mathis (11/24/2014 9 58 AM)
Arbs-ASM notes the following:

1 repair reg judder at low speeds
2 repairs reg psgr airbag light on with someone in seat
3 adjustments reg rattle noise (all DI)
1 repair reg rear seat belt doesn't adjust
14 days out of service

Make Public

Created By Angie Mathis (11/24/2014 9 50 AM)
Arbs-ASM received RO via email from atty-Jackie:

11/13/14-11/13/14 Mileage: 5,307
C/S left rear sea tbelt off track - re install seat belt in track

Make Public

Created By Angie Mathis (11/24/2014 9 47 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public

Created By Angie Mathis (11/20/2014 4 26 PM)
Arbs-ASM received email from atty-Jackie:

Hi Angie - thanks for your offer in this one - would you consider a repurchase/replacement in this one?

Hi Jackie,

The last visit I have for this vehicle is 10/24/14 regarding the seat belt won't adjust, and the customer was to return. Do you have any additional RO's since this date?

Thanks,

Make Public

Created By Angela Baase (11/18/2014 8 50 AM)
DUE TO ATTORNEY REPRESENTATION PLEASE DO NOT CONTACT THIS C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY

DRTS attached additional RO sent by Attorney Kimmel & Silverman P.C. received 11/17/14 sent via fax.

Attached RO.

Make Public

Created By Angie Mathis (11/17/2014 11 14 AM)
Arbs-ASM prepared offer letter to atty-Jackie Herritt via Fed E[redacted]

Based on the information submitted, Nissan is willing to offer a cash settlement in the amount of $3,750.00 to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your client and advise me of her response within 30 days.

Arbs attached letter and docs to case.

Make Public

Created By Angela Baase (11/17/2014 10 57 AM)
DUE TO ATTORNEY REPRESENTATION PLEASE DO NOT CONTACT THIS C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY

Previous cases-[redacted]
Open recalls\campaigns-none

DRTS in receipt of Attorney Letter received 11/14/14 sent via fax from Kimmel & Silverman P.C. signed by Jacqueline C. Herritt. Letter dated 11/14/2014.

Laws are not cited in this letter.

Nonconformities- brakes, fuel tank cover, judder noise at slow speeds and up hills, airbag light, left front wheel, loose trim, weather strip, front doors, smell of antifreeze and rear left seat belt.

Customer request is not clear.

If interested in attempting an early resolution, will refrain from filing suit for 30 days while claim is being evaluated. If no response within 30 days a suit will be filed.

Letter attached with sales docs and Ro's.

Make Public

Created By Angie Mathis (11/17/2014 10 55 AM)
Arbs-ASM notes the following:

1 repair reg judder at low speeds
1 FW repair reg psgr airbag light on, 1 subsequent repair reset (DI)
3 adjustments reg rattle noise (all DI)
14 days out of service

Make Public

Created By Angie Mathis (11/17/2014 10 49 AM)
Arbs-ASM notes additional visit since last review:

10/24/14-10/24/14 Mileage: 4,526
C/SLR seat belt does not adjust - c will return

Make Public

Created By Angie Mathis (11/17/2014 10 46 AM)
Arbs-ASM reviewed previous cases and notes Arbs-Trish previously reviewed RHR:

08/14/14 @ 2,102 miles RO# [redacted]
Concerns:
1. Rattle noise
Actions:
1. Readjusted cover from e-brake

09/25/14 @ 3,652 miles RO# [redacted]
Concerns:
1. Judder at slow speeds and going uphill
2. Rattle noise
3. Passenger side air bag light does not go off when veh starts
Actions:
1. C needs to bring veh back
2. Could not duplicate
3. C needs to bring veh back

10/02/14 @ 3,877 miles RO# [redacted]
Concerns:
1. Passenger side air bag light does not go off when veh starts
2. Judder at low speeds
Actions:
1. Zero point reset
2. Replaced transaxle assembly

10/06/14 @ 3,890 miles RO# [redacted]
Concerns:
1. Rattle over pot hole
2. Loose trim
3. Sharp door trim
4. Antifreeze smell
5. LOF
Actions:
1. Tightened rear e-brake.
2. Trim in place.
3. Adjusted decal
4. No leaks found
5. Completed

10/07/14 @ 3,891 miles RO# [redacted]
Concerns:
1. Weather stripping loose
2. Bottom molding loose
Actions:
1. SOP
2. SOP

10/17/14 @ 4,289 miles RO# [redacted]
Concerns:
1. Trans shudder at low speeds
2. A/B light going on and off
Actions:
1. Unable to duplicate
2. Reset module and zero point reset

Make Public — Created By Angie Mathis (11/17/2014 10 42 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Make Public — Created By Angela Baase (11/10/2014 11 18 AM)
DRTS attached Sales Documents

Make Public — Created By Angela Baase (11/6/2014 7 52 AM) Last Modified By Angela Baase (11/6/2014 7 52 AM)
DRTS attached RHR

Make Public — Created By Angela Baase (11/5/2014 12 04 PM)
DRTS called Erlinda at dealer 2215 to request the lease agreement for this vehicle. She stated she needed the request in writing. DRTS faxed over the request.

Make Public — Created By Angela Baase (11/3/2014 1 57 PM)
DRTS contacted dealer 2215 to request all customer copy RO's for this vehicle. Bruce said he will gather these and fax them over but it may take a day to do so.

Make Public — Created By Angela Baase (11/3/2014 9 01 AM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases [redacted]
Open recalls\campaigns-none

DRTS in receipt of Attorney Letter received 10/31/2014 sent via fax from Kimmel & Silverman P.C. DRTS received letter 11/03/2014.

Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim.

Nonconformity is not clearly stated

Customer request is unclear

Time to respond is not defined.

Letter attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8061150	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	12/1/2014	YE	BK	263000	OA
Edit | Del	CC-8061151	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	MULT PLE REPA R ATTEMPTS	10	12/1/2014	YE	BG	302500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/21/2014	Carlos Ferreira	12/26/2014 9:02 AM

Edit | Del Review Approved Check Request	[redacted]	✓ 12/8/2014	Angie Mathis	12/9/2014 10:58 AM
Edit | Del Review Approved Check Request		✓ 12/8/2014	Angie Mathis	12/9/2014 10:58 AM
Edit | Del Collect Factory Invoice		✓ 12/1/2014	Josh Wegener	12/2/2014 8 34 AM
Edit | Del Tweed-Claudia-Attorney-RO		✓ 11/18/2014	Angie Mathis	11/18/2014 8:52 AM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053794	DRT Resolution	5N1AR2MMXEC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138522	[redacted]	12/9/2014	Lienholder	Approved	$28,634.30	26BUYBACK	Nissan North East Buyback/Trade	Nissan Motor	Acceptance
	CR0138523		12/9/2014	Attorney	Approved	$3,112.30	26BUYBACK	Nissan North East Buyback/Trade	Kimmel &	Silverman, PC and

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	77KB	1/20/2015 11:01 AM	Tammy Knotts
Edit | View | Del		65KB	12/19/2014 12 25 PM	Angela Baase
Edit | View | Del		308KB	12/19/2014 12 25 PM	Angie Mathis
Edit | View | Del		864KB	12/19/2014 12 25 PM	Angie Mathis
Edit | View | Del		230KB	12/19/2014 12 25 PM	Angie Mathis

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/24/2015 7 50 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/19/2014 12:25 PM	Rebecca Martin	Changed **Case Owner** from Angie Mathis to **Jim Land**.
12/19/2014 12:25 PM	Rebecca Martin	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Quinta Chaney [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/3/2014 10:32 AM
CA Multiple Repairs		Date/Time Closed	11/6/2014 1:16 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Dealer Concern Vehicle Concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	METRO NISSAN OF MONTCLA R
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	METRO NISSAN OF MONTCLA R	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP3D[redacted]		
Created By	Mark Chester Carpio 11/3/2014 10 32 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	433	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Quinta Chaney (11/6/2014 1 15 PM) RCAS-QC contacted C @ [redacted] C states C is having concerns with the passenger side air bag light coming on C states C took the veh to the dealership and the sensor was replaced C states the light still comes on intermittently while some one is in the seat for a few seconds C states C feels it is a safety concern RCAS-QC apologized to C for inconvenience RCAS-QC inquired if C has taken it back to the dealership
Make Private	✓	C states C has contacted another dealership via phone and was advised that the concern is normal RCAS-QC recommended that C take the veh back to the dealership or go to another dealership for a 2nd opinion regarding concern C understood and appreciated assistance C declined further assistance Call ended mutually ***closing case pending diagnosis***
Make Private	✓	**Created By Quinta Chaney (11/4/2014 11 39 AM)** RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted] RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C
Make Public		**Created By Mark Chester Carpio (11/3/2014 10 42 AM)** CRR-MC rcv a call from c CRR-MC verify and updated c's account information C stated that c took c's veh to c's dlr due to airbag sensor concern C stated that the sensor works irregularly c stated that c's dlr advised c that its normal, c stated that it sounds strange and stated that its not acceptable and a safety concern for c . c stated that c want to know if c's veh is faulty however c's dlr is not providing the info that c need CRR-MC told c that c's case will be escalated to RCAS for further review and assistance, CRR-MC advised c that will receive a call back before the end of the next business day c agreed. CRR-MC ask c to provide the best number, c provided contact [redacted] C wants to verify if c's veh has an open campaign CRR-MC check Vehicle Campaign record CRR-MC informed c that c's veh has no open campaign CRR-MC provided recent completed campaign 2013-2014 - Nissan Occupant Classification System Module Reprogramming NISSAN OF BAKERSFIELD dated 7/3/2014 CRR-MC offered further assistance, c declined. CRR-MC provided a brief call recap, name, case number, and ext number CRR-MC thanked C for calling Nissan Consumer Affairs CRR-MC forwarding the case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8029787	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/3/2014	YX	BK	233500	OA

Edit | Del CC-8029788	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	CRITICISM	QC	11/3/2014	ZH	BF	222500	OC

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/6/2014 1:16 PM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2014 11:39 AM	Quinta Chaney	Changed **Follow Up Date** from **11/4/2014** to **11/6/2014**.
11/3/2014 10:42 AM	Mark Chester Carpio	Changed **Transferred to RCAS** from false to **true**.

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Rachel Anne Ocampo [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/3/2014 12:35 PM
CA Multiple Repairs		Date/Time Closed	11/3/2014 4:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	c would like to know if veh has an open campaign.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	1
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP5D[redacted]		
Created By	Rachel Anne Ocampo 11/3/2014 12 35 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	436	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Rachel Anne Ocampo (11/3/2014 4 11 PM)** Recall Inquiry
Make Public		**Created By Rachel Anne Ocampo (11/3/2014 4 10 PM)** crr-ro received a call from c c stated that there is an issue with the key c said veh would not start c said that the truck wont lock c is also having an issue with the passenger airbag c would like to know if veh has an open campaign. crr-ro empathized and apologized for inconvenience. crr-ro verified c's information: name of registered owner, address, phone number and alternate number, email address, if the veh was brand new or preowned, mileage and servicing dlr. crr-ro checked SOP 8.7 and SF-Vehicle Campaigns crr-ro advised c that there is an open campaign for the veh – Hood Latch crr-ro advised c that c needs to take veh to any nna dlr for the campaign to be performed. c said c will call enterprise where c purchased the veh, c ended call.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8030774	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	11/3/2014	VG	AZ	204500	OF
Edit | Del	CC-8030775	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/3/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/3/2014 4:11 PM	Rachel Anne Ocampo	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/3/2014 12:35 PM	Rachel Anne Ocampo	Changed **Subject** to **CUSTOMER** [redacted] **VIN 1N4AL3AP5DC**[redacted]
		Changed **Home Phone** to [redacted]

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [70] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Angie Mathis [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/3/2014	Type	CA
Follow Up Date	2/26/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/3/2014 3:05 PM
CA Multiple Repairs		Date/Time Closed	3/4/2015 9 57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	CST00056511

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	ARBS Request
Inspection Time/Notes	Appointment Time: 11/11/14 At 8 00 AM Eastern Notes to Agent: I can inspect this vehicle on 11/11/14 at 8 00 am eastern time. Please advise the customer it is mandatory they meet with me for a short interview at that time and they need to allow time for a road test as well. Inform the customer he may need to leave the vehicle with me for the remainder of the day and that Nissan will provide transportation if needed. Also please contact the dealer and inform the Service Manager of the appointment and request they schedule time with a Master technician to work with me as needed and make sure they have a vehicle available for the customer as well. The dealer and I will need confirmation of this appointment ASAP.		
Description	Attorney Demand Voluntary Replacement - due to 6 repairs and 8 days out of service regarding passenger airbag light comes off/on intermittently.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,853		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DARCARS NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$26,719.74	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	1/12/2015	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N4AL3AP9EN[redacted]		
Created By	Kate Czerwinski 11/3/2014 3:05 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 8/3/2015 9:12 PM	Root Cause Code (2)	
Days Closed	315	Action Code	NL5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Angie Mathis (3/10/2015 2 20 PM)** *** [Added after the case is closed] *** Arbs-ASM submitted email to NMAC to inquire if SOC is acceptable.
Make Public		**Created By Angie Mathis (3/6/2015 8 41 AM)** *** [Added after the case is closed] *** Arbs-ASM received a copy of the corrected veh registration via email from Dave with atty office. Arbs attached to case, forwarded to Morley, and re-transmitted Morley's case.
Make Public		**Created By Angie Mathis (3/5/2015 8 49 AM)** *** [Added after the case is closed] *** Arbs-ASM received email from Morley requesting the correct registration as registration on file for a different veh. Arbs submitted email to Dave with atty office: Hi Dave, Morley sent this one back due to the incorrect registration. The registration I have on file is for their other Altima. Can you please forward the registration for the V N 1N4AL3AP9EN[redacted] Thanks!
Make Public		**Created By Angie Mathis (2/27/2015 1 58 PM)** Arbs-ASM notes the following: Ck[redacted] payable to atty in the amount of $1,750 Ck[redacted] payable to Darcars in the amount of $24,969.74 Morley case [redacted] Fed Ex[redacted]
Make Public		**Created By Angie Mathis (2/26/2015 1 47 PM)** Arbs-ASM submitted the following ck requests: Ck payable to atty in the amount of $1,750 Ck payable to Darcars in the amount of $24,969.74
Make Public		**Created By Angie Mathis (2/26/2015 8 52 AM)** Arbs-ASM received email from NMAC advising faxed SOC to SM-James. Arbs attached SOC docs and email to case.
Make Public		**Created By Angie Mathis (2/23/2015 8 55 AM)** Arbs-ASM received email from NMAC-Anna requesting Arbs fax docs to 972-607-8492. Arbs faxed docs.
Make Public		**Created By Angie Mathis (2/19/2015 12 50 PM)** Arbs-ASM submitted replacement buyers order and invoice via email to NMAC: Hi Anna,

Please see information regarding replacement vehicle 1N4AL3AP0FC[redacted]

Darcars Of Indianola Dr, Inc.
Attn: James White
15911 Indianola Drive
Rockville, MD 20855
301-309-2200
(301)212-4747 fax

Thank you,

Make Public

Created By Angie Mathis (2/19/2015 12 44 PM)
Arbs-ASM submitted SOC letter to dlr via email:

James / Todd,

I am in receipt of the documents; thank you.

Please see attached. NMAC will also be faxing you some documents to swap the loan.

Please let me know if you have any questions.

Thank you,

$22,979 00 - New Vehicle Invoice:
$300.00 - Dealer Processing Fee:
$4.00 - Recycling Fee:
$1,686.74 - Tax / Registration / Title:
$24,969.74 - Total NNA Pays to Dealer:

Make Public

Created By Angie Mathis (2/19/2015 12 34 PM)
Arbs-ASM received replacement buyers order and invoice via email from SM-James and attached to case.

Make Public

Created By Angie Mathis (2/19/2015 12 29 PM)
Arbs-ASM received executed replacement agreement via email from Dave with atty office and attached to case.

Created By Angie Mathis (2/19/2015 12 25 PM)
Arbs-ASM placed call to dlr at 301-309-2200 numerous times and either placed on hold and disconnected, or received no answer after multiple rings.

Arbs submitted email to SM and GSM:

Make Public

James / Todd,

I've tried calling several times but have been unable to get through to you. Will you please forward the buyers order and invoice on this replacement ASAP?

Thank you,

Make Public

Created By Angie Mathis (2/9/2015 2 49 PM)
Arbs-ASM received executed replacement agreement via email from Dave with atty office.

Created By Angie Mathis (2/9/2015 2 46 PM)
Arbs-ASM responded to SM-James:

Make Public

Hi James,

If you could please list the vehicle and invoice on the buyers order and then include the other fees separately (registration, sales tax, etc).

Thanks,

Created By Angie Mathis (2/9/2015 2 45 PM)
Arbs-ASM received email from SM-James:

Angie,

Make Public

I am sorry for the delay. We have been finishing out or month. I am ready to send another purchase order but need some clarification on how it should read.

The vehicle is listed for sale at invoice price of $22123. The total of $24062.38 includes taxes and tag fees. Do you want it to total $22123 after all fees? If so, there is a chance he may own some money when we do his tag and title work with Maryland.

You can email or call me at 301-309-2200. I will be in until 6 today.

Created By Angie Mathis (2/4/2015 10 52 AM)
Arbs-ASM prepared SOC offer letter and sent via email to Dave and Andrea:

Make Public

Nissan agrees to replace the current vehicle with a new, 2015 Nissan Altima bearing the V N: 1N4AL3AP0FC[redacted]

Nissan North America, Inc. will also make a check payable to Kimmel & Silverman, P.C. in the amount of $1,750.00.

Make Public

Created By Angie Mathis (2/4/2015 10 45 AM)
Arbs-ASM received email from Andrea with atty office providing vehicle registration.

Make Public

Created By Angie Mathis (2/2/2015 2 38 PM)
Arbs-ASM submitted email to SM-James requesting buyers order be adjusted to invoice cost and adjust the sales tax (if applicable).

Arbs submitted email to Dave with atty office requesting a copy of the vehicle registration.

Make Public

Created By Angie Mathis (2/2/2015 2 24 PM)
Arbs-ASM received buyers order and invoice for proposed replacement VIN 1N4AL3AP0FC[redacted] Arbs notes both models 2.5 S. Arbs attached documents to case.

Make Public

Created By Angie Mathis (1/30/2015 10 53 AM)
Arbs-ASM placed call to dlr at 301-309-2200 and spoke with GSM-Todd. GSM advised an additional charge is required for pearl white on replacement invoice. Arbs advised acceptable but c would need to select a S model or c would be responsible for the difference in MSRP. GSM understood and thanked Arbs for assistance.

Created By Angie Mathis (1/30/2015 10 50 AM)
Arbs-ASM received email from GSM-Todd:

Hi Angie,

Make Public

If the new car the customer chooses is more expensive due to equipment or just a price increase from the factory, how does this work? Is there anything we have to different at the dealership level?

Thanks

Todd Thompson | General Sales Manager
Darcars Nissan Rockville
D: 301-309-2200 | F: 301-212-4747
Toddthompson@darcars com

Created By Angie Mathis (1/28/2015 11 15 AM)
Arbs-ASM received email from NMAC:

Make Public

Hi Angie,
Yes to SOC.
Account number [redacted]

Make Public

Created By Angie Mathis (1/28/2015 11 00 AM)
Arbs-ASM submitted email to Dave with atty office:

Dave,

I spoke with sales manager, Albert Tsou, regarding the replacement. Please advise your client to contact him at 301-309-2200 to schedule a time to select a replacement.

Thanks,

Created By Angie Mathis (1/28/2015 10 56 AM)
Arbs-ASM submitted email to SM and GSM:

Thanks for speaking with me regarding the above replacement. As discussed please:

1. Schedule a time for the customer to come to the dealer and select a replacement. I will forward your contact information to the customer's attorney.
2. Prepare buyers order for replacement vehicle and include vehicle at invoice cost, tags, title, etc. (You can RDR vehicle.) Please email buyers order and invoice. The lien holder, NMAC, will also fax documents to you to transfer the VIN on the loan.
3. Once buyers order is received, I will forward the customer the replacement paperwork to sign, as well as the dealership paperwork.
4. Once all paperwork has been received, the dealership check will be forwarded to Morley, our third party surrender company, who will contact you to provide information on delivery/surrender of the vehicles. Morley will then Fed Ex the dealership check to you.

Please let me know if you have any questions.

Make Public

Created By Angie Mathis (1/28/2015 10 48 AM)
Arbs-ASM received email from Dave with atty office advising c prefers Darcars Nissan.

Arbs-ASM placed call to dlr 301-309-2200 and spoke with SM-Albert and explained SOC process. SM understood and also requested Arbs email SM and GSM-Todd Thompson. Arbs agreed and thanked SM for assistance.

Make Public

Created By Angie Mathis (1/26/2015 3 01 PM)
Arbs-ASM submitted email to NMAC requesting SOC approval.

Arbs responded to atty-Jackie:

Thanks, Jackie. Does he prefer to work with Darcars Nissan or is another Nissan dealership more convenient?

Make Public

Created By Angie Mathis (1/26/2015 2 58 PM)
Arbs-ASM received email from atty-Jackie:

Thanks Angie - so no cost to him provided it is the same trim level?

Arbs responded:

Hi Jackie,

Correct, no additional costs with the trim level, provided his lender will agree to a substitution of collateral. Could you please provide me the lienholder information, if applicable?

Thank you,

Arbs received response from atty-Jackie:

Hey Angie - it is a Nissan loan so hopefully that makes things easier. He wants the identical car color and all. Please let me know if you need anything else to process this one. Thanks for your help.

Created By Angie Mathis (1/23/2015 2 41 PM)
Arbs-ASM responded to atty-Jackie:

Jackie,

Make Public

NNA will agree to replace the vehicle under terms of the MD LL and include attorney fees of $1,750.00.

Please advise.

Thank you,

Make Public

Created By Angie Mathis (1/23/2015 2 38 PM)
Arbs-ASM also notes pursuant to MD LL consumer can select repurchase or replacement.

Make Public

Created By Angie Mathis (1/23/2015 2 36 PM)
Arbs-ASM notes the following:

6 repairs reg psgr airbag light comes off/on at times
8 days out of service

Make Public

Created By Angie Mathis (1/23/2015 2 30 PM)
Arbs-ASM received email from atty-Jackie:

Hi Angie - the client was not interested in this offer that is why they called us.

Angie - please let me know if we can settle this for a replacement plus $1,750 00 in fees. Thank you.

Make Public

Created By Angie Mathis (1/20/2015 9 29 AM)
Arbs-ASM submitted email to atty-Jackie and cc'd Arbs-Ashley, along with atty letter and repurchase offer:

Hi Jackie,

On this case, Ashley had already offered to repurchase or provide a cash settlement prior to your firm's involvement. NNA can continue to work with your office, but would be unable to provide attorney fees.

Thanks,

Created By Angela Baase (1/16/2015 1 57 PM)
DUE TO ATTORNEY REPRESENTATION PLEASE DO NOT CONTACT THIS C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY

Previous cases- None
Open recalls\campaigns- None

DRTS in receipt of Attorney Letter received 1/16/2015 sent via fax from Kimmel & Silverman P.C. signed by Jacqueline C.Herritt

Make Public

Laws cited- Not stated.

Nonconformity is not clearly stated.

Request is unclear.

Time to respond is within 30 days for early resolution. If no contact with attorney within 30 days a suit will be prepared and filed.

Letter attached with some RO's.

Make Public

Created By Angela Baase (1/12/2015 11 36 AM)
DRTS updated RHR

Make Public

Created By Angela Baase (1/12/2015 7 49 AM)
DRTS added current RO's

Make Public

Created By Angela Baase (1/9/2015 3 07 PM)
DRTS called dealer 3759 to request all customer copy RO's more current than 10/18/14. Mark said he will fax these over.

Make Public

Created By Angela Baase (1/9/2015 2 52 PM)
DRTS logged a call to ARBS 1 Ashley May and ARBS 2 Angie Mathis with notification of Attorney Letter received and they need to communicate with how to proceed.

Created By Angela Baase (1/9/2015 2 44 PM)
DUE TO ATTORNEY REPRESENTATION PLEASE DO NOT CONTACT THIS C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY

Previous cases- None
Open recalls\campaigns- None

DRTS in receipt of Attorney Letter received 1/09/2015 sent via fax from Kimmel & Silverman P.C. signed by Jacqueline C. Herritt.

Make Public

Laws cited-Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim.

Nonconformity is not clearly stated.

Request is unclear.

Time to respond is not defined.

Letter attached.

Created By Ashley May (1/9/2015 11 30 AM)
ARBS sent the following e-mail to C on 1.9:

Make Public

I hope this e-mail finds you well. I wanted to follow up with you in regards to the repurchase or settlement offer provided. Nissan's position remains to be either a repurchase of your vehicle or a cash settlement with a signed Settlement Agreement.

Thank you,

Created By Ashley May (1/9/2015 11 28 AM)
ARBS rec'd the following e-mail from C on 1.6:

I do not agree with your settlement . I request you to give me a new car

Thanks.

Make Public

ARBS sent the following response on 1 6

Thank you for your e-mail.

At this time, Nissan North America has provided you with our two voluntary offers – to repurchase the vehicle or a cash settlement. Nissan North America will not be offering to replace your vehicle at this time.

Created By Ashley May (1/6/2015 7 21 AM)
ARBS rec'd the following e-mail from C:

With reference to the "The other option available would be a cash settlement in the amount of $2,000.00 in exchange for a signed Settlement Agreement. The cash settlement would have you keep the 2014 Altima and Nissan would provide you with a check in the amount of $2,000.00."

So does that mean I keep the car +$2,000.00 but don't have to pay anything back to Nissan (ex: Monthly installment due on the car) ? And is the matter closed with this settlement?

Make Public

ARBS sent the following response:

Thank you for your e-mail. The cash settlement would be $2,000.00 for your inconvenience of multiple trips to the dealership. The vehicle would remain in your possession and you would still be responsible for making the monthly payment. Nothing changes with the loan with the cash settlement. Nissan just provides you with $2,000 00 cash in exchange for a signed Settlement Agreement.

Please let me know if you have any further questions.

Created By Ashley May (1/5/2015 11 26 AM)
ARBS completed Repurchase Agreement and attached to case.

ARBS sent Repurchase Agreement to C in the following e-mail:

Make Public

Per my previous agreement, Nissan is in a position to repurchase your vehicle. Please see the attached Repurchase Agreement. If you agree with these terms, please sign and return the Repurchase Agreement to me. You can either fax it to (615) 984-5934 or scan/e-mail the agreement.

The other option available would be a cash settlement in the amount of $2,000.00 in exchange for a signed Settlement Agreement. The cash settlement would have you keep the 2014 Altima and Nissan would provide you with a check in the amount of $2,000.00.

Please let me know how you would like to proceed.

Thank you,

Created By Ashley May (1/5/2015 10 43 AM)
ARBS notes the following Repurchase Calculations:

Make Public

Repurchase
Base Price $22,123.00
Dealer Doc Fee $200.00
Tire Recycling Fee $4.00
Registration Fees $155 00
Title Fees $100 00
Security Interest $20.00
Temp Tags $15.00
Total Purchase Price $22,617.00

Deductions
Usage ($22,123.00 x 0.15) $3,318.45
Loan Payoff (Good through 2/5/15) $15,483.41
Total Deductions $18,801.86

Refund Amount $3,815.14

Total Repurchase $19,298.55

*** ARBS notes MD usage cannot exceed 15% of purchase price. Mileage of 22,153 per last RO - Program Summary and RS rate exceed 15% of purchase price. ARBS used maximum amount obtainable. ***

Make Public

Created By Ashley May (1/5/2015 10 38 AM)
ARBS rec'd the following payoff information from NMAC:

SR#[redacted]
Account#[redacted]
Custome[redacted]
30 day payoff $15483.41 good thru 2/5/2015
Per diem 5.17
# of scheduled payments received 22
Scheduled Payment amount 430.87
Total Principal paid 5,209.28
Total Interest paid 4,269.99
Late fees paid 0.00
Recent payment received on 12/30/2014 in the amount of $431.00

Created By Ashley May (1/5/2015 7 50 AM)
ARBS sent the following response to C:

Thank you for your e-mail. Nissan North America has previously replaced your 2013 Altima with the same airbag issues that you are currently experiencing. Mr. Merkel met with you in regards to the 2014 Altima and stated that while he believed the vehicle to be operating as designed, he would replace the sensors and control module to ensure that all parts were new and in working order. Since the repair, you have mentioned that the airbag light continues to illuminate.

Make Public

With the facts above, it is not in your best interest to receive another replacement Altima as I am unable to guarantee that you will no longer experience the airbag light illumination. The OSC airbag system is a complex system within the vehicle that has been mandated by the federal government to be in place.[redacted]advised that he provided you with several documents to explain the operation of the system with regards to the classification of the front seat passenger.

The 2015 Altima is equipped with the same OCS airbag system that your previous 2013 and 2014 Altimas have been equipped with. As you stated below, you believe that it is an issue with the manufacturer of the airbag and not Nissan however the 2015 vehicles are using the same airbag manufacturer as the 2013 and 2014 you previously owned.

Due to your continued experience with a second vehicle with known good parts for the OCS system and the airbag light continues to be an issue, Nissan is offering to voluntarily repurchase your vehicle as there is no guarantee that you will not experience the same issues with a 2015 Altima.

Created By Ashley May (1/5/2015 7 49 AM)
ARBS rec'd the following e-mail from C:

Make Public

Thanks for your email.

I purchased this vehicle for my personal use and it is a very comfortable and prestigious car.But unfortunately it has an issue with the passenger air bag which in my opinion is the fault of the manufacturer of the airbag, not Nissan company. Yet I do not agree for the repurchase offer since I bought a car because I needed one. Therefore I request you to give me a Nissan-Altima without the air bag issue (a car without defects).

Created By Ashley May (12/30/2014 2 59 PM)
Based off DTS inspection, C continuing to have issues with vehicle after repairs and previous replacement, ARBS is in position to repurchase the vehicle.

Make Public

ARBS e-mailed NMAC requesting payoff and sales contract.

Registration and Buyer's Order obtained through previous case and attached.

Created By Ashley May (12/29/2014 7 25 AM)
ARBS rec'd two v/ms from C:

Make Public

12 27 at 1:46 p.m. advising C was going to be sending photos to ARBS.

12 28 at 1:47 p.m. advising that between 1 55 to 2:10 that the airbag light was off.

Created By Ashley May (12/29/2014 7 16 AM)
ARBS rec'd e-mail from C with photos in regards to airbag light off.

Make Public

ARBS notes e-mail dated 12.12 of when photos were taken.

ARBS attached photos to case.

Created By Ashley May (12/23/2014 10 39 AM)
ARBS notes per DTS inspection results - vehicle was performing as designed and explained how under certain conditions, it is normal operation that the light comes on with an adult passenger in the front passenger seat. DTS replaced the lower seat frame and OCS control unit for customer satisfaction.

ARBS called C at 2[redacted]nd reached C.

Make Public

C stated there was one time that the light came on since the replacement and C stated C was going to drive the vehicle for 2-3 more weeks.

ARBS was not able to speak other than say "Thank You" to C's Happy Christmas expression and confirmed C wanted to drive the vehicle an additional 2-3 weeks.

C ended call.

Make Public

Created By Ashley May (12/19/2014 1 39 PM)
ARBS rec'd v/m from C on 12.19 at 1:14 p.m. stating the airbag light illuminated on 12.18.

Created By Ashley May (12/1/2014 11 27 AM)
ARBS called C a[redacted]and reached C.

ARBS confirmed repairs were made and that C is happy with repairs. C asked about e-mail and ARBS advised that ARBS attempted to send an e-mail but it was returned undeliverable and apologized that ARBS did not mention that to C in last conversation.

C provided e-mailed address of [redacted]and asked that ARBS send e-mail to C. ARBS advised ARBS would send e-mail within next 10 minutes.

Make Public

Call ended mutually.

ARBS sent the following e-mail to C:

Thank you for taking my call today. I'm glad to confirm that all replacement parts have been installed on your vehicle and everything is working well. I would like to follow up with you in a couple of weeks just to ensure the repairs have eased your concerns before closing your case. I will follow up with you the week of December 22nd to verify no additional concerns arise.

I hope you have a great day.

Make Public

Created By Ashley May (11/26/2014 9 46 AM)
ARBS rec'd RO and attached to case.

Created By Ashley May (11/26/2014 9 15 AM)
ARBS called Darcars Nissan and requested to s/w Parts Dept.

Make Public

ARBS was transferred to PC-Irvin who stated the part came in on 11.20 and that the vehicle has been completed. ARBS inquired if PC-Irvin could fax over the RO - PC-Irvin stated yes and requested fax number.

Call ended mutually.

Created By Ashley May (11/18/2014 11 02 AM)
ARBS called Darcars and requested to s/w Parts Dept.

ARBS was transferred to Parts Coordinator Jose to inquire if part was available. PC-Jose stated part has not arrived and no ETA.

Make Public

ARBS asked for part number and was provided 87301-3TA1A.

Thanked PC-Jose for time.

Call ended mutually.

Make Public

Created By Ashley May (11/14/2014 8 44 AM)
ARBS called DTS-Peter in regards to DTS inspection.

DTS-Peter stated that everything was working fine and believes that the vehicle is operating as designed. There were no codes stored and it operated as normal throughout the test.

DTS-Peter stated was going to go ahead and replace the seat cushion and control module to ensure there are good, working parts in the vehicle. Stated there is a small back order on the seat frame that should ship out on 11 21 but C is currently driving C's vehicle and the dealer will call C once parts arrive.

Thanked DTS-Peter for info. DTS-Peter advised would post updates within system this weekend.

Call ended mutually.

Make Public

Created By Ashley May (11/14/2014 7 10 AM)
ARBS e-mailed DTS-Peter for inspection results.

Make Public

Created By Kate Czerwinski (11/12/2014 11 52 AM)
DRTS received and attached sale documents

Created By Ashley May (11/10/2014 3 42 PM)
ARBS rec'd v/ms from C at 2:03, 2 24, 2:32, 2:45 and incoming call at 3:36.

C asked for ARBS to send e-mail in regards to DTS inspection date/time. ARBS confirmed e-mail address on file is best e-mail to send.

Call ended mutually.

Make Public

ARBS sent the following e-mail to C:

Thank you for your call today. As we discussed, your inspection is set for Tuesday, November 11th at 8:00 a.m. The inspection will be at Darcars Nissan and you will be meeting Peter Merkel in the Service Department.

Thanks again,

Created By Ashley May (11/10/2014 1 36 PM)
ARBS called Darcars Nissan and requested to s/w Service Manager.

Make Public

ARBS was transferred to Service Receptionist and requested to s/w Service Manager.

ARBS was placed on a brief hold and transferred to SM-Clyde and confirmed date/time for inspection.

Call ended mutually.

Created By Ashley May (11/10/2014 1 17 PM)
ARBS rec'd v/m from C on 11.7 at 10:28 a.m. and 11:00 a.m.

Make Public

ARBS returned call at 1:14 p m. on 11.10 to [redacted] and went straight v/m.

Left msg requesting return call.

Created By Ashley May (11/7/2014 10 18 AM)
ARBS called C at [redacted] and reached v/m.

Make Public

Left msg requesting return call in regards to vehicle.

ARBS went ahead and requested DTS inspection date/time in hopes of having info when C returns call.

Make Public

Created By Ashley May (11/7/2014 10 06 AM)
ARBS notes ARBS would like to send DTS to inspect vehicle.

Created By Ashley May (11/7/2014 10 01 AM)
ARBS notes the following vehicle summary:

In Service Date: 3.18.14

Replacement vehicle for previous repurchase request

No additional CA, Tech Line cases, VSC or DTS for this vehicle
Additional CA Cases for previous vehicles:
- [redacted] 7.30.13 – 2013 Altima 1N4AL3AP8DC[redacted] – Passenger side airbag concern. SM states that family members are small in stature so light is operating as designed. Tech Line involved with case in regards to normal operation. C also mentioned power steering concern. RCAS requested C to take vehicle to another dealership for 2nd opinion. Zero point reset completed on 8.6.13. C took vehicle and 2nd Altima that is owned to dealership for same airbag concern and was advised operating as designed. C still unhappy with information. Case closed 8.7.13
- [redacted] 9.12.13 – 2013 Altima 1N4AL3AP8DC[redacted] – C called to follow up on case [redacted] C stated vehicle was repaired previous week but was still having same concerns. SM stated vehicle is operating as designed. C stated sensors were replaced and light came back on. C was told again that vehicle was operating as designed. C upset that consumer label doesn't provide weight specifications. C requested in writing from NNA that vehicle is operating as designed. C stated would take care of issue on C's own. Case closed 10.1.13
- [redacted] 1.27.14 – 2013 Altima 1N4AL3AP8DC[redacted] – Customer letter received. RCAS reviewed with SM and stated working as designed. C requested repurchase. Vehicle was replaced due to 3 OCS sensor replacements and 2 zero point resets. Vehicle replaced with 2014 Altima V N that C is currently having same complaints with. Case closed 3.7.14 and surrender completed 3.18.14.
- [redacted] 1.14 – 2013 Altima 1N4AL3AP4DC[redacted] – Customer letter received. C requested repurchase due to passenger side airbag. C was requested to return to the dealership to have the concern diagnosed. C stated C would take the vehicle over the weekend. ARBS advised ARBS would provide C with position after diagnosis and C asked ARBS to e-mail info to C. C called back stating C didn't get e-mail but that C had filed with DCP and they advised C that C didn't have to take the vehicle back to the dealership. ARBS advised C that without confirmation of the concern, NNA is not in a position to assist. Case closed 5.16.14.

Checked CPIA, Salesforce, ROs

5 days down

5 visits for passenger side airbag – 1 campaign, 4 normal operation
1 visit for trunk release – 1 disabled valet switch

Make Public

Created By Ashley May (11/7/2014 9 58 AM)
ARBS notes the following repair history:

05/09/14 - Mileage: 1,884 - RO: [redacted] Days Down: 1
Concerns:
1. Trunk release doesn't operate from any switches or remotes but does open if you pull the emergency valet switch in glove box
2. Recall R14050 – OCS Reprogram
Actions:
1. Disabled valet switch and checked trunk release buttons, all OK
2. Completed Campaign

06/20/14 - Mileage: 4,714 - RO: [redacted] - Days Down: 1
Concern:
1. Airbag light passenger side will light up with person in seat
Action:
1. Unable to duplicate

08/16/14 - Mileage: 10,635 - RO: [redacted] - Days Down: 1
Concern:
1. Airbag light passenger side lights up with person in seat
Action:
1. Normal operation

09/20/14 - Mileage: 14,418 - RO: [redacted] Days Down: 1
Concern:
1. Passenger side air bag will light up while driving

Action:
1. Normal operation

10/18/14 - Mileage: 17,853 - RO: [redacted] ays Down: 1
Concern:
1. Passenger airbag off light comes on when someone is sitting in seat
Action:
1. Normal operation

Make Public — **Created By Kate Czerwinski (11/5/2014 2 29 PM)**
DRTS completed and attached RHR

Make Public — **Created By Kate Czerwinski (11/5/2014 10 02 AM)**
DRTS called dlr 3759 to request sale contract and title application. Roberta in the title office agreed to obtain and fax copies.

Provided name, V N, in service date, year/model, customer name, fax and phone numbers

Make Public — **Created By Kate Czerwinski (11/5/2014 9 12 AM)**
DRTS received and attached ROs

Make Public — **Created By Ashley May (11/4/2014 8 50 AM)**
ARBS called C at [redacted] and reached C.

ARBS advised that NNA rec'd C's letter in regards to the 2014 Altima and the case is under review. ARBS advised review can take 7-10 business days but ARBS wanted to provide C with direct contact info.

C advised ARBS of history and stated C has already had a 2013 repurchased due to the same issue. ARBS reiterated that repair history for current vehicle will be looked at, stated again that it can take 7-10 business days and that ARBS would have a better idea of the next steps after review process.

C stated "thank you" and hung up.

Make Public — **Created By Kate Czerwinski (11/3/2014 3 09 PM)**
previous cases-none
open recalls- none

DRTS in receipt of customer letter, dated October 29, 2014, signed by R.M. Udaya Rajah Wickramasinghe, sent via certified mail, tracking number [redacted] received on November 3, 2014. The letter is attached to the case for review.

Customer is complaining of a problem with the passenger air bag malfunctioning. Customer is requesting "relief according to lemon law".

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8030595	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/3/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	2/26/2015	Angie Mathis	2/27/2015 7:57 AM
Edit | Del	Review Approved Check Request		✓	2/26/2015	Angie Mathis	2/27/2015 7:57 AM
Edit | Del	[redacted]		✓	1/16/2015	Angie Mathis	1/16/2015 2:03 PM
Edit | Del			✓	1/16/2015	Ashley May	1/16/2015 2:02 PM
Edit | Del	Create RHR		✓	1/16/2015	Angela Baase	1/12/2015 11:39 AM

Show more » | Go to list »

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00056511	DRT Resolution	1N4AL3AP9EN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0143243	[redacted]	2/27/2015	Dealer	Approved	$24,969.74	26BUYBACK	Nissan North East Buyback/Trade	Darcars Of	Indianola Dr, Inc.
	CR0143244		2/27/2015	Attorney	Approved	$1,750.00	26BUYBACK	Nissan North East Buyback/Trade	Kimmel &	Silverman, PC

Forms

Forms Help

No records to display

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales tax packet.pdf	889KB	7/8/2015 8:14 AM	Rebecca Martin
Edit | View | Del	[redacted]	882KB	3/6/2015 8:42 AM	Angie Mathis
Edit | View | Del		844KB	3/6/2015 8:41 AM	Angie Mathis
Edit | View | Del		73KB	2/27/2015 2:23 PM	Tammy Knotts
Edit | View | Del		73KB	2/27/2015 2:15 PM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/4/2015 9 57 AM	Angie Mathis	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/26/2015 1:47 PM	Angie Mathis	Changed **Follow Up Date** from 2/19/2015 to **2/26/2015**.
2/19/2015 1:10 PM	Angie Mathis	Changed **Follow Up Date** from 2/9/2015 to **2/19/2015**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [35] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Maria L. Gloden [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/3/2014 3:23 PM
CA Multiple Repairs		Date/Time Closed	12/3/2014 3:17 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00053298

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumers Affairs Voluntary repurcahse due to 4 visits for PABI light on intermittently and 25 days down.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Sent repurchase offer and talked to C
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,664		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN3DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF BOERNE	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$35,150.36	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/6/2014	Vehicle Service Contract	
RHR Completed	11/11/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN3DC[redacted]		
Created By	April Advincula, 11/3/2014 3:23 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	406	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (2/5/2015 1 45 PM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NNA for Overpayment in the amount of $474.68 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (1/21/2015 10 16 AM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $479 00 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; ([redacted]. Case closed and copy of check attached to case on this date.
Make Public		**Created By Maria L. Gloden (12/3/2014 3 16 PM)** Morley case # [redacted]
Make Public		**Created By Annice Hill (12/3/2014 2 43 PM)** Received check made payable to C in the amount of $11,022.56 and also a check made payable to NMAC in the amount of $24,127 80. Forwarding to Morley via FedEx. Tracking # [redacted]
Make Public		**Created By Maria L. Gloden (12/2/2014 7 10 AM)** RC is adding 12 additional days to payoff: 12 days x 1 25 per diem = 15 + 24,112 80 = 24,127.8 good thru 1/2/15
Make Public		**Created By Maria L. Gloden (12/1/2014 12 20 PM)** RC is attaching the signed repurchase offer to the case.
Make Public		**Created By Maria L. Gloden (11/26/2014 2 36 PM)** Rc spoke with C in regards to the repurchase offer and the terms ofthe letter. RC also sent the repurchase offer via email and C wanted to know if we do refund the finance charges? RC expalined that based on the guidelines of the lemon law of the state of texas nissan does not refund the finance charges.
Make Public		**Created By Maria L. Gloden (11/26/2014 7 44 AM)** RC sent the repurchase offer via email and also left VM to C in regards to the offer.
Make Public		**Created By Anthony Zacharyasz (11/25/2014 4 15 PM)** ARBS in review of the case approves repurchase figures.
Make Public		**Created By Kristina Rosas (11/24/2014 2 05 PM)** WORKSHEET NOTES: Inv price: 39,948 - 500= 39448 Usage: mileage at first occurrence/120,000 x purchase price - rebates plus mileage after first occurrence/120,000 x purchase price - rebates x 50% 11,592/120,000 x 39448 = 3810.67 Plus 12,534 / 120,000 x 39448 x 50% = 2,060.17 Total usage: 5,870.84 Current mileage: 24,126 - mileage at first occurrence: 11,592 = 12534 Payoff: 24112 80 good thru 12/21/14 30 days payoff Lienholder : NMAC Per diem: 1 25
Make Public		**Created By Kristina Rosas (11/24/2014 2 05 PM)** CUSTOMER REPURCHASE LETTER (Long Method): Base Price: $39,948.00 Sales Tax: $518.20

Lic/Reg/Fees: $51.75
Dealer Doc Fee: $125 00
Security Plus: $789.00
Government Cert of title Fees: $33.00
Government Vehicle Inspection Fees: $23.75
Other Taxes: $11 50
Plate Transfer fee: $6.00
Total Purchase: $41,506.20

Less Usage @ 24126 miles: ($5,870.84)
Less Rebates: ($500 00)
Less Lien Payoff (good through 12/21/14) ($24,112.80)

Total Amount to Customer $11,022 56

Make Public

Created By Maria L. Gloden (11/21/2014 3 13 PM)
Vehicle Concern
related cases for airbag issue - case [redacted]

Created By Maria L. Gloden (11/21/2014 10 36 AM)
S[redacted]

Account[redacted]

Custome[redacted]

30 day payoff $24112.80 good thru 12/21/2014

Per diem 1.25

Make Public

# of scheduled payments received 18

Scheduled Payment amount 465 82

Total Principal paid 7,591 5

Total Interest paid 845 21

Late fees paid 18 95

Recent payment received on 11/7/2014 in the amount of $450.00

Make Public

Created By Maria L. Gloden (11/20/2014 8 24 AM)
Rc received a call from the C who states that wants to proceed with the repurchase. C states that he just bought a nissan for his daughter and he wants to repurchase his current one.

Created By Maria L. Gloden (11/19/2014 3 50 PM)
[redacted] N# 5N1AR2MN3DC[redacted]

Can I please get repurchase figures for the above customer?

Make Public

Account Number:
30 Day Payoff Amount:
Interest Paid to Date:
Per Diem:
Number of Payments Received:
Payment Amount:
Payment History:
Title of Vehicle:
and copy of sales agreement

Also is an SOC acceptable?

Make Public

Created By Maria L. Gloden (11/19/2014 3 50 PM)
RC spoke with C in regards to the options available. RC is requestion the NMAC info and requested C to send the veh reg and title. C is not sure about how he will proceed, C states that will come back with a decision in regards to the vehicle.

Make Public

Created By Maria L. Gloden (11/19/2014 11 10 AM)
RC left a VM to C in regards to the letter that was sent via FEDEX. RC also left her contact info.

Make Public

Created By Sara Dorazio (11/18/2014 2 10 PM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Maria L. Gloden (11/18/2014 1 35 PM)
RC is sending the letter via FEDEX TRCK#[redacted]
RC is attaching the letter to the case.

Make Public

Created By Anthony Zacharyasz (11/18/2014 8 23 AM)
ARBS transferring ownership of the case and notes the following:

*REASON: 4 visits for PABI light on intermittently and 25 days down.

*LEMON LAW: Yes, TX.

*USAGE: 24,126 miles, full use divide by 120,000 miles until 11,592 miles. 50% use over 120,000 miles from 11,592 miles to 24,126 miles.

*RETENTION GOODW LL: ARBS is willing to waive up 33% of the use if C elects replacement over repurchase.

*OPTIONS: If C doesn't want replacement/repurchase, NNA will offer $3,500 00 cash as settlement in lieu of buyback.

Make Public

Created By Anthony Zacharyasz (11/18/2014 8 17 AM)
ARBS notes the following:

4 visits for PABI light on intermittently. // Calibrated sensors, replaced OCS sensors, and reset OCS system.
25 days down.

ARBS transferring ownership of the case to provide further assistance.

Make Public

Created By Anthony Zacharyasz (11/18/2014 8 13 AM)
ARBS rec'd RHR, reviewed ROs, and notes the following repair history:

RO #[redacted]
4/03/14... 11,592 miles... 1 day down
-Concern:
1. Campaign: ABS reprogramming.
2. C states PABI light comes on and off without someone in seat.
-Action Taken:
1. Completed.
2. Unable to duplicate.

RO #[redacted]
6/02/14... 13,929 miles... 1 day down
-Concern:
1. Campaign: OCS reprogramming.
-Action Taken:
1. Completed.

RO #: [redacted]
6/04/14... 14,073 miles... 1 day down
-Concern:
1. C states PABI light comes on with someone in seat.
-Action Taken:
1. Calibrated OCS sensors.

RO #[redacted]
6/19/14... 15,168 miles... 1 day down
-Concern:
1. C states PABI light goes on and off with someone in seat.
-Action Taken:
1. Operating as designed.

RO #: [redacted]
7/28/14... 17,701 miles... 2 day down
-Concern:
1. C states PABI light on.
-Action Taken:
1. Replaced and reset OCS system.

RO Open
10/31/14... 24,126 miles... 19 days down
-Concern:
1. C states soft brake pedal.
-Action Taken:
1. Replaced brake master cylinder.

Make Private ✓ **Created By Amethyst Cantrell (11/17/2014 8 11 AM)**
RCAS-AC placed outbound call to C at [redacted] 8:10
RCAS left VM advising case still under review and provided direct line and provided follow-up of 11/20

Make Private ✓ **Created By Amethyst Cantrell (11/12/2014 9 07 AM)**
RCAS-AC placed outbound call to C at ([redacted]9:00
RCAS left VM advising case still under review and provided direct line

Make Private ✓ **Created By Sara Dorazio (11/11/2014 11 14 AM) Last Modified By Amethyst Cantrell (11/12/2014 9 00 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Anthony Zacharyasz for review.

Created By Amethyst Cantrell (11/7/2014 2 25 PM)
RCAS-AC

RCAS asked if C still wanted to be in the veh.

C stated that C has had a lot of concerns with the veh and that now the veh is having electrical concerns.
C stated that C would be interested in a new veh
C asked what RCAS could do.

Make Private ✓ RCAS stated that RCAS could not do a trade but that C could address trades with a DLR if C wanted to.
RCAS stated that RCAS could submit a repurchase request and that occasionally when a veh was repurchased that, depending on who the veh was financed through occasionally trades were performed.
RCAS stated that RCAS has ROs from Ancira and Boerne but was still reaching out to Gunn and would follow up 11/12

C agreed and asked that C note that the airbag still going off and on.

RCAS agreed.

Call ended mutually

Make Private ✓ **Created By Amethyst Cantrell (11/7/2014 1 06 PM) Last Modified By Amethyst Cantrell (11/7/2014 1 06 PM)**
RCAS-AC placed outbound call to Gunn and requested all ROs.
RCAS also emailed SM-Adrian Guevera

Make Private ✓ **Created By Amethyst Cantrell (11/7/2014 1 03 PM)**
RCAS-AC placed outbound call to DLR and requested all ROs

Make Private ✓ **Created By Amethyst Cantrell (11/7/2014 8 54 AM)**
RCAS-AC placed outbound call to C at [redacted] 8:53
RCAS apologized for misplacing number and requested C provide best # again.
RCAS provided direct line

Make Private ✓ **Created By Amethyst Cantrell (11/6/2014 4 14 PM)**
RCAS-AC placed outbound call to Ancira. RCAS requested all ROs

RCAS-AC placed outbound call to Gunn. RCAS left VM providing direct line.

Make Private ✓ **Created By Amethyst Cantrell (11/6/2014 11 33 AM)**
RCAS-AC placed outbound call to DLR and requested RO for C.

Make Private ✓ **Created By Amethyst Cantrell (11/4/2014 10 54 AM)**
RCAS-AC placed outbound call to C at ([redacted]0:53
RCAS left VM advising that RCAS was collecting ROs and provided direct line and case # and follow-up of 11/7

Make Private ✓ **Created By Amethyst Cantrell (11/4/2014 10 42 AM)**
RCAS-AC placed outbound call to DLR and spoke with SA-Anthony

SA-Anthony stated that the master brake cylinder was broken.

RCAS requested the open RO for the veh

Make Private ✓ **Created By April Advincula (11/3/2014 3 26 PM) Last Modified By Amethyst Cantrell (11/3/2014 4 42 PM)**
Vehicle Concern

Make Private ✓ **Created By April Advincula (11/3/2014 3 25 PM) Last Modified By Amethyst Cantrell (11/3/2014 4 42 PM)**
crr-aa received a call from c's husband [redacted] who now referred as c
c stated that c complains c's veh with the on going issues
related cases for airbag issue - case [redacted]

crr-aa used SOP 1.1
crr-aa verified c's information
home - [redacted]
mobile - [redacted]
c's mob[redacted]

c provided vin : 5N1AR2MN3DC[redacted]
c provided current mileage : 23,664
c provided Number of previous Nissan vehicles owned: 5

c stated that c has on going issues with c's veh since c purchased the veh
c stated that c is having issues with c's veh which are the following:
- Airbag light that comes on
- Navigation shakes every now and then
- Electric driver's seat won't function cannot move forward and backward
- Electric mirrors

- Brakes are going out

C stated that c brought c's veh to Nissan dlr Friday 10/31/14 for the brakes issue and c was advised that Nissan dlr will try to replace the master cylinder to check if it will fix the issue
C stated that c is complaining c's veh because Nissan dlr had multiple repairs with the airbag light however the issue has not been fixed and c brought c's veh to Nissan dlr in Ancira Nissan 4-5 times with the airbag issue
C stated that c was advised that Nissan dlr cannot find anything wrong with c's veh
C stated that c requests to replace c's veh
Crr-aa empathized to c

Crr-aa forwarding case to rcas for veh complaint

Crr-aa informed c that c will be contacted by rcas specialist before the end of the next business day
C understood

Crr-aa asked for further assistance. C declined.

crr-aa took c's best contact number:
[redacted]

Crr-aa provided to c name, ext # and file number
Leave file open-transferred file to RCAS

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8061850	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	12/2/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	12/2/2014	Maria L. Gloden	12/4/2014 9 50 AM
Edit | Del	Review Approved Check Request		✓	12/2/2014	Maria L. Gloden	12/4/2014 9:49 AM
Edit | Del	Approved Repurchase Figures		✓	11/24/2014	Maria L. Gloden	11/25/2014 4:16 PM
Edit | Del	RHR Review-[redacted]		✓	11/18/2014	Amethyst Cantrell	11/25/2014 4:16 PM
Edit | Del	Old Factory Invoice		✓	11/18/2014	Sara Dorazio	11/18/2014 2:09 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053298	DRT Resolution	5N1AR2MN3DC[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138284	528314	12/3/2014	Lienholder	Approved	$24,127 80	32BUYBACK	Nissan South Central Buyback/Trade		
	CR0138285	528294	12/3/2014	Customer	Approved	$11,022 56	32BUYBACK	Nissan South Central Buyback/Trade	[redacted]	

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA- Sales tax packet.pdf	2MB	7/8/2015 12:51 PM	Rebecca Martin
Edit | View | Del	[redacted]	117KB	2/5/2015 1:45 PM	Tammy Knotts
Edit | View | Del		78KB	1/21/2015 10:16 AM	Tammy Knotts
Edit | View | Del		74KB	1/9/2015 2 31 PM	Tammy Knotts
Edit | View | Del		75KB	1/9/2015 2 31 PM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/3/2014 3:17 PM	Maria L. Gloden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/2/2014 9 27 AM	Adrienne Gehrke	Changed **Follow Up Date** from 11/26/2014 to **12/2/2014**.
11/26/2014 7:45 AM	Maria L. Gloden	Changed **Follow Up Date** from 11/21/2014 to **11/26/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [13] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/3/2014 4:34 PM
CA Multiple Repairs		Date/Time Closed	12/8/2014 3:06 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 12/5/14 at 8 00 AM Eastern Notes to Agent: I can inspect this vehicle on 12/5/14 at 8:00 am eastern time. Please advise the customer it is mandatory they meet with me for a short interview at that time and they need to allow time for a road test as well. Inform the customer he may need to leave the vehicle with me for the remainder of the day and that Nissan will provide transportation if needed. Also please contact the dealer and inform the Service Manager of the appointment and request they schedule time with a Master technician to work with me as needed and make sure they have a vehicle available for the customer as well. The dealer and I will need confirmation of this appointment no later than 5 days before.		
Description	veh concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	Williams Nissan Sayre Inc	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4BL3AP8DC[redacted]		
Created By	Flor de Luisa Ann Sisno 11/3/2014 4:34 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	401	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Tommy Beard (12/8/2014 2 48 PM)** RCAS TB adding DTS notes •Occupant Detection System Control Unit was replaced to assure correct system operation. •Performed Zero Point Reset and cleared all codes. •Adjusted exhaust mounting to reduce vehicle vibration. •Explained to the customer that it is normal operation for the PABI light to illuminate under certain conditions and it is not an indication of a malfunction. •Provided the customer with a printout of pages 1-37, and 1-44 to 1-49 of the owners manual and pages 5-8 of NTB14-084 explaining the proper use and operating characteristics of the 2013 Altima Passenger Airbag System. •The driver's side Non OEM floor mat was removed and put in the trunk, I informed Mr. Kochanevich that Nissan does not recommend the use of Non OEM floor mats as they can interfere with the safe operation of the vehicle. C contacted <Nissan-Infiniti> CA requesting assistance with airbags. Vehicle was not able to be diagnosed and DTS confirmed that vehicle is operating as designed RCAS advised C <Nissan-Infiniti> has created a Case to document C's concern and this case will remain in <Nissan-Infiniti's> system
Make Private	✓	**Created By Tommy Beard (12/4/2014 4 03 PM) Last Modified By Tommy Beard (12/4/2014 4 04 PM)** RCAS TB left voicemail to C at [redacted] reminding C of DTS appointment at 8 AM at Williams Nissan of Sayre. RCAS TB stated C can call RCAS TB at 6157257684 if C has any questions
Make Private	✓	**Created By Tommy Beard (11/19/2014 9 47 AM) Last Modified By Tommy Beard (12/4/2014 4 04 PM)** RCAS TB received incoming call from C RCAS TB stated this call may be recorded for quality and training purposes RCAS TB stated has setup appointment for C at Williams Nissan for 8AM EST on 12/5/14 C thanked RCAS TB RCAS TB stated will contact dealership and make sure dealership is aware of situation as well C thanked RCAS TB RCAS TB stated will call C on 12/4/14 as a reminder of appointment as well RCAS TB stated C can call RCAS TB anytime at [redacted]
Make Private	✓	**Created By Tommy Beard (11/19/2014 9 06 AM) Last Modified By Tommy Beard (12/4/2014 4 04 PM)** RCAS TB emailed C requesting callback
Make Private	✓	**Created By Tommy Bea[redacted]t Modified By Tommy Beard (12/4/2014 4 04 PM)** RCAS TB contacted C at [redacted] left VMX including Case number 1[redacted], name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/20/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Tommy Beard (11/18/2014 3 07 PM) Last Modified By Tommy Beard (12/4/2014 4 04 PM)** RCAS TB contacted C at [redacted] left VMX including Case number [redacted] name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/19/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Tommy Beard (11/13/2014 3 18 PM) Last Modified By Tommy Beard (12/4/2014 4 04 PM)** RCAS TB discussed case for DTS with TL LH

RCAS TB contacted C at [redacted]
RCAS TB stated that Nissan is in the process of having proper repairs completed on C's vehicle and will get in touch with C as soon as RCAS TB has more information
C thanked RCAS TB
RCAS TB stated C can call RCAS TB anytime at [redacted]

Created By Tommy Beard (11/12/2014 2 43 PM) **Last Modified By** Tommy Beard (12/4/2014 4 04 PM)
RCAS TB contacted SM at WILLIAMS NISSAN SAYREINC 5708882135
RCAS TB stated C's concerns
SA states has replaced sensors, lower seat frame, done zero point resets,
SA states there is a new update for sensors
RCAS TB stated that dealership will need to contact techline before Nissan can assist with DTS
SM thanked RCAS TB

Make Private ✓

RCAS TB contacted C [redacted] t VMX including Case number [redacted] name, and RCAS TB contact of 615.725.7684. RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/13/14
RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Created By Tommy Beard (11/7/2014 3 38 PM) **Last Modified By** Tommy Beard (12/4/2014 4 04 PM)
RCAS TB contacted C at [redacted]
Make Private ✓ RCAS TB stated is still working C's case and will follow up with C on Wednesday 10/12/14 with more information
C thanked RCAS TB
RCAS TB stated C can call RCAS TB anytime at [redacted]

Make Private ✓ **Created By** Tommy Beard (11/4/2014 4 20 PM) **Last Modified By** Tommy Beard (12/4/2014 4 04 PM)
RCAS TB could not datanet

Created By Tommy Beard (11/4/2014 4 13 PM) **Last Modified By** Tommy Beard (12/4/2014 4 04 PM)
RCAS TB contacted C at [redacted]
RCAS TB apologized for C's situation
C states has taken vehicle several times to dealership for repair
C states was told not to turn radio up because this can affect air bag light
Make Private ✓ C states was told dealership would be replacing whole seat but then never did because the amount of repair was too much
C stated at this time sensors have been replaced as well as reprogramming but not sure of anything else
RCAS TB apologized and stated will contact dealership and try to get C's concerns taken care of
RCAS TB asked C to take vehicle by dealership though if light comes on so dealership can see what's happening
C thanked RCAS TB
RCAS TB stated C can call RCAS TB anytime at [redacted]

Created By Tommy Beard (11/4/2014 3 35 PM) **Last Modified By** Tommy Beard (12/4/2014 4 04 PM)
RCAS VER F ED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS CHECKED for open recalls/campaigns and found: 0
Make Private ✓ Previous UNRELATED Case(s) Found: 3
Previous RELATED Case(s) Found: 0

RCAS TB left voicemail SM at WILLIAMS NISSAN SAYRE NC 5708882135 to return call to 6157257684

Created By Flor de Luisa Ann Sisno (11/3/2014 7 31 PM) **Last Modified By** Tommy Beard (12/4/2014 4 04 PM)
crr-fs received a call from c.
c stated that the Air bag warning light keep coming on in the veh.
C stated took the veh to the dlr about 4 to 6 times and DLR did the repair.
C stated c was advised by the SM to call Nissan to make a complaint about the veh.

crr-fs verified/updated c's address/phone number/email:
[redacted]
Horseheads, NY [redacted]
USA
[redacted]

Make Private ✓ crr-fs asked c:
NAME OF DLRSHP: WILLIAMS NISSAN SAYRE NC

NAME OF THE SERVICE PERSON N THE NISSAN DLR: Jim Lister
HOW C WOULD LIKE TO BE ASSISTED?
C stated that c wants Nisan to work with the DLR and found what Nissan can do to fix the issue.
CRR-FS informed c the case will be escalated to rcas for review and c will get an initial call within the next business day.

crr-fs verified the BEST CONTACT number to REACH c. c said [redacted]

CRR-FS offered further assistance, c declined.
CRR-FS provided name, extension and file number.
crr-fs escalated the case to rcas for veh concern.
crr-fs exiting the case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8031077	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/3/2014	YX	BK	233500	OA
Edit | Del	CC-8031078	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/3/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdOuj ref]	[redacted]	✓	11/19/2014	Tommy Beard	11/19/2014 9:05 AM
Edit | Del	New DTS Request		✓	11/15/2014	Peter Merkel	11/17/2014 11:15 AM
Edit | Del	New DTS Request		✓	11/15/2014	Peter Merkel	11/17/2014 11:14 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdOuj ref] *11/19/2014 Case # 1[redacted] VIN # 1N4BL3AP8DC[redacted]*	[redacted]	11/19/2014 9 05 AM

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
12/8/2014 3 06 PM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/4/2014 4 03 PM	Tommy Beard	Changed **Follow Up Date** from 12/4/2014 to **12/8/2014**.
11/19/2014 9:43 AM	Tommy Beard	Changed **Follow Up Date** from 11/20/2014 to **12/4/2014**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [34] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [5+] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Norresa Jones [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	12/11/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	11/3/2014 6:59 PM
CA Multiple Repairs		Date/Time Closed	12/11/2014 2:10 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname : [redacted] lastname : [redacted] email [redacted] homephon[redacted] address1 : [redacted] address2 : city : Albuquerque twitter : state : NM zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 1N4AL3AP4Dn[redacted] dealerstate : dealername : comments : I purchased my 2013 Nissan Altima about 15 months ago and just hit 9,000 miles. I wish I could say I absolutely love everything about my new car but there are some issues I just can't ignore. t bothers me that I not only hear a sloshing and banging sound coming from the rear with anything over a half tank of gas but I can feel it as well (the dealer says this is normal). My moon roof now rattles intermittently and is progressively getting worse (dealer already looked at once). My speaker covers on dash are curling/warping (center cover already replaced once and still having same problem) The driver seat squeaks when it□s cold and the console cracks and pops with temperature changes or going over bumps. There is insulation that keeps creeping out just above the glove compartment (this has been addressed once before). Also, after the air bag light was reset after the recall, it went off yet again for about 5 minutes when my 19 year old was in the seat. These things are unacceptable for a brand new, single owner vehilce. I'm really, really frustrated with these issues . I would like to continue as a Nissan owner but these issues are forcing me to consider other options. I would like to hear from you. Thank you, [redacted]		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0

Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MELLOY NISSAN	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	11/14/2014
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 11/3/2014 6 59 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	NNAETL 10/14/2015 12:41 AM	Root Cause Code	SCMV
Days Closed	398	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE2M
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Norresa Jones (12/11/2014 2 09 PM)** RCAS-ND is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with 1) sloshing clunking from rear of vehicle 2) intermittent moon roof rattle 3) foam creeping out between glove box and end of dash 4) squeaky back rest driver seat 5) recheck OCS sensor passenger side RCAS offered C a service credit for the inconvenience
Make Private	✓	**Created By Norresa Jones (12/11/2014 2 08 PM)** RCAS-ND contacted C a[redacted] at 2:04p RCAS-ND contacted C a[redacted] at 2:04p left VMX including Case number, name, and RCAS contact o[redacted] RCAS stated on VMX that the service credit has been approved and it should arrive within 2-4 weeks. RCAS stated if C has any future questions or concerns, C can contact RCAS.
Make Private	✓	**Created By Norresa Jones (12/8/2014 2 08 PM)** RCAS-ND notating case RCAS referenced SOP 6.11
Make Private	✓	**Created By Norresa Jones (12/8/2014 2 03 PM)** C contacted RCAS-ND at 1:43p C stated dlr replaced all 3 grills C stated as far as clicking and sloshing, dlr stated it's normal

C stated the airbag light, dlr no problem found
C stated when C's daughter rides in seat, sometimes it goes off and doesn't
C stated the sunroof, dlr drove around and it usually happens when it's warmer out
C stated dlr used quarter tank gas, so C knows dlr drove veh
RCAS asked C about the concern with the foam
C stated the foam, dlr cut it out, dlr couldn't explain why it happened
C stated C will continue monitor veh
RCAS advised C C can take veh into a 2nd dlr to get a 2nd opinion
C stated C will have to wait until spring, starts to warm up more, plus with C's schedule
C stated the air bag concern, concern with the seating position
C stated dlr did recall, fixed the concern but it has reoccurred
C asked about the airbag with the 2013 Altimas
RCAS advised C when an object is in the seat, whether is it's a small child, an adult or maybe a bag of groceries, the air bag has to calculate the weight. it doesn't know what is in the seat, but depending on the weight of the object, it will determine if the air bag would be safe to deploy in case of an accident.
C asked about the fuel tank noise
C stated it's not just C, there are a lot of other people with the same concerns
C stated C hopes Nissan comes up with a solution
RCAS advised C RCAS would like to give C a service credit for C's experience
RCAS advised C the service credit is a debit card
RCAS advised C of the following:
•A service credit can be issued at the rate of once per V N per customer. If the customer has received a service credit according to the VIN history, the customer IS NOT ELIG BLE for a service credit. The new owner of a pre-owned vehicle IS ELIGIBLE if there is no prior history indicating the "new owner" has received a service credit.
•A service credit debit card CANNOT be issued to reimburse a customer for previous services.
•Valid at any Authorized Nissan Dealer/Infiniti Retailer. Approved for any service (valid only if genuine Nissan/Infiniti parts are used), or for the purchase of any genuine Nissan/Infiniti parts or accessories.
•This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until the expiration date.
•If there is a balance at the end of the 6 month term the balance will be forfeited.
C accepted RCAS offer
RCAS advised C RCAS will send in the request and once it's approved RCAS will contact C
RCAS verified C's address
C thanked RCAS
RCAS thanked C

Call ended mutually

Make Private ✓ **Created By Norresa Jones (12/8/2014 9 46 AM)**
RCAS-ND sent follow up email to C

Make Private ✓ **Created By Norresa Jones (12/8/2014 9 44 AM)**
RCAS-ND contacted C at [redacted] at 9:42a left VMX including Case number, name, and RCAS contact of [redacted]
RCAS stated on VMX that RCAS was following up with C regarding C's veh.
RCAS will continue to follow up with C no later than Tue Dec 9, 2014.

Make Private ✓ **Created By Norresa Jones (12/8/2014 9 25 AM)**
RCAS-ND contacted dlr at 505-265-8721 at 9:17a

SA-Mike
RCAS asked if SA knew the update on C's veh, the ordered part
SA stated SA sees an open ticket and it shows complete, C may have picked up last week
SA stated SA-Brian is the SA working on the ticket, and SA will have SA-Brian call RCAS back with the details tomorrow
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (12/5/2014 2 58 PM)**
RCAS-ND contacted dlr at 505-265-8721 at 2:52p

SA-Brad
SA stated dlr was not able to duplicate C's concerns
SA stated the fuel tank concern, sloshing, no problem found
SA stated the sunroof concern, dlr drove veh for over 100 miles and was not able to duplicate the concern
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (12/2/2014 10 12 AM)**
RCAS-ND contacted C at [redacted] at 10:09a left VMX including Case number, name, and RCAS contact of [redacted]
RCAS stated on VMX that RCAS has been advised by SM-Dan dlr has addressed C's concerns, and dlr has ordered part for front grill. Part should be in within 1 week.
RCAS will continue to follow up with C no later than Mon Dec 8, 2014.

Make Private ✓ **Created By Norresa Jones (12/2/2014 10 03 AM)**
RCAS-ND contacted dlr 505-265-8721 at 9:49a

SM-Dan
RCAS asked SM for an update on C's veh
SM stated dlr went for a ride with C yesterday
SM stated C told dlr to go ahead and adjust everything, but it does not work like that
SM stated dlr ordered speaker cover for front grill yesterday, and should be here within 1 week, if it doesn't go on backorder
SM stated the fuel slosh noise, dlr can't do anything about that concern
SM stated the concern with the sunroof, C stated it seems to get worse after warm, dlr couldn't duplicate, it's not hot outside now
SM stated the foam concern, dlr fixed it
RCAS thanked SM
SM thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (12/1/2014 2 08 PM)**
RCAS-ND contacted dlr 505-265-8721 at 2 04p

RCAS left VMX for SM-Dan stating RCAS was calling to get an update on C's veh

Make Private ✓ **Created By Norresa Jones (11/24/2014 11 52 AM)**
SM-Brain contacted RCAS-ND at 11:46a

SM stated C called SM and set up an appointment for Mon Dec 1
RCAS advised SM of C's email
SM stated SM will go over everything with C when C arrives Mon to make sure dlr looks at everything
RCAS advised SM it's 5 different concerns
SM stated dlr will put C in a rental if dlr can duplicate the concerns
RCAS asked if RCAS should contact SM Mon or Tue
SM stated will Mon afternoon will be good
RCAS advised SM RCAS will call SM Mon afternoon after 2pm
RCAS thanked SM
SM thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (11/24/2014 10 58 AM)**
RCAS-ND received an email from C

"Hi Norresa,

I made a service appointment for Monday, December 1st with Brian. I'm not sure all my concerns have been communicated so here is a list I'd like you to forward:

1) sloshing clunking from rear of vehicle
2) intermittent moon roof rattle
3) foam creeping out between glove box and end of dash
4) squeaky back rest driver seat
5) recheck OCS sensor passenger side

Thank you"

Make Private ✓ **Created By Norresa Jones (11/24/2014 9 18 AM)**
RCAS-ND received a VMX from SM-Brian

SM stated C just called to set up an appointment to bring in veh Mon Dec 1st

Created By Norresa Jones (11/24/2014 9 01 AM)
RCAS-ND contacted dlr 505-265-8721 at 8 52a

RCAS left VMX for SM to call RCAS back at [redacted] regarding follow up on C's veh
****
RCAS-ND contacted C at [redacted] at 8:55a

Make Private ✓ RCAS asked C if C has taken veh into dlr
C stated haven't' been to dlr, C's work schedule has been crazy
C stated SM-Brian called C
RCAS asked if C knows when C will be able to take veh into dlr
C stated C will try to take veh to dlr Mon Dec 1st
C stated C will call SM and set up an appointment
C asked if RCAS let dlr know of the concerns
RCAS advised C yes RCAS advised SM of C's concerns
C stated it's going to be the same conclusion, but C will give it one more shot
RCAS advised C RCAS will follow up with C Tue Dec 2
C understood and thanked RCAS
RCAS thanked C

Call ended mutually

Created By Norresa Jones (11/21/2014 11 37 AM)
RCAS-ND received a call from SM-Brian at 11:35a

Make Private ✓ SM stated there is no update for C's veh
SM stated C never answered the call from dlr
RCAS advised SM RCAS has not been able to contact C as well
RCAS thanked SM
SM thanked RCAS

Call ended mutually

Created By Norresa Jones (11/21/2014 11 13 AM)
RCAS-ND contacted [redacted] at 11:08a

RCAS left VMX for SM to call RCAS back at [redacted] regarding follow up on C's veh

Make Private ✓ **********
RCAS-ND contacted C at [redacted] at 11:10a left VMX including Case number, name, and RCAS contact of [redacted]
RCAS stated on VMX that RCAS will continue to follow up with C no later than Mon Nov 24, 2014.
****
RCAS-ND sent followup email to C

Created By Norresa Jones (11/21/2014 10 56 AM)
RCAS-ND received a VMX from SM-Brain

Make Private ✓ SM stated SM does not have an update for C's veh
SM stated SM has tried to contact C and cannot reach C
SM stated SM can be contacted at [redacted]

Created By Norresa Jones (11/20/2014 10 22 AM)
RCAS-ND contacted dlr at 505-265-8721 at 10 20a

Make Private ✓ RCAS left VMX for SM to call RCAS back at 615-725-7670 regarding follow up on C's veh

Created By Norresa Jones (11/20/2014 10 19 AM)
Make Private ✓ RCAS-ND contacted C at [redacted] at 10:17a left VMX including Case number, name, and RCAS contact of [redacted]
RCAS stated on VMX that RCAS will continue to follow up with C no later than Fri Nov 21, 2014.

Created By Norresa Jones (11/18/2014 10 07 AM)
SM-Brain contacted RCAS-ND at 9 53a

SM stated SM has had to cut foam on other Altimas
SM stated SM will talk to Dan about loaner veh

Make Private ✓ SA-Dan
SA stated dlr only has sentra loaner veh for free, but dlr can possibly put C in an Altima
SA stated SA will call C to inform C of the loaner veh and ask C to bring veh into dlr
RCAS thanked SA
SA thanked RCAS

Call ended mutually

Make Private ✓ **Created By Norresa Jones (11/17/2014 11 29 AM)**
RCAS-ND contacted C at [redacted] at 11:10a

RCAS VER F ED C's name, home & email address, concern, phone#, RCAS CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found: none

RCAS advised C this call could be monitored for training and quality purposes

RCAS verified C's concerns regarding sunroof, OCS recall and foam between glove box and dash board
C stated it's also the sloshing and banging coming from the rear of veh when C has a full tank
RCAS asked C is veh at dlr
C stated veh has not been returned to dlr
C stated the dlr stated the sloshing and banging is normal
C stated it's a new veh and C stated shouldn't hear anything
C stated the speaker grill is warped, curling up, dlr replaced and it's doing the same thing
C stated the foam was creeping out and it was replaced one time before, and it's coming out again
C stated the sunroof, dlr looked at it and adjusted it, it's not a continuous thing
C stated the last time the veh was at dlr was in Aug 2014
RCAS asked C what RCAS can do to help C
C stated C just want to know how to get concerns resolved, C don't know if it's something that the way it was built
C stated C would like to have a loaner veh, but the same type of veh, equal model
RCAS apologized to C
C stated this is C's first new veh, beautiful veh but there are a lot of concerns
C stated the dlr has been very friendly, C has spoke with Mike and Chris
RCAS advised C dlr may want C to bring veh back into dlr

C stated C needs a loner veh, don't want a sentra, want an Altima, and C does not want to continue taking veh in for the same concern

RCAS apologized to C for the inconvenience
RCAS advised C RCAS will try to help C's concern
RCAS advised C RCAS will be in contact within 3 business days, Thu Nov 20, 2014
RCAS advised C if C has any questions or concerns before then C can contact RCAS at [redacted] with case number [redacted]
C understood and thanked RCAS
RCAS thanked C
Call ended mutually

Make Private ✓

Created By Norresa Jones (11/17/2014 11 08 AM)
RCAS-ND contacted SM-Brian at [redacted] at 11:05a

RCAS left VMX for SM to call RCAS back regarding C's concerns at [redacted]

Make Private ✓

Created By Norresa Jones (11/14/2014 2 16 PM)
RCAS-ND contacted C at [redacted] at 2:14p left VMX including Case number, name, and RCAS contact of [redacted]
RCAS stated on VMX that RCAS will continue to follow up with C no later than Mon Nov 17, 2014.

Make Private ✓

Created By Norresa Jones (11/14/2014 2 06 PM)
RCAS-ND contacted dlr at 505-265-8721 at 2:03p

RCAS left VMX for SM to call RCAS back regarding C's concerns
RCAS left RCAS contact number and C's name and last 6 of V N

Make Public

Created By Grace Marie Yu (11/13/2014 2 03 PM)
case moved

Created By Grace Marie Yu (11/13/2014 2 03 PM)
Response Details

crr-gmy responded to c's address: [redacted]

Make Public

crr-gmy made outbound call to c at [redacted] @ 3:59 PM EST and reached c's vmx.
crr-gmy informed c that call may be recorded for training and quality assurance purposes.
crr-gmy acknowledged receipt of c's email and advised c that case will be forwarded to RCAS for further review and c will be contacted by RACS before the end of the next business day.
crr-gmy also advised c to call NNACA at 1-800-647-7261 if c have any further question.
crr-gmy provided name, extension and case number.
crr-gmy forwarding case to RCAS.

Created By Grace Marie Yu (11/13/2014 11 42 AM)
CASE NOTIFICATION:

Good Morning Grace Marie,

Here is some of the information you requested:

Make Public

Melloy Nissan customer # [redacted]

8/8/14 [redacted] hecked/Adjusted sunroof,
6/27/1 [redacted] CS recall
2/12/1 [redacted] foam adjusted b/w glove box and dash finisher, dash speaker grills inspected, sloshing and clunckin from rear inspected,

I want the previous issues mentiond resolved ASAP with a loaner vehicle (equal or great make/model) while my car is being service.

Make Public

Created By Grace Marie Yu (11/5/2014 1 21 PM)
case closed

Created By Grace Marie Yu (11/5/2014 1 21 PM)
crr-gmy made outbound call to c at [redacted] @ 3:16 PM EST and reached c's vmx.
crr-gmy informed c that call may be recorded for training and quality assurance purposes.
crr-gmy acknowledged receipt of email from c.
crr-gmy advised c to provide additional information as follows:

Make Public

* Recent diagnosis from an authorized Nissan dlr.
* Authorized Nissan dlr
* A brief description of c's request

crr-gmy also advised c to call NNACA at 1-800-647-7261 if c have any further question.
crr-gmy provided name, extension, NPS script and case number.
crr-gmy closing case.

Make Public

Created By Grace Marie Yu (11/4/2014 10 18 AM)
case pending

Created By Grace Marie Yu (11/4/2014 10 18 AM)
Email case logged
E-mail addressed to: nnaconsumeraffairs@nissan-usa com
Method of contact: E-mail
crr-gmy checked for open recalls/campaigns/upgrades found: none
crr-gmy checked for previous/related case found: none

Response Details

crr-gmy responded to c's address [redacted]

Make Public

crr-gmy made outbound call to c at [redacted] @ 12:15 PM EST and reached c's vmx.
crr-gmy informed c that call may be recorded for training and quality assurance purposes.
crr-gmy acknowledged receipt of email from c.
crr-gmy advised c to provide additional information as follows:

* Recent diagnosis from an authorized Nissan dlr.
* Authorized Nissan dlr
* A brief description of c's request

crr-gmy also advised c to call NNACA at 1-800-647-7261 if c have any further question.
crr-gmy provided name, extension and case number.
crr-gmy exiting case.

Make Public

Created By Grace Marie Yu (11/4/2014 10 12 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homep [redacted]
address1 : [redacted]
address2 :
city : Albuquerque
twitter :
state : NM
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP4D[redacted]
dealerstate :

dealername :
comments : I purchased my 2013 Nissan Altima about 15 months ago and just hit 9,000 miles. I wish I could say I absolutely love everything about my new car but there are some issues I just can't ignore. t bothers me that I not only hear a sloshing and banging sound coming from the rear with anything over a half tank of gas but I can feel it as well (the dealer says this is normal). My moon roof now rattles intermittently and is progressively getting worse (dealer already looked at once). My speaker covers on dash are curling/warping (center cover already replaced once and still having same problem) The driver seat squeaks when it□s cold and the console cracks and pops with temperature changes or going over bumps. There is insulation that keeps creeping out just above the glove compartment (this has been addressed once before). Also, after the air bag light was reset after the recall, it went off yet again for about 5 minutes when my 19 year old was in the seat. These things are unacceptable for a brand new, single owner vehilce. I'm really, really frustrated with these issues . I would like to continue as a Nissan owner but these issues are forcing me to consider other options.

I would like to hear from you.

Thank you,

[redacted]

Created By: Managed Services (11/3/2014 6 59 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : Albuquerque
twitter :
state : NM
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
Make Public
vin : 1N4AL3AP4Dn[redacted]
dealerstate :
dealername :
comments : I purchased my 2013 Nissan Altima about 15 months ago and just hit 9,000 miles. I wish I could say I absolutely love everything about my new car but there are some issues I just can't ignore. t bothers me that I not only hear a sloshing and banging sound coming from the rear with anything over a half tank of gas but I can feel it as well (the dealer says this is normal). My moon roof now rattles intermittently and is progressively getting worse (dealer already looked at once). My speaker covers on dash are curling/warping (center cover already replaced once and still having same problem) The driver seat squeaks when it□s cold and the console cracks and pops with temperature changes or going over bumps. There is insulation that keeps creeping out just above the glove compartment (this has been addressed once before). Also, after the air bag light was reset after the recall, it went off yet again for about 5 minutes when my 19 year old was in the seat. These things are unacceptable for a brand new, single owner vehilce. I'm really, really frustrated with these issues . I would like to continue as a Nissan owner but these issues are forcing me to consider other options.

I would like to hear from you.

Thank you,

[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8031536	BODY	PANEL (HOOD/TRUNK/ROOF)	POOR OR MPROPER OPERATION	16	11/4/2014	YX	AB	109000	OA
Edit | Del	CC-8031537	BODY	SUN ROOF (ELECTRIC/MANUAL)	POOR OR MPROPER OPERATION	16	11/4/2014	YX	AB	110500	OA
Edit | Del	CC-8031538	INTERIOR (NON-ELECTRIC)	DASH/PANEL/TRIM	POOR OR MPROPER OPERATION	QA	11/4/2014	YX	AU	187000	OA
Edit | Del	CC-8031539	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/4/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	service credit	[redacted]	✓	12/11/2014	Norresa Jones	12/11/2014 2:08 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdS2v ref]		✓	12/8/2014	Norresa Jones	12/8/2014 9:45 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdS2v ref]		✓	11/21/2014	Norresa Jones	11/21/2014 11:12 AM
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0SdS2v:ref]		✓	11/13/2014	Grace Marie Yu	11/13/2014 2:07 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdS2v ref]		✓	11/5/2014	Grace Marie Yu	11/5/2014 1:23 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdS2v:ref] *12/8/2014 Case #[redacted] Thank you for taking the time to ...*	[redacted]	12/8/2014 9:45 AM
Reply | To All | Del	New		RE: Your inquiry to Nissan [ref 00DA09j8L. 500F0SdS2v ref] *Hi Noressa, I made a service appointment for Monday, December 1st with Brian...*		11/24/2014 9:55 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdS2v:ref] *11/21/2014 Case [redacted] Thank you for taking the time to...*		11/21/2014 11:12 AM
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09j8L. 500F0SdS2v ref] *11/13/2014 Case # [redacted] /IN # 1N4AL3AP4DN[redacted] Tha...*		11/13/2014 2:07 PM
Reply | To All | Del	Replied		Case #[redacted] RE: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SdS2v:r... *Good Morning Grace Marie, Here is some of the information you requested: Me...*		11/13/2014 9:25 AM

Show more » | Go to list »

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date

Edit	CST00054048	Goodwill Service Credit	1N4AL3AP4DN[redacted]	Processed	Service Experience	Norresa Dalton	RCAS	Jim Land	12/9/2014

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
12/11/2014 2:10 PM	Norresa Jones	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/8/2014 2 08 PM	Norresa Jones	Changed **Follow Up Date** from 12/9/2014 to **12/11/2014**.
12/8/2014 9:45 AM	Norresa Jones	Changed **Follow Up Date** from 12/8/2014 to **12/9/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [22] | Case Categorizations [3] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michael Bardwell [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/23/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/4/2014 9:50 AM
CA Multiple Repairs		Date/Time Closed	1/23/2015 2:38 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN SERRAMONTE	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP6DN[redacted]		
Created By	Heathre Vanriper, 11/4/2014 9 50 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	355	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Michael Bardwell (1/23/2015 2 37 PM)** ARBS notes no docs or contact from c in over 30 days. ARBS closing case pending c contact.
Make Public		**Created By Michael Bardwell (1/9/2015 3 10 PM)** ARBS notes no docs from c. ARBS setting follow-up to 16-Jan pending docs from c.
Make Public		**Created By Michael Bardwell (1/5/2015 9 45 AM)** ARBS received email from BBB-Danny seeking clarification on how the negative equity was calculated. ARBS replied with description. ARBS setting follow-up to 7-Jan pending update from BBB or docs from c.
Make Public		**Created By Michael Bardwell (12/19/2014 3 34 PM)** ARBS notes no docs from c. ARBS setting follow-up to 5-Jan-15 pending docs from c.
Make Public		**Created By Michael Bardwell (12/15/2014 9 52 AM)** ARBS received confirmation from FedEx that letter was delivered 12-Dec-14 at 1427 PST.
Make Public		**Created By Michael Bardwell (12/11/2014 2 10 PM)** ARBS received the following payoff info from NMAC-Israel: Account # [redacted] 30 day Payoff: $20,760.46 (Good thru 5-Mar-2015) Per diem: 7.61 # of scheduled payments received: 12 Scheduled Payment: $462.43 Total Principal Paid: $2,247.09 Total Interest Paid: $3,302.07 Unpaid late fees: 0.00 (Late fees would accrue on 26-Dec if payment is not made) Recent payment received on 11/11/2014 in the amount of $0.00 ARBS notes the following payoff figures: Prior Trade-in Value: $3,500 00 Cash Down Payment: $2,000.00 Total Principal Paid: $2,247.09 Total Interest Paid: $3,302.07 Total Amounts Paid: $11,049.16 Trade-in Payoff: ($7,267.00) Less Usage: ($1,667.72) Non-NNA Contracts: ($99.00) Prior Reimbursements: ($2,962.43) Total Deductions: ($11,996.15) Total Due Customer: ($946 99) Loan Payoff: $20,760.46 Total Repurchase: $19,813.47 ARBS sent updated payoff letter to c via FedE[redacted] ARBS setting follow-up to 18-Dec pending docs from c.
Make Public		**Created By Michael Bardwell (12/10/2014 4 40 PM)** ARBS received update from NMAC with payoff quote, however ARBS noted no payments since prior payoff quote. ARBS replied seeking confirmation if there are any unpaid late fees at this time.

Make Public

Created By Michael Bardwell (12/4/2014 1 11 PM)
ARBS notes payoff provided by NMAC expires on 6-Dec. ARBS sent email to NMAC requested updated payoff.

ARBS placed outbound call to c at [redacted] ARBS left vmx with ARBS contact info and requested a call back. ARBS advised c that ARBS is going to need to send out a new letter with an updated payoff quote as payoff expires in two days.

ARBS setting follow-up to 5-Dec pending update from NMAC.

Make Public

Created By Michael Bardwell (11/25/2014 2 51 PM)
ARBS sent email to BBB-Danny seeking update on status.

ARBS setting follow-up to 2-Dec pending update from BBB.

Make Public

Created By Michael Bardwell (11/20/2014 11 00 AM)
ARBS received confirmation from FedEx that letter was delivered to c on 19-Nov-14 at 1546 PST.

ARBS received email from BBB-Danny advising that c has contacted BBB to review figures provided in offer letter. BBB asked ARBS to send a copy of letter to BBB for review with c. ARBS sent email to BBB with offer letter attached.

Make Public

Created By Michael Bardwell (11/18/2014 3 09 PM)
ARBS sent repurchase offer letter to c via FedEx: [redacted]

ARBS setting follow-up to 25-Nov pending docs from c.

Make Public

Created By Heathre Vanriper (11/18/2014 2 31 PM)
NIS1425838-1R. DRTS rec'd Settlement from BBB 11/18/14 dated same. States: NNA to repurchase veh with usage fee calculated at 9,597 miles. Terms to be carried out no later than 30 days post date of this letter. See attached for review.

Make Public

Created By Michael Bardwell (11/12/2014 4 45 PM)
ARBS notes no update from BBB. ARBS setting follow-up to 19-Nov pending update from BBB.

Make Public

Created By Michael Bardwell (11/6/2014 9 55 AM)
ARBS received the following payoff quote from NMAC-Israel:

Account# [redacted]
Payoff: $20,532.12 (Good thru 6-Dec-14)
Per Diem: $7.61
Total Principal paid $2,247 09
Total Interest paid $3,302 07
Recent payment received on 10/27/2014 in the amount of $462.43

ARBS notes the following repurchase figures:

Prior Trade-in Value: $3,500 00
Cash Down Payment: $2,000.00
Total Principal Paid: $2,247.09
Total Interest Paid: $3,302.07
Total Amounts Paid: $11,049.16

Trade-in Payoff: ($7,267.00)
Less Usage: ($1,667.72)
Non-NNA Contracts: ($99.00)
Prior Reimbursements: ($2,962.43)
Total Deductions: ($11,996.15)

Total Due Customer: ($946 99)

Loan Payoff: $20,532.12

Total Repurchase: $19,585.13

Make Public

Created By Michael Bardwell (11/5/2014 4 08 PM)
ARBS notes the following:

3 visits, 2 repairs and 33 days down for OCS concerns;
2 visits, 2 repairs and 6 days down for brake light concern;
2 visits, 1 repair and 17 days down for seat belt light;
2 visits, 1 repair and 17 days down for iKey inoperable;
1 visit, 1 repair and 16 days down for rough idle;
1 visit, 0 repairs and 27 days down for stall;
1 visit, 1 repair and 2 days down for no start

ARBS submitted MRF to BBB via fax advising that NNA offers to voluntarily repurchase/replace veh with usage calculated at 9,597 (miles at first OCS concern). ARBS noted deductions of $2,500 for prior settlement and $462 34 in goodwill reimbursements.

ARBS sent email to NMAC requesting payoff quote.

ARBS setting follow-up to 12-Nov pending update from BBB.

Make Public

Created By Michael Bardwell (11/5/2014 3 59 PM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Cases: 14434817 (C REIMB 1 Month Payment of 462.43 & settled BBB case for $2,500)
TECH LINE: 16438305

Repair History:

18-Nov-13 at 3,604 miles. RO # [redacted] Days Down: 3
CONCERN:
1. Brake light on.
ACTION TAKEN:
1. Filled brake fluid back up and check for leaks in the brake booster. Found no leaks at all. Did find that the brake pads were lower than expected but still in spec

17-Mar-14 at 7,506 miles. RO # [redacted] - Days Down: 3
CONCERN:
1. ABS and slip lights on
ACTION TAKEN:
1. Check and found master cylinder leaking fluid. Low fluid in reservoir causing VDC light and brake light to come on. Replaced master cylinder and rechecked OK now

30-Apr-14 at 8,919 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. RECALL: R1405 – OCS reprogram
ACTION TAKEN:
1. Performed recall R1405

15-May-14 at 9,597 miles. RO# [redacted] Days Down: 16
CONCERN:
1. Airbag light does not come on
2. When driver's side seatbelt engaged light stays on check and advise
3. I-Key inop

ACTION TAKEN:
1. Duplicated complaint passenger airbag light won't turn or do self-check. Pull out code B00A-00 occupant sens abnormal voltage. Intermittent code performed inspection notice OCS sensor seal wet and when wiggle OCS seat harness it lose connection. Replace passenger OCS seat harness and sensor recheck and OK
2. Found faulty driver front seatbelt buckle switch. Replace drive front seat belt buck. Recheck and OK
3. Intermittently key remote inop and no start. Check pull out code 'B2192 ID discord BCM-ECM P1610 lock mode P1611 ID discord, MMU-ECM performed diagnose system per code by following ESM trouble code chart first replace one I key and did not succeed. I-Key won't program. replace BCM module and did not succeed replace ECM and able to communicate and program I KEY

3-Jun-14 at 9,739 miles. RO # [redacted] Days Down: 16
CONCERN:
1. When at a stop the engine will shake hard check and advise
2. Passenger side air bag off light is still not reading correctly will still come on when someone is still there check and advise
ACTION TAKEN:
1. No DTCs. Engine system found OK road test vehicle for 100 mile on freeway and street and did not duplicate complaint engine idle and run normal at this time
2. Road test vehicle with person sitting on front passenger seat and watch passenger airbag warning light to come on and did not duplicate complaint check air bag system function and found to be in normal working condition at this time

19-Aug-14 at 12,946 miles. RO # [redacted] - Days Down: 27*
CONCERN:
1. Veh stalled in traffic
ACTION TAKEN:
1. Road tested veh- cannot confirm stalling

23-Sep-14 at 15,432 miles. RO # [redacted] - Days Down: 2
CONCERN:
1. Veh will not start
ACTION TAKEN:
1. Battery dead- recharged battery- all good

30-Oct-14 at 14,872 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. Airbag light is on
2. Seat belt light come on
3. I-Key does not work at times
ACTION TAKEN:
1. Cannot duplicate the concern
2. Cannot duplicate the concern
3. Cannot duplicate the concern

* SA-Sadie advised that c refused to pick up vehicle.

Make Public — **Created By Andrea Brown (11/4/2014 3 41 PM)**
DRTS- updated and attached RHR

Make Public — **Created By Andrea Brown (11/4/2014 3 17 PM)**
DRTS- received and attached ROs

Make Public — **Created By Andrea Brown (11/4/2014 1 52 PM)**
DRTS- spoke to Sadie, she said she would be emailing them over in the next couple of mins.

Make Public — **Created By Andrea Brown (11/4/2014 10 37 AM)**
DRTS- attached Ros from previous case to the current case

Make Public — **Created By Andrea Brown (11/4/2014 10 25 AM)**
DRTS- called DLR-2261 and left a message witht he service adviser. will follow up

Make Public — **Created By Heather Vanriper (11/4/2014 9 54 AM)**
Previous case # [redacted]
NIS1425838-1R. DRTS rec'd Case re-opened from BBB 11/04/14 dated same. C seeks: Buyback. CCF states: Veh is not safe to be driving (air bag, seat-belt, brake). See attached for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8031447	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/4/2014	YX	BK	233500	OA
Edit | Del	CC-8031448	RESTRAINT SYSTEM	SEAT BELT EXTENDER/TETHER STRAP	POOR OR MPROPER OPERATION	15	11/4/2014	YX	BK	238500	OA
Edit | Del	CC-8031449	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR MPROPER OPERATION	03	11/4/2014	YX	AD	121500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Rivero-Settlement-NIS1425838-1R	[redacted]	✓	11/18/2014	Michael Bardwell	11/18/2014 2:32 PM
Edit | Del	Create RHR	[redacted]	✓	11/10/2014	Andrea Brown	11/4/2014 3:41 PM
Edit | Del	Collect RO Documents	[redacted]	✓	11/6/2014	Andrea Brown	11/4/2014 3:18 PM
Edit | Del	Rivero-MRF-NIS1425838-1R	[redacted]	✓	11/4/2014	Michael Bardwell	11/4/2014 9 59 AM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	29KB	12/11/2014 2:13 PM	Michael Bardwell
Edit | View | Del		74KB	11/18/2014 2:32 PM	Heathre Vanriper
Edit | View | Del		76KB	11/5/2014 4:14 PM	Michael Bardwell
Edit | View | Del		28KB	11/4/2014 3:41 PM	Andrea Brown
Edit | View | Del		257KB	11/4/2014 3:17 PM	Andrea Brown

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/23/2015 2 38 PM	Michael Bardwell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/19/2015 2:10 PM	Michael Bardwell	Changed **Follow Up Date** from 1/16/2015 to **1/23/2015**.
1/9/2015 3:10 PM	Michael Bardwell	Changed **Follow Up Date** from 1/7/2015 to **1/16/2015**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [20] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/2/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/4/2014 2:09 PM
CA Multiple Repairs		Date/Time Closed	12/26/2014 11:14 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern - multiple repair attempts		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,153		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1CR2MN3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	28114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN NATIONAL CITY	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1CR2MN3EC[redacted]		
Created By	Patricia Angela Santos 11/4/2014 2 09 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	385	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (12/26/2014 11 13 AM)** CASE SUMMARY C contacted NNA with OCS concern. RCAS advised C to return veh for further diagnosis. C has not yet had veh diagnosed. RCAS closing case pending diagnosis.
Make Public		**Created By Zachary Mallett (12/26/2014 11 04 AM)** RCAS called C at [redacted] and left vmx with RCAS name and number requesting C return call.
Make Public		**Created By Zachary Mallett (12/17/2014 4 26 PM)** RCAS called C at ([redacted] C stated C has not had a chance get the veh back into the DLR. C stated C is working on getting it back in. RCAS stated RCAS would follow up with C on 12/26/14. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (12/10/2014 5 20 PM)** RCAS called C at [redacted] C stated C is working on trying to get the veh in. C stated C's schedule has prevented C from getting veh in. RCAS stated RCAS would follow up with C on 12/17/14. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (12/10/2014 12 19 PM)** RCAS sent email to SM-MW requesting update on concern.
Make Public		**Created By Zachary Mallett (12/3/2014 4 40 PM)** RCAS called C at [redacted] C stated C is going to try and get veh in on Monday. RCAS stated RCAS would follow up with C on 12/10/14. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (12/3/2014 11 33 AM)** RCAS sent email to SM-MW asking if C brought veh back in.
Make Public		**Created By Zachary Mallett (11/26/2014 2 07 PM)** RCAS sent email to SM-MW advising of C bringing veh back in.
Make Public		**Created By Zach[redacted]6/2014 2 07 PM)** RCAS called C at ([redacted] RCAS stated RCAS reviewed C's case. RCAS stated the recommendation is to take C's veh back in. C understood. C stated C would bring veh back in in two weeks. RCAS stated RCAS would follow up with C on 12/03/14. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (11/21/2014 5 42 PM)** RCAS called C at ([redacted] and left vmx with case number RCAS name and number requesting C return call.

Make Public
Created By Zachary Mallett (11/18/2014 5 12 PM) Last Modified By Zachary Mallett (11/18/2014 5 12 PM)
RCAS called C at [redacted] and left vmx with case number, RCAS name and number requesting C return call.

Make Public
Created By Zachary Mallett (11/18/2014 4 42 PM)
RCAS received email from SM-MW stating C has only brought veh in for OCS recall in May of 2014.

Make Public
Created By Zachary Mallett (11/13/2014 4 44 PM)
RCAS sent email to SM-MW requesting background for C's veh.

Make Public
Created By Zachary Mallett (11/13/2014 4 41 PM)
RCAS called C at [redacted]
C stated C's pathfinder is C's first Pathfinder.
C stated C traded first Pathfinder in for the OCS sensor.
C stated DLR called DTS and was told that if the passenger is too light that the OCS will disengage airbag.
C stated C went to a 2014 to make sure
C stated C has recorded all information on C's phone.
C stated regardless of the weight of the passenger the airbag off light will come on.
C stated C does not think that it is fair that C is paying the bill for the veh, and the veh does not work.
C stated C brought veh in 11/04/14 for concern.
C stated C knows a lot about vehs and C's sensor does not work.
C stated C just wants the veh fixed.
C stated C does not want to worry about the veh.
C stated C thinks that OCS sensor on C's veh does not work.
RCAS stated RCAS will consult internal resources to determine how RCAS shoudl proceed to find a resolution for C's cocnems.
C understood.
RCAS stated RCAS would follow up with C on 11/18/14.
C understood.
C declined further assistance.
Call ended mutually.

Make Public
Created By Sheena Marie Dela Cruz (11/13/2014 11 24 AM)
Crr-sd received call from c. c advised c's new number as ([redacted]

crr-sd advised c that c's case is being handled by rcas zm whose scheduled to contact c before the end of the business day today. c agreed.
Crr-sd provided contact information of RCAS ZM [redacted]
crr-sd advised c of transfer. c agreed. crr-sd advised that if crr-sd will get a vmx, if c would like to leave a message. c agreed.
Crr-sd advised that an internal message will be sent for notification that c called. c agreed.

Crr-sd offered further assistance. C declined.
Crr-sd provided case number, name and extension number.
Crr-sd transferred c to rcas zm vmx
Crr-sd sent internal message to rcas zm and exiting case.

C advised that the best number to contact c are [redacted]

Make Public
Created By Zachary Mallett (11/10/2014 1 53 PM)
RCAS called C at [redacted] and left vmx with case number RCAS name and number requesting C return call.

Make Public
Created By Zachary Mallett (11/5/2014 5 54 PM)
RCAS called C at [redacted], number is not in service.

Make Public
Created By Zachary Mallett (11/5/2014 5 54 PM)
RCAS called C at 6[redacted] receiver stated RCAS can call C at [redacted]

Make Public
Created By Zachary Mallett (11/5/2014 5 52 PM)
RCAS called C at [redacted] number is not in service.

Make Public
Created By Patricia Angela Santos (11/4/2014 2 15 PM)
Crr-ps received a call from C about multiple repairs.
C said that the airbag lights turns on and off.
C said that C brought the veh to MOSSY NISSAN NATIONAL CITY twice for service and the issue is still occurring.
C said that the dlr cannot do anything about it anymore.
C said that C don't want to get a lawyer but C said that if ever NNA will not do anything about it.
C said that if ever the issue will not be fixed, C wanted NNA to provide a new veh that will not have issues.

Crr-ps verified account information.
Crr-ps advised C that the case will be forwarded to RCAS for review.
Crr-ps advised C that RCAS will call C back before the end of the next business day. C understood.

Crr-ps offered further assistance. C declined.
Crr-ps did a quick recap.
Crr-ps provided name, case and extension number.
Crr-ps forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8085474	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	12/26/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
12/26/2014 11:14 AM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/26/2014 11:06 AM	Zachary Mallett	Changed **Follow Up Date** from 12/26/2014 to **1/2/2015**.
12/17/2014 4:26 PM	Zachary Mallett	Changed **Follow Up Date** from 12/17/2014 to **12/26/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Eboni Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/4/2014 2:46 PM
CA Multiple Repairs		Date/Time Closed	11/12/2014 9:26 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Issue - Airbag		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	49,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AE2KP1[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	13,000
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	QUEST	Beyond PT Warranty Miles	0
Model Code	55412	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ACTION NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: JN8AE2KP1C[redacted]		
Created By	Adrianne Pauline de Leon, 11/4/2014 2:46 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	427	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Laica Bureros (12/1/2014 3 05 PM) *** [Added after the case is closed.] *** crr lb-c called in asking tohave the prev case reopen bec c wanted to have a reimbursement for the labor that was done with regard to C's concern. crr lb- understood, asked for the vin no.verified name, mailing address, contact info and email address. advise C that a higher dept worked on the case and the case needs to be reopen and reviewed to give out possible response with regard to c's request. advise to keep phone lines open and a speacilist will work on the case. expect a callback within the nest businessday. c-understood crr lb- asked for the best callback no, c verified that it would be C's home phone. crr lb -offer furter asssitance, c declined crr lb- provide recap, name and ext no.
Make Public		**Created By Eboni Smith (11/12/2014 9 25 AM)** RCAS-ES is closing case as no further assistance is needed =========Case Summary========== RCAS-ES received case and c is requesting a financial assistance for oow repair REGIONAL GOODWILL REQUEST FORM CA Case #: [redacted] Submitted by: Eboni CUSTOMER NFORMATION Customer Name: [redacted] City & State of Customer Residence Thompsons Stn, TN Number of Vehicles Owned: 1 Previous Goodwill Assistance: NO Retail/ Servicing Dealer ACTION NISSAN VSC Contract: NONE VEHICLE INFORMATION Vehicle Year/Model 2012 Nissan Quest Purchased New or Pre-owned? NEW Current Mileage: 49,000 Pre-Owned Mileage: 0 V N JN8AE2KP1C[redacted] In-Service date 2/16/2013 Beyond Basic Warranty Miles: 13,000 Beyond Basic Warranty Months: 0 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 RCAS-ES reached out to ACTION NISSAN and advised that SM Jamie was out until Monday SA Bill stated was assisting while was gone. SA Bill stated c has little service history at Action Nissan but believe the c just moved to Nashville area. SA Bill stated that passenger seat sensor is in the frame of the seat and is only covered at 36,000/3 years warranty. Warranty Part cost is $1402.72 and labor is 198 00. C current mileage is 49,989 rcas-es received an email from FOM-MS stating willing to pay for part customer is responsible for labor rcas-es reached out to action Nissan and advised SM Jamie of FOM-MS approval

RCAS-ES closing case pending repair c didn't state a specific date for the repair

Created By **Eboni Smith (11/12/2014 9 24 AM)**
RCAS-ES reached out to c regarding c concerns @ [redacted]

RCAS-ES advised that NNA is willing to pay for the part and customer is responsible for the labor

C asked how much is labor
C asked what is the warranty replacement
C asked is dealership replacing the entire seat

RCAS-eS advised that's an actually question and to refer to the dealership about the actual details of the repair

RCAS-ES advised that warranty replacement is 12,000 miles or 12 months whichever comes first

Make Public

RCAS-ES advised that labor is $98 per hour and may take 2 hours

C thanked RCAS-ES
C stated will scheduled an appointment

RCAS-ES offered further assistance

C declined further assistance

RCAS-ES noted call ended with mutual agreement with C

RCAS-ES closing case pending repair c didn't state a specific date for the repair

Make Public

Created By **Eboni Smith (11/12/2014 9 10 AM)**
rcas-es reached out to action Nissan and advised SM Jamie of FOM-MS approval

Make Public

Created By **Eboni Smith (11/12/2014 8 25 AM)**
rcas-es reached out to ACTION NISSAN and no response

Make Public

Created By **Eboni Smith (11/12/2014 7 50 AM)**
rcas-es received an email from FOM-MS stating willing to pay for part customer is responsible for labor

Created By **Eboni Smith (11/10/2014 3 21 PM)**
RCAS-ES reached out to c regarding c concerns @ [redacted]

Make Public

RCAS-ES advised that NNA have not reached a decision yet regarding the decision

RCAS-ES advised will follow up 11/12 or as soon as a decision is reached

c understood

Make Public

Created By **Eboni Smith (11/10/2014 8 12 AM)**
RCAS-ES sent an email to FOM-MS

Make Public

Created By **Eboni Smith (11/10/2014 8 11 AM)**
RCAS-ES reached out to Hunt Nissan in Chattanooga and was advised that Joe is no longer the SM. SM name is Eric who is not available and SA offer to reached out to ASM and waited for 2 mins no response

Make Public

Created By **Eboni Smith (11/7/2014 9 49 AM)**
Reached out to Hunt Nissan in Chattanooga and left a vm for SM Joe

Make Public

Created By **Eboni Smith (11/6/2014 9 37 AM)**
RCAS-ES reached out to ACTION NISSAN and advised that SM Jamie was out until Monday SA Bill stated was assisting while was gone. SA Bill stated c has little service history at Action Nissan but believe the c just moved to Nashville area. SA Bill stated that passenger seat sensor is in the frame of the seat and is only covered at 36,000/3 years warranty. Warranty Part cost is $1402.72 and labor is 198 00. C current mileage is 49,989

Created By **Eboni Smith (11/5/2014 10 12 AM)**
RCAS-ES reached out to c regarding c concerns @ [redacted]

RCAS-ES advised that this call may be recorded for quality and training purposes

RCAS-ES verified name, SRV dealer, and vehicle year and model

C stated that vehicle is with c
C stated that is a safely concern
C stated that was not told if vehicle was safe to drive
C stated would appreciate if a decision could be expedited ASAP

Make Public

RCAS-ES advised customer decision usually take 3 business days

RCAS-ES advise of next follow up 11/10 or as soon as a decision is reached

RCAS-ES advised can not make any promises or guarantees regarding financial assistance for the oow repair

RCAS-ES offered further assistance

C Declined

RCAS-ES noted end call with mutual agreement with C

Make Public

Created By **Eboni Smith (11/5/2014 8 47 AM)**
REGIONAL GOODWILL REQUEST FORM

CA Case #: [redacted]
Submitted by: Eboni

CUSTOMER NFORMATION
Customer Name: CASEY BURRELL
City & State of Customer Residence Thompsons Stn, TN

Number of Vehicles Owned: 1

Previous Goodwill Assistance: NO

Retail/ Servicing Dealer ACTION NISSAN

VSC Contract: NONE

VEHICLE INFORMATION
Vehicle Year/Model 2012 Nissan Quest
Purchased New or Pre-owned? NEW
Current Mileage: 49,000
Pre-Owned Mileage: 0

V N JN8AE2KP1C[redacted]

In-Service date 2/16/2013
Beyond Basic Warranty Miles: 13,000
Beyond Basic Warranty Months: 0

Beyond PT Warranty Miles: 0
Beyond PT Warranty Months: 0

Make Public — **Created By Eboni Smith (11/5/2014 8 21 AM)**
NO PREVIOUS CASES FOUND

Make Public — **Created By Eboni Smith (11/5/2014 8 18 AM)**
Attempted to dataNET Service Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.

Created By Adrianne Pauline de Leon (11/4/2014 2 54 PM) Last Modified By Eboni Smith (11/5/2014 8 16 AM)
crr-pd received a call from c stating that c's 2012 nissan quest has some problems with the passenger airbag. c brought the vehicle at ACTION NISSAN and the SA named Bill Phurean told c that there was something wrong with the sensor. SA told c that the sensor connected to the passenger seat was not working properly. c stated that the cost would be $2,000.

crr-pd verified c's name, mailing add, contact info/alternate phone number, and email address.
s's best contact number: ([redacted]

Make Private ✓
crr-pd provided information that the case will be transferred to RCAS.
crr-pd advised c that c will be contacted by RCAS by the end of the next business day because the case is still subject for review.
c understood.

crr-pd provided case # to c.
c acknowledged.
crr-pd offered further assistance.
c declined.
crr-pd provided name and extension number.
crr-pd exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8032264	RESTRAINT SYSTEM	RIGHT SIDE AIRBAG	POOR OR MPROPER OPERATION	14	11/4/2014	YX	BK	264000	OA
Edit | Del	CC-8032265	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/4/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/12/2014 9:26 AM	Eboni Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/10/2014 3:20 PM	Eboni Smith	Changed **Follow Up Date** from 11/10/2014 to **11/12/2014**.
11/5/2014 10:08 AM	Eboni Smith	Changed **Follow Up Date** from 11/5/2014 to **11/10/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [10] | Case Categorizations [5] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Misti Maynard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/3/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/4/2014 6:26 PM
CA Multiple Repairs	✓	Date/Time Closed	11/26/2014 4:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	techline		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BROWER BROTHERS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7APXE[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	

		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1AB7APXEL[redacted]		
Created By	Flor de Luisa Ann Sisno, 11/4/2014 6:26 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:41 AM	Root Cause Code (2)	
Days Closed	413	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Misti Maynard (11/26/2014 4:33 PM)** CRT-MM called C-[redacted] CRT-MM advised C to get diagnostic at Wilson Nissan in Logan, UT. CRT-MM provided C with address and phone # to DLRSHP. CRT-MM advised can not proceed with case until diagnostic complete. C stated that it would be beginning of year before diagnostic would be taken care of. CRT-MM advised C to contact CRT-MM once completed. CRT- closing case pending documentation.
Make Private	✓	**Created By: Misti Maynard (11/26/2014 3:34 PM)** CRT-MM called C at [redacted] CRT-MM VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage CRT-MM CHECKED for open recalls/campaigns and found: None Previous UNRELATED Case(s) Found:None Previous RELATED Case(s) Found: None CRT-MM ADVISED "This call may be recorded for quality and training purposes." ********** C stated that husband [redacted] should be considered C moving foward. C stated that C's best contact [redacted] ********** CRT-MM called C at [redacted] C stated that passenger at 145 lbs. sitting in passenger. seat and airbag light came on. C stated that C concerned that airbag faulty and will not deploy. C stated C took to BROWER BROTHERS NISSAN. C stated C expressed concern regarding airbag. C stated that C was advised that diagnostic could be run. C stated that C unsure if diagnostic was run. C was not given any RO or paperwork.. C stated when veh was purchased, sales told C veh equipped with bluetooth. C stated that C signed paperwork in a rush and had to leave while wife completed sale. C stated after contarct signed and veh released to c, there was not bluetooth. C stated Randy G. was sales associate that made the sell. C stated that Randy did not demonstrate the features on the veh. CRT-MM apologized for bad experience. CRT-MM advised C that seat belt is primary safety measure. CRT-MM advised C that weight factors in to deployment of airbag. CRT-MM advised C to fax CRT-MM any documentation from service and sales that pertain to concerns. CRT-MM advised C that CRT-MM would follow up with DLR on both sales and service sides. CRT-MM advised C of alternate Nissan DLRSHP- Wilson Nissan. CRT-MM asked if any further assistamnce could be offered-C declined. CRT-MM provided contact information, fax#, availability hours, and case#. Call ended mutually
Make Private	✓	**Created By: Misti Maynard (11/26/2014 2:53 PM)** CRT-MM received case. CRT-MM contacted BROWER BROTHERS NISSAN at 307.382.9515 CRT-MM asked for SM-Chris Brower- not available. CRT-MM spoke with SA Lawarance. SA- stated veh brought in on 9.29.14 for airbag light concern. SA stated that SA-Brandon was the SA that serviced veh. SA-L could not confirm or deny if weight limit was properly expleined to C for cause of light coming on. CRT-MM thanked SA-L for assistance. CRT-MM asked to be tranferred to Sales Manager- Victor. CRT-MM transferred to Sales M-V, not available . CRT-MM left VMX with C information, concern, and CRT-MM contact information and available hours CRT-MM
Make Private	✓	**Created By: Kimberly Chapman (11/26/2014 11:12 AM)** TL assigned case to CRT-Misti Maynard and advised.
Make Private	✓	**Created By: Kimberly Chapman (11/26/2014 11:11 AM)** TL reopened case after receiving the following VOC: there is nothing i like about the car that me and my wife have bought. within the first 3 months we had to take it back to the dealership to get it fixed becuase of problems that had nothing to do with how we drove it. the airbag light keeps coming on when someone is in the passanger seat, and i mean turn on as it is shuting off when someone is in the front passanger seat and the store here didnt want to do anything about it. unless we are given a new car with bluetooth in it like this one was supposed to have when we bought it and nissan takes this pile

of trash back i well probably never buy a nissan again. if you have any questions you can call me at [redacted]
i had one question and i wanted that question answered but is all the lady wanted to do is take all this other information and open up a clame. i dont know why that needed to happen and i dont care i just wanted my question answered and she couldnt do that.

Make Public

Created By: Flor de Luisa Ann Sisno (11/5/2014 3:59 PM)
crr-fs called c [redacted] at 5:50 am est.
crr-fs spoke with MR [redacted] who referred as c and informed call will be recorded for training and quality assurance purposes.
crr-fs informed c that crr sent c's request about when and how air bag should deploy however crr was advised that there is no information that crr can provide for c since airbag deployment depend on the impact of the veh.
crr-fs informed c that on this kind of concern that veh had a collision and airbag didn't deploy IIR should be conducted c cut-off and c said c insurance will take care of the issue not Nissan.
c ended the call.
crr-fs unable to give name and ext.
crr-fs closing the case.

Make Public

Created By: Flor de Luisa Ann Sisno (11/4/2014 7:48 PM)
crr-fs check resources.
crr-fs called c.
crr-fs spoke with c and informed c this call maybe recorded for training and quality assurance purposes.
crr-fs was advised by tl-jp to perform campaign.
crr-fs then asked tl-gp who advised crr to process techline about the airbagthen call c back tomorrow.
crr-fs provided name, ext and case number.
crr-fs left the case open..

Make Public

Created By: Flor de Luisa Ann Sisno (11/4/2014 7:45 PM)
crr-fs called c.
crr-fs spoke with c and informed c this call maybe recorded for training and quality assurance purposes.
crr-fs informed c that crr is calling back and ask if c can now hear crr. c agreed.

crr-fs informed c"If you have a few minutes, I will need to open a Case and obtain some preliminary information from you."

c then stated c only wanted to know how airbag works and when it should deploy.
c stated c will have to ask c wife to call,
c stated c only wants to know about the airbag.

c stated crr has no help and ended the call.

crr-fs unable to name, ext and case number.
crr-fs left the case open.

Make Public

Created By: Flor de Luisa Ann Sisno (11/4/2014 7:42 PM)
crr-fs received a call from c.
c stated c Is calling about c veh that c wanted to know the process about Lemon law or not.
C stated the veh was taken to the shop 3 times.
C stated 1st on Dust plate a weeks after c bought the veh then now c said c Having issue with the airbag shut off whenever it wants to.
crr-fs verified/updated c's address/phone number/email:
[redacted]
Rock Springs, WY [redacted]
USA
[redacted]
c stated c veh is Park on the side when veh was hit by another veh.
C stated c having this issue before c had an accident.
C stated the DLR Nothing can do for c.
C stated c was taken the veh to the DLR A month ago.

crr-fs asked c:
NAME OF DLRSHP: BROWER BROTHERS NISSAN
NAME OF THE SERVICE PERSON IN THE NISSAN DLR: SA doesn"t remember the guy name.
C stated c wants to know if c veh will approve under Lemon law.
C stated c wants to know when airbag supposed to deploy..
C stated if a veh running 30miles / hour then hit the veh that was park would air bag supposed to deploy.

Crr-fs checked CA SOP 2.13: CRR Accident / Incident Investigation Report.

Crr-fs stated that c having hard time hearing crr.
C ended the call.
Crr-fs unable to give name,ext and case number.
Crr-fs left the case open.

Make Public

Created By: Flor de Luisa Ann Sisno (11/4/2014 6:36 PM)
case start

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8032744	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	11/4/2014	YX	BK	233500	OA
Edit | Del	CC-8032745	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	11/4/2014	YX	BK	234000	OA
Edit | Del	CC-8032746	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	11/4/2014	ZR	BK	233500	OA
Edit | Del	CC-8058249	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	CRITICISM	QC	11/26/2014	ZH	BF	222500	OC
Edit | Del	CC-8058250	NSN DEALER SALES DEPT.	SALES PERSONNEL (NISSAN)	MISLEADING/MISREPRESENTATION	QC	11/26/2014	YD	BE	221500	OC

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/26/2014 4:36 PM	Misti Maynard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/26/2014 3:55 PM	Misti Maynard	Changed **Follow Up Date** from 11/26/2014 to **12/3/2014**.
11/26/2014 11:12 AM	Kimberly Chapman	Changed **Case Owner** from Flor de Luisa Ann Sisno to **Misti Maynard**.

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Case [redacted]

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Case Comments [43] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [2] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Carrie Fay [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	1/26/2015	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	11/4/2014 6:51 PM
CA Multiple Repairs	✓	Date/Time Closed	2/9/2015 10:38 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00054518

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 1 PM PST 12/01/14 Notes to Agent: Since the customer claims the passenger makes the status light come on, that passenger needs to be present at the inspection. If the passenger is a child, I will need the weight. Understood of the child could not make inspection.		
Description	Consumer Affairs Voluntary to repurchase vehicle due to 6 visits, 3 repairs and 23 days down for OCS control unit intermittently not functioning properly.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	QC
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,636		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LITHIA NISSAN OF FRESNO	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$25,791.06	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	12/17/2014	Vehicle Service Contract	
RHR Completed	12/17/2014	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Case # [redacted]		
Created By	Managed Services, 11/4/2014 6 51 PM	Web Email	[redacted]
Last Modified By	System Account NNAINT, 2/9/2015 7:17 PM	Root Cause Code	SCMV
Days Closed	338	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NL5F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Rebecca Martin (2/6/2015 2 24 PM)** DRTS-RM received a check made payable to Educational Employees CU in the amount of $20,858.09 and a check made payable to C in the amount of $4,932.97. Forwarding checks to Morley via FedEx tracking # [redacted]
Make Public		**Created By Carrie Fay (2/4/2015 9 22 AM)** check request 30 days out: 3/6/15 3/6/15-2/2/15=32 days 32*1.0829=34.65+20,823.44= 20,858.09,
Make Public		**Created By Carrie Fay (2/3/2015 4 31 PM)** Morely Case # [redacted]
Make Public		**Created By Carrie Fay (2/3/2015 3 32 PM)** C faxed signed offer back to RC, checks submitted for approval.
Make Public		**Created By Carrie Fay (2/3/2015 9 26 AM)** RC emailed C twice asking for return of offer accepted and/or rejected. C emailed back and stated they will be returning it accepted tomorrow.
Make Public		**Created By Carrie Fay (1/29/2015 7 25 AM)** RC emailed offer to customer
Make Public		**Created By Michael Bardwell (1/28/2015 3 31 PM)** ARBS approves repurchase figures.
Make Public		**Created By Kristina Rosas (1/28/2015 10 03 AM)** WORKSHEET NOTES: Usage=7687/120000*23983= 1,536.31 Interest accrued from last payment on 12/14/14: 12/14/14-2/2/15= 50 days*1.0829=54.15 30 days out for QC=2/25/15 2/25/15-2/2/15=23 days *1.0829=24 91+20,823.44 = 20,848 35
Make Public		**Created By Kristina Rosas (1/28/2015 10 03 AM)** CUSTOMER REPURCHASE LETTER (Retail; long method): Base Price: $24,483.00 Sales Tax: $2,020 31 Lic/Reg/Fees: $161.00 Electronic Transfer $29 00 Registration Fee $93 00 CA Tire Fee $8.75 Dealer Doc Fee: $80.00 Smog Abatement fee $20 00 Finance Charges: $643.66 Registration Renewal $254 00 Total $27,792.72 Less usage fee at 7687 miles: ($1,536 31) Less Rebates: ($500.00) Less Lien Payoff good to (2/2/15): ($20,823.44) Refund to Customer $4,932.97

Make Public

Created By Kristina Rosas (1/27/2015 3 16 PM)
Lien Payoff Information:
Good through 2/2/15
Amount: $20,823.44

$2 0829 per diem

Make Public

Created By Carrie Fay (1/26/2015 3 58 PM)
Case worked up and in QC for review, VPP requested for repurchase

Make Public

Created By Carrie Fay (1/22/2015 1 27 PM)
Issue with payoff, RC order updated one and then case will be worked up

Make Public

Created By Carrie Fay (1/15/2015 8 11 AM)
C has faxed items into RC yesterday and case will be worked up this week. Over nite address for lien holder:

Educational Employees
Credit Union
2222 W. Shaw Ave
Fresno, CA 93711

Make Public

Created By Carrie Fay (1/8/2015 1 26 PM)
REPURCHASE NOT HAPPY WITH VEH

Make Public

Created By Sara Dorazio (1/7/2015 7 08 AM)
DRTS obtained and attached the factory invoice.

Make Public

Created By Carrie Fay (1/5/2015 2 13 PM)
RC emailed C to inquire about their intentions.

Make Public

Created By Carrie Fay (12/18/2014 9 49 AM)
RC mailed letter of intent out via fed ex tracking # [redacted] Call made to discuss options

Make Public

Created By Michael Bardwell (12/17/2014 4 27 PM)
REASON: 6 visits, 3 repairs and 23 days down for OCS concerns

LEMON LAW: Yes, California

USAGE: 7,687 - miles at first report of OCS concern

RETENTION GOODWILL: If the customer opts for a replacement, waive 25% of usage.

OPTIONS: If c does not want repurchase/replacement NNA will offer $2,500 as cash settlement in lieu of buyback.

Make Public

Created By Michael Bardwell (12/17/2014 4 26 PM)
ARBS notes the following:

6 visits, 3 repairs and 23 days down for OCS concerns;
8 visits, 2 repairs and 32 days down for rough idle (last 5 visits and 20 days no duplication);
7 visits, 1 repair and 32 days down for power steering pump noise (last 6 visits and 24 days down for no duplication);
3 visits, 3 repairs and 21 days down for passenger window concerns;
2 visits, 1 repair and 3 days down for center console concerns;
1 visit, 1 repair and 8 days down for cargo net clips;
1 visit, 1 repair and 8 days down for undercover trim;
1 visit, 1 repair and 1 day down for right dash trim concern.

ARBS offering repurchase/replacement due to 6 visits, 3 repairs and 23 days down for OCS concerns.

ARBS transferring case to Morley for further handling.

Make Public

Created By Michael Bardwell (12/17/2014 4 21 PM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Cases: [redacted]
TECH LINE: None

Repair History:
3-Feb-14 at 6,413 miles. RO # [redacted] - Days Down: 8
CONCERN
1. High pitch noise coming from passenger side
2. Trunk does not close correctly, c has to slam it down for it to close
3. Passenger door window is out of adjustment
4. Veh feels like is going to die when it comes to a stop sign, like a misfire
5. Stereo locks up when phone is connected through Bluetooth and c is taking on the phone
6. Rear undercover plastic trim is bent
7. Two clips for the trunk cargo net is missing
ACTION TAKEN
1. Replaced bracket
2. Replaced trunk latch
3. Replaced driver's front window regulator
4. Unable to duplicate
5. No problem found
6. Replaced under body trunk cover
7. Replaced clips

18-Feb-14 at 6,646 miles. RO # [redacted] Days Down: 2
CONCERN
1. Veh seems to be idling rough
2. Power steering pump is making very loud sound
ACTION TAKEN
1. Replaced mass air flow meter
2. No problem found

19-Mar-14 at 7,687 miles. RO # [redacted] - Days Down: 4
CONCERN
1. Airbag light for the passenger seat is coming on and going off intermittently
2. P/S pump seems to be making a lot of noise. Did not hear this noise when first bought veh
3. Engine vibrates a lot and has a rumbling sound that c did not hear when first bought veh. Engine will run smooth and then dip in RPM and then go up to normal again
4. Window is still streaking
ACTION TAKEN
1. Replaced OCS sensors. Performed zero point reset. Replaced OCS control unit
2. Unable to duplicate
3. Reprogrammed TCM
4. Replaced inner seal

11-Apr-14 at 8,154 miles. RO # [redacted] Days Down: 7
CONCERN
1. Trim piece on passenger front door is loose and not fit properly
2. Veh runs rough
3. Window on passenger front door is still streaking
4. Power steering noise looked at again
5. Perform recall R1405
ACTION TAKEN
1. Replaced passenger front door handle bezel

2. Unable to duplicate
3. Replaced passenger front window glass
4. No problem found
5. Complete

9-May-14 at 9,250 miles. RO # [redacted] - Days Down: 2
CONCERN
1. Center console is loose
2. Veh idles very rough. Feels this at stoplights
ACTION TAKEN
1. Tightened center console rear screws
2. No problem found

9-Jul-14 at 11,437 miles. RO # [redacted] - Days Down: 1
CONCERN
1. Noise from the Power Steering.
2. Passenger air bag light comes on.
3. Rough Idle
ACTION TAKEN
1. No defects found
2. No defects found
3. No defects found

22-Jul-14 at 11,678 miles. RO # [redacted] - Days Down: 1
CONCERN
1. Passenger air bag light status light not working correctly
2. Power steering pump is loud
3. Vehicle vibrates
ACTION TAKEN
1. No defects found
2. No abnormal noises heard
3. No abnormal vibration felt with in vehicle no excessive vibration at idle

3-Sep-14 at 12,636 miles. RO # [redacted] - Days Down: 9
CONCERN
1. C states veh has a bad vibration at all times
2. Power steering is making abnormal noise
3. Air bag light comes on when there is an occupant in the seat
ACTION TAKEN
1. No repairs needed, no codes
2. No abnormal noise
3. Replaced Right seat cushion frame

8-Dec-14 at 15,910 miles. RO # [redacted] - Days Down: 1
CONCERN
1. Customer states the vehicle was in for airbag sensor repair and gasket was hanging under dashboard on passenger side, air bag is still not fixed, light still coming on with adult.
2. Customer states the center console is loose, check and advise
3. Customer states the right dash has felt tape hanging over finisher TR trim misc.
ACTION TAKEN:
1. Spoke with customer and was told 125 lb son and 137 lb wife had passenger ocs light come on. Tested system low weight-ok and 220 lb-ok. System sees weight difference. OCS and CV already replaced.
2. Inspected center console and found that it has normal play, working as designed
3. SOP part dash finisher ordered

Make Public

Created By Sara Dorazio (12/17/2014 8 43 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Michael Bardwell for review.

Make Public

Created By Johannie Resto-Gonzalez (12/16/2014 6 26 PM)
RCAS- JRG placed [redacted] 3 bad connection-

RCAS-JRG placed outbound call to C at [redacted] bad connection.
was not able to leave message .

Make Public

Created By Johannie Resto-Gonzalez (12/11/2014 6 40 PM)
RCAS-JRG placed outbound call to C at [redacted] VMX

Make Public

Created By Johannie Resto-Gonzalez (12/8/2014 1 01 PM)
RCAS-JRG received inbound call from C .
C verified DTS time 12/08/2014 at 2pm.
RCAS-confirmed DTS appt for today.
C undertood
Call mutually ended.

NEXT- RHR

Make Public

Created By Johannie Resto-Gonzalez (12/8/2014 12 50 PM)
DTS-TZ stated in email that - Fresno is a 4.5 hours ride and the customer has not confirmed in time, let change the date to Monday, 12/8 at 2 PM. I have another inspection that day in the morning.

Make Public

Created By Johannie Resto-Gonzalez (12/2/2014 12 49 PM)
RCAS-JRG placed outbound call to see at [redacted] . LVMX to call back and DTS appt on 12/5 2pm and need to confirm.
RCAS-JRG placed call to [redacted] LVMX for Michael to confirm appt. for 12/5 at 2pm with DTS- Tim Zing.

Make Public

Created By Johannie Resto-Gonzalez (11/26/2014 12 43 PM)
RCAS-JRG placed outbound call to C at [redacted] VMX to call RCAS back.
RCAS-JrG placed outbound call to C at [redacted] LVMX

12/1 next DTS inspection- RCAS need to confirm with C***

Make Public

Created By Johannie Resto-Gonzalez (11/25/2014 6 06 PM)
RCAS-JRG called c and was not able to talk as C was driving.
C stated to call C a [redacted]

Make Public

Created By Johannie Resto-Gonzalez (11/20/2014 6 57 PM)
RCAS-JRG placed outbound call to C [redacted]
No new information.
RCAS-Need to reschedule DTS with Tim Zingerman

Make Public

Created By Johannie Resto-Gonzalez (11/18/2014 3 58 PM)
RCAS-JRG received inbound call from C .
C states that since it is Thanksgiving week , may go out of town with the c's family.

RCAS-JRG sent Tim Zingerman a cancellation email stating C cannot make it on Monday, 11/24.

Make Public

Created By Johannie Resto-Gonzalez (11/18/2014 12 19 PM)
RCAS-JRG called C at [redacted] LVMX for call back.

Make Public

Created By Johannie Resto-Gonzalez (11/17/2014 6 32 PM)
RCAS-JRG added Invoices # [redacted] to RHR.

[redacted]
C states that the replacement of the right seat cushion fram Ass'Y was a sloppy job.

Make Public

Created By Johannie Resto-Gonzalez (11/17/2014 5 20 PM)
RCAS-JRG called C at MX STATING THAT RCAS DOES NOT HAVE ANY NEW NFORMATION, RCAS WANTED TO TOUCH BASE WITH C.
C UNDERSTOOD'
CALL MUTUALLY ENDED.

Created By Johannie Resto-Gonzalez (11/12/2014 6 02 PM)
RCAS-JRG called C at
Make Public
RCAS-JRG C stated that the inner lining is lose, sloppy work ,
when the airbag was assembled.
C stated that will send a pic via email.
call mutually ended.

Created By Johannie Resto-Gonzalez (11/7/2014 1 50 PM)
To: Nissan North America, Inc.
Mrs. Michael deFonseka

Consumer Affairs Department
1526 Pico Ave.

P.O. Box 685003
Clovis, CA 93611

Franklin, TN
Cell Numbers:

and

Re: Case #:

2013 Nissan Altima, 4D body, Pearl White color

VIN#: 1N4AL3AP6D

Purchase date: Aug 25, 2013

Prod date: June 12, 2013

Make Public
Refer to the following Repair Order Numbers related to Air Bag Light
problen

Please be advised this problem is Not yet resolved. On 11/1/14, I was in
the passenger seat. We had traveled about ¾ to a mile away from home and
the

air bag light remained on. Unfortunately, we were not prepared at the time
to capture this on video. Needless to say, we continue to be concerned
that

the air bag is faulty, and we continue to be alarmed about our safety.

In the past, your Fresno dealer told me that they would not take any action
to fix the problem unless the air bag light was on when I arrived at the

dealership even after I showed them a video of the air bag light being on.

Expect to hear from me again as soon as we catch this on video again.
Thank you,

Annabell deFonseka

Created By Johannie Resto-Gonzalez (11/7/2014 1 49 PM)
RCAS-JRG received call from C .
C stated that is not happy with veh and would like for NNA to repurchase it.
C states the vibration is getting worse.
C states will get a remedy and consult legal.
C stated that c does not feel safe in the car- Airbag does not light up
Make Public
C stated that c does not want to go to ARBS.
C would like for VEH to be Repurchase/ Replaced
C stated even the Rental- veh provided was worst than c's- bad vibration.
C does not want process to take too long.
RCAS-JRG stated that will work to make sure it does not take as long.
C understood.
Call mutually ended.

Created By Johannie Resto-Gonzalez (11/7/2014 1 33 PM)
Make Public
RCAS-JRG placed call to c @ LVMX to call back.
RCAS-JRG placed call to LVMX to C for a call back to 615-725-7889 case# .

Created By Maurice Matthews (11/6/2014 6 17 PM)
RCAS-MM contacted c @
Make Public
RCAS left VMX advising C that RCAS would be reviewing C's case
RCAS advised C to contact RCAS back @ f c had any questions
RCAS advised c that RCAS would follow up

Created By: Laurice Lim (11/5/2014 3 55 PM)
Case#
Make Public
Should my new Nissan Altima car sound & and act like this.

Make Public
Created By Laurice Lim (11/5/2014 3 54 PM)
Email case logged

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

Method of contact: E-mail

crr-id checked for open campaigns/upgrades found:

_____

E-mail sent:

crr Id called c at [redacted] left vmx at 5 50 pm est.

crr Id advised c call may be recorded for training and quality purposes.
crr Id advised c will forward veh complaint to RCAS.

crr Id transferring case.

Created By Laurice Lim (11/5/2014 3 42 PM)
To: Nissan North America, Inc.
Mrs. [redacted]

Consumer Affairs Department
1526 Pico Ave.

P.O. Box 685003
Clovis, CA 93611

Franklin, TN [redacted]
Cell Numbers [redacted]

and [redacted]

Re: Case #: [redacted]

2013 Nissan Altima, 4D body, Pearl White color

VIN#: 1N4AL3AP6DN [redacted]

Purchase date: Aug 25, 2013

Prod date: June 12, 2013

Make Public

Refer to the following Repair Order Numbers related to Air Bag Light problem [redacted]

Please be advised this problem is Not yet resolved. On 11/1/14, I was in the passenger seat. We had traveled about ¾ to a mile away from home and the

air bag light remained on. Unfortunately, we were not prepared at the time to capture this on video. Needless to say, we continue to be concerned that

the air bag is faulty, and we continue to be alarmed about our safety.

In the past, your Fresno dealer told me that they would not take any action to fix the problem unless the air bag light was on when I arrived at the

dealership even after I showed them a video of the air bag light being on.

Expect to hear from me again as soon as we catch this on video again.
Thank you,

[redacted]

Make Public

Created By Laurice Lim (11/5/2014 3 38 PM)
case moved

Make Public

Created By Managed Services (11/4/2014 6 51 PM)
To: Nissan North America, Inc.
Mrs [redacted]

Consumer Affairs Department
1526 Pico Ave.

P.O. Box 685003
Clovis, CA 93611

Franklin, TN [redacted]
Cell Numbe [redacted]

an [redacted]

Re: Case #: [redacted]

2013 Nissan Altima, 4D body, Pearl White color

VIN#: 1N4AL3AP6D [redacted]

Purchase date: Aug 25, 2013

Prod date: June 12, 2013

Refer to the following Repair Order Numbers related to Air Bag Light problem: [redacted]

Please be advised this problem is Not yet resolved. On 11/1/14, I was in the passenger seat. We had traveled about ¾ to a mile away from home and the

air bag light remained on. Unfortunately, we were not prepared at the time to capture this on video. Needless to say, we continue to be concerned that

the air bag is faulty, and we continue to be alarmed about our safety.

In the past, your Fresno dealer told me that they would not take any action to fix the problem unless the air bag light was on when I arrived at the

dealership even after I showed them a video of the air bag light being on.

Expect to hear from me again as soon as we catch this on video again.
Thank you,

[redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8033944	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/5/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	2/4/2015	Carrie Fay	2/9/2015 10:37 AM
Edit | Del	Review Approved Check Request		✓	2/4/2015	Carrie Fay	2/9/2015 10:37 AM
Edit | Del	Figures Approved		✓	1/28/2015	Carrie Fay	2/9/2015 10:37 AM
Edit | Del	Please review Defonseka repurchase figures		✓	1/28/2015	Michael Bardwell	1/28/2015 3:31 PM
Edit | Del	Complete VPP Goodwill Process - CST00056038	[redacted]	✓	1/27/2015	Carrie Fay	2/9/2015 10:37 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0SdyRJ:ref] *11/5/2014 Case # [redacted] VIN # 1N4AL3AP6DN [redacted]...*	[redacted]	11/5/2014 3:51 PM
Reply | To All | Del	Replied	Case #[redacted] *To: Nissan North America, Inc. Mrs. [redacted] Consumer Affairs Depar...*		11/4/2014 7:00 PM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00054518	DRT Resolution	1N4AL3AP6DN[redacted]						
Edit	CST00056038	Goodwill VPP		Processed	Multiple Repair Issue	carrie fay	RCAS	Tammy Knotts	1/27/2015

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0142229	[redacted]	2/6/2015	Customer	Approved	$4,932 97	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	
	CR0142231		2/6/2015	Lienholder	Approved	$20,858 09	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales Tax packet pdf	5.81MB	5/18/2015 3 28 PM	Rebecca Martin
Edit | View | Del	[redacted]heck.pdf	75KB	2/6/2015 2 04 PM	Tammy Knotts
Edit | View | Del	[redacted]heck.pdf	75KB	2/6/2015 2 02 PM	Tammy Knotts
Edit | View | Del	[redacted]gned offer.pdf	4.49MB	2/3/2015 4 09 PM	Carrie Fay
Edit | View | Del	[redacted]odated payoff.pdf	693KB	1/27/2015 3 21 PM	Kristina Rosas

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/9/2015 10 38 AM	Carrie Fay	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/26/2015 3 55 PM	Carrie Fay	Changed **Follow Up Date** from 1/8/2015 to **1/26/2015**.
1/8/2015 1 26 PM	Carrie Fay	Changed **Follow Up Date** from 12/19/2014 to **1/8/2015**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

Back To Top Always show me more records per related list

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [46] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/15/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/5/2014 11:21 AM
CA Multiple Repairs		Date/Time Closed	3/19/2015 7:57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00054220

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	4 Visits for NAV 3 Visits for Bluetooth 4 Visits for Pass Air bag 64 days Down		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,623		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13314	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN DALLAS	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$32,815.19	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/18/2014	Vehicle Service Contract	
RHR Completed	11/18/2014	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP7EC[redacted]		
Created By	Vidah May Lucas 11/5/2014 11:21 AM	Root Cause Code	SCSV
Last Modified By	NNAETL, 10/14/2015 12:40 AM	Root Cause Code (2)	
Days Closed	300	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (1/21/2015 9 28 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $351 00 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (1/21/2015 8 38 AM)** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $1309.00 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case closed and copy of check attached to case on this date.
Make Public		**Created By Jim Land (1/12/2015 1 36 PM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: Navigation, Bluetooth and Air Bag.
Make Public		**Created By Janelle Cantrall (1/2/2015 7 23 AM)** *** [Added after the case is closed.] *** Arbs Reply email to CW-Morley Catherine, Sorry, but I was off for the holiday when you sent this email. I have replied to Africa and I was not aware of any damages to this car. Africa sent me the Estimate and NNA will not waive the damages of $1,015 07. Thank You,
Make Public		**Created By Janelle Cantrall (1/2/2015 7 21 AM)** *** [Added after the case is closed.] *** Arbs Rec'd email from Catherine Williams @ Morley Janelle, Please see below and attached estimate for damages. I guess the wind caught the door and this is what happened. Can you please advise if this is something we can wave or if this is something the Customer will be held responsible for? Thank you, Catherine V N #: 1N4AL3AP7EC[redacted] License: [redacted] Milage: 10300 YR: 2014 MAKE/ Model: Nissan Altima SL Color: White Body Style: 4D SED Production Date: 08/2013
Make Public		**Created By Janelle Cantrall (1/2/2015 7 14 AM)** *** [Added after the case is closed.] *** Arbs Reply email to Morley

Africa,

I did not know the vehicle had any damage to it. NNA will not waive a $1,000 worth of damage.

Thanks,

Arbs Rec'd Reply email from Morley

Thank you I will let the Customer Know. Happy New Year

Created By Janelle Cantrall (1/2/2015 7 10 AM)
*** [Added after the case is closed.] ***
Arbs Rec'd Email From Morley about Damage to C vehicle and estimate of Repairs

Janelle,

This is the estimate the customer sent over. The appointment is for Friday. Are we waiving the damage?

Make Public

Africa Liles
Morley Vehicle Services
Disposition Coordinator
Morley VSPC
2717 Schust
Saginaw, MI 48603

T 866.780.7222
F 866.780.7224

Created By Janelle Cantrall (12/16/2014 3 17 PM)
Arbs Sent Morley Out

Make Public

[redacted]

Arbs closing Case

Make Public

Created By Janelle Cantrall (12/16/2014 7 22 AM)
Arbs Notes: Check Req Approved 12.15 2014
Arbs prepared Morley

Created By Janelle Cantrall (12/15/2014 12 10 PM)
Arbs Submitted check Req for Voluntary Replacement / SOC for:

4 Visits for NAV
3 Visits for Bluetooth
4 Visits for Pass Air bag

64 days Down

TO:

Make Public

Autonation Nissan Dallas
Attn: Les Hopkins
4707 LBJ Freeway
Dallas, TX 75244

(+) New Vehicle Invoice: $29,384 00
(+) Collaterals: $2,593.19
(+) VSC $2,088.00
(-) Rebate ($1,250.00)
(=) Total NNA Pays to Dealer: $32,815.19

Make Public

Created By Janelle Cantrall (12/11/2014 11 27 AM)
Arbs notes: SOC docs sent to Dealer by AF-NMAC

Make Public

Created By Janelle Cantrall (12/11/2014 6 54 AM)
Arbs Rec'd Signed Repl Agreement

Created By Janelle Cantrall (12/9/2014 2 47 PM)
Arbs Emailed AF-NMAC

Anna,

Will you send the SOC packet to this dealer please?

Les Hopkins
Corporate Sales Manager
AutoNation Nissan Dallas
817-875-6277 Cell
972-450-2400 Office
hopkinsl1@autonation com
Store# 377

Make Public

[redacted]
McKinney, TX [redacted]
US

2014 Nissan Altima
V N: 1N4AL3AP7EC1[redacted]

New 2015 Nissan Altima
V N: 1N4AL3AP6FN[redacted]

Below is the payment/payoff information that you requested.

SR[redacted]
Account#[redacted]
Customer [redacted]

Make Public

Created By Janelle Cantrall (12/9/2014 2 38 PM)
Arbs Emailed SOC replacement agreement to C

Make Public

Created By Janelle Cantrall (12/9/2014 9 37 AM)
Arbs emailed C to remind C to send Copy of REG

Make Public

Created By Janelle Cantrall (12/9/2014 9 35 AM)
Arbs Rec'd Email from Les Hopkins asking if Arbs has rec'd REG yet.
ARBS Has Not

Make Public

Created By Janelle Cantrall (12/5/2014 10 03 AM)
Arbs notes: C will send REG Monday 12.15.2014

Make Public

Created By Janelle Cantrall (12/5/2014 7 23 AM)
Arbs Emailed C to remind C to send REG

Make Public

Created By Janelle Cantrall (12/4/2014 1 55 PM)
Arbs Rec'd Proof of Purchase of VSC

Make Public

Created By Janelle Cantrall (12/2/2014 3 17 PM)
Arbs Rec'd a call from SM-Les Hopkins @ AutoNation Dallas @ 817.875 6277 asking arbs about VSC.
The VSC is not on c contract but SF shows c has one. Arbs let SM-LH know that C needs to provide Proof of Purchase.

Created By Janelle Cantrall (11/21/2014 4 07 PM)
Arbs emailed SM-Les Hopkins @ Autonation Dallas

Make Public

Les,

Thanks for speaking with me today concerning the substitution of collateral for Mr. [redacted] have attached the invoice to his current Altima and the MSRP is: $31,425 00. NNA will pay your dealer the invoice price for the new Altima including taxes, title, registration and doc fees. He has a Service contract that he paid $1,599.00 (New Gold Preferred) and a Maintenance plan that he paid $489 00. Please add these two VSC's to his new vehicle and NNA will pay your dealer for these. You will simply add them to the new buyers order once Mr. Wilson picks out a new Altima.

Let me know if you have any questions.

Regards,

Make Public

Created By Janelle Cantrall (11/21/2014 3 19 PM)
Arbs Called AutoNation Dallas and spoke to SM-Les Hopkins
Dealer # 872A Cell 817-875-6277
Arbs Expl the SOC process
SM-LH is going out of work for a Med procedure but gave Arbs SM-LH email to Follow up

hopkinsl1@autonation com

Make Public

Created By Janelle Cantrall (11/21/2014 3 18 PM)
Arbs Rec'd a Call from C letting arbs know that C is going to go to Autonation Dallas to pick out new Altima
C asked Arbs to Call Les Hopkins Cell [redacted]
C stated C will be out of town and will not be able to go to the deale until after Thanksgiving
Arbs told C that Arbs will call Dealer to touch base

Make Public

Created By Janelle Cantrall (11/21/2014 10 49 AM)
Arbs Rec'd P/O from NMAC (Invoice and Sales Contract)

Hi Janelle,

Below is the payment/payoff information that you requested.

SR# [redacted]
Account# [redacted]
Custome [redacted]
30 day payoff $18193.21 good thru 12/21/2014
Per diem 0.00
# of scheduled payments received 11
Scheduled Payment amount 371 29
Total Principal paid 4,084.19
Total Interest paid 0
Late fees paid 0.00
Recent payment received on 11/1/2014 in the amount of $371.29

Thanks,

_____
Israel Ramos
Fulfillment and Correspondence

Nissan Motor Acceptance Corp
Infiniti Financial Services
8900 Freeport Pkwy
Irving TX 75063
Phn: +1 214.596.4260
Fax: +1 972 607.
RamosI2@NMAC.com

Make Public

Created By Janelle Cantrall (11/21/2014 10 46 AM)
Arbs Called C @ [redacted] follow up to see if c has visited a Nissan Dealer to look at inventory for SOC

Arbs left VXM

Make Public

Created By Janelle Cantrall (11/19/2014 10 02 AM)
Vehicle Concern

Make Public

Created By Janelle Cantrall (11/19/2014 10 00 AM)
Arbs Emailed NMAC for P/O

May I have the Payoff, Sales Contract and Invoice for this customer please?
Is this customer eligible for SOC?

[redacted]
McKinney, TX [redacted]

2014 Nissan Altima
V N - 1N4AL3AP7EC [redacted]

Thanks,

Make Public

Created By Janelle Cantrall (11/19/2014 9 57 AM)
ARbs Emailed C and C wife Sallie

[redacted]

Mr. & Mrs. [redacted]

Nissan North America would like to replace your current Altima with A new Altima of like model for the history of repairs that you have had. The process is a 3 Step process and it can take up to four weeks to complete, depending on the date of selection of the new vehicle. You can visit any Nissan dealer of your choice to pick out and test drive your new Altima. If you do select a model that has upgrades from what you are driving now, you will be responsible to pay the dealer for the upgrades.

1. Visit your dealer and select your New Altima.
2. Sign Replacement documents on the new vehicle for lienholder (NMAC)
3. Meet our third party vendor, Morley at the dealer to swap the vehicles.

Nissan North America apologizes for all the inconveniences that you have endured and would like to make this transaction go as smoothly as possible. Please let me know when you plan on visiting your Nissan dealer and which dealer you select. I will need a current copy of your vehicle's registration to start the paperwork. You can call or email me with any questions. I am in the office Monday-Friday from 7AM – 4PM CST.

Sincerely,

Make Public

Created By Janelle Cantrall (11/19/2014 9 56 AM)
Arbs Called C @ [redacted] Arbs offered REPL Or Rep
C would like another Altima ...C loves car
C is financed with NMAC
Arbs Explained Process and Verified EMAIL

Created By Janelle Cantrall (11/19/2014 9 55 AM)
Arbs Notes:

Make Public

Total Days Down - 87 but C ws provided a RENTAL on RO [redacted] 3 days) 64 DAYS DOWN

Created By Janelle Cantrall (11/19/2014 9 27 AM)
Arbs notes:

Prev Case# [redacted] 4/28/14 Nissan App Concern
No TL Cases
No open Campaigns
2 VSC's Purchased $489 00 & $1,599.00 Lienholder NMAC
NO DTS

4 Visits for NAV INOP
1) 777 miles / rpl Gauge Cluster assy
2) 1249 miles / Rpl Nav Unit
3) 7743 miles / Rpl Nav Unit
4) 7381 miles / TSB update available

1 visit for XM Will Interm. Cut off @ 777 miles / Repl Combination Meter

3 Visits for Bluetooth INOP
10 1249 miles / Rpl Display
2) 7743 miles / Rpl Microphone
3) 7391 miles / CND

Make Public

4 Visits for Pass Air Bag light INOP Intermittently
1) 3159 miles / Perf. 0 point reset
2) Rpl Seat Frame & Cushion
3) Perf 0 point Reset
4) Repl Lower seat frame

3 visits for Door has a bubble in it
1) 1249 miles / Rpl Front door finisher panel
2) 1993 miles / SOP
3) 2972 miles / rpl Door finisher

1 visit for RECALL @ 1993 miles / OCS reprogram

1 visits for Tire light is on @ 1249 miles / Inflated tires to specification

1 Visit for C smells a Burning Smell @ 7381 miles / CND

1 visit for dash Reading NO KEY Detection @ 7743 miles / repl Digital touch entry remote

1 visit for lane assist beeps randomly @ 7743 miles / CND

1 Visit for Front Fender popped out @ 7381 miles / Rpl Shock absorber & Bracket

Created By Janelle Cantrall (11/19/2014 9 02 AM)
Arbs Rev'd Case file, RO's, RHR and CPIA

01/02/14 @ 777 Miles RO [redacted] Days Down...7
1.)C/S XM will intermittently cut off when driving / Removed and replace combination meter
2.)The Navi unit will shut off intermittently when trying to set a destination and the screen will go all back / Replaced gauge cluster Assy
3.)C/S the display on the gauge cluster will intermittently shut off while driving / See Line 2

01/23/14 @ 1,249 Miles RO [redacted] Days Down.. 23
1.) C/s Navi unit system not showing a display of phone / Replaced navigation unit
2.) C/s Navi unit will go back for 3-5 mins and turn back on / Replaced the A/V unit
3.) C/S states there is 2-3 second delay when using the Bluetooth and talking to someone while driving / replaced display
4. Rental request / Provided
5. Driver door has bubble in it / Replaced door finisher Panel
6. C/s Tire Light is on / Inflated Tires to Specification

04/15/14 @ 1,993 Miles RO [redacted] ays Down...1
1.C/s Leather on front door bubbling up / SOP
2.C/s leather on front door bubbling up / SOP
3.OCS recall / Completed R1405

06/05/14 @ 2,972 Miles RO [redacted] Day Down...1
1. C/s Leather on front door bubbling up / Sop In RPL Door Finisher Insert
2. C/s leather on front door bubbling up / SOP In RPl One Door Finisher

Make Public

06/13/14 @ 3,159 Miles RO 376296 Day Down...1
1. C/s passenger airbag light going off and on while someone is in seat / Performed zero point reset

09/27/14 @ 7,743 Miles RO [redacted] Days Down.. 26
1.C/s Airbag light going off and on front passenger seat / Replaced seat frame and cushion
2. C/s Lane assist beeps randomly / Could not duplicate
3.C/s Bluetooth is delayed / Replaced microphone
4.C/s navigation randomly goes on and off / Veh shuts off / REPR NAV
5. C/s The last time the vehicle cut off On C while driving the display on the dash read NO KEY DETECTION even though both keys were in the car. The Radio also read NO Connection Found. / Replaced digital touch entry remote control. CND Veh shutting off but did confirm short in key During test drive.

9/16/14 @ 7381 Miles RO [redacted] Days Down...7
1.C/s airbag light going off and on while someone in passenger seat / Performed zero point inspection
2. C/s Bluetooth is delayed / Could not duplicate
3. C/s burning smell / Could Not Duplicate
4. C/s navigation keeps losing time / Tech found TSB for Nav update
5. C/s F Fender is popped out / Replaced shock absorber and bracket

10/21/14 @ 8285 Miles RO [redacted] Days Down...21
1. C/s airbag light stays on while someone is in passenger seat / Replaced lower seat frame

Make Public

Created By Sara Dorazio (11/18/2014 1 08 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Janelle Cantrall for review.

Created By Hezha Decker (11/18/2014 11 58 AM)
How many times has the customer's vehicle been in for repairs?
-1/9/14, 2/15/14, 4/16/14,6/5/14,9/22/14,10/23/14,9/22/14,and 11/10/14
What repairs were performed?
-Replaced combination meter, replaced gauge cluster Assy,replaced navigation unit,replaced A/V unit,replaced door finisher,cleared code/performed zero point reset,replaced seat fram and cushion, replaced touch entry remote, replaced seat cushion and frame assembly,replaced shock absorber and bracket and replaced lower seat frame
Make Private ✓
How many days has the vehicle been kept out of service at your dealer for repairs?
-26 days
Has TECH LINE been involved?
-NO
Has the Dealer Technical Specialist (DTS) been involved?
-NO

Created By Hezha Decker (11/18/2014 11 23 AM)
SD-Dan Irwin reply back stating

Make Private ✓ [redacted]Vehicle out of service 7 days
Vehicle out of service for 20 Days
Vehicle out 12 days
Vehicle out of service 6 days
Shows it was out for 18 days but I do not believe the vehicle was here the entire time.

Created By Hezha Decker (11/17/2014 10 36 AM)
RCAS-HD contacted C at [redacted] left VMX including Case number, name, and RCAS-HD contact of 615.725.7686.

Make Private ✓
RCAS-HD stated on VMX that RCAS-HD will continue to follow up with C no later than 11/20/14 on the repurchase request

RCAS-HD requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Created By Hezha Decker (11/14/2014 5 18 PM)
RCAS-HD emailed SD-DAN IRWIN requesting why the vehicle was kept out of service for more than 7days on the following ROs
Make Private ✓ RO[redacted]

Make Private ✓ Created By Hezha Decker (11/12/2014 9 13 AM)
RCAS-HD emailed SD-Dan Irwin requesting open RO on VIN#

Created By Hezha Decker (11/12/2014 9 11 AM)
RCAS-HD received VMX from C
C stated c wants RCAS to process the repurchase request
C stated dlrshp provided c with a loaner
****
RCAS-HD contacted C at [redacted]
C states c thought about it and would like to process the repurchase request
RCAS-HD advised c that there is no guarutee that Nissan will repurchase vehicle
RCAS-HD advised c that the vehicle is still C's until Nissan makes a decision
RCAS-HD advised repurchase request will take a couple of weeks for Nissan to gather all ROs and review request
C understood
RCAS-HD states RCAS wants to follow up with c by COB 11/17/14 on where NNA in the decision to purchase request
C thanked RCAS-HD

Make Private ✓ call ended mutually

Why do you want to return the vehicle to Nissan North America?
-C states it has been to dlrshp multiple times
Where is the vehicle currently?
-The vehicle is currently with NISSAN OF MCKINNEY
Where was the vehicle purchased?
-The vehicle was purchased at Autonation Nissan Dallas
Was it purchased new or used?
-The vehicle was purchased new
Where is the vehicle serviced?
-The vehicle gets serviced at NISSAN OF MCK NNEY
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
-Autonation Nissan Dallas for LOF

Make Private ✓ Created By Hezha Decker (11/7/2014 1 54 PM)
RCAS-HD contacting/returning C's VMX at at ([redacted]
RCAS-HD VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage: 8,700
RCAS-HD CHECKED for open recalls/campaigns and found:
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found: NONE
RCAS-HD ADVISED "This call may be recorded for quality and training purposes."
****
RCAS-HD states RCAS understands c is having concern with speedometer, and control panel lights gauges
C states this will be 4th time going to the dlrshp regarding the same concern
C states c weighs125lb and the air bag light keeps coming on
C states the airbag light has never come on before
C states the vehicle is locked and c noticed the truck was open
RCAS-HD apologized for C's concern
C states vehicle is currently with c
C states c last time c was at dlrshp was 3 weeks ago
C states c showed dlrshp where airbag light was on and nothing was in the passenger seat
C states dlrshp test drove the vehicle and stated something is wrong with the seat
C states dlrshp stated sensor is bad
C states dlrshp ordered the sensor
C states the speedometer went out while c was driving
C states SA-Sean was going to order part for sensor but never did
C states its a great vehicle
C states c is worried because c will fill up the gas and wont know how much is the left because the speedometer will go black
C states navigation system and Bluetooth has been replaced 4 times
C states SM-Chad stated there is no such thing as lemon law
RCAS-HD states RCAS is sorry to hear that
RCAS-HD advised c that RCAS has reach out to dlrshp and is waiting for dlrshp to provideRCAS further information on vehicle
C states the speedometer goes black
C states dlrshp cant provide c with a loaner
C states c can't sit at dlrshp for 8hrs
C states c is sick and in the hospital often
C states c has test C's blood often
C states c has to eat 6 times a day
RCAS-HD asked what can RCAS assist with
C states if c takes vehicle back in how does c know it wont happen again
C states there is buzz while c is on Bluetooth
C states if c get another vehicle or something else
RCAS-HD states RCAS understands C's concern
RCAS-HD states if c has spoke with dlrshp about trading vehicle in

C states c spoke with dlrshp about concern and dlrshp advise c to contact CA regarding repurchase
RCAS-HD advised c of RHR process
RCAS-HD advised c of the trade in c can speak with dlrshp about as well
C states c doesn't mind getting vehicle fix but after so many attempts its enough
C states c will speak with C's husband about the options
RCAS-HD states in the meantime RCAS wants to get C's vehicle repaired
RCAS-HD states RCAS wants to provide c with rental vehicle since dlrshp can't provide a loaner
RCAS-HD states RCAS can only do up to $35 a day; c is responsible for the insurance
C states c will contact dlrshp about loaner
RCAS-HD states RCAS wants to follow up with c by COB 11/12/14 to check on decision and repairs
RCAS-HD states c has RCAS information if c has any questions or concern in the mean time
C thanked RCAS-HD and appreciated the help

call ended mutually

Make Private ✓ **Created By Hezha Decker (11/6/2014 10 58 AM)**
RCAS-HD contacted C at [redacted] left VMX including Case number, name, and RCAS-HD contact of [redacted]

RCAS-HD stated on VMX that RCAS-HD will continue to follow up with C no later than 11/7/14

RCAS-HD requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Make Private ✓ **Created By Hezha Decker (11/6/2014 10 52 AM)**
RCAS-HD sent email to SD-Dan Irwin regarding C Charles Willson, Case # [redacted] for veh concern(s) requesting further information

Make Private ✓ **Created By Hezha Decker (11/6/2014 10 11 AM)**
RCAS-HD contacted NISSAN OF MCKINNEY at 214.544.4900 left message for SD-Dan including Case number, name, and RCAS-HD contact of 615.725.7686.

Make Private ✓ **Created By Hezha Decker (11/6/2014 10 00 AM)**
RCAS-HD data net case with dlr on 11/6/14

Make Public **Created By Vidah May Lucas (11/5/2014 11 34 AM)**
Vehicle Concern

Created By Vidah May Lucas (11/5/2014 11 34 AM)
c's wife Sallie, called about veh concern
crr-vl verified info of c
c stated c's veh had been in the shop for 4 months since c had it.
c had issues with navigation unit went completely block, speedometer issue, control panel lights gauges and keeps going out and bluetooth completely stops working or you can't talk with bluetooth and airbag light kept going on. c had it to local dlr and it will be the third time to take it to dlr for dlr to order part and test veh. c stated Sa-Michael who had been very helpful left company and was advised by Chad c needs to leave veh for 8 hrs. dlr can't give c a rental veh because it's a matter of testing it. c stated Sa is giving c loaner veh before. c was advised dlr already replaced c's unit before. c told SM-Chad that SA-Michael order part for seat. c was advised by SM-Chad there is no lemon law and does not apply to veh. c bought vsc and it's all electric issue c was having. c provided dlr info as c was advised to call NNA. c thinks veh is a lemon.

Make Public DEALERSHIP: NISSAN OF MCKINNEY
SA: Michael (already resigned from dlr)
SM: Chad
ISSUE: multiple veh issue
C'S REQUEST: c wants NNA to replaced the veh.
C'S BEST PHONE NO.: [redacted]

crr-vl advised c that crr will forward case to RCAS for review and c will be contacted within the next business day; c understood.
crr-vl offered further assistance; c declined
crr-vl provided case no.,name and ext.
crr-vl forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8075732	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	12/15/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	1/14/2015	Robert Underwood	1/13/2015 8 38 PM
Edit | Del	Review Approved Check Request		✓	12/15/2014	Janelle Cantrall	12/16/2014 6:42 AM
Edit | Del	Call		✓	12/15/2014	Janelle Cantrall	12/15/2014 6:56 AM
Edit | Del	Call		✓	12/11/2014	Janelle Cantrall	12/10/2014 4:09 PM
Edit | Del	Call		✓	11/26/2014	Janelle Cantrall	11/25/2014 4:16 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00054220	DRT Resolution	1N4AL3AP7E[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138984	[redacted]	12/16/2014	Dealer	Approved	$32,815.19	32BUYBACK	Nissan South Central Buyback/Trade	AUTONATION	NISSAN DALLAS

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	112KB	3/24/2015 7:37 PM	Robert Underwood
Edit | View | Del		79KB	1/21/2015 9:28 AM	Tammy Knotts
Edit | View | Del		76KB	1/21/2015 8:40 AM	Tammy Knotts
Edit | View | Del		63KB	1/2/2015 7:23 AM	Janelle Cantrall
Edit | View | Del		41KB	1/2/2015 7:22 AM	Janelle Cantrall

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/19/2015 7 57 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/12/2015 1 31 PM	Jim Land	Changed **Case Owner** from Janelle Cantrall to **Jim Land**.
1/12/2015 1 31 PM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [33] | Case Categorizations [3] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [2] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Anna Naraeva [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/4/2014	Type	CA
Follow Up Date	2/5/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/5/2014 1:16 PM
CA Multiple Repairs		Date/Time Closed	2/6/2015 3:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00056638

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. F C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY***		
	Veh was out of service for 23 days, 3 concerns for transmission jerking, 2 concerns for airbag light on - zero point reset, 1 concern with passengers seat belt light coming on when seat is occupied.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,167		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Pathfinder	Beyond PT Warranty Miles	0
Model Code	25513	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GUNN NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$6,250 00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	

Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] / N: 5N1AR2MN7DC[redacted]		
Created By	Angela Baase, 11/5/2014 1:16 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8 08 PM	Root Cause Code (2)	
Days Closed	341	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Anna Naraeva (2/6/2015 3 11 PM) Check mailed. Case closed.
Make Public		Created By Anna Naraeva (2/6/2015 3 10 PM) Correction to track #. Check will be mailed via FedEx track # [redacted].
Make Public		Created By Anna Naraeva (2/4/2015 1 02 PM) ARBS submitted the request for Powertrain ECW.
Make Public		Created By Anna Naraeva (2/4/2015 12 35 PM) ARBS emailed attorney:" Mr. Patrick: Thank you for sending me the signed release letter. I submitted the check request and request to process ECW. The check will be mailed to your office by Friday, via FedEx. Here is the tracking # for your reference [redacted] Let me know if you have any questions. Thank you! Anna NARAEVA"
Make Public		Created By Anna Naraeva (2/4/2015 10 02 AM) ARBS submitted check request for attorney in the amount of $6,250. After approval check will be mailed via FedEx track [redacted].
Make Public		Created By Anna Naraeva (2/4/2015 9 50 AM) ARBS received signed release letter from attorney. Copy is attached to the case.
Make Public		Created By Anna Naraeva (1/29/2015 1 15 PM) ARBS emailed release letter to attorney:" Good afternoon Mr. Patrick: Thank you for sending me the registration. Please, find attached the release letter for Ms. Deleon. After it will be reviewed and executed, send it back to me for check request. Let me know if you have any questions. Thank you!" *** Copy is attached to the case.
Make Public		Created By Anna Naraeva (1/29/2015 1 05 PM) ARBS received registration from attorney. Copy is attached to the case.
Make Public		Created By Anna Naraeva (1/23/2015 2 59 PM) ARBS exchanged below emails with attorney:" Mr. Patrick: We can settle this case for what you are asking. Please, send me a copy of current registration and I will send you release letter for signature. Let me know if you have any questions. Thank you! Anna NARAEVA Dispute Resolution Team Arbitration Specialist II *** From: Craig Patrick Sent: Friday, January 23, 2015 1:59 PM To: Naraeva, Anna Hi Anna. Thank you for your offer of $5,500. My client really wants a repurchase, but would consider settling for cash and a powertrain ECW. Will Nissan pay $6250 and provide a 7 yr/100,000 mile ECW on the transmission? If so, we are settled. Craig Patrick"

Created By Anna Naraeva (1/23/2015 2 57 PM)
ARBS emailed attorney:"

Make Public

Thank you for providing me with the additional repair order. I reviewed [redacted] case with the additional information and we are able to increase the offer up to $5,500 inclusive of attorney fees. Unfortunately still not able to repurchase it.
Please, let me know if it is acceptable."

Make Public

Created By Anna Naraeva (1/23/2015 2 55 PM)
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY

Make Public

Created By Anna Naraeva (1/23/2015 2 55 PM)
Veh was out of service for 23 days, 3 concerns for transmission jerking, 2 concerns for airbag light on - zero point reset, 1 concern with passengers seat belt light coming on when seat is occupied.

Created By Anna Naraeva (1/23/2015 2 52 PM)
With RO info"

Dates: 1/2/15 - 1/8/15 Mileage:17,470 RO#: [redacted] Days: 6

1. Veh jerks
2. Passenger's airbag disables with passenger in the seat
3. Steering pump is loud
4. MPI
5. Driver's side visor is popping

Make Public

DLR ACTIONS:
1. Replaced transaxle and CVT
2. No codes stored - Zero point reset
3. Replaced EPS pump
4. Complete
5. Replaced sunvisor

Make Public

Created By Anna Naraeva (1/23/2015 1 51 PM)
Copy of the RO is attached.

Make Public

Created By Anna Naraeva (1/23/2015 1 51 PM)
ARBS received below email from c's attorney on 1/16:"

Hi Anna. The vehicle spent another week in the shop for transmission problems, and the RO is attached. Let me know what Nissan proposes to settle this claim. Thank you."

Created By Anna Naraeva (12/4/2014 7 45 AM)
ARBS responded to attorney:"

Mr. Patrick:

Make Public

Yes, we can put it on hold until I will receive a further notice form you. I will set my follow up date as January 15, 2015.
Let me know when more information will be available and we'll proceed further.

Thank you!

Anna NARAEVA"

Created By Anna Naraeva (12/4/2014 7 45 AM)
ARBS received below email from attorney:"

From: Craig Patrick [mailto craigpatrick@att net]
Sent: Wednesday, December 03, 2014 6:44 PM
To: Naraeva, Anna (EXTERNAL)

Make Public

Subject: RE: Response to [redacted] letter VIN # 5N1AR2MN7DC[redacted] 2013 Pathfinder

Hi Anna. My client is still experiencing problems with the vehicle, so she is going to take it in over the holidays. Can we put this file on hold until after the holidays? I will let you know as soon as I have additional information. Thank you.

Craig Patrick
Patrick Law Firm, P.C."

Make Public

Created By Anna Naraeva (12/3/2014 3 23 PM)
ARBS exchanged below emails with attorney:"

Hi Mr. Patrick:

As you know some of the repairs that were made on [redacted] vehicle were not a significant impairment of the vehicle. Unfortunately we are not able to accept $6500 offer. The top offer we can go with is $4,500 inclusive. Please, let me know if it is acceptable.

Thank you!

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

***

From: Craig Patrick [mailto craigpatrick@att net]
Sent: Tuesday, December 02, 2014 3:19 PM
To: Naraeva, Anna (EXTERNAL)
Subject: RE: Response to [redacted] letter VIN # 5N1AR2MN7DC[redacted] / 2013 Pathfinder

Hi Anna. This vehicle has been in the shop 6 times in the first year. I know that some of the problems are trim, but I still think that the repair history is excessive. Will Nissan pay $6500 to get this one settled today? Thank you!

Craig

***

From: Naraeva, Anna (EXTERNAL) [mailto Anna.Naraeva@Nissan-Usa.com]
Sent: Tuesday, December 02, 2014 3 05 PM
To: Craig Patrick
Subject: RE: Response to [redacted] letter VIN # 5N1AR2MN7DC[redacted] 2013 Pathfinder

Mr. Patrick:

In order to settle this matter we are willing to offer $4,000 inclusive of attorney fees.

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

***

From: Craig Patrick [mailto craigpatrick@att net]
Sent: Tuesday, December 02, 2014 3 03 PM
To: Naraeva, Anna (EXTERNAL)
Subject: RE: Response to [redacted] letter VIN # 5N1AR2MN7DC[redacted] 2013 Pathfinder

Hi Anna. Thank you for your offer of $3,500. My client will settle this claim for $7,500. Let me know if this is acceptable.

Craig Patrick
Patrick Law Firm, P.C.

***

From: Naraeva, Anna (EXTERNAL) [mailto Anna.Naraeva@Nissan-Usa.com]
Sent: Tuesday, December 02, 2014 2 57 PM
To: Craig Patrick
Subject: RE: Response to [redacted] letter VIN # 5N1AR2MN7DC[redacted] 2013 Pathfinder

Mr. Patrick:

We will counter offer with $3,500 inclusive.
Thank you!

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

***

From: Craig Patrick [mailto craigpatrick@att net]
Sent: Monday, December 01, 2014 3:44 PM
To: Naraeva, Anna (EXTERNAL)
Subject: RE: Response to [redacted] letter VIN # 5N1AR2MN7DC[redacted] 013 Pathfinder

Hi Anna. Thank you for your offer of $2,500. My client will settle this claim for $8,250. Let me know if this is acceptable.

Craig Patrick
Patrick Law Firm, P.C."

Created By Anna Naraeva (12/1/2014 3 11 PM)
ARBS exchanged below emails with c's attorney:"

Mr. Patrick:

My Thanksgiving was good, thank you! I hope you enjoyed your time as well.
We are not able to accept your counter offer of $9,500.

We are willing to offer $2,500 inclusive.

Thank you!

Make Public

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

***

From: Craig Patrick [mailto craigpatrick@att net]
Sent: Monday, December 01, 2014 3:08 PM
To: Naraeva, Anna (EXTERNAL)
Subject: RE: Response to Norma Deleon letter VIN # 5N1AR2MN7DC[redacted] 2013 Pathfinder

Hi Anna. I hope you had a nice Thanksgiving. Thank you for your offer of $1750. My client will settle this claim for $9500. Let me know if this is acceptable.

Craig Patrick
Patrick Law Firm, P.C."

Make Public **Created By Anna Naraeva (12/1/2014 3 08 PM)**
ARBS mailed the offer via FedEx track #[redacted]

Make Public **Created By Anna Naraeva (12/1/2014 3 03 PM)**
ARBS emailed NNA's offer to c's attorney, offered $1,750 inclusive. Copy of the offer is attached to the case.

Make Public **Created By Anna Naraeva (12/1/2014 2 53 PM)**
Veh was out of service for 17 dyas, 2 repair attempts for veh hesitation at acceleration/jerking, 6 concerns for various cosmetic (door trim, roof molding) imperfections.

Make Public **Created By Anna Naraeva (12/1/2014 2 50 PM)**
ARBS-AN reviewed RHR with following repairs that were complete at the time:

Dates: 8/5/13-8/23/13 Mileage: 1469 RO#: [redacted] Days: 1 (1 visit to order part, RO was left open)
1.C\s driver roof molding is lifting

DLR ACTIONS:
1.Ordered part.

Dates: 9/7/13-9/9/13 Mileage: 2541 RO#: [redacted] ays 3

1.C\s driver roof molding is lifting
2 MPI
3.Tires checked

DLR ACTIONS:
1. Special ordered part is in. Replaced roof molding
2.Completed
3.Completed

Dates: 10/12/13-10/12/13 Mileage: 3515 RO# [redacted] Days:1

1. C\s drivers rear door escuchen keeps popping off.
2. C\s passenger seatbelt light will come on when seat is occupied.
3.Tire repair
4.Oil change
5 MPI
6.Tires checked

DLR ACTIONS:
1.Ordered part
2.Unable to duplicate concern
3 Repaired tire
4.Completed
5.Completed
6.Completed

Dates: 11/02/13-11/04/13 Mileage: 4215 RO#: [redacted] ys 3

1. C\s driver's rear door trim keeps popping off. Handle has poor fit.

DLR ACTIONS:
1 RPL one door outside handle assembly.

Dates: 3/12/14-3/13/14 Mileage: 8103 RO#: [redacted] Days 2

1. C\s vehicle hesitates when trying to accelerate. Trans ECU requires reprogramming.
2.Campaign R1308 NTB13-093
3. C\r reset maintenance reminders had serviced at another facility.
4. C\s LR door trim near handle pops off. Handle cap is loose.

DLR ACTIONS:
1. Reprogram A\T control unit. Diagnose judder and reprogram TCM per bulletin.

2 Reprogram ABS per NTB13-093
3.Complete
4.Installed cap inside hand RR LR inside door handle. Screw finisher to correct concern.

Dates: 10/10/14-10/10/14 Mileage: 14167 RO#: [redacted] Days:1

1.C\s passenger airbag disables with passenger.
2.C\s vehicle jerks several times while city driving
3 MPI

DLR ACTIONS:
1. Perform zero point reset. Completed
2.Unable to duplicate concern
3.Completed

Make Public — **Created By Angela Baase (11/12/2014 9 37 AM)**
DRTS attached sales documents.

Make Public — **Created By Angela Baase (11/12/2014 9 25 AM)**
DRTS contacted Melanie in accounting at dealer 3287 to request the Title Application and customer signed Buyer's Order. Melanie said she will gather these documents and fax them over.

Make Public — **Created By Angela Baase (11/12/2014 9 19 AM)**
DRTS spoke to Sheila at dealer 986 and she stated this vehicle was sold through dealer 3287. DRTS will follow up with dealer 3287.

Make Public — **Created By Angela Baase (11/11/2014 7 59 AM)**
DRTS attached RHR

Make Public — **Created By Angela Baase (11/7/2014 12 55 PM)**
DRTS attached RO's

Make Public — **Created By Angela Baase (11/6/2014 2 58 PM)**
DRTS followed up with Matt at dealer 3287 to get the Ro's and he stated Steve was going to fax them, if he didn't do it then Matt will re-fax them himself.

Make Public — **Created By Angela Baase (11/6/2014 9 15 AM)**
DRTS called Matt again at dealer 3287 to let him know the documents he was supposed to fax over yesterday did not come. DRTS left a message in the service department to let him know this and left a return phone number for him if he had any questions because he was out of the shop for a while.

Make Public — **Created By Angela Baase (11/5/2014 1 58 PM)**
DRTS left Sheila in the business office at dealer 986 a message to get the Title Application and customer signed Purchase or Buyer's Order faxed over or please return call to DRTS.

Make Public — **Created By Angela Baase (11/5/2014 1 54 PM)**
DRTS contacted dealer 986 and spoke to Tim in the service dept. to get all customer copy RO's for this vehicle. Tim stated he is printing it all out now and will fax it over.

Make Public — **Created By Angela Baase (11/5/2014 1 38 PM)**
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THE R ATTORNEY

Precious cases-[redacted]
Open recalls/campaigns-none

DRTs in receipt of Attorney Letter received 11/04/2014 sent via US mail from Patrick Law Firm. Letter written 10/28/2014.

Laws cited- MMWA, Texas Deceptive Trade Practices Act

Nonconformity-transmission, jerking, electrical system, airbags, hesitation and the trim.

Customer request-Nissan rescind the transaction by which customer purchased the vehicle. Upon agreement the customer will return the vehicle in exchange for a full refund of the money paid for this vehicle, less a reasonable charge for the use of the vehicle. Alternatively, client will accept $10,000 in full and final satisfaction of her claim. Fees that have been incurred to date are $3,500. In addition to the repurchase along with fees total $13,500.

Requesting if interested in resolving without the necessity of litigation , contact attorney within 60 days of receipt of this letter.

Letter Attached.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8033603	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR MPROPER OPERATION	10	11/5/2014	YX	BG	302500	OA
Edit | Del	CC-8033604	RESTRA NT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/5/2014	YX	BK	234000	OA
Edit | Del	CC-8033605	BODY	MOLDING/EMBLEMS/ACCESSORY	POOR OR MPROPER OPERATION	QA	11/5/2014	YX	AB	107500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	2/4/2015	Anna Naraeva	2/6/2015 7:54 AM
Edit | Del	Collect Sales Documents		✓	11/13/2014	Angela Baase	11/12/2014 9:38 AM
Edit | Del	Create RHR		✓	11/11/2014	Angela Baase	11/11/2014 7:59 AM
Edit | Del	Collect RO Documents		✓	11/7/2014	Angela Baase	11/7/2014 12:55 PM
Edit | Del	Deleon-Norma-Attorney Letter		✓	11/5/2014	Anna Naraeva	11/5/2014 1:42 PM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00056638	DRT Resolution	5N1AR2MN7D[redacted]						
Edit	CST00056676	Goodwill ECW	5N1AR2MN7D[redacted]	Processed	Multiple Repair Issue	Anna Naraeva	DRT	Tammy Knotts	2/5/2015

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0142252	[redacted]	2/6/2015	Attorney	Approved	$6,250.00	DRTSETTLN	Nissan DRT Goodwill Settlement	PATRICK LAW	FIRM

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	68KB	2/9/2015 9 34 AM	Tammy Knotts
Edit | View | Del		75KB	2/6/2015 2 28 PM	Tammy Knotts
Edit | View | Del		148KB	2/4/2015 9:49 AM	Anna Naraeva
Edit | View | Del		32KB	1/29/2015 1:14 PM	Anna Naraeva
Edit | View | Del		60KB	1/29/2015 1 04 PM	Anna Naraeva

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/6/2015 3:11 PM	Anna Naraeva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/4/2015 10 03 AM	Anna Naraeva	Changed **Follow Up Date** from 2/3/2015 to **2/5/2015**.
1/29/2015 1:16 PM	Anna Naraeva	Changed **Follow Up Date** from 1/28/2015 to **2/3/2015**.

Show more » | Go to list »

Surveys

Surveys Help

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NISSAN

[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Jimenez [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/6/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/5/2014 1:24 PM
CA Multiple Repairs		Date/Time Closed	11/6/2014 2:38 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
Description	Notes to Agent: passenger air bag light will go off and on while someone is sitting in the seat.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1CL0MMXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	QX60	Beyond PT Warranty Miles	0
Model Code	84414	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JIM LUP ENT NFINITI	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] V N: 5N1CL0MMXEC[redacted]		
Created By	April Chenault, 11/5/2014 1:24 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	435	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heather Jimenez (11/6/2014 2 37 PM)** *Case Summary* Customer: Concern with passenger air bag light on while seat is occupied RCAS-HJ: advised C to take veh to RTLR for further diagnosis
Make Public		**Created By Heather Jimenez (11/6/2014 2 36 PM)** RCAS-HJ contacted C a[redacted]11/6/14 at 2 24pm CENTRAL RCAS-HJ advised C this call may be recorded for quality and training purposes RCAS-HJ advised C RCAS-HJ understands C has concerns with air bag off light being on C states yes RCAS-HJ advised C if C is still experiencing concern after repairs were made on 10/27/14 C states yes, light was on again Sunday while C was in seat and C took a photo RCAS-HJ advised C at this time, the veh needs to be taken back to INF RTLR for further diagnosis and for RTLR to contact Techline C understood RCAS-HJ advised C if RTLR is unable to resolve concern to please call ICA back C thanked RCAS-HJ RCAS-HJ thanked C for C's time call ended mutually ********** RCAS-HJ sending email to SM-Brandon advising C will be returning to RTLR for further diagnosis and RTLR needs to contact Techline RCAS-HJ closing case, pending diagnosis
Make Public		**Created By Heather Jimenez (11/6/2014 11 21 AM)** RCAS-HJ sent email to SM-Brandon at RTLR requesting further information regarding C's air bag light concern
Make Public		**Created By Heather Jimenez (11/6/2014 8 48 AM)** RCAS-HJ searched VROI and found the following: RO 57986-01 10/27/14 C/S pass. side air bag light is on when occupied by adult RTLR scanned veh and found multiple codes due to low battery voltage, cleared codes and reset OCS system ********** RCAS-HJ noting: 1 RTLR visit for concern on 10/27/14, RTLR addressed concern ********** RCAS-HJ will contact RTLR to ensure no further repairs are needed at this time
Make Public		**Created By April Chenault (11/5/2014 1 27 PM)** C states took veh in twice to rtlr and passenger side air bag is not working. C states C has veh currently. C states issue is intermittent. C is requesting assistance to get repaired. RCAS-AC provided c case number C states best contact is [redacted] RCAS-AC advised that specialist would reach out to C by COB on 11/6/2014. C had no further questions. Call ended mutually.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8033555	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH		14	11/5/2014	YX	BK	234000	OA

POOR OR
MPROPER
OPERATION

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/6/2014 2 38 PM	Heather Jimenez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/6/2014 8:14 AM	Pam Thompson	Changed **Case Owner** from Tracy Bauer to **Heather Jimenez**.
11/5/2014 1 28 PM	April Chenault	Changed **Transferred to RCAS** from false to **true**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [13] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Chad Alsup [Change]
Letter Sent Date	11/1/2014	Status	Closed
Letter Received Date	11/4/2014	Type	CA
Follow Up Date	12/16/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/5/2014 1:25 PM
CA Multiple Repairs		Date/Time Closed	12/16/2014 8:06 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	***DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY***		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP1DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /VIN: 3N1AB7AP1DL[redacted]		
Created By	Andrea Brown 11/5/2014 1:25 PM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	393	Action Code	NE4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Chad Alsup (12/16/2014 8 05 AM)** ARBS-CA notes waiting on reply from ATTY ARBS-CA closing case until aTTY contacts ARBS - CA
Make Public		**Created By Chad Alsup (12/2/2014 7 36 AM)** Thanks Chad. I will respond this week after speaking with my client. Danielle _____ Danielle Beauvais Attorney at Law
Make Public		**Created By Chad Alsup (12/1/2014 12 50 PM)** ARBS-CA sent email to ATTY to check status of the case
Make Public		**Created By Chad Alsup (11/17/2014 8 20 AM)** 11/11/2014 - Tuesday 10 03 am Delivered HILLSBORO, OR Package delivered to recipient address - release authorized 8:13 am On FedEx vehicle for delivery PORTLAND, OR 7 36 am At local FedEx facility PORTLAND, OR 5 28 am At destination sort facility PORTLAND, OR 3:16 am Departed FedEx location MEMPHIS, TN
Make Public		**Created By Chad Alsup (11/10/2014 10 47 AM)** ARBS-CA sent offer to ATTY via FedEx [redacted] ARBS-CA offered $2,500 inclusive
Make Public		**Created By Chad Alsup (11/10/2014 10 21 AM)** ARBS-CA reviewed case. After careful evaluation, NNA will not be able to offer repurchase at this time. ARBS-CA notes 3 repair attempts for brake noise, ARBS-CA feels brake noise is not a substantial impairment, ARBS-CA notes 2 repairs for airbag light concern, 1 repair at 8834 miles, 2nd repair was at 16,800 miles with a OCS system reset, last complaint dealer was unable to duplicate concern ARBS-CA notes 6 repair visits with a total of 31 days down but the last 2 repair attempts the dealership was unable to duplicate the concern and/or the vehicle was working as designed Based off the above info, ARBS-A feels there has not been an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties
Make Public		**Created By Chad Alsup (11/10/2014 10 17 AM)** ARBS-CA received RHR In-Service date 03/31/13 09/05/13 5817 miles --C states hearing a squeaking noise when braking ---Dlr unable to duplicate concern 9 days down 12/06/13 7826 miles --C states brakes squeal ---Dlr replaced front brake pads 1 day down

12/19/13 8834 miles
–C states brakes squeak / passenger air bag off light keeps coming on with adult in the seat / several times the driver side air bag has come on
—Dlr replaced rear pads / replaced OCS control unit / replaced OCS control unit
15 days down

07/18/14 16830 miles
–C states pass side airbag light comes on when no one is sitting it seat
—Dlr performed NTB14-027 OCS reprogram
4 days down

08/21/14 18260 miles
–C states air bag light is on
—Dlr unable to duplicate, Dlr pulled no codes
1 day down

09/16/14 19279 miles
–C states seat belt light stays on after passenger has left the vehicle
—Dlr unable to duplicate concern
1 day down

Make Public **Created By Andrea Brown (11/5/2014 4 41 PM)**
DRTS- received and attached sales docs

Make Public **Created By Andrea Brown (11/5/2014 3 57 PM)**
DRTS- spoke to Melody and she's faxing over the Title App and Sales agreement

Make Public **Created By Andrea Brown (11/5/2014 3 49 PM)**
DRTS- finished and attached RHR

Make Public **Created By Andrea Brown (11/5/2014 2 26 PM)**
DRTS-received and attached ROs

Make Public **Created By Andrea Brown (11/5/2014 1 56 PM)**
DRTS- spoke to Eric, SA, and he said he's sending it over within the hour

Make Public **Created By Andrea Brown (11/5/2014 1 36 PM)**
DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY

Previous cases- [redacted]
Open campaigns/ recall- none

An Attorney Letter was sent by Beauvais Law Firm, LLC, signed by Danielle R. Beauvais. The letter was sent on November 1, 2014, received November 4, 2014, DRTS received November 5, 2014. Sent via certified mail- number cut off. The letter, retail installment contact, registration and ROs are attached for your review

In pursuant of Lemon Law and Magnuson Moss Warranty Act. The defects include, but aren't limited too airbag warning light symptom due to an underlying electronic defect that is the subject of a recall Recall repair was unsuccessful. The C is seeking a full refund and attorney fees and cost. NNA has 30 days to respond or a lawsuit will be filed.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8033590	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/5/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	11/13/2014	Andrea Brown	11/5/2014 4:42 PM
Edit | Del	Create RHR		✓	11/11/2014	Andrea Brown	11/5/2014 3:50 PM
Edit | Del	Collect RO Documents		✓	11/7/2014	Andrea Brown	11/5/2014 2:27 PM
Edit | Del	Customer Letter Sent		✓	11/5/2014	Chad Alsup	11/5/2014 1:55 PM
Edit | Del	Olds-AttorneyLetter-16472203		✓	11/5/2014	Chad Alsup	11/5/2014 1:45 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	103KB	11/10/2014 10:51 AM	Chad Alsup
Edit | View | Del		304KB	11/5/2014 4:41 PM	Andrea Brown
Edit | View | Del		25KB	11/5/2014 3:49 PM	Andrea Brown
Edit | View | Del		1.15MB	11/5/2014 2:25 PM	Andrea Brown
Edit | View | Del	ERROR	705KB	11/5/2014 2:25 PM	Andrea Brown

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/16/2014 8:06 AM	Chad Alsup	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/11/2014 11:29 AM	Chad Alsup	Changed **Follow Up Date** from 12/11/2014 to **12/16/2014**.
12/9/2014 9 58 AM	Chad Alsup	Changed **Follow Up Date** from 12/9/2014 to **12/11/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [5] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Shaid Brien Tandong II [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	11/7/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	11/5/2014 4:03 PM
CA Multiple Repairs		Date/Time Closed	11/6/2014 7:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname [redacted] lastname [redacted] email [redacted] homephone [redacted] address1 : [redacted] address2 : city : REDLANDS twitter : state : CA zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 3N1AB7AP1EY[redacted] dealerstate : CA dealername : RACEWAY comments : F RST OF ALL I CALLED THE DEALESSH P 2 TIMES THE FIRST TIME WAS TOLD THE AIRBAG RECALL WAS A HOAX WHEN I WAS HAV NG A PROBLEM SECOND T ME I WAS BUT ON ETURNAL HOLD FOR OVER 30 M N WITH THE SALESMANS MANGAGER MY QUESTION IS IS THERE SOMETH NG WRONG WITH THE PASSANGER A RBAG THE LIGHT IS OFF WHEN NO ONE IS N THE CAR WITH ME.I WOULD TH NK THEY WOULD HAVAE TOLD ME TO BR NG IT IN TO LOOK AT IT BUT NO WAS TOLD THE AIRBAG RECALL WAS A HOAX BY AJ IN THE SERIVER CENTER.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP1EY[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	RACEWAY NISSAN	Data Net	

Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 11/5/2014 4 03 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code	SCIN
Days Closed	433	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Shaid Brien Tandong II (11/6/2014 7 11 PM) case closed
Make Public		Created By Shaid Brien Tandong II (11/6/2014 7 10 PM) *****E-MAIL Case Logged***** Previous related case found: 0 E-MAIL addressed to : NNACONSUMERAFFA RS@NISSAN-USA.COM Method of contact : E-MAIL crr-st checked for open recalls / svc campaign found: None ******* RESOLUTION: crr-st called c at [redacted] and was able to speak with c. crr-st informed c that call may be recorded for training/QA purposes. crr-st checked OM and advised c that if the front passenger air bag light illuminates it indicates that the front passenger air bag is OFF and will not inflate in a crash. However, if the front passenger air bag light does not illuminate it indicates that the front passenger air bag is operational. C understood. crr-st advised about the takata campaign and provided a portion of the OM regarding the passenger airbag light crr-st provided name, ext and case number. crr-st utilized the NPS script. crr-st closing case.
Make Public		Created By Shaid Brien Tandong II (11/6/2014 6 26 PM) firstname : [redacted] lastname : [redacted] email [redacted] homephone [redacted] address1 : [redacted] address2 : city : REDLANDS twitter : state : CA zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 3N1AB7AP1EY[redacted] dealerstate : CA dealername : RACEWAY

comments : F RST OF ALL I CALLED THE DEALESSH P 2 TIMES THE FIRST T ME WAS TOLD THE AIRBAG RECALL WAS A HOAX WHEN I WAS HAV NG A PROBLEM SECOND TIME I WAS BUT ON ETURNAL HOLD FOR OVER 30 MIN WITH THE SALESMANS MANGAGER MY QUESTION IS IS THERE SOMETH NG WRONG WITH THE PASSANGER AIRBAG THE LIGHT IS OFF WHEN NO ONE IS IN THE CAR WITH ME.I WOULD THINK THEY WOULD HAVAE TOLD ME TO BRING IT IN TO LOOK AT IT BUT NO WAS TOLD THE AIRBAG RECALL WAS A HOAX BY AJ IN THE SERIVER CENTER.

Make Public

Created By Shaid Brien Tandong II (11/6/2014 6 26 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : REDLANDS
twitter :
state : CA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP1EY[redacted]
dealerstate : CA
dealername : RACEWAY
comments : F RST OF ALL I CALLED THE DEALESSH P 2 TIMES THE FIRST T ME WAS TOLD THE AIRBAG RECALL WAS A HOAX WHEN I WAS HAV NG A PROBLEM SECOND TIME I WAS BUT ON ETURNAL HOLD FOR OVER 30 MIN WITH THE SALESMANS MANGAGER MY QUESTION IS IS THERE SOMETH NG WRONG WITH THE PASSANGER AIRBAG THE LIGHT IS OFF WHEN NO ONE IS IN THE CAR WITH ME.I WOULD THINK THEY WOULD HAVAE TOLD ME TO BRING IT IN TO LOOK AT IT BUT NO WAS TOLD THE AIRBAG RECALL WAS A HOAX BY AJ IN THE SERIVER CENTER.

Make Public

Created By Managed Services (11/5/2014 4 03 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : REDLANDS
twitter :
state : CA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 3N1AB7AP1EY[redacted]
dealerstate : CA
dealername : RACEWAY
comments : F RST OF ALL I CALLED THE DEALESSH P 2 TIMES THE FIRST T ME WAS TOLD THE AIRBAG RECALL WAS A HOAX WHEN I WAS HAV NG A PROBLEM SECOND TIME I WAS BUT ON ETURNAL HOLD FOR OVER 30 MIN WITH THE SALESMANS MANGAGER MY QUESTION IS IS THERE SOMETH NG WRONG WITH THE PASSANGER AIRBAG THE LIGHT IS OFF WHEN NO ONE IS IN THE CAR WITH ME.I WOULD THINK THEY WOULD HAVAE TOLD ME TO BRING IT IN TO LOOK AT IT BUT NO WAS TOLD THE AIRBAG RECALL WAS A HOAX BY AJ IN THE SERIVER CENTER.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8035650	NISSAN PRODUCT INQUIR ES	SENTRA	PROVIDED RECALL NFORMATION	QF	11/6/2014	VG	AZ	208500	OF
Edit | Del	CC-8035651	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/6/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SeREW:ref]	[redacted]	✓	11/6/2014	Shaid Brien Tandong II	11/6/2014 7:11 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SeREW:ref] *11/6/2014 Case # [redacted] VIN # 3N1AB7AP1EY[redacted] Than...*	[redacted]	11/6/2014 7:11 PM
Reply | To All | Del	Replied	Other *firstname [redacted] homephone...*	nissanconsumeraffairs@my-nissan-usa.com	11/5/2014 4 03 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action

11/6/2014 7:11 PM	Shaid Brien Tandong II	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/6/2014 6 26 PM	Shaid Brien Tandong II	Changed **Case Servicing Dealer** to **RACEWAY NISSAN**.
		Changed **Follow Up Date** from 11/5/2014 to **11/7/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Amethyst Cantrell [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/5/2014 4:28 PM
CA Multiple Repairs		Date/Time Closed	11/11/2014 8:10 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	front passenger airbag light		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	47,358		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DN4[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	11,358
Make	NISSAN	Beyond Basic Warranty Months	1
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NELSON NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	11/6/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0D[redacted]		
Created By	Joan Arrieta 11/5/2014 4 28 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 06 PM	Root Cause Code (2)	
Days Closed	428	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Amethyst Cantrell (11/11/2014 8 05 AM)** RCAS-AC placed outbound call to C [redacted] 8:03 RCAS left VM advising C could take veh to DLR to ride with techs at any time. RCAS advised C to call RCAS at [redacted] nce this was done or call inbound with case # [redacted] RCAS closing case pending diagnosis
Make Public		**Created By Amethyst Cantrell (11/10/2014 4 28 PM) Last Modified By Lesley Howard (11/12/2014 12 16 PM)** RCAS-AC placed outbound call to DLR and spoke with SM. RCAS stated that C was greatly concerned about airbag light going off and that C didn't know why it would not read C as a grown adult. RCAS asked if C could bring veh in and ride with DLR. SM advised RCAS to have C come in.
Make Private	✓	**Created By Amethyst Cantrell (11/6/2014 1 11 PM)** RCAS CHECKED for open recalls/campaigns and found: one Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none RCAS-AC placed outbound call to C at [redacted] RCAS advised call may be monitored for quality and training RCAS verified veh make and model and concern RCAS advised C that C has campaign open on veh. C stated that C had campaign performed yesterday when they addressed concern with DLR. C stated that C has taken a photo of the light coming on with C's husband in the seat. RCAS stated that C would need to take photo to DLR to demonstrate the incident as RCAS could not diagnos the veh. C stated that C had been told the light will come on if not seated properly in seat and it shifts weight, but C states C is 160 lbs and does not C how seat could not read the weight. RCAS stated that the seats are very sensitive but RCAS would call the DLR to see if DLR might be able to reach out to anyone else about C's concern. RCAS stated C could make appointment or C could wait for RCAS to contact DLR and then make plans from there. C asked RCAS to call DLR and then call C. RCAS agreed and set follow-up for EOB 11/11. C thanked RCAS. Call ended mutually
Make Private	✓	**Created By Amethyst Cantrell (11/6/2014 12 48 PM)** RCAS-AC placed outbound call to DLR and spoke with SA-Will Rollings RCAS asked if C had been in recently. SA stated that the concern has appeared 3x since purchase. SA stated that no codes appeared. SA stated that Master Tech advised C to sit firmly in the seat.
Make Private	✓	**Created By Joan Arrieta (11/5/2014 4 34 PM) Last Modified By Amethyst Cantrell (11/6/2014 11 48 AM)** crr-ja received a call from c stating that c just left the dlr for an oil change and completed the Secondary Hood Latch campaign and again c complained that the front passenger airbag light is off even with an adult sitting thus dlr said theres no campaign on that c said dlr already diagnosed the veh but didnt find any rpoblem c said c first reported the issue January 2014 and had had the issue eversince but was intermittent and was always told by the dlr to firmly sit on the seat and drive some miles c said dlr cant do anything if problem isnt diagnosed crr-ja asked for c's sa c said SA-chuck zachariae crr-ja forwarding case to RCAS for DEALER UNABLE TO DIAGNOSE crr-ja advised c case will be sent to rcas for review and will get the call before the end of the next business day crr-ja asked for further assistance c declined

crr-ja provided name ext case
crr-ja leaving case open

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8034040	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	11/5/2014	YX	BK	234000	OA
Edit | Del	CC-8034041	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	11/5/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call DLR-Techline	[redacted]	✓	11/6/2014	Amethyst Cantrell	12/1/2014 2:04 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/11/2014 8:10 AM	Amethyst Cantrell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/6/2014 1:12 PM	Amethyst Cantrell	Changed **Follow Up Date** from 11/6/2014 to **11/11/2014**.
11/6/2014 12:42 PM	Amethyst Cantrell	Changed **Shared via Portal** from false to **true**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [9] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [4] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Karina Eraldo [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	11/8/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	11/6/2014 8:41 AM
CA Multiple Repairs		Date/Time Closed	11/9/2014 4 09 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname [redacted] lastname [redacted] email [redacted] homep[redacted] address1 : [redacted] address2 : city : Raritan twitter : state : NJ zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 1N4AL3AP0DC[redacted] dealerstate : NJ dealername : Meadowlands Nissan comments : The passenger airbag is off even when a passenger is seated and buckled up. This is a high saftey risk I do see at the start of the winter. I do have a photo taken on 11/6/14 around 8:50AM when the airbag off notification is lit even when there is a passenger. This happens once is 5 times which concerns me a lot on safety grounds.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MEADOWLANDS NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 11/6/2014 8:41 AM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Bharath Tadipatri 4/3/2015 8:08 PM	Root Cause Code	SCIN
Days Closed	430	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE8F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Laurice Lim (11/9/2014 4 06 PM)** crr Id assisting crr-ke on the case. crr Id called c at 4:58 pm est. spoke to c. crr-Id checked for campaigns found: 2013 - Altima Sedan (L33) Secondary Hood Latch crr Id advised c to bring the veh first to nissan dlr for diagnosis and to contact back nna-ca to forward case to rcas if c's veh still has the same problem. c understood crr Id provided name, ext and case number; advised c of the NPS script. crr Id closing case as no further action is needed.
Make Public		**Created By Laurice Lim (11/9/2014 4 02 PM)** case closed
Make Public		**Created By Laurice Lim (11/9/2014 4 02 PM)** service history: SRH-28051566 C 9/30/2014 30,404 [redacted]
Make Public		**Created By Laurice Lim (11/8/2014 4 18 PM)** ***Email case logged*** E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact: E-mail crr-Id checked for campaigns found: 2013 - Altima Sedan (L33) Secondary Hood Latch crr Id unable to call c due to time constraints crr-Id referred c to Nissan dealer with regard to veh concern crr-Id advised c about open campaign crr-Id provided NPS script crr-Id provided name, case and ext number crr-Id leaving case open
Make Public		**Created By Laurice Lim (11/8/2014 4 17 PM)** case pending
Make Public		**Created By Karina Eraldo (11/7/2014 10 58 AM)** case pending
Make Public		**Created By Karina Eraldo (11/7/2014 10 58 AM)** ***Email case logged*** E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact: E-mail crr-ke checked for campaigns found: 2013 - Altima Sedan (L33) Secondary Hood Latch

crr-ke called c at [redacted] reached vmx
crr-ke advised c that call may be recorded for quality and training purposes
crr-ke referred c to Nissan dealer with regard to veh concern
crr-ke advised c about open campaign

crr-ke provided NPS script
crr-ke provided name, case and ext number
crr-ke leaving case open

Created By Karina Eraldo (11/7/2014 10 38 AM)
firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Raritan
twitter :
Make Public
state [redacted]
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP0DC[redacted]
dealerstate : NJ
dealername : Meadowlands Nissan
comments : The passenger airbag is off even when a passenger is seated and buckled up. This is a high saftey risk I do see at the start of the winter. I do have a photo taken on 11/6/14 around 8:50AM when the airbag off notification is lit even when there is a passenger. This happens once is 5 times which concerns me a lot on safety grounds.

Created By Managed Services (11/6/2014 8 42 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Raritan
twitter :
Make Public
state : NJ
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP0DC[redacted]
dealerstate : NJ
dealername : Meadowlands Nissan
comments : The passenger airbag is off even when a passenger is seated and buckled up. This is a high saftey risk I do see at the start of the winter. I do have a photo taken on 11/6/14 around 8:50AM when the airbag off notification is lit even when there is a passenger. This happens once is 5 times which concerns me a lot on safety grounds.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8036129	INSTRUMENTATION	WARN NG DISPLAY	POOR OR IMPROPER OPERATION	11	11/7/2014	YX	AT	184500	OA
Edit | Del	CC-8036134	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	11/7/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: FW: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SehWp:ref]		✓	11/9/2014	Laurice Lim	11/9/2014 4:07 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SehWp ref]		✓	11/8/2014	Laurice Lim	11/8/2014 4:15 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SehWp ref]		✓	11/7/2014	Karina Eraldo	11/7/2014 10:58 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	FW: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SehWp:ref] *November 9 2014 Case # [redacted] VIN # 1N4AL3AP0DC[redacted]*	[redacted]	11/9/2014 4:07 PM
Reply | To All | Del	Forwarded	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SehWp ref] *November 8 2014 Case # [redacted] VIN # 1N4AL3AP0DC[redacted]*		11/8/2014 4:15 PM
Reply | To All | Del	Forwarded	Your inquiry to Nissan [ref: 00DA09j8L. 500F0SehWp ref] *November 7 2014 Case # [redacted] VIN # 1N4AL3AP0DC[redacted]*		11/7/2014 10:58 AM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname : [redacted]*	nissanconsumeraffairs@my-nissan-usa com	11/6/2014 8:41 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/9/2014 4 09 PM	Laurice Lim	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
11/7/2014 10:58 AM	Karina Eraldo	Changed **Follow Up Date** from 11/7/2014 to **11/8/2014**.
		Changed **Status** from Open to **Pending**.

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Surveys

Surveys Help

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NISSAN

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Case [redacted]

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Case Comments [0] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Quinn Gallen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/6/2014 8:53 AM
CA Multiple Repairs		Date/Time Closed	11/17/2014 2:03 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP7E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CHARLIE CLARK NISSAN BROWNSVILLE	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	11/7/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 3N1AB7AP7EL[redacted]		
Created By	Jeanne Lorraine Coria 11/6/2014 8:53 AM	Root Cause Code	SCDS
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	422	Action Code	NT3C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Quinn Gallen (11/17/2014 2 02 PM) Last Modified By Quinn Gallen (11/17/2014 2 02 PM)** CASE CLOS NG SUMMARY: C requesting reimbursement one month payment for poor service experience CXM-Bob Brissie denied GW reimbursement C declined further assistance RCAS-QG closing case as no further assistance can be offered, GW payment reimbursement declined
Make Private	✓	**Created By Quinn Gallen (11/17/2014 2 01 PM) Last Modified By Quinn Gallen (11/17/2014 2 01 PM)** RCAS-QG contacted C RCAS-QG stated that RCAS-QG reviewed C's request for payment reimbursement and NNA is not in the position to reimburse C at this time C understood C declined further assistance at this time RCAS-QG invited C to contact NNA CA with any future concerns Call ended mutually
Make Private	✓	**Created By Quinn Gallen (11/13/2014 10 40 AM) Last Modified By Quinn Gallen (11/13/2014 10 43 AM)** RCAS-QG contacted SM-Eddie Villarreal SM-EV stated that C has not had to pay for anything RCAS-QG stated that CXM-Bob Brissie declined reimbursing one months payment for C RCAS-QG stated CXM-BB requested RCAS-QG ask DLR if they would SM-EV stated DLR will not reimburse C's payment Call ended mutually
Make Public		**Created By Quinn Gallen (11/12/2014 4 39 PM)** cxm bob brissie denied reimbursement of payment
Make Private	✓	**Created By Quinn Gallen (11/12/2014 4 21 PM) Last Modified By Quinn Gallen (11/12/2014 4 39 PM)** RCAS-QG contacted C's home line and left vmx stating RCAS is still reviewing C's request for GW assistance, set follow up for 11.17.14, left name, phone number and case number
Make Private	✓	**Created By Quinn Gallen (11/12/2014 4 20 PM) Last Modified By Quinn Gallen (11/12/2014 4 39 PM)** RCAS-QG e-mailed CXM Bob Brissie inquiring on behalf of C for reimbursement of one months vehicle payment
Make Private	✓	**Created By Quinn Gallen (11/12/2014 11 22 AM) Last Modified By Quinn Gallen (11/12/2014 4 39 PM)** RCAS-QG contacted warranty clerk warranty clerk stated that C has only had one customer pay oil service Call ended mutually
Make Private	✓	**Created By Quinn Gallen (11/7/2014 3 08 PM) Last Modified By Quinn Gallen (11/12/2014 4 39 PM)** RCAS-QG contacted C's mobile @ 2.46pm C stated C is interested in payment reimbursement or something C stated C is a full time student with a full time job C stated that C has had been provided bad service at the DLR C stated that C was told C had to have 1k dollars of maintenance items performed on the vehicle C stated that C had the sun roof replaced under warranty C stated that the other concerns have been addressed with the vehicle C stated that C was concerned with the OCS on the vehicle RCAS-QG stated the recall has been performed RCAS-QG stated the system is designed to determine whether or not it would be safe for the occupant of the seat if the airbag would deploy C stated it used to go off when C's mother sat in the seat C stated it only does it with C's bag RCAS-QG stated that DLR will be able to determine whether or not the system has been operating as designed but the system is updated at this time C understood RCAS-QG stated RCAS-QG will review for assistance Call ended mutually
Make Private	✓	**Created By Jeanne Lorraine Coria (11/6/2014 9 03 AM) Last Modified By Quinn Gallen (11/7/2014 2 46 PM)** crr-jc received call from c stating that c had multiple issues with the veh and veh is only 6-7 months old c said that c is just a college student and doesnt have time to take the veh to the dlr every now and then for the issues c wants to file a complaint about this brand new veh c has

crr-jc verified c's name, vin, address, mileage, phone number, email address & dlr.

c stated all concerns:
-the plastic side on the driver side broke then was fixed by dlr
-then the touch screen did not work 5 or 6 times
-plastc side at the bottom was broken and was also fixed
-the sunroof exploded
-c also had a flat tire and c needed to pay $200 to fix and was informed that c needs to do maintenance charging c $1000
-c also said that the campaign for the veh had to be fixed twice

crr-jc advised c that file will be transferred to rcas for review.
crr-jc advised c to expect a call within the next business day.
c understood.
crr-jc offered further assistance, c declined.
crr-jc provided name, ext and file number.
crr-jc leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8034402	BODY	SUN ROOF (ELECTRIC/MANUAL)	POOR OR MPROPER OPERATION	16	11/6/2014	YX	AB	110500	OA
Edit | Del	CC-8034403	TIRE/WHEEL	TIRE (TIRE/VALVE/TUBE)	POOR OR MPROPER OPERATION	19	11/6/2014	YX	BO	254500	OA
Edit | Del	CC-8034404	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/6/2014	YX	BK	233500	OA
Edit | Del	CC-8034405	AUDIO/VIDEO/NAVI	MONITOR, AROUND VIEW	POOR OR MPROPER OPERATION	13	11/6/2014	YX	AA	300500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/17/2014 2:03 PM	Quinn Gallen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2014 4:21 PM	Quinn Gallen	Changed **Follow Up Date** from 11/12/2014 to **11/17/2014**.
11/7/2014 3 08 PM	Quinn Gallen	Changed **Follow Up Date** from 11/7/2014 to **11/12/2014**.

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Surveys

Surveys Help

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Case [redacted]

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heather Leslie [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/13/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/6/2014 9:51 AM
CA Multiple Repairs		Date/Time Closed	11/13/2014 9:44 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Related Case: [redacted] Vehicle Concerns - Airbag Light		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	X	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	31,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM0DC[redacted]	Part Number 1	240113KA1A
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25413	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Sales Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: 70 [redacted] VIN: 5N1AR2MM0DC[redacted]		
Created By	Jose Mari Gozar Jr 11/6/2014 9:51 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	426	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Heather Leslie (11/13/2014 9 43 AM) RCASNE HL- close case
Make Private	✓	case summary c experiencing concern with airbag light DTS inspected the veh last year DLR has not found any stored codes instructed c to have concerns looked at by the DLR to see if codes are present and to collect last 4 pages of NTB per DTS
Make Private	✓	**Created By Heather Leslie (11/13/2014 9 41 AM)** RCASNE HL- called c at [redacted] spoke to c Frank RCASNE HL-advised call may be recorded RCASNE HL-advised that NNA CA has discussed c case with DLR and DTS RCASNE HL-advised if there is no diagnosis and no codes present there is nothing at this time that NNA can do for the veh RCASNE HL-advised codes must be present RCASNE HL- advised that c can speak to the DLR to get last 4 pages of the TSB per DTS c understood c states that c is going to send a certified letter to NNA to state that if c is in accident or worse that c is going to hold NNA responsible c was driving and requested address via email RCASNE HL- confirmed email address TL BS approved email
Make Private	✓	**Created By Heather Leslie (11/12/2014 10 56 AM)** RCASNE HL- called c at [redacted] left vmx [redacted]
Make Private	✓	**Created By Heather Leslie (11/12/2014 10 54 AM)** RCASNE HL- called c at [redacted] left vmx [redacted]
Make Private	✓	**Created By Heather Leslie (11/12/2014 10 53 AM)** RCASNE HL- called DLR at 631-289-9100 spoke to SA Mike advised of DTS response and TSB information advised per DTS print and provide last 4 pages or brochure information from update
Make Private	✓	**Created By Heather Leslie (11/12/2014 10 37 AM)** RCASNE HL- email from DTS Ben DTS states that the c wife is considered small adult and on the threshold for classification DTS states that if there recall/campaign is not open for the OCS campaign then there is nothing that can be done or inspected DTS states to provide a copy of NTB 14-084 via email- this explains how and when classification occurs DTS states that there is nothing wrong with the veh DTS states to have the dealer verify that there are no codes and provide literature
Make Private	✓	**Created By Heather Leslie (11/12/2014 8 49 AM)** RCASNE HL- sent email to Ben- DTS to see how to proceed with c concern
Make Private	✓	**Created By Heather Leslie (11/12/2014 8 46 AM)** RCASNE HL- called DLR CRM is off SM is unavailable SA Mike states that there was no concern found, no codes found SA Mike states that the c can bring the veh back and leave the veh over night
Make Private	✓	**Created By Heather Leslie (11/10/2014 11 23 AM)** RCASNE HL- sent email to SM Matt and CRM Evelyn about information on how to proceed with customer concern with airbag

Make Private	✓	Created By Heather Leslie (11/10/2014 11 18 AM) RCASNE [redacted] from c on Friday called c a[redacted] spoke to c [redacted] advised that the call may be recorded for quality purposes c verified name, address, email, phone number, make/model and mileage c states that the c took the veh to Nissan 112 c took the veh to the DLR last week on Wednesday or Thursday c states that the c has this information on record and on video c states that the DLR cannot duplicate the concern c states that last year it took 13-15 times for the concern to be resolved c states that this is an inconvenience c states that c went through this same concern last year case number [redacted] DTS has been involved with this vehicle on last repair attempt RCASNE HL- advised that agent will follow up with the DLR and contact c by COB on Wednesday
Make Private	✓	Created By Heather Leslie (11/7/2014 1 50 PM) RCASNE HL- called c a[redacted] c answered but states that c is at the gym and could not talk c did not have pen to write anything down so agent HL offered to call the c back and leave vmx with agent phone number c accepted called c again[redacted] left vmx [redacted]
Make Private	✓	Created By Heather Leslie (11/7/2014 1 37 PM) RCASNE HL- unable to data net the case sent email to service manager Matt and CRM Evelyn regarding diagnosis of the veh concern and to see if the veh is at the DLR now
Make Public		Created By Jose Mari Gozar ,Jr (11/6/2014 9 58 AM) Related Case: [redacted] CRR-JG received a call from c asking for assistance with c's veh CRR-JG verified c's name, address, phone number, email address, & vin. CRR-JG checked for open safety & service campaigns/upgrades found: 0 C states that the airbag light has started acting up again like it did last year C states that this happened just recently and brought the veh immediately to the dlr C states that the dlr is unable to diagnose the concern C states that in the previous case when this concern happened, a senior tech had to come down and take a look at the veh C states that C would like to get this concern resolved as soon as c can C states that the veh is currently at the dlr and the dlr is running another diagnosis on the veh CRR-JG advised c that the case will be transferred to rcas for review. CRR-JG escalating case to RCAS for Vehicle Concern CRR-JG advised c to expect a call before the end of the next business day. C understood. CRR-JG offered further assistance. C declined. CRR-JG provided name, case and extension number. CRR-JG leaving file open, transferring resp to rcas.
Make Public		Created By Jose Mari Gozar ,Jr (11/6/2014 9 54 AM) Vehicle Concerns - Airbag Light

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8042661	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/13/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	11/13/2014	N/A	Heather Leslie

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SejoN ref]	[redacted]	✓	11/13/2014	Heather Leslie	11/13/2014 9:43 AM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SejoN ref] Case numbe... *Dear Heather, As per our discussion, you have said that nothing can be done...*	[redacted]	12/2/2014 9:17 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SejoN:ref] *11/13/2014 Case # [redacted] VIN # 5N1AR2MM0DC[redacted] Thank...*		11/13/2014 9:43 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/13/2014 9:44 AM	Heather Leslie	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2014 10:56 AM	Heather Leslie	Changed **Follow Up Date** from 11/12/2014 to **11/13/2014**.
11/10/2014 11:19 AM	Heather Leslie	Changed **Follow Up Date** from 11/10/2014 to **11/12/2014**.

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Surveys Surveys Help

No records to display

Back To Top Always show me more records per related list

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NISSAN Search.. Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [18] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Richard Woods [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/6/2014 12 57 PM
CA Multiple Repairs		Date/Time Closed	12/2/2014 4:50 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEH concern: Airbag and OCS C states 215 Lbs person activates light RCAS-JG is reviewing case with tech line assistance		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF VAN NUYS	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Dlr Provide Repair Orders

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4AL3AP5EC[redacted]		
Created By	Kat Pantilla 11/6/2014 12:57 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 07 PM	Root Cause Code (2)	
Days Closed	407	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Richard Woods (12/2/2014 4 44 PM)** RCAS- RW is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with Air bag and OCS concerns.
Make Private	✓	**Created By Richard Woods (12/2/2014 4 43 PM)** RCAS RW notes GW template: Customer purchased vehicle: new Current mileage: 6,800 Warranties are still active. VSC: None Last service visit: 11/25/14 Previous owned veh:None.
Make Private	✓	**Created By Richard Woods (12/2/2014 4 40 PM)** RCAS- RW contacted c at [redacted] RCAS- RW stated this call may be monitored for quality and training purposes. RCAS- RW stated RCAS will be the c's point of contact going forward. RCAS- RW stated RCAS understands the c is having concerns with c Air bag and OCS? C stated yes. C stated the DLR could not duplicate the c's concerns. C stated the DLR has returned the veh. back to c and the concerns has stopped. RCAS- RW stated okay. RCAS- RW advised the c to contact NNA is the concerns re-occur. C stated okay and thanked RCAS. RCAS-RW thanked c. call ended mutually.
Make Private	✓	**Created By Julio Gutierrez (11/28/2014 11 50 AM) Last Modified By Richard Woods (12/2/2014 4 33 PM)** RCAS-JG contacted C @ ([redacted] RCAS-JG left VMX including case number, name RCAS-JG provided VXM with contact phone[redacted] RCAS-JG stated RCAS-JG will continue to follow up with C no later than 12/2/2014 RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.
Make Public		**Created By Julio Gutierrez (11/28/2014 11 47 AM)** RCAS-JG called DLR SA-Dean states Tech drove VEH 100 miles and could not duplicate SA states shop foreman went over OCS operation with C SA states VEH was returned to C
Make Public		**Created By Julio Gutierrez (11/24/2014 1 00 PM)** RCAS-JG contacted C @[redacted] RCAS-JG relayed info as provided by SM and DLR will keep VEH a couple more days C states appreciates update RCAS-JG asked if it is OK to follow-up 11/28/2014 C states yes call ended mutually
Make Public		**Created By Julio Gutierrez (11/24/2014 12 57 PM)** SM at DLR wrote email SM states Tech has inspected it and found no issues nor codes in system. SM states tech has driven VEH with different passengers and still nothing.

SM states C says it only happens about once a week, it should still set a code though.
SM states tech is going to check again today as time allows.

Make Public

Created By Julio Gutierrez (11/20/2014 11 50 AM)
RCAS-JG contacted C [redacted]
RCAS-JG informed C DLR will be calling soon to ask C to keep VEH at DLR a little longer for diagnosis
C states talked to SA this morning but did not hear about that
RCAS-JG informed C will call DLR Monday for update and also follow-up with C 11/24/2014
C agreed
call ended mutually

Make Public

Created By Julio Gutierrez (11/20/2014 11 48 AM)
RCAS-JG called DLR
ASM states VEH is in shop and will be calling C to keep VEH longer at DLR for diagnosis
ASM states DLR will ask C to keep it longer because C states concern only happens once a week

Make Public

Created By Julio Gutierrez (11/20/2014 11 32 AM)
TECH LINE
TECH states informed the tech of proper operating characteristics of the Occupant Classification system.
TECH states If abnormal operation is found, he will refer to NTB14084 for any further repairs.
TECH states has no updates about the vehicle state at this time.
TECH states provided DLR TECH with TECH LINE direct line if DLR TECH needs any further assistance with the vehicle.

Make Public

Created By Julio Gutierrez (11/17/2014 11 56 AM) Last Modified By Julio Gutierrez (11/17/2014 11 56 AM)
RCAS-JG filled out form per
CA SOP 8.6: TECH LINE Request for Dealer Assistance
and informed Tech Line of appointment time, place and date for tech line / DLR follow-up

Make Public

Created By Julio Gutierrez (11/17/2014 11 48 AM)
RCAS-JG contacted C @ [redacted]
RCAS-JG informed C RCAS would like for C to visit DLR for OCS diagnosis sometime this week
C states Wednesday morning is a good time

RCAS-JG called DLR set appointment for 8:00 AM with SA Ruby
RCAS-JG informed SA Tech LIne will be involved to please inform DLR tech
---
RCAS-JG informed C about appointment date, time and place
C agreed to appointment
RCAS-JG will follow-up with C on 11/20/2014
C agreed
call ended mutually

Make Public

Created By Julio Gutierrez (11/12/2014 5 57 PM)
DLR SM replied via email for RCAS to inform C that C is welcome back and bring VEH for inspection of OCS
Per Tech Line instructions if VEH is working as intended go over OCS operation with C on how OCS classifies passenger when engine is starting and how VEH start if cycled will reset OCS

Make Public

Created By Julio Gutierrez (11/12/2014 5 12 PM)
RCAS-JG contacted C @ [redacted]
RCAS-JG left VMX including case number, name
RCAS-JG provided VXM with contact phone [redacted]
RCAS-JG stated RCAS-JG will continue to follow up with C no later than 11/17/2014
RCAS-JG requested that if C does call back and reach VMX to please leave best time and phone number to reach C.

Make Public

Created By Julio Gutierrez (11/12/2014 5 09 PM)
RCAS-JG emailed DLR SM asking about C's VEH concern (airbag light)
-reply pending- 2nd attempt

Make Public

Created By Julio Gutierrez (11/7/2014 6 35 PM)
RCAS-JG called C @ [redacted]
RCAS-JG informed C This call may be recorded for quality and training purposes
RCAS-JG VERIFIED C'S name, home & email address, concern, phone#, vin#, mileage
RCAS-JG provided C with case number and reviewed case notes
C states C took VEH to Universal City Nissan for OCS campaign
C states light kept coming up for 115 Lbs person so C took VEH to DLR
C states that recently after last repair VEH came on for a person who weights 215 Lbs
RCAS-JG asked the customer if the person was sitting in an upright position facing forward and with feet on the floor while wearing the seatbelt?
C states yes
RCAS-JG informed C that RCAS will review case with DLR and tech line and provide C with a status on case 11/12/2014 at which point RCAS may ask C to bring VEH back to DLR for NNA techline DLR assisted diagnosis
C understands and agreed
call ended mutually

Make Public

Created By Julio Gutierrez (11/7/2014 10 24 AM)
RCAS-JG attempted to DATA NET...

RCAS-JG emailed DLR SM asking about C's VEH concern (airbag light)
-reply pending-

Make Private ✓

Created By Kat Pantilla (11/6/2014 1 03 PM) Last Modified By Julio Gutierrez (11/7/2014 6 20 PM)
c called in with a vehicle concern
c said c took the vehicle in for an airbag campaign previously
c said the campaign had been performed at UNIVERSAL CITY NISSAN previously
c said the airbag light still comes on
c took the vehicle to NISSAN OF VAN NUYS to have the vehicle checked
c said that they reset the airbag system but the problem was not fixed
c took the vehicle in again to NISSAN OF VAN NUYS and they had to replace the unit and the sensors
c said this was done last September
c said that the problem is still ongoing
c said c had a person weighing 215 lbs sit on the passenger seat and the light still comes on
c said the sensor is still not functioning
c said c is very concerned about this
crr-kp acknowledged and provided empathy
crr-kp verified c's info
crr-kp created a case
crr-kp informed c that the case would be escalated to rcas for review
crr-kp advised c that c would receive a call from rcas by the end of the next business day
c understood
crr-kp offered further assistance
c declined
crr-kp said closing, provided name and extn number, and case number
c ended the call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8062962	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	12/2/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
12/2/2014 4:50 PM	Richard Woods	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/2/2014 11:58 AM	Julio Gutierrez	Changed **Case Owner** from Julio Gutierrez to **Richard Woods**.
11/28/2014 11:50 AM	Julio Gutierrez	Changed **Follow Up Date** from 11/28/2014 to **12/2/2014**.

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No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Lawanda Bradley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/22/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/6/2014 1:20 PM
CA Multiple Repairs		Date/Time Closed	12/22/2014 8:43 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/3/2014 10:02 AM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	The customer has taken the vehicle to the DLR multiple times for the air bag concern. FOM-Tom Lyon and the Service Manager-Neal Rife recommended a DTS Inspection	DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 12/3/2014 11:02 AM EST Notes to Agent: I have sent an email to the SM copying you and the FOM. I am planning on working the via phone to resolve the cusotmers concerns in a more timely manner.		
Description	VEHICLE CONCERN		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BROWN'S FA RFAX NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,700		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BROWN'S FA RFAX NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN:		
Created By	Celedonio Evalyn, 11/6/2014 1 20 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:41 AM	Root Cause Code (2)	
Days Closed	387	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lawanda Bradley (12/22/2014 8 42 AM) RCAS-LB is closing Case as no further assistance can be offered at this time.
Make Private	✓	***CASE SUMMARY*** C contacted Nissan CA requesting assistance with the repair of the airbag light. An assembly was replaced and the veh is functioning as designed.
		Created By Lawanda Bradley (12/22/2014 8 40 AM) RCAS-LB made outbound call to C at [redacted] C answered RCAS-LB advised the call may be recorded for quality and training purposes RCAS-LB stated that RCAS-LB was calling to check on the status of C's veh C stated that the DTS inspected the veh C stated the DLR replaced the assembly C stated that the sensor was responding to C's daughter that weighs about 95lbs C stated that the veh was responding to the weight of 95-105 pounds which caused the DLR to replace the assembly
Make Private	✓	RCAS-LB asked C if C had the veh C confirmed RCAS-LB asked C if the veh is function C stated the veh is functioning as designed RCAS-LB advised C if C has any further concerns to contact CA C stated thanked RCAS-LB thanked C call ended mutually
		Created By Lawanda Bradley (12/22/2014 8 33 AM) RCAS-LB made outbound call to SM-Neal No answer RCAS-LB left vmx requesting call back
Make Private	✓	**Created By Lawanda Bradley (12/17/2014 1 40 PM)** RCAS-LB made outbound call to SM-Neal at Brown's Fairfax Nissan SM-Neal stated that C's veh is currently at the DLR and SM-Neal just needs to contact the DTS to perform the repair. ********** RCAS-LB made outbound call to C at [redacted] C answered RCAS-LB advised the call may be recorded for quality and training purposes RCAS-LB asked if C was able to set an appointment C stated the veh is currently at the DLR C stated the C took the veh this morning and dropped it off RCAS-LB asked C if the DLR gave C an ETA of when the veh would be repaired C stated the DLR has to contact the DTS C stated the DLR stated it will take a couple of days RCAS-LB informed C that RCAS-LB will follow up with C in 3 business days to check on the status of the veh

C stated thanks

call ended mutually

Make Private ✓ **Created By Lawanda Bradley (12/17/2014 9 29 AM)**
RCAS-LB made outbound call to SM-Neal to check on the status of C and C's appointment
No answer
RCAS-LB left vmx requesting a call back

Make Private ✓ **Created By Lawanda Bradley (12/15/2014 12 00 PM)**
RCAS-LB made outbound call to C at [redacted]
The customer has a vmx that hasn't been set up yet
RCAS-LB unable to leave vmx

Make Private ✓ **Created By Lawanda Bradley (12/15/2014 10 38 AM)**
RCAS-LB made outbound call to SM-Neal at Brown's Fairfax Nissan
RCAS-LB informed SM-Neal that RCAS-LB left vmx requesting SM to contact C to set an appointment for the air bag
RCAS-LB provided SM-Neal with C's contact information[redacted]
SM-Neal stated C will be called today for an appointment.

Make Private ✓ **Created By Lawanda Bradley (12/10/2014 12 43 PM)**
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB advised the call may be recorded for quality and training purposes

RCAS-LB asked C if C was able to set an appointment
C declined
C stated C never heard from anyone from the DLR

RCAS-LB asked if it would be okay for RCAS-LB to call service manager and transfer call
C confirmed

RCAS-LB made outbound call to SM-Neal with C on the line
No answer
RCAS-LB left vmx requesting SM-Neal contact C to schedule an appointment or to call RCAS-LB back
call ended
****
C thanked RCAS-LB for the assistance
RCAS-LB thanked C for calling

call ended mutually

Make Private ✓ **Created By Lawanda Bradley (12/5/2014 10 26 AM)**
RCAS-LB made outbound call to SM-Neal at Brown's Fairfax Nissan
SM-Neal stated that SM-Neal has been in contact with DTS and will schedule and appointment with C today.
****
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB advised the call may be recorded for quality and training purposes

RCAS-LB informed C that RCAS-LB has been in touch with the SM and DTS and the SM will contact C today to schedule a time when C can bring in the veh for the repair

C stated thanks

RCAS-LB informed C that RCAS-LB will follow up in 3 business days

call ended mutually

Make Private ✓ **Created By Lawanda Bradley (12/2/2014 3 19 PM)**
RCAS-LB made outbound call to C at [redacted]
No answer and no option to leave vm
****
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB advised the call may be recorded for quality and training purposes

RCAS-LB informed C that as of now an inspection date has not been set and it may be due to the holidays
RCAS-LB informed C that RCAS-LB has sent email to DTS requesting an appointment time
RCAS-LB informed C that when the appointment is scheduled, RCAS-LB will contact C

C thanked RCAS-LB for the follow up

call ended mutually

Make Private ✓ **Created By Lawanda Bradley (12/2/2014 3 10 PM)**
RCAS-LB sent email to SDTS-Gary Cross requesting a DTS inspection date.

Make Private ✓ **Created By Lawanda Bradley (11/26/2014 2 45 PM)**
RCAS-LB requested DTS

Make Private ✓ **Created By Lawanda Bradley (11/26/2014 2 38 PM)**
RCAS-LB made outbound call to C at [redacted]
Someone answered, stated C wasn't home, and provided C's cell [redacted]
****
RCAS-LB made outbound call to C at [redacted]
C answered
C stated apologies for hanging up on RCAS-LB
RCAS-LB stated understanding

RCAS-LB VER F ED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-LB CHECKED for open recalls/campaigns and found:
Previous UNRELATED Case(s) Found:
Previous RELATED Case(s) Found: [redacted]
RCAS-LB ADVISED "This call may be recorded for quality and training purposes."

RCAS-LB informed C that prior to reaching out to C initially, RCAS-LB had already looked into C's case
RCAS-LB informed C that RCAS-LB understands that C has taken the veh to the DLR multiple times for the air bag
RCAS-LB informed C that RCAS-LB would like to request a Dealer Technical Specialist to inspect C's veh
C confirmed

RCAS-LB explained to C that RCAS-LB will make the request and the DTS will set an appointment and once the appointment is confirmed C will need to take the vehicle to the DLR to be inspected
RCAS-LB informed C that RCAS-LB will contact C once the appointment is scheduled
C understood

RCAS-LB informed C that RCAS-LB will follow up on 12/2
C understood and thanked RCAS-LB

call ended mutually

Make Private ✓ **Created By Lawanda Bradley (11/26/2014 2 24 PM)**
TL-BS approved DTS Inspection

Make Private ✓ **Created By Lawanda Bradley (11/25/2014 3 46 PM)**
RCAS-LB changing the follow up date to 11/26/2014

Make Public

Created By Grace Marie Yu (11/25/2014 2 28 PM)
Email case logged
c sent email from case# [redacted]
crr-gmy noting c's email:

Nissan,

I am writing regarding

Case # [redacted]
V N # 1N4AL3AP7DC[redacted]

The Nissan representative Lawanda called us regarding this case. Unfortunately, I thought it was a solicitation call and hung up. I realized that day that it had been Nissan and called back apologizing. I called back a week later, which was about November 17.

I still have not heard back from Nissan.

I have a serious safety issue with my Altima. The airbag indicator light indicates airbag is engaged about 1/2 the time that my daughter is in the passenger seat and about 1/2 the time not engaged. She weighs 93-95 pounds. Airbag should be on or off, not sometimes one, sometimes the other.

I have taken the car into Brown's Fairfax Nissan 4-5 times over the last few months trying to resolve the issue.

My Altima has a serious safety issue that Nissan is not addressing in a timely way.

Best,

[redacted]

****

crr-gmy received email from c.
crr-gmy documented c's email to case# [redacted]
crr-gmy noting that crr-gmy was able to pull up the correct case based on the content of c's email that c was contacted by RCAS-LB.
crr-gmy did not refer to the case number provided [redacted]
crr-gmy sent task to RCAS-LB.
crr-gmy exiting case.

Make Private ✓

Created By Lawanda Bradley (11/11/2014 9 29 AM)
RCAS-LB made outbound call to C at [redacted]
C answered
RCAS-LB greeted C
C stated that C is not interested
C ended the call
****
RCAS-LB is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with air bag sensor
STATEMENT OF DECISION
RCAS-LB called C and C stated that C is not interested and ended call.

Make Private ✓

Created By Lawanda Bradley (11/11/2014 9 23 AM)
RCAS-LB made outbound call to SM-Neal at Brown's Fairfax
SM-Neal requested to have a DTS inspect the veh.

Make Private ✓

Created By Lawanda Bradley (11/11/2014 9 22 AM)
RCAS-LB made outbound call to FOM-TL on 11/10/14 at 7 00
FOM-TL stated there might be a concern with the setting on the switch
FOM-TL requested to get DTS-Roger involved to get the engineering details
FOM-TL advised researching if the light was made that way or if it is a defect.
FOM-TL stated if it's a defect, it could be fixed, but if it was made that way there is not fix

Make Private ✓

Created By Lawanda Bradley (11/10/2014 4 07 PM)
RCAS-LB made outbound call to C at [redacted]
No answer
No option to leave vmx
RCAS-LB will follow up tomorrow

Make Private ✓

Created By Samantha Dixon (11/7/2014 2 41 PM)
RCAS SD assisting RCAS LB

RCAS SD made outbound call to C [redacted]

C wife answered and advised that C was not home
C took RCAS LB direct number 615-725-7749 and case # and requested for RCAS LB to follow up on 11/10 before 1pm due to C not home in the afternoon.

RCAS SD understood and advised that case will be documented and RCAS LB will be made aware to contact in the morning on 11/10

C thanked RCAS SD

Call ended mutually

****follow up on 11/10 in AM per C request****

Make Public

Created By Jacqueline Cruz (11/7/2014 1 30 PM)
Email case logged
related case [redacted]

Hello,

My husband, [redacted] had talked with our local service shop about repairing a malfunctioning airbag detector, and we needed to send a copy of the vehicle registration, which is attached. The case number is [redacted]

Best,
Pam Krulitz

Make Public

Created By Celedonio Evalyn (11/6/2014 2 36 PM)
VEHICLE CONCERN

Make Public

Created By Celedonio Evalyn (11/6/2014 2 36 PM)
crr ec received a call from c
c stated c's daughter is about 93-95 lbs and every time sitting on the passenger sit, c's airbag light sometimes on and off

crr ec empathized
CRR EC CONDUCTDE ACCOUNT VERIFICATION per SOP 1.1 CA SOP 1.1: Call Handling Overview
Name of Registered Owner of the Veh
– c stated c's wife
TEL#(home/work/mobile) 7
best contact
EMAIL ON RECORD
V N 1N4AL3AP7DC
SD : BROWN'S FAIRFAX NISSAN - SA Kirby
c stated c had taken veh at BROWN'S FA RFAX NISSAN 4 times already and had reset the airbag sensor, yet issue persist
crr ec empathized
crr ec verified what c want to ask from Nissan
c stated c would like the problem be corrected for c's daughter safety
crr ec read over to c information from NTB14-084

c agreed to send copy of POO thry email nnaconsumeraffairs@nissan-usa.com

crr ec advised c that c's concern will be reviewed at the regional dept, and RCAS specialist will get back to c on the following business day, c understood and agreed
CRR-EC offered further assistance, c declined
CRR-EC stated the closing script, gave name , ext number and case number
CRR-EC forwarding case to RCAS for airbag concern

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039651	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/11/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/28/2014	Gary Lee Cross	12/3/2014 10:04 AM
Edit | Del	Email	[redacted]	✓	11/25/2014	Lawanda Bradley	12/3/2014 1:46 PM
Edit | Del	Email		✓	11/7/2014	Lawanda Bradley	11/21/2014 2:22 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RG[redacted]pdf	322KB	11/7/2014 1:29 PM	Jacqueline Cruz

Case History

Case History Help

Date	User	Action
12/22/2014 8:43 AM	Lawanda Bradley	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/17/2014 1:40 PM	Lawanda Bradley	Changed **Follow Up Date** from 12/17/2014 to **12/22/2014**.
12/15/2014 12:00 PM	Lawanda Bradley	Changed **Follow Up Date** from 12/15/2014 to **12/17/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

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[redacted]

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Case Comments [44] | Case Categorizations [5] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Ricardo Garcia [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/7/2014	Type	CA
Follow Up Date	3/9/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/7/2014 1:41 PM
CA Multiple Repairs		Date/Time Closed	3/9/2015 2:12 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	Pending
		DRT Resolution	CST00056597

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	ARBS Request
Inspection Time/Notes	Appointment Time: 9:30 AM		
Description	Notes to Agent: Customer Letter : NNA is offering to inspect vehicle due to 3 repairs visits related to passenger airbag light and 14 days out of service		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,959		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25714	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF MURFREESBORO	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$91,355.64	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/11/2014	Vehicle Service Contract	
RHR Completed	11/12/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AR2MN9EC[redacted]		
Created By	Gloria Holman, 11/7/2014 1:41 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:43 AM	Root Cause Code (2)	
Days Closed	310	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Tammy Knotts (3/27/2015 10 20 AM) *** [Added after the case is closed.] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $83 00 sent to LOCKBOX #54457; FED EX TRACK NG [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case on this date.
Make Public		Created By Tammy Knotts (3/27/2015 10 20 AM) *** [Added after the case is closed.] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $83 00 sent to LOCKBOX #54457; FED EX TRACK NG [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case on this date.
Make Public		Created By Ricardo Garcia (3/9/2015 2 12 PM) ARBS-RG sent SOC Letter to Dealer to FM-Bruce Moss via email on 3/9/15
Make Public		Created By Ricardo Garcia (3/9/2015 2 09 PM) ARBS-RG sent Morley Packet # [redacted] via FEDEX # [redacted] on 3/9/15
Make Public		Created By Ricardo Garcia (3/4/2015 2 41 PM) ARBS-RG submitted check request for approval for VIN # 5N1AR2MN7FC[redacted] check to Newton Nissan of Gallatin : $45,558.29
Make Public		Created By Ricardo Garcia (3/4/2015 2 38 PM) ARBS-RG submitted void check request on 3/4/15 Check # 0141537761 Payee : Newton Nissan of Gallatin Amount $45,797.35
Make Public		Created By Ricardo Garcia (3/3/2015 1 16 PM) ARBS-RG received signed SOC letter from customer via fax on 3/3/15. ARBS-RG received updated buyer's order from Newton Nissan of Gallatin via fax on 3/3/15. ARBS-RG notes the following figures from buyer's order (+) Invoice Price $41,506.00 (+) Nissan Maintenance Service Contract $379 00 (+) Processing Fee $469.00 (+) Business Tax $127.07 (+) Local Tax $44.55 (+) State Sales Tax $3,017 67 (+) State License and Title $15 00 (=) Total $45,558.29 (=) Total due to Dealer from NNA $45,558.29
Make Public		Created By Ricardo Garcia (3/3/2015 12 32 PM) ARBS-RG notes the following the updated replacement vehicle 2015 Nissan Pathfinder Platinum VIN # 5N1AR2MN7FC[redacted]
Make Public		Created By Ricardo Garcia (3/2/2015 2 46 PM) ARBS-RG notes the following the updated replacement vehicle 2015 Nissan Pathfinder SV VIN # 5N1AR2MN7FC[redacted] Call Made: 3/2/2015 Phone # [redacted] Spoke with Customer Reason : To updated replacement vehicle. ARBS-RG sent updated SOC Letter to Customer to review and sign Call Made : 3/2/2015 Dealership : Newton Nissan of Gallatin Phone # : (615) 451-6827

Spoke with Finance Manager: Bruce Moss
Reason : To discuss updated replacement vehicle. ARBS-RG requested updated mock buyer's order.

Make Public

Created By Ricardo Garcia (2/25/2015 10 02 AM)
ARBS-RG received email from ANNA FRALEY regarding different replacement vehicle processed for SOC. ARBS-RG made outbound call to Newton Nissan of Gallatin and left message with SM-Colin on 2/25/15

Make Public

Created By Ricardo Garcia (2/6/2015 2 11 PM)
ARSB-RG sent SOC Letter to Dealer and SOC Docs from NMAC to Colin Gervais of Newton Nissan of Gallatin via email on 2/6/15

Make Public

Created By Ricardo Garcia (2/6/2015 2 08 PM)
ARBS-RG submitted Morley Packet # 221407 via FEDEX # [redacted] on 2/6/15

Make Public

Created By Ricardo Garcia (2/3/2015 3 34 PM)
ARBS-RG received signed SOC Letter from customer on 1/30/15. ARBS-RG submitted check request for approval on 2/3/15

check to dealership : $45,797.35

Make Public

Created By Ricardo Garcia (1/30/2015 3 07 PM)
ARBS-RG received revised buyer's order from Newton Nissan of Gallatin via fax on 1/30/15. ARBS-RG notes the following figures from buyer's order

(+) Invoice Price $41,657.00
(+) Nissan Maintenance Service Contract $379 00
(+) Processing Fee $469.00
(+) Business Tax $127.52
(+) Local Tax $44.55
(+) State Sales Tax $3,028 28
(+) State License and Title $92 00
(=) Total $45,797.35

(=) Total due to Dealer from NNA $45,797.35

Make Public

Created By Ricardo Garcia (1/30/2015 2 58 PM)
ARBS-RG sent email to ANNA FRALEY in regards to SOC on 1/30/15. ARBS-RG sent SOC Letter to customer via email on 1/30/15.

Make Public

Created By Ricardo Garcia (1/30/2015 2 48 PM)
ARBS-RG notes the following

Call Made: 1/30/2015
Phone # : [redacted]
Spoke with Customer
Reason : To discuss replacement offer. ARBS-RG advised replacement vehicle invoice received from Newton Nissan of Gallatin. Customer agreed to move forward with replacement vehicle.

Call Made : 1/30/2015
Dealership : Newton Nissan of Gallatin
Phone # : (615) 451-6827
Spoke with Sales Manager: Colin
Reason : To discuss replacement offer. ARBS-RG advised if replacement maintenance contract could be added to mock buyer's order. SM-Colin advised revised buyer's order would be sent to ARBS-RG

Make Public

Created By Ricardo Garcia (1/28/2015 1 43 PM)
ARBS-RG notes the following

Call Made : 1/27/2015
Dealership : Newton Nissan of Gallatin
Phone # : (615) 451-6827
Spoke with Sales Manager: Colin
Reason : To discuss replacement offer. ARBS-RG verified SM-Colin email address and sent information relating to replacement offer via email on 1/28/15

Make Public

Created By Ricardo Garcia (1/27/2015 3 49 PM)
ARBS-RG notes the following

Call Made : 1/27/2015
Dealership : Newton Nissan of Gallatin
Phone # : (615) 712-1769
Left Message with Sales Manager: Colin
Reason : To discuss replacement offer.

Make Public

Created By Ricardo Garcia (1/23/2015 9 09 AM)
ARBS-RG notes the following

Call Made: 1/23/2015
Phone # [redacted]
Spoke with Customer
Reason : To discuss replacement offer. Customer stated customer would like to move forward with replacement offer with Newton Nissan of Gallatin.

Call Made : 1/23/2015
Dealership : Newton Nissan of Gallatin
Phone # : (615) 451-6827
Left Message with Sales Manager: Ben Farmer
Reason : To discuss replacement offer.

Make Public

Created By Ricardo Garcia (1/22/2015 10 51 AM)
ARBS-RG made outbound call to customer at [redacted] discuss repurchase offer. Customer stated customer would have discussion in how to proceed. Customer verified if replacement offer would be for a similarly equipped vehicle. ARSB notes the following figures

(+) Additional Payments (13 x $655.54) $8,522.02
(+) Registration Fee $53.04
(=) Subtotal of Credits $8,575 06

(-) Less a reasonable allowance for Use $9,098.88
(-) Net Trade-In $1,689.70
(=) Total amount due from customer to NNA at surrender $2,213.52

Make Public

Created By Ricardo Garcia (1/22/2015 10 15 AM)
ARBS-RG received current registration from customer via email on 1/22/15. ARBS-RG received payoff information from NMAC Morley Payoff Information via email on 1/22/15

Hi Ricardo,

Below is the payment/payoff information that you requested.

SR[redacted]
Account# [redacted]
Custome[redacted]
30 day payoff $36623 87 good thru 2/22/2015
Per diem 4.28
# of scheduled payments received 13
Scheduled Payment amount 655 54
Total Principal paid 6,586.93
Total Interest paid 1,935.09
Late fees paid 0.00
Recent payment received on 1/1/2015 in the amount of $655 54

Thanks,

Make Public

Created By Ricardo Garcia (1/21/2015 3 42 PM)
ARBS-RG sent email to NMAC Morley Payoff Request on 1/21/15

Make Public

Created By Ricardo Garcia (1/21/2015 3 24 PM)
ARBS-RG notes the following

Call Made: 1/21/2015
Phone # : [redacted]
Spoke with Customer
Reason : To discuss offers. ARBS-RG verified customer's lienholder is NMAC. ARBS-RG requested from customer current registration. ARBS-RG sent offer letter to customer via email on 1/21/15

Make Public

Created By Eboni Smith (1/20/2015 9 05 AM)
rcas-es received a duplicate case [redacted] customer is requesting an ECW

rcas-es sent an email to ARBS-RG for further review

Make Public

Created By Ricardo Garcia (1/19/2015 2 02 PM)
ARBS-RG notes the following repairs from DTS inspection

1/6/15 @ 32,496 miles — RO # [redacted] – 8 days down
Issue:
1) Internal failure of seat frame assembly.
Action:
1) Replace Passenger lower seat frame per Bryan Hayden

22 days down
1 visit - 1 repair related to headphones concern
3 visits - 3 repairs - 1 recall related to passenger airbag light concern
3 visits - 1 repair related to fuel gauge concern
1 visit - 1 repair related to transmission shudder

ADDITIONAL CASES FOUND
- Case # [redacted] - CLOSED
NO TECH L NE CASE FOUND
DTS FOUND
- Bryan Hayden inspected vehicle on 1/6/2015 at NEWTON NISSAN OF GALLATIN and recommended to replace passenger lower seat frame
ADDITIONAL WARRANTIES FOUND
- Policy # MYNS00081246 - Prepaid Maintenance Agreement - 6 year / 50,000 miles - EXPIRES - 11/16/2018

Make Public

Created By Ricardo Garcia (1/5/2015 3 57 PM)
ARBS-RG notes the following

Call Made: 1/5/2015
Phone # : [redacted]
Spoke with Customer
Reason : To remind customer of DTS inspection date and time of 1/6/15 at 9 30 AM over at NEWTON NISSAN OF GALLATIN.

Make Public

Created By Ricardo Garcia (12/1/2014 3 29 PM)
ARBS-RG sent email to DTS-JB regarding confirmation of DTS inspection on 12/1/14

Make Public

Created By Ricardo Garcia (12/1/2014 3 28 PM)
ARBS-RG notes the following

Call Made: 12/1/14
Phone # : [redacted]
Spoke with Customer
Reason : To notify customer of DTS inspection date and time of 1/6/15 at 9:30 AM. Customer advised ARBS-RG that provided date would work. ARBS-RG understood.

Call Made : 12/1/14
Dealership : (615) 451-6827
Phone # : NEWTON NISSAN OF GALLATIN
Spoke with Service Manager: Dave Daniels
Reason : To notify SM-Dave of DTS inspection date and time of 1/6/15 at 9:30 AM.

Make Public

Created By Ricardo Garcia (11/24/2014 2 30 PM)
ARBS-RG notes the following

Call Made: 11/24/14
Phone # : [redacted]
Spoke with Customer
Reason : To notify customer of DTS inspection date and time of 12/4/14 at 9:30 AM. Customer advised ARBS-RG that provided date would not work. Customer provided dates of from (12/15/14 - 12/19-14). ARBS-RG understood.

ARBS-RG sent email to DTS Bryan Hayden on 11/24/14

Make Public

Created By Ricardo Garcia (11/20/2014 10 48 AM)
ARBS-RG notes the following

Call Made: 11/20/14
Phone # [redacted]
Left Message with Customer
Reason : To notify customer of DTS inspection date and time of 12/4/14 at 9:30 AM. **Waiting on call back for confirmation**

Make Public

Created By Ricardo Garcia (11/18/2014 9 58 AM)
ARBS-RG notes the following

Call Made: 11/18/14
Phone # : [redacted]
Spoke with Customer
Reason : To notify customer of NNAs position and offer DTS inspection. Customer stated customer primary concern is the airbag light. ARBS-RG apologized and stated DTS inspection would address concerns customer has with vehicle based on customer letter. Customer understood. ARBS-RG advised DTS request would be put in and date and time would be provided. Customer understood.

ARBS-RG submitted DTS request on 11/18/14

Make Public

Created By Ricardo Garcia (11/13/2014 11 02 AM)
ARBS-RG notes the following

Call Received: 11/13/14
Dealership : NISSAN OF MURFREESBORO
Phone # : (615) 893-0252
Spoke with Service Advisor: Michael
Reason : SA-Michael verified no open RO for vehicle

Make Public

Created By Ricardo Garcia (11/13/2014 11 00 AM)
ARBS-RG notes the following

14 days down
1 visit - 1 repair related to headphones concern
3 visits - 2 repairs - 1 recall related to passenger airbag light concern
3 visits - 1 repair related to fuel gauge concern
1 visit - 1 repair related to transmission shudder

ADDITIONAL CASES FOUND
- Case # [redacted] CLOSED
NO TECH L NE CASE FOUND
NO DTS FOUND
ADDITIONAL WARRANTIES FOUND
- Policy # MYNS00081246 - Prepaid Maintenance Agreement - 6 year / 50,000 miles - EXPIRES - 11/16/2018

Created By Ricardo Garcia (11/13/2014 10 52 AM)
ARBS-RG notes the following repairs

12-02-13 @ 1, 695 miles — RO #[redacted] — 8 days down
Issue:
1. C/S headphones will not pair to vehicle
2. Perform MPI
3. T/S wiring issue with wired headphones, straight time for wiring harness repair. Warranty will not pay for repair
4. Rental $35.00 per day
Action:
1. Cause: replaced both headrest DVD players
2. Completed
3. Completed
4. Completed

02-21-14 7, 212 miles — RO #[redacted] 1 day down
Issue:
1. Perform LOF
2. Perform MPI
Action:
1. Completed
2. Completed

06-06-14 @ 16, 040 miles — RO #[redacted] — 1 day down
Issue:
1. Perform LOF
2. Perform R1405 : OCS reprogramming
3. C/S digital gas readout drops 20-30 miles when it gets under ¼ tank, please advise
4. C/S TRANS shutters when slowing down to make a turn
5. Perform MPI
6. Perform Tire Inspection
Make Public
Action:
1. Completed
2. Completed
3. That feature is only an estimate on fuel mileage, fuel moving around in tank can also cause it to change
4. TCM Reprogrammed
5. Completed
6. No correction needed

06-30-14 @ 18, 350 miles — RO #[redacted] — 1 day down
Issue:
1. C/S pass air bag light comes on and off after recall was performed
2. C/S fuel gauge/mileage indicator fluctuate, DTE and needle moves erratically, please advise
3. Perform MPI
4. Perform Tire Inspection
Action:
1. Performed zero point calibration on front seat
2. Could not duplicate concern at this time, DTE is an estimate on fuel range, fuel level will fluctuate will level is low more room for fuel to slosh around
3. Completed
4. Completed

07-15-14 @ 19, 779 miles — RO #[redacted] — 4 days down
Issue:
1. C/S fuel gauge fluctuates readings, also does not match miles to empty reading
2. C/S passenger air bag light comes on while someone is in seat. We have addressed a couple of time already. Does not always happen
Action:
1. Failure in cluster ASSY, replace cluster with counter measure part
2. Failure in OCS control unit, replace OCS control unit ASSY

08-16-14 @ 21, 959 miles — RO #[redacted] — 1 day down
Issue:
1. Perform LOF, MPI, Tire Inspection
Action:
1. Completed

Created By Ricardo Garcia (11/13/2014 10 38 AM)
ARBS-RG notes the following

Call Made : 11/13/14
Dealership : NEWTON NISSAN OF GALLAT N
Phone # : (615) 451-6827
Spoke with Service Advisor: Russell
Make Public
Last RO # verified : 396727
Reason : Verified last time vehicle was in for service. SA-Russell verified no current repair order open.

Call Made : 11/13/14
Dealership : NISSAN OF MURFREESBORO
Phone # : (615) 893-0252
Spoke with Service Advisor: Jesse
Reason : To verify if open RO is available. SA-Jesse requested for name and phone # for callback. ARBS-RG provided name and phone #

Make Public Created By Gloria Holman (11/12/2014 1 46 PM)
DRTS completed the RHR and attached to the case.

Make Public Created By Gloria Holman (11/12/2014 1 29 PM)
DRTS received repair orders from Dealer #18051 on November 12, 2014 at 2:22 pm and attached to the case.

Make Public Created By Gloria Holman (11/12/2014 1 09 PM) Last Modified By Gloria Holman (11/12/2014 1 09 PM)
DRTS called Dealer #18051 on November 12, 2014 at 2:08 pm and spoke with Archie, Service Advisor, regarding repair orders. Archie stated he will send the documents via fax.

Make Public Created By Gloria Holman (11/12/2014 7 37 AM)
DRTS called Dealer #18051 on November 12, 2014 at 8:34 am and spoke with Josh, Service Advisor, requesting repair orders. Josh stated he will send the documents via fax.

Make Public Created By Gloria Holman (11/11/2014 1 34 PM)
DRTS called Dealer #18051 on November 11, 2014 at 2:32 pm and spoke with Paul, Sales MGR requesting sales documents. Paul stated due to privacy laws and the Dealership being independently owned, he will need confirmation from the Customer before sending documents.

Make Public Created By Gloria Holman (11/11/2014 9 04 AM)
DRTS received repair orders from Dealer #5212 on November 11, 2014 at 9:37 am and attached to the case.

Make Public Created By Gloria Holman (11/11/2014 7 35 AM)
DRTS called Dealer #5212 on November 11, 2014 at 8:34 am and spoke with David, Service Advisor, requesting repair orders. David stated he will send the repair orders via fax.

Make Public Created By Gloria Holman (11/11/2014 7 29 AM)
DRTS called Dealer #18051 on November 11, 2014 at 8:26 am and spoke with AJ, Service Advisor, requesting repair orders. AJ stated he will send the documents via fax.

Created By Gloria Holman (11/7/2014 2 06 PM)
Previous Cases - [redacted]Social-USA
Open Recalls / Campaigns - None
Make Public
DRTS in receipt of Customer Letter, signed by [redacted] tated November 4, 2014, DRTS received November 7, 2014. The letter has been attached to the case for your review.

C/S there has been numerous problems during ownership of the 2014 Pathfinder including: headphones would not connect to the rear DVD system, shutter in the CVT transmission, disable passenger airbag light comes on when passenger is in seat, rear hatch closes automatically with no buttons pressed, anti-rollback feature does not work and floor bed heaters are not functioning properly. The best way to reach Customer to solve this issue would be by cell phone at [redacted] or by email at [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8036572	AUDIO/VIDEO/NAVI	DVD/V DEO PLAYER	POOR OR IMPROPER OPERATION	11	11/7/2014	YX	AA	101000	OA
Edit | Del	CC-8036573	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR IMPROPER OPERATION	10	11/7/2014	YX	BG	302500	OA
Edit | Del	CC-8036574	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	11/7/2014	YX	BK	234000	OA
Edit | Del	CC-8036575	BODY	LATCH (TAILGATE/HOOD/TRUNK)	POOR OR IMPROPER OPERATION	17	11/7/2014	YX	AB	107000	OA
Edit | Del	CC-8036576	HEATER/AIR CONDITIONING	HEATER UNIT	POOR OR IMPROPER OPERATION	13	11/7/2014	YX	AJ	159500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	3/5/2015	Ricardo Garcia	3/9/2015 10:41 AM
Edit | Del	Review Approved Check Request		✓	2/4/2015	Ricardo Garcia	2/5/2015 8 05 AM
Edit | Del	Call Reminder - DTS Inspection		✓	1/5/2015	Ricardo Garcia	1/5/2015 3 58 PM
Edit | Del	New DTS Request		✓	11/20/2014	Bryan Hayden	11/18/2014 2:59 PM
Edit | Del	[redacted] - Customer Letter		✓	11/18/2014	Ricardo Garcia	11/18/2014 2:32 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00056597	DRT Resolution	5N1AR2MN9E[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0144109	542261	3/6/2015	Dealer	Approved	$45,558.29	34BUYBACK	Nissan South East Buyback/Trade	Newton Nissan	Of Gallatin
	CR0142222	537761	2/6/2015	Dealer	Approved	$45,797.35	34BUYBACK	Nissan South East Buyback/Trade	Newton Nissan	Of Gallatin

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	74KB	3/9/2015 2 09 PM	Tammy Knotts
Edit | View | Del		697KB	3/9/2015 2 08 PM	Ricardo Garcia
Edit | View | Del		276KB	3/3/2015 1:19 PM	Ricardo Garcia
Edit | View | Del		180KB	3/3/2015 1:19 PM	Ricardo Garcia
Edit | View | Del		66KB	3/3/2015 1:19 PM	Ricardo Garcia

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
3/9/2015 2:12 PM	Ricardo Garcia	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/9/2015 10:31 AM	Ricardo Garcia	Changed **Follow Up Date** from 3/4/2015 to **3/9/2015**.
3/2/2015 2 53 PM	Ricardo Garcia	Changed **Follow Up Date** from 2/27/2015 to **3/4/2015**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [4] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Heidi Thur [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	11/10/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	11/8/2014 10:34 AM
CA Multiple Repairs		Date/Time Closed	11/10/2014 3:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstnam[redacted] lastnam[redacted] email : [redacted] homepl[redacted] address1 : [redacted] address2 : city : Atkinson twitter : state : NH zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 1N4AL3AP9DN[redacted] dealerstate : NH dealername : SALEM NISSAN comments : The passenger airbag off light is on when my wife is in the passenger seat and has her seat belt buckled. I asked the original where I purchased it about it and they had no answer. I have relocated and have taken my vehicle in to the local dealer twice for recalls. One of the recalls was for a airbag fix. The other, just recently for a hood latch fix. During this recent repair visit I mentioned the airbag light problem to them and they said they would look at it. When I picked the car up they said they couldn't find anything wrong with the light but they have had this problem with others. They said my wife is too small (105 pounds) and that was not enough weight to engage the airbag system. I feel this is a real safety item and should be corrected immediately. What is wrong with my car's airbag system?		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP9DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	4
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SALEM NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 11/8/2014 10:34 AM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code	SCIN
Days Closed	429	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8G
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Damilola Lawal (11/17/2014 3 59 PM)**

*** [Added after the case is closed.] ***
RCAS-DL contacted C
RCAS-DL advised "This call may be recorded for quality and training purposes"
RCAS-DL stated that airbag was working as designed and asked if C was experiencing the same concern when someone else sits in the veh
C stated that only C's wife rides in the passenger's side
C stated that C's wife is 105 pounds and the passenger airbag light comes on
C stated that C sat in the seat and the light did not come on
C stated that what bothers C is that why would be the airbag mechanism sensor not read adults that weigh 100 pounds
C stated what bothers C is that C's wife is small and C thinks its a safety concern and C does not know why it is designed in a way that it cannot read adults that weigh 100 pounds or less
C stated that the design is flawed
C stated that C's wife sat in the veh and wiggled around and the light stayed on
RCAS-DL advised that the veh was operating as designed and no repairs could be made
RCAS-DL empathized aand stated that RCAS-DL wished that RCAS-DL could have been of more assistance but unfortunately the veh is operating as designed
C stated that C would report the concern to NHTSA if RCAS-DL is not able to assist
C stated that C wanted to speak to technical person at NNA
RCAS-DL advised that C could speak with the DLR and that Engineers do not speak to Customers
RCAS-DL stated that RCAS-DL could contact DLR and see if there are any repairs that could be made
C agreed
Call ends

RCAS-DL contacted DLR
SM-Kerry stated that veh was operating as designed and that OCS has to detect if the passenger is a child or an adult and since C's wife weighs 105 pounds, the sensor may nor read the passenger as an adult if the passenger is not seated correctly
RCAS-DL understood

RCAS-DL contacted C
RCAS-DL advised "This call may be recorded for quality and training purposes"
RCAS-DL stated that unfortunately there are no repairs recommended and veh was operating as designed
RCAS-DL stated that airbag is designed as such in order to protect children from being hurt
C stated that there are young adults and adults like C's wife that weigh less and that the design was inadequate
C stated that C was going to purchase a Nissan Rogue for C's wife but C would never purchase another Nissan
C stated that CA had been inadequate and have treated C with a negative attitude and basically unable to provide a resolution
RCAS-DL stated that CA has tried to assist C and apologized but no further assistance could be offered
C stated that even if RCAS-DL tried , it still is not a favorable response
C stated that if anything happens to C's wife that Nissan would have a lawsuit on your hands

C stated that C would be going to NHTSA to report this concern since RCAS-DL was unable to assist
RCAS-DL understood and thanked C
Call ends

Created By Heather Leslie (11/14/2014 4 31 PM)
*** [Added after the case is closed.] ***
RCASNE HL- assisting co worker HT with follow up

Make Private ✓ called c at [redacted]
left vmx with HT phone number
advised that c can call RCAS HT directly if c would like to further speak about this concern

exiting case

Created By Heidi Thur (11/10/2014 3 34 PM)
RCAS-HT is closing case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with airbag sensors.

Make Public RCAS contacted dlrshp.
SM stated working fine unable to duplicate.
RCAS contacted C regarding concern.
RCAS stated SM is unable to duplicate and unable to assist.
RCAS advised C to have a second opinion.
RCAS unable to assist further at this time.
RCAS closing case.

Created By Heidi Thur (11/10/2014 3 31 PM)
RCAS-HT contacted c @[redacted]
RCAS stated the call is recorded and monitored for quality and training purposes.
RCAS verified email/mailing, contact number and veh.
RCAS stated following up regarding the concern of airbag.
RCAS apologized for the inconvenience C is having with the sensors.

C stated C took veh into the dlrshp for the hood latch campaign.
C stated that C addressed the airbag sensor concern at that time.
C stated this concern

RCAS apologized for the inconvenience and unfortunately RCAS is unable to assist at this time without a duplication.
RCAS stated RCAS understands the concerns C is having.
Make Public RCAS advised C to take veh in for a second opinion.

C stated C doesn't like the attitude of NNA.
C stated fixing a problem is not by having a code read by the dlrshp.
C stated finding the problem a tech should have been in the veh while someone drove the veh.

RCAS apologized for the inconvenience C is having with the veh.
RCAS stated that C can have a second opinion done regarding the airbag.
RCAS stated unfortunately without a duplication RCAS is unable to assist.
RCAS spoke with SM and SM stated the airbag sensors are working correctly.
RCAS stated SM mentioned that C would need to sit in the seat correctly.
C stated it appears C is not going to get anywhere with RCAS.
C stated thank you for the call, goodbye.
Call was disconnected.

Created By Heidi Thur (11/10/2014 3 10 PM)
RCAS-HT contacted Salem Nissan @ 6038944300.
RCAS spoke with SM-Kerry.
RCAS asked SM about C and the airbag concern.

Make Public SM stated C stated the passenger light does come on when passenger is in the seat.
SM stated it is a matter of sitting in the seat just right.
SM stated SM unable to duplicate C"s concern.
SM stated the airbag working fine at time.
RCAS thanked SM and call ended mutually.
****

Created By Laurice Lim (11/8/2014 4 39 PM)
Email case logged

E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM

Method of contact: E-mail

crr-ld checked for open campaigns/upgrades found:

Make Public

E-mail sent: [redacted]
crr ld unable to call c due to time constraints

crr ld advised c will forward veh complaint to RCAS.

crr ld transferring case.

Make Public **Created By Laurice Lim (11/8/2014 4 38 PM)**
case moved

Created By Laurice Lim (11/8/2014 4 37 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 [redacted]
address2 : [redacted]
city : Atkinson
twitter :
state : NH
Make Public zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP9DN[redacted]
dealerstate : NH
dealername : SALEM NISSAN
comments : The passenger airbag off light is on when my wife is in the passenger seat and has her seat belt buckled. I asked the original where I purchased it about it and they had no answer. I have relocated and have taken my vehicle in to the local dealer twice for recalls. One of the recalls was for a airbag fix. The other, just recently for a hood latch fix. During this recent repair visit I mentioned the airbag light problem to them and they said they would look at it. When I picked the car up they said they couldn't find anything wrong with the light but they have had this problem with others. They said my wife is too small (105 pounds) and that was not enough weight to engage the airbag system. I feel this is a real safety item and should be corrected immediately. What is wrong with my car's airbag system?

Make Public

Created By Laurice Lim (11/8/2014 4 37 PM)
firstname [redacted]
lastname [redacted]
email : [redacted]
homepl [redacted]
address [redacted]
address [redacted]
city : Atkinson
twitter :
state : NH
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP9DN[redacted]
dealerstate : NH
dealername : SALEM NISSAN
comments : The passenger airbag off light is on when my wife is in the passenger seat and has her seat belt buckled. I asked the original where I purchased it about it and they had no answer. I have relocated and have taken my vehicle in to the local dealer twice for recalls. One of the recalls was for a airbag fix. The other, just recently for a hood latch fix. During this recent repair visit I mentioned the airbag light problem to them and they said they would look at it. When I picked the car up they said they couldn't find anything wrong with the light but they have had this problem with others. They said my wife is too small (105 pounds) and that was not enough weight to engage the airbag system. I feel this is a real safety item and should be corrected immediately. What is wrong with my car's airbag system?

Make Public

Created By Laurice Lim (11/8/2014 4 36 PM)
SRH-28210581 OCCUPANT CLASS SYSTEM OCS CM 6/4/2014 13,303 JAMES MCDERMOT 5313

Make Public

Created By Managed Services (11/8/2014 10 34 AM)
firstname [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Atkinson
twitter :
state : NH
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP9DN[redacted]
dealerstate : NH
dealername : SALEM NISSAN
comments : The passenger airbag off light is on when my wife is in the passenger seat and has her seat belt buckled. I asked the original where I purchased it about it and they had no answer. I have relocated and have taken my vehicle in to the local dealer twice for recalls. One of the recalls was for a airbag fix. The other, just recently for a hood latch fix. During this recent repair visit I mentioned the airbag light problem to them and they said they would look at it. When I picked the car up they said they couldn't find anything wrong with the light but they have had this problem with others. They said my wife is too small (105 pounds) and that was not enough weight to engage the airbag system. I feel this is a real safety item and should be corrected immediately. What is wrong with my car's airbag system?

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8037316	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/8/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09i8L. 500F0SwOCV ref]		✓	11/8/2014	Laurice Lim	11/8/2014 4:41 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Read		Re: Regional Specialist [ref: 00DA09i8L. 500F0SwOCV ref] *Case # [redacted] IN # 1N4AL3AP9DN[redacted] sent you an e-mail o...*	[redacted]	11/13/2014 11:56 AM
Reply | To All | Del	Read		Re: Regional Specialist [ref: 00DA09i8L. 500F0SwOCV ref] *Ms. Lim: Thank you for your letter. Your Regional Specialist called me a fe...*		11/10/2014 3:50 PM
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09i8L. 500F0SwOCV:ref] *11/8/2014 Case # [redacted] VIN # 1N4AL3AP9DN[redacted] Tha...*		11/8/2014 4:41 PM
Reply | To All | Del	Replied		My Nissan Vehicle *firstname [redacted] homephone :...*	nissanconsumeraffairs@my-nissan-usa.com	11/8/2014 10:34 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action

11/10/2014 3:36 PM	Heidi Thur	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/8/2014 4 39 PM	Laurice Lim	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001ymUZ**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [32] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Dawn Cruz [Change]
Letter Sent Date	12/4/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/19/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	11/8/2014 11:11 AM
CA Multiple Repairs		Date/Time Closed	12/19/2014 9:08 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 10 00 AM Eastern time Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	6,100		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7AR2EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	Infiniti	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	INF NITI OF WILLOW GROVE	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/11/2014	Vehicle Service Contract	
RHR Completed	11/11/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JN1BV7AR2EM[redacted]		
Created By	DeWaun Quarles 11/8/2014 11:11 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	390	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By William Crockett (12/18/2014 5 15 PM)** TL placed call to c @[redacted] spoke to c. TL advised TL was calling at c's request to speak to a spvr C stated c remembers talking to TL in the past and wanted to know if INF would provide c with some compensation for the bad rtlr experience. (TL reviewed case documentation) TL apologized to c for the veh's previous inconvenience and bad rtlr experience. TL advised c that NF is not in a position to provide any compensation at this time. TL explained in the event c experiences any veh concerns and there are repairs performed; NF will agree to consider some measure or token of customer satisfaction at that time. C understood and thanked TL for the call. TL thanked c for c's time and call ended mutually. - Trans case to Rcas-DC for closure
Make Public		**Created By Dawn Cruz (12/17/2014 5 29 PM)** RCAS-DC received a inbound call from c RCAS-DC advised c the last conversation that RCAS-DC and c spoke the c is awaiting for the GM to contact c C/S felt that the GM was rude and was unprofessional and feels like c is just being bounced around and lied to by RTLER RCAS-DC apologized to c and advised c that RCAS-DC understands frustration and hesitation but advised c that best way to get out of the veh as c requested is to take the GM up on GM's offer C/S doesn't want to do business with RTLER again RCAS-DC advised c unfortunately RCAS-DC has done everything to assist c at this time C/S well the man c spoke with previously stated c would be compensated RCAS-DC advised c that RCAS-DC has reviewed notes and has no record of compensation C/S wants something and advised RCAS-DC that the man c spoke to advised her c would receive compensation C requested to speak to the man she spoke with RCAS-DC advised c that TL-WC was unavailable at the moment but would contact c by end of day 12/18/14 C understood and thanked RCAS-DC and call ended mutually
Make Public		**Created By Dawn Cruz (12/17/2014 10 18 AM)** RCAS-DC contacted c @ [redacted] left VMX including Case number, name, and RCAS-DC contact of 615.725.7381 along with hours of operation 9am-6pm CST. ********** Next step: contact c and advised will need to work with RTLER in order to get into a new veh
Make Public		**Created By Dawn Cruz (12/16/2014 10 44 AM)** RCAS-DC contacted c @ [redacted] left VMX including Case number, name, and RCAS-DC contact of 615.725.7381 along with hours of operation 9am-6pm CST. ********** Next step: contact c and advised will need to work with RTLER in order to get into a new veh
Make Public		**Created By Virginia Howell (12/15/2014 5 57 PM)** supervisor-vh called @ [redacted] fd- advised cust took veh into retailer several time fd- advised that sd was rude to cust fd- advised that owner of retailer was also rude fd- advised that employees of retailer do not have cust service skills fd- advised that retailer has not been working with cust fd- advised that retailer made daug pay for two new rims @ $1,600.00 fd- advised that retailer is not handling situation properly supervisor-vh apologized for situation that has happened at retailer supervisor-vh advised that FOM would be notified of cust experience supervisor-vh advised would have rcas-dc contact cust back fd- understood
Make Public		**Created By Virginia Howell (12/12/2014 12 09 PM)** supervisor-vh called cust dad @ [redacted] no answer left message for cust to call direct # supervisor-vh left case # in message
Make Public		**Created By April Chenault (12/11/2014 2 12 PM)** C's dad is calling in to escalate the case. C states wants to talk about the way owner of the RTLR treated c. C is requesting a call back by a supervisor.

C's dad, Frank Delasey, is requesting to speak to supervisor about the way C was treated is [redacted]
RCAS-AC advised that supervisor will call by COB on 12/12/2014.
Call ended mutually.

Make Public

Created By Dawn Cruz (12/11/2014 10 48 AM)
****
Next step: await GM response to c and contact C

Make Public

Created By Dawn Cruz (12/11/2014 10 47 AM)
RCAS-DC contacted c @ [redacted] left VMX including Case number, name, and RCAS-DC contact of [redacted]

Make Public

Created By Dawn Cruz (12/10/2014 2 10 PM)
RCAS-DC contacted c @ [redacted] and spoke to c
C/S was contacted by GM and was advised that RTLER can get c in another veh
C/S that has no confidence in INF and stated just wants money
RCAS-DC advised c that there are only 2 options for c. C can stay in current veh and continue to get veh repaired or C can take the offer of c receiving another veh for RTLER offered by GM
C/S had to contact RCAS-DC back the GM was on the other line
RCAs-DC thanked c and advised c to contact RCAS-DC when c has a chance
****
Next step: await GM response to c and contact C

Make Public

Created By Dawn Cruz (12/9/2014 4 09 PM)
RCAS-DC contacted c @ [redacted], left VMX including Case number, name, and RCAS-DC contact of 615.725.7381 along with hours of operation 10am-7pm CST. RCAS-DC stated on VMX that RCAS-DC wanted to know if c received a call from GM yet and to please contact RCAS-DC
****
Next step: await GM response to c and contact C

Make Public

Created By Dawn Cruz (12/8/2014 4 39 PM)
RCAS-DC contacted c @ [redacted], left VMX including Case number, name, and RCAS-DC contact of 615.725.7381 along with hours of operation 10am-7pm CST. RCAS-DC stated on VMX that RCAS-DC wanted to know if c received a call from GM yet and to please contact RCAS-DC
****
Next step: await GM response to c and contact C

Make Public

Created By Dawn Cruz (12/8/2014 10 02 AM)
RCAS-DC contacted RTLER and left VXM for SM and provided V N asking if GM has been in contact with C yet and requested SM to contacted RCAS-DC
****
Next step: await GM response to c and contact C

Make Public

Created By Dawn Cruz (12/5/2014 6 40 PM)
RCAS-DC sent email to SM regarding C concern(s) requesting further details on whether or not the GM has contacted c
****
Next step: await GM response to c and follow up 12/8/14

Make Public

Created By Mae Strenciwilk (12/4/2014 2 54 PM)
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Make Public

Created By Dawn Cruz (12/3/2014 4 25 PM)
RCAS-DC reviewed case with TL-PT
TL-PT advised RCAS-DC before a maintenance plan is offered to await word from GM to C on whether GM is willing to help c get out of lease
****
RCAS-DC requested a denial letter to be sent to c
****
RCAS-DC contacted RTLER and spoke with SM and asked if SM has advised GM to contact c
SM stated did reach out to GM and advised GM to contact c at earliest convenience
RCAS-DC thanked SM and call ended mutually
****
RCAS-DC contacted c @ [redacted] spoke to c.
RCAS-DC and advised c that RCAS-DC has requested letter to be sent out and advised C that RCAS-DC contacted SM and SM advised RCAS-DC that SM spoke to GM and advised GM to contact c RCAS-DC advised SM that it was very important and will follow up with c on 12/5/14 to see if c was contacted
C thanked RCAS-DC and call ended mutually
****
Next step: await GM response to c and follow up 12/5/14

Make Public

Created By William Crockett (12/2/2014 6 03 PM)
TL placed call to c @ [redacted], spoke to c.
TL advised TL is calling at c's request to speak to a spvr.
C stated c is not happy with the rtlr not recording all of c's concerns and c is not happy with NF's decision not to repurchase the veh. C stated c does not feel safe in the veh and wants INF to take it back. TL apologized to c for the inconvenience. TL explained c's concerns have been documented. TL advised c that NF had a DTS inspect the veh and the DTS confirmed c's a/b concern. C agreed stating the entire seat bottom is being replaced. C stated c is not convinced this repair will resolve the concern and c does not want to guess. C stated c wants a guarantee in writing that the repair will resolve the concern. TL apologized and explained INF is not in a position to provide a guarantee but NF is confident in the DTS's assessment of the veh and his repair recommendations. TL advised c that INF will continue to honor the terms of the veh's manufacturer's warranty. TL advised c that INF will send c a formal repurchase denial letter via mail and TL will send c an email with TL's contact info. TL verified c's mailing and email address. C stated c is not still not happy with keeping the veh and asked if INF would contact the GM and ask that he call c back personally. TL agreed to make that request on c's behalf. C thanked TL for calling, TL thanked c for c's time and call ended.
-
Trans case to Rcas-DC for repurchase denial letter and f/u with rtlr and c in 3 business days. Rcas also to reach out to GM and request that he call c directly @ [redacted]

Make Public

Created By Dawn Cruz (12/1/2014 11 23 AM)
RCAS-DC contacted C at [redacted] and spoke to c
C/S is very dissatisfied with the way the RTLER has handled the the situation and has emailed the DTS and feels that the repurchase since the RTLER didn't document c's concerns and was told by the RTLER SM that the legal team has looked at c's concern and wants to speak with them
RCAS-DC advised c that INF CA has issued a repurchase and a DTS and advised c to proceed with repairs that are recommended by DTS and if c has a concern after repairs to please contact RTLER and bring veh back in and contact RCAS-DC in order to reopen repurchase case
C/S doesn't feel safe and wants out of veh
RCAS-DC apologized and advised c understands but unfortunately the INF CA has done everything possible to accommodate c's concerns
RCAS-DC asked if c has spoke to RTLER about a possible agreement privately between RTLER and c
C/S was told no would have to go through INF CA
RCAS-DC apologized to c
C/S wants someone higher than RCAS-DC
RCAS-DC advised c will have a supervisor contact c within 24-48 business hours
C understood and thanked RCAS-DC and call ended mutually

Make Public

Created By Dawn Cruz (11/20/2014 4 45 PM)
RCAS-DC received a inbound call from c requesting information on DTS schedule
RCAS-DC provided the date 11/26/14 @ 10am EST
C confirmed and stated c's husband will bring the veh in
RCAS-DC thanked c and call ended mutually
****
RCAS-DC sent email to SM regarding C veh DTS scheduled and confirmed
****
Next step: await DTS results 11/27/14 for follow up

Make Public

Created By Dawn Cruz (11/20/2014 4 19 PM)
RCAS-DC received a inbound call from c
RCAS-DC advised c NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to unreasonable repair attempts for any warrantable concerns that would substantially impair this vehicle.
NNA will continue to honor the terms and conditions of all applicable warranties.
C/S how does c now fix veh repairs
RCAS-DC advised c that RCAS-DC did place a request for a DTS and is awaiting word from DTS on when DTS can meet with c
C thanked RCAS-DC and call ended mutually

Make Public

Created By Dawn Cruz (11/19/2014 10 33 AM)
RCAS-DC called c @ [redacted] left VMX including Case number, name, and RCAS-DC contact of [redacted] along with hours of operation 10am-7pm CST.
****
Next step: advise c NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to unreasonable repair attempts for any warrantable concerns that

would substantially impair this vehicle.
NNA will continue to honor the terms and conditions of all applicable warranties.

Make Public

Created By Anna Naraeva (11/19/2014 10 14 AM)
ARBS-AN reviewed repair history. NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to unreasonable repair attempts for any warrantable concerns that would substantially impair this vehicle.
NNA will continue to honor the terms and conditions of all applicable warranties.

Make Public

Created By Anna Naraeva (11/19/2014 10 14 AM)
ARBS-AN reviewed RHR with following repairs that were complete at the time:

Dates: 10/09/14-10/09/14 Mileage: 5,354 RO#: [redacted] ays:1

1.) OCS campaign
2.) IT GEN 5 2.0 update
3.) Battery Terminal Campaign
4.) LOF/Rotate

DLR ACTIONS:
1.) Campaign complete
2.) Update complete
3.) Campaign complete
4.) Complete

Make Public

Created By Dawn Cruz (11/17/2014 11 54 AM)
RCAS-KI called c @ [redacted] and spoke to c RCAS-DC advised c that nothing has transpired over the weekend and RCAS-DC will follow up with c on 11/20/14 with further information
****
Next step: follow up 11/20/14

Make Public

Created By Kelly Maier (11/14/2014 3 11 PM)
RCAS-KI called c 11/14/14 @ [redacted] @ 3:01pm. RCAS-KI advised RCAS-KI following up on RCAS-DC behalf. RCAS-KI advised case is currently being reviewed for RHR. review can take up to 10 business days. today is currently day 4 of review.
RCAS-KI advised RCAS-DC will follow up with c 11/17/14 or 11/18/14 at the latest. C agreed.
C asked about 'right to repurchase' c may be able to do at RTLR. C asked if this would affect credit score. RCAS-KI advised as CIA and RCAS are not practicing law, RCAS-KI would be unable to answer question;. However, if process would be completed at RTLR, RCAS-KI would refer c to RTLR to answer question.
C states c will be waiting for RCAS-DC follow up.

Make Public

Created By Sara Dorazio (11/11/2014 1 36 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Anna Naraeva for review.

Make Public

Created By Jacklyn Capers (11/11/2014 1 35 PM)
RCAS rec'd RO's and attached to case
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Public

Created By Jacklyn Capers (11/11/2014 9 28 AM)
RCAS sending email to SM/FOM/CXM in regard to c's RHR request. RCAS requesting all veh RO's be faxed to RCAS at 615.984.5739. RCAS also requesting that RO's, open for more than 5 days, be accompanied by time stamps to verify days down.

Make Public

Created By Dawn Cruz (11/10/2014 5 41 PM)
RCAS-DC contacted C at [redacted] and spoke to c
RCAS-DC advised c that RCAS-DC would be handling c's concern
RCAS-DC advised c that RCAS-DC has already contacted DLRSHIP for more information on veh diagnosis
C reiterated c's concerns
RCAS-DC asked what c is seeking from INF CA
C/S is seeking repurchase
RCAS-DC advised c of c's options in a repurchase
RCAS-DC advised c the process will take around 10 dys from the time NF CA starts requesting WO for c's concerns and while INF CA is requesting WO RCAS-DC will also place a request in for a DTS to be scheduled to come in and look at c's veh
C understood process and thanked RCAS-DC
RCAS-DC advised c would follow up with c on 11/14/14 with more information
C thanked RCAS-DC and call ended mutually

Make Public

Created By Heather Jimenez (11/10/2014 4 14 PM)
RCAS-HJ rec'd incoming call from C
C states C was told C would rec'v a call and C has not rec'd a call yet
RCAS-HJ advised C that C's case is set for FU for today by EOB which is 7pm CENTRAL
C understood and thanked RCAS-HJ
RCAS-HJ thanked C
call ended mutually
****
RCAS-HJ exiting case

Make Public

Created By Dawn Cruz (11/10/2014 1 04 PM)
RCAS-DC sent email to SM regarding C veh concern(s) requesting further information
****
Next step: contact c and gather information from SM

Make Public

Created By DeWaun Quarles (11/8/2014 2 25 PM)
no previous related case
informed c of campaign PC 319 Q50 CLIENT SUPPORT
verf name addh

best contact # [redacted]

rcas received a call from c stating c is not satisfied with the vehicle operation
c states the ride is very bumpy and has caused passengers to get ill and leave the vehicle
c states the passenger airbag sensor doesn't function properly
c states the advertised fuel miles per gallon was high 20's and c states c gets approximately 15
c states the warning notifications in vehicle don't function properly
c states the service warning didn't notify c service was needed as well as c had nail in the tire and the tire warning didn't come on

c states c has addressed all concerns with retailer and retailer informed c to contact INF CA

rcas informed c rcas will follow up with c by COB 11/10

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8037259	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	11/8/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent	[redacted]	✓	12/4/2014	Dawn Cruz	12/19/2014 9 07 AM
Edit | Del	Correspondence Request		✓	12/4/2014	Dawn Cruz	12/4/2014 2:54 PM
Edit | Del	Email: Your inquiry to Infiniti [ref: 00DA09j8L. 500F0SwOiO ref]		✓	12/2/2014	William Crockett	12/2/2014 6:04 PM
Edit | Del	New DTS Request		✓	11/26/2014	Mike Wetherill	11/11/2014 6:40 AM
Edit | Del	RHR Decision Capriotti		✓	11/19/2014	Dawn Cruz	11/20/2014 4 04 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Infiniti [ref: 00DA09j8L. 500F0SwOiO ref] *12/2/2014 Case # [redacted] VIN # JN1BV7AR2EM[redacted]...*	[redacted]	12/2/2014 6:04 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	20KB	12/3/2014 4:04 PM	Dawn Cruz
Edit | View | Del		70KB	11/11/2014 1:35 PM	Jacklyn Capers
Edit | View | Del		1.48MB	11/11/2014 1:34 PM	Jacklyn Capers
Edit | View | Del		76KB	11/11/2014 1:28 PM	Jacklyn Capers

Case History

Case History Help

Date	User	Action
12/19/2014 9:08 AM	Dawn Cruz	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/18/2014 5:16 PM	William Crockett	Changed **Case Owner** from William Crockett to **Dawn Cruz**.
12/18/2014 5:15 PM	William Crockett	Changed **Follow Up Date** from 12/18/2014 to **12/19/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [10] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marisol Patino [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	11/12/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	11/9/2014 7:47 PM
CA Multiple Repairs		Date/Time Closed	11/12/2014 2:13 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname : [redacted] lastname : email : [redacted] homephone : address1 : [redacted] address2 : city : Hartsville twitter : state : SC zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 5n1ar2mn9dc[redacted] dealerstate : SC dealername : Five Star Nissan comments : I have told the service manager on where'll occasions that the passenger airbag light that says it is off stays on sometimes even when someone is in the passenger seat that weighs a lot more than would be required to quarter it. He has stated that we would have to leave it at the dealership until they could get it to repeat the same thing with them. Only problem is that it is our sole mode of transportation and it only does it occasionally not all the time. My concern is that the airbag will not perform in the event of a crash. How can we get this problem taken care of before something happens to someone in my family or the warranty runs out in five thousand more miles. Please let me know what I need to do to get this taken care without leaving my sole mode of transportation at the dealership for hours or days. Please I do not want to end up with something happening to my family and it be because of a defect in my Nissan Pathfinder that could have been corrected.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,042		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN9D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FIVE STAR NISSAN OF FLORENCE	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 11/9/2014 7:47 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	System Account NNAINT, 11/12/2014 7:13 PM	Root Cause Code	SCIR
Days Closed	427	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT4D
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Marisol Patino (11/12/2014 2 11 PM) RCAS-MP is closing case as no further assistance is needed. =========Case Summary========== RCAS-MP received case and c is requesting assistance with passenger side airbag light.
Make Private	✓	RCAS-MP reviewed and found that C's light goes on and off. C is refusing to take the vehicle back to the dealership to have the concern duplicated. RCAS-MP closing case until further diagnosis is made. RCAS-MP closing case no further action needed.
		Created By Marisol Patino (11/12/2014 2 10 PM) RCAS-MP contacted C @ [redacted] RCAS-MP advised c that this call may be recorded for quality and training purposes. RCAS-MP inquired about C's concern. C states on the 21st C took the vehicle to the dealership to have the recall performed and ever since then the light goes on and off. C states the SM has advised C to take the vehicle to the dealership and keep it there for a few days in order to find the issue. RCAS-MP explain to C that the dealership has to replicate the concern in order to find a fixture for it.
Make Private	✓	C states there is a recall on it and the dealership might have to re-do the recall. C states there is no need to replicate. C states C cannot continue to go back to the dealership. RCAS-MP understood and explained to C that the dealer has to replicate the concern because otherwise the dealership would be guessing on whats wrong with the vehicle. RCAS-MP advised C to go back to the dealership. C states C will get a lemon lawyer and C what NNA does about that. RCAS-MP understood. RCAS-MP offered further assistance; C declined further assistance at this time. RCAS-MP thanked C for contacting NNA CA, and advised C to please contact NNA CA if NNA CA can be of further assistance. Call ends mutually.

Make Private ✓ **Created By Marisol Patino (11/11/2014 11 09 AM)**
RCAS-MP contacted C @[redacted] left vmx including case number, name, and RCAS-MP contact of [redacted] RCAS-MP stated RCAS-MP will continue to follow up with c no later than by 11/12/14 end of business day.

Created By Marisol Patino (11/11/2014 11 05 AM)
RCAS-MP contacted SM-Justin and inquired about C's concern.

SM-Justin states SM cant find any history of when this concern was reported.

Make Private ✓ RCAS-MP asked SM-Justin if the dealer provides loaners.

SM-Justin states sometimes GW can be provided. SM-Justin states SM will rather contact the customer and talk about the air bag concern before providing C with a loaner that is not necessary.

RCAS-MP understood and thanked SM-Justin for the help.

Call ends mutually.

Created By Marisol Patino (11/11/2014 10 58 AM)
Goodwill template:

Make Private ✓
Customer purchased vehicle : New 2013 Pathfinder
Current mileage : 29,042
OOW Basic months 0 miles 0 Power train 0 months 0 miles
VSC : None
Last service visit: 10/15/2014
Previous owned veh: None found
. No open recalls

Make Public **Created By Lester Bellen (11/10/2014 6 34 PM)**
case moved

Created By Lester Bellen (11/10/2014 6 34 PM)
Customer e-mail details
email addressed to nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
related case: none
Checked recalls: none

Make Public **********
E-mail sent to[redacted]
Method of contact: E-mail
Summary:
response details ****

crr-lb sending email response to c. crr unable to contact c due to time constraints (8 22 EDT). crr advised c that the case will be forwarded to rcas for review and c will be contacted before the end of the next business day for further assistance. crr-lb gave name and case number. crr-lb escalating the case to rcas. crr-lb exiting the case.

Created By Lester Bellen (11/10/2014 6 26 PM)
Make Public firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 : [redacted]
address2 :
city : Hartsville
twitter :
state : SC
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1ar2mn9dc[redacted]
dealerstate : SC
dealername : Five Star Nissan
comments : I have told the service manager on where'll occasions that the passenger airbag light that says it is off stays on sometimes even when someone is in the passenger seat that weighs a lot more than would be required to quarter it. He has stated that we would have to leave it at the dealership until they could get it to repeat the same thing with them. Only problem is that it is our sole mode of transportation and it only does it occasionally not all the time. My concern is that the airbag will not perform in the event of a crash. How can we get this problem taken care of before something happens to someone in my family or the warranty runs out in five thousand more miles. Please let me know what I need to do to get this taken care without leaving my sole mode of transportation at the dealership for hours or days. Please I do not want to end up with something happening to my family and it be because of a defect in my Nissan Pathfinder that could have been corrected.

Created By Lester Bellen (11/10/2014 6 26 PM)
Make Public firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 : [redacted]
address2 :
city : Hartsville
twitter :
state : SC
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1ar2mn9dc[redacted]
dealerstate : SC
dealername : Five Star Nissan
comments : I have told the service manager on where'll occasions that the passenger airbag light that says it is off stays on sometimes even when someone is in the passenger seat that weighs a lot more than would be required to quarter it. He has stated that we would have to leave it at the dealership until they could get it to repeat the same thing with them. Only problem is that it is our sole mode of transportation and it only does it occasionally not all the time. My concern is that the airbag will not perform in the event of a crash. How can we get this problem taken care of before something happens to someone in my family or the warranty runs out in five thousand more miles. Please let me know what I need to do to get this taken care without leaving my sole mode of transportation at the dealership for hours or days. Please I do not want to end up with something happening to my family and it be because of a defect in my Nissan Pathfinder that could have been corrected.

Make Public **Created By Managed Services (11/9/2014 7 47 PM)**
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 : [redacted]
address2 :
city : Hartsville
twitter :
state : SC
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1ar2mn9dc[redacted]
dealerstate : SC
dealername : Five Star Nissan
comments : I have told the service manager on where'll occasions that the passenger airbag light that says it is off stays on sometimes even when someone is in the passenger seat that

weighs a lot more than would be required to quarter it. He has stated that we would have to leave it at the dealership until they could get it to repeat the same thing with them. Only problem is that it is our sole mode of transportation and it only does it occasionally not all the time. My concern is that the airbag will not perform in the event of a crash. How can we get this problem taken care of before something happens to someone in my family or the warranty runs out in five thousand more miles. Please let me know what I need to do to get this taken care without leaving my sole mode of transportation at the dealership for hours or days. Please I do not want to end up with something happening to my family and it be because of a defect in my Nissan Pathfinder that could have been corrected.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039310	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/10/2014	YX	BK	233500	OA
Edit | Del	CC-8039311	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	REQUEST FOR RENTAL ASSISTANCE	QA	11/10/2014	WH	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0Sweub:ref]	[redacted]	✓	11/10/2014	Lester Bellen	11/10/2014 6:31 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0Sweub ref] *11/10/2014 Case # [redacted] VIN # 5N1AR2MN9DC[redacted]ha...*	[redacted]	11/10/2014 6:31 PM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname :[redacted]mephon...*	nissanconsumeraffairs@my-nissan-usa.com	11/9/2014 7:47 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/12/2014 2:13 PM	Marisol Patino	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/11/2014 11:14 AM	Marisol Patino	Changed **Follow Up Date** from 11/11/2014 to **11/12/2014**.
11/10/2014 6:34 PM	Lester Bellen	Changed **Transferred to RCAS** from false to **true**.

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Surveys

Surveys Help

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/10/2014 7:33 AM
CA Multiple Repairs		Date/Time Closed	11/17/2014 10:27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Complaint		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4BL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JOHN HOWARD NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	11/10/2014
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 1N4BL3AP8DC[redacted]		
Created By	Adrianne Pauline de Leon, 11/10/2014 7:33 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	422	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Tommy Beard **(11/17/2014 10 25 AM) Last Modified By** Tommy Beard **(11/18/2014 4 15 PM)** Case summary
Make Private	✓	C contacted Nissan about airbag concern RCAS TB verified C's complaint with dealership RCAS TB could not contact C RCAS TB emailing C requesting callback if C needs assistance Case closed
Make Private	✓	**Created By** Tommy Beard **(11/17/2014 10 23 AM) Last Modified By** Tommy Beard **(11/19/2014 9 37 AM)** RCAS TB contacted C at [redacted] left VMX including Case number [redacted] name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will be closing case but C can call RCAS TB anytime RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By** Tommy Beard **(11/14/2014 10 31 AM) Last Modified By** Tommy Beard **(11/18/2014 4 15 PM)** RCAS TB contacted C at [redacted] left VMX including Case number [redacted] name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/17/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By** Tommy Beard **(11/13/2014 11 15 AM) Last Modified By** Tommy Beard **(11/18/2014 4 15 PM)** RCAS TB contacted C at [redacted] left VMX including Case number [redacted] name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/14/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By** Maria Theresa Roque-Balisi **(11/13/2014 10 52 AM) Last Modified By** Tommy Beard **(11/13/2014 11 06 AM)** C called in following up on the case. C's contact info has not changed. CRR-MR informed C that CRR-MR will send an email to RCAS to request for a call back. C understood. C declined further assistance. CRR-MR provided CRR's name and ext. Exiting case.
Make Private	✓	**Created By** Tommy Beard **(11/12/2014 1 27 PM) Last Modified By** Tommy Beard **(11/12/2014 1 28 PM)** RCAS TB contacted C at [redacted] left VMX including Case number [redacted] name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/13/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By** Tommy Beard **(11/11/2014 1 41 PM) Last Modified By** Tommy Beard **(11/12/2014 1 28 PM)** RCAS CHECKED for open recalls/campaigns and found: 1 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS TB contacted SM Sharon at John Howard Nissan 3042920171 RCAS TB stated C's concerns SM states air bag pressure detection sensor was replaced on 10/9/14 and campaign for reprogramming happened in 6/2014 but delaership has not seen vehicle since visit in October RCAS TB thanked SM for information --- RCAS TB contacted C at [redacted] left VMX including Case number [redacted] name, and RCAS TB contact of 615.725.7684. RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/12/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By** Adrianne Pauline de Leon **(11/10/2014 7 40 AM) Last Modified By** Tommy Beard **(11/11/2014 1 42 PM)** c's best contact number: [redacted] c requested to be called at 9am.
Make Private	✓	**Created By** Adrianne Pauline de Leon **(11/10/2014 7 39 AM) Last Modified By** Tommy Beard **(11/11/2014 1 42 PM)** c called in and stated that c had a problem with the airbag on c's 2013 nissan altima.

c stated that right after c brought the veh c was experiencing some problems with the veh.
c stated that the warning light on the passenger side airbag always went on and it happened 4 times. c stated that c doesn't want the vehicle anymore because c was scared of it.

crr-pd verified c's name, mailing add, contact info/alternate phone number, and email address.

crr-pd provided information that the case will be transferred to RCAS.
crr-pd advised c that c will be contacted by RCAS by the end of the next business day because the case is still subject for review.
c understood.
crr-pd provided case # to c.
c acknowledged.
crr-pd offered further assistance.
c declined.
crr-pd provided name and extension number.
crr-pd exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8037429	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/10/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/17/2014 10:27 AM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2014 10:32 AM	Tommy Beard	Changed **Follow Up Date** from 11/14/2014 to **11/17/2014**.
11/13/2014 11:24 AM	Tommy Beard	Changed **Follow Up Date** from 11/13/2014 to **11/14/2014**.

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Case [redacted]

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Case Comments [13] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Liezel Adordionisio [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/10/2014 8:52 AM
CA Multiple Repairs		Date/Time Closed	11/18/2014 3:48 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	campaign inquiry		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	15,500	Related Vehicle Make	Nissan
Current Mileage	18,130		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXDC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	5
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N:		
Created By	Liezel Adordionisio, 11/10/2014 8 52 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	421	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Liezel Adordionisio (11/18/2014 3 47 PM)** crr-la made an outbound call to c at [redacted] crr-la spoke to Sallie Foster. crr-la advised c that crr-la was able to receive the POO and crr-la already attached the V N to the account. c understood. c asked if there's an open campaign on c's vehicle. crr-la was able to check the vehicle has no open campaign. crr-la advised c that for c's concern about the passenger airbag it would be best to have the vehicle diagnosed by the nissan dealership. c asked if c will be charge for the diagnosis fee. crr-la informed c that c will be charge for the diagnosis but if the part will be covered under the warranty c will not pay anything. crr-la set c's expectation that dealership is in the best position to determine if part can be covered under the warranty. c agreed and understood. crr-la advised c that crr-la is closing the case now. c understood. crr-la offered further assistance crr-la did NPS script crr-la provided name and extension number crr-la exiting the case
Make Public		**Created By Liezel Adordionisio (11/18/2014 3 37 PM)** case start
Make Public		**Created By Liezel Adordionisio (11/18/2014 8 06 AM)** crr-la attached POO.
Make Public		**Created By Liezel Adordionisio (11/17/2014 3 50 PM)** crr-la made a follow-up call to c at [redacted] crr-la was routed to vmx. crr-la leave a message. crr-la remind c to send the POO and POR at [redacted] crr-la changing the follow-up date to 11/18/2014
Make Public		**Created By Liezel Adordionisio (11/17/2014 3 47 PM)** case start
Make Public		**Created By Athena Buan (11/14/2014 6 49 PM)** crr-ab assisting crr-la moving the follow-up date on 11/17/14. crr-ab exiting case.
Make Public		**Created By Athena Buan (11/13/2014 10 52 AM)** crr-ab assisting crr-la made a follow-up call to c at [redacted] crr-ab talked to c (sallie foster), provided outbound script with case no. crr-ab remind c about the poo and por and to fax it at 6159673072 to attach the veh's info to c's name. c said that c will be sending it later and would be receiving the insurance copy tomorrow. crr-ab told c that once the rep receives it crr-la will contact c. c agreed. c asked about the previous campaigns performed on the veh and if they were all addressed because c read online that there are other campaigns involved. crr-ab informed c per CA SOP 8.7: Campaign Information and SAY Statements that campaigns are vin specific. crr-ab informed c about the previous campaigns and they were already addressed, assured c that there's no other campaigns. 2013 - Altima Sedan (L33) Secondary Hood Latch 2013-2014 - Nissan Occupant Classification System Module Reprogramming 2013 - Altima TCM Reprogram 2013 - Altima Meter Back Light Reprogramming

	c understood. c requested for a letter stating all the campaigns performed on the veh. crr-ab said that the only letter that CA can send is the no open campaign letter and would request one for c once the POO has been submitted. crr-ab apologized and it's used for security purposes as well. crr-ab said that the letter once submitted will take 2 business days for c to receive it. c understood & agreed. crr-ab asked c if there's anything else that crr-ab can do to assist. c declined. crr-ab did recap. crr-ab provided closing script, name & extension no., call ended. crr-ab exiting case. crr-ab moving follow-update on 11/14/14. c will e-mail the POO. c requesting for a no open campaign letter.
Make Public	**Created By Athena Buan (11/13/2014 9 13 AM)** case start
Make Public	**Created By Athena Buan (11/12/2014 6 08 PM)** crr-ab made a follow-up call to c at [redacted] crr-ab left vmx, provided outbound script with case no. crr-ab remind c about the poo and por and to fax it at 6159673072 to attach the veh's info to c's name. crr-ab provided closing script, name & extension no., call ended. crr-ab exiting case. crr-ab moving follow-update on 11/13/14, last call attempt.
Make Public	**Created By Liezel Adordionisio (11/11/2014 12 45 PM)** crr-la made a follow-up call to c at [redacted] crr-la spoke to SALLIE FOSTER . crr-la remind c about the poo and por but c hang-up. crr-la will try to make a follow-up call on 11/12/2014.
Make Public	**Created By Liezel Adordionisio (11/11/2014 12 42 PM)** case start
Make Public	**Created By Shiela Capuz (11/10/2014 6 08 PM)** CRR-SC assisting CRR-LA. CRR-SC moving follow up date to 11/11/14, pending docs from c. CRR-SC exiting case.
Make Public	**Created By Liezel Adordionisio (11/10/2014 8 53 AM)** c wants to check if there's an open campaign on c's vehicle. crr-la acknowledge c. crr-la informed c that c's VIN is not yet associated with c's account. crr-la provided fax 6159673072 to send proof of ownership and proof of residency as per sop 1.1. crr-la checked and informed c that there are no open campaigns on c's vehicle. c said that the light for the passenger air bag is coming on. crr-la advised c to have a proper diagnosis on c's vehicle. c said okay and hang-up. crr-la unable to provide case number. crr-la leaving case open for the POO and Por.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8037571	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	11/10/2014	VG	AZ	204500	OF
Edit | Del	CC-8037572	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/10/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] PDF	68KB	11/18/2014 8:05 AM	Liezel Adordionisio
Edit | View | Del	[redacted] PDF	68KB	11/18/2014 8:05 AM	Liezel Adordionisio

Case History

Case History Help

Date	User	Action
11/18/2014 3:48 PM	Liezel Adordionisio	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/17/2014 3:51 PM	Liezel Adordionisio	Changed **Follow Up Date** from 11/17/2014 to **11/18/2014**.
11/14/2014 6:50 PM	Athena Buan	Changed **Follow Up Date** from 11/14/2014 to **11/17/2014**.

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Lawanda Bradley [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/19/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/10/2014 8:57 AM
CA Multiple Repairs		Date/Time Closed	11/19/2014 10:30 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEHICLE CONCERN		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,748		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF STAFFORD	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] /IN: 1N4AL3AP6DC[redacted]		
Created By	Kristie Ellamae Formentera 11/10/2014 8:57 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	420	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lawanda Bradley (11/19/2014 10 29 AM) RCAS-LB made outbound call to C at [redacted] C answered RCAS-LB advised the call may be recorded for quality and training purposes RCAS-LB asked C if C was able to take the veh back to the DLR C stated that C did take the veh to the DLR and was able to pick up the veh yesterday. RCAS-LB asked C how was C's veh functioning C stated C doesn't know because C hasn't had a passenger C stated that C was provided a loaner veh C stated the DLR couldn't find anything wrong and then the DLR did find something
Make Private	✓	C stated the DLR informed C that C was having the concern due to the person in the seat not weighing enough. RCAS-LB informed C that if the concern persist for C to take the veh back to the DLR because C's veh is still in warranty C stated thanks call ended mutually ********** RCAS-LB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with air bag light ***STATEMENT OF DECISION*** C's air bag is working to factory specs. C's passenger is under the weight parameter for the sensor.
		Created By Lawanda Bradley (11/14/2014 8 21 AM) RCAS-LB made outbound call to C at [redacted] C answered RCAS-LB advised the call may be recorded for quality and training purposes RCAS-LB asked C if C was able to provide the DLR with the video footage of the concern C stated not yet
Make Private	✓	RCAS-LB asked C did C know when C would be able to take it C stated sometime today or in the next couple of days RCAS-LB informed C that RCAS-LB will follow up with C in 3 business days. C confirmed call ended mutually
		Created By Lawanda Bradley (11/13/2014 2 23 PM) RCAS-LB made outbound call to SM-Ellye Coats
Make Private	✓	SM-Ellye stated C had issue and DLR replaced the OCS Airs and the passenger seat frame SM-Ellye stated they haven't been able to duplicate the concern since SM-Ellye stated that C has video footage, but DLR hasn't seen it
		Created By Lawanda Bradley (11/13/2014 8 58 AM) RCAS-LB made outbound call to SM-Ellye Coats at Nissan of Stafford No answer
Make Private	✓	RCAS-LB left vmx requesting SM to return call to discuss C's case ********** RCAS-LB sent follow up email containing C's concern/request RCAS-LB requested information on the veh and the customer
Make Private	✓	**Created By Lawanda Bradley (11/11/2014 1 21 PM)** RCAS-LB made outbound call to C at [redacted]

C answered
RCAS-LB VER F ED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-LB CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: 16424307 (Techline)
RCAS-LB ADVISED "This call may be recorded for quality and training purposes."

RCAS-LB reviewed C's previous case notes
C confirmed case notes

RCAS-LB asked C how many time has C been to DLR for the concern
C stated 2 or 3 times
C stated the last time the DLR gave C a loaner
C stated that the DLR was unable to duplicate the concern and as soon as C left the lot the light came on
C stated that C has been recording the air bag light being on, but hasn't had the opportunity to take the veh back to the DLR
C stated that the customer service at the DLR is horrible
C stated that C has to sit there for hours and no one will tell C anything about the veh

RCAS-LB informed C that RCAS-LB will follow up with the DLRSHP to gather some information and RCAS-LB will follow up with C in 3 business days

C stated thanks
Call ended mutually
****
RCAS-LB made outbound call to SM-Ellye Coats
SM-EC was unavailable
RCAS-LB left message with SA-Matt requesting a call back

Make Public

Created By Kristie Ellamae Formentera (11/10/2014 8 59 AM)
crr-kf received a call from C. C stated that the airbag light keeps coming on. C took the veh to the dealer several times to have it repaired but the airbag light still keeps on coming on.

crr-kf empathized and acknowledged.
crr-kf authenticated the account.
crr-kf checked the information that C needs.
crr-kf created a case.

crr-kf informed C that crr-kf will escalate the concern to RCAS and that somebody will be calling C before the end of the next business day. C stated that the best contact number to reach C is [redacted]
C understood.

crr-kf asked for further assistance. C said NO

crr-kf provided case number #[redacted]name and ext number
crr-kf ended the call.
crr-kf leaving case open.
crr-kf forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8037588	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	11/10/2014	YE	BK	234000	OA
Edit | Del	CC-8037589	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/10/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/19/2014 10:30 AM	Lawanda Bradley	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2014 8:21 AM	Lawanda Bradley	Changed **Follow Up Date** from 11/14/2014 to **11/19/2014**.
11/11/2014 1:22 PM	Lawanda Bradley	Changed **Follow Up Date** from 11/11/2014 to **11/14/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [20] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	16498943
Executive Referral		Case Owner	Julia Sharp [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/2/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/10/2014 12:59 PM
CA Multiple Repairs		Date/Time Closed	12/2/2014 1:36 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern - Passenger Airbag Light		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	91,679		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ2KR8AT[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles	55,679
Make	NISSAN	Beyond Basic Warranty Months	24
Model Line	CUBE	Beyond PT Warranty Miles	31,679
Model Code	21110	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LITHIA NISSAN OF CLOVIS	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	Stephanie Swain

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN:		
Created By	Jose Mari Gozar Jr, 11/10/2014 12 59 PM	Root Cause Code	SCFA
Last Modified By	NNAETL 10/14/2015 12:42 AM	Root Cause Code (2)	
Days Closed	407	Action Code	DP1F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Johannie Resto-Gonzalez (12/2/2014 1 36 PM) Closing Case Summary RCAS-JRG is closing Case as no further assistance can be offered at this time.
Make Public		***CASE SUMMARY*** C contacted Nissan CA requesting assistance with airbag light concern. ***STATEMENT OF DECISION*** RCAS-JRG stated that - although the veh is OOW - airbag is a safety concern, and NNA will replace Airbag at no cost to C. Dlr will refund the diagnostic fee after the airbag is repaired RCAS reviewed Case with TL-AA FOM-BT
Make Public		**Created By Johannie Resto-Gonzalez (12/2/2014 1 33 PM)** RCAS-JRG placed outbound call to C at [redacted] C stated that veh is repaired and diag has been reimbursed. C stated that c and husband are investigating about the airbag , that is happening to a lot of other veh. RCAS-JRG stated that RCAS was happy that c's veh is repaired . RCAS-JrG stated that RCAS will be closing the case as not assistance is required. C agreed. Call mutually ended.
Make Public		**Created By Johannie Resto-Gonzalez (12/2/2014 12 29 PM)** RCAS-JRG placed call to C [redacted] LVMX for call back.
Make Public		**Created By Johannie Resto-Gonzalez (11/26/2014 11 09 AM)** RCAS-JRG placed call to C and C was not available. RCAS-will call next week.
Make Public		**Created By Johannie Resto-Gonzalez (11/21/2014 11 32 AM)** RCAS-JRG received inbound call from C. RCAS-JRG stated that dlr had informed RCAS that dlr will take care of the airbag concern. RCAS-JRG also stated that after the repair that NNA will reimburse for the diagnostic fee. C reiterated that it was the airbag control module that needs to be repaired. RCAS-JRG stated that the dlr will take care of repairl C stated that will make an appointment . RCAS-stated that will call C by the end of three business days . Call mutually ended.
Make Public		**Created By Johannie Resto-Gonzalez (11/20/2014 5 26 PM)** RCAS-JRG received inbound call from FOM- BT - FOM stated that - although the veh is OOW - airbag is a safety concern, and NNA will replace Airbag at no cost to C. FOM stated that Dlr will refund the diagnostic fee after the airbag is repaired FOM stated that airbag needs to be replaced by a Certified dlr Nissan to ensure 100% safety and laws regulate this FOM agrees that airbag should last the life of the veh FOM stated if c needs a rental veh , it will provided FOM airbag will be executed as a Warranty pair. under GW FOIM restated that the diagnostic Refund will be done after repair of the airbag is completed FOM has notified SM - Howard Robinson and is aware. ********** RCAS-JRG placed outbound call to C - [redacted] PHONE: [redacted] RCAS-JRG LVMX stating that dlr will replace airbag to please call RCAS for more details. RCAS-JRG left case# and contact # **********
Make Public		**Created By Johannie Resto-Gonzalez (11/18/2014 7 07 PM)** RCAS-JRG will present case to FOM.
Make Public		**Created By Johannie Resto-Gonzalez (11/18/2014 7 05 PM)** RCAS-JRG placed call to C [redacted]

C states that NNA refuse to look at this.
C states that Nissan should pay for failed bag control module .
C states should not be broken.
C air control module.

Make Public

Created By Johannie Resto-Gonzalez (11/18/2014 6 19 PM)
COST TO REPAIR THE A RBAG IS $750 00 PLUS TAX
Customer purchased vehicle Pre-owned 3rd owner
Current Mileage: 91,679
OOW Basic 10 months 55,679 miles
VSC: none
Previous owned veh:1
Diagnosis: Airbag does not work code b1018, occupant sens[unit fail].
Primary Failed Part: Airbag
Warranty Rates:
Service History/Last Service Visit:
Dlr/Rtlr participation:
Total customer pay at Dealer/Retailer:
Related Repair History: Vehicle and customer have no history at this dealership. Unit was in and out the sameday.

Make Public

Created By Johannie Resto-Gonzalez (11/18/2014 6 17 PM)
Vehicle came in with air bag light on.
Vehicle was diagnosed found code b1018, occupant sens[unit fail].
Recommended replacement of air bag module (98856-1fk0a), customer declined replacement stating her husband could replace it and voice concerns about why the part was not covered for the "life of the vehicle".
Customer paid $149.95 for diagnosis.
Declined repair of $250.45 labor & $348 83 part, 599 28 plus tax for module replacement.
c declined air filter, cabin filter & CVT service.
Vehicle and customer have no history at this dealership. Unit was in and out the sameday.

Make Public

Created By Johannie Resto-Gonzalez (11/13/2014 12 04 PM)
RCAS-JRG e-mailed SM and FOM to see how best to assist C.
RCAS- JRG will call C in 3 business days

Make Public

Created By Johannie Resto-Gonzalez (11/13/2014 12 03 PM)
RCAS-JRG

Make Public

Created By Johannie Resto-Gonzalez (11/13/2014 11 52 AM)
RCAS-JRG received call from C-SS
C is requesting FA to pay for airbag due to not working.
C states that airbag should last
C states that does not feel safe without airbag not functioning.
C -states that c was driving down the road when the dashboard light was on then switch to off.
C stated Red warning light start flashing, c was concerned and pulled owners manual and follow directions to fix but did not fix the concern
C took veh for a Diagnose - dlr stated the airbag is not working ,
c stated the air bag has no damage, Nothing has popped out, however if C is in an accident the airbag would not work .

C stated that C does not have the extra monies to repair airbag.
C stated the airbag should be a component that should work when needed.
C states NNA manufacturer should pay for the labor and airbag component, since C has not been in an accident and airbag does not work.

Make Public

Created By Johannie Resto-Gonzalez (11/12/2014 1 18 PM)
RCAS-JRG placed call to C at [redacted]LVMX to call back at 615-725-7889

Make Public

Created By Celedonio Evalyn (11/11/2014 8 28 PM)
CRR EC attached the POO to the case and updated customer's account adding VIN to c's ownership

crr ec forwarding case to RCAS

Make Public

Created By Celedonio Evalyn (11/11/2014 8 25 PM)
crr ec received a call from c
c provided case # and confirmed no changes on c's mailing and contact information upon verification
c stated c had already sent docs to fax # 6159672210
crr ec offered to check with crr mp receipt of c's fax, c appreciated
crr ec informed c that crr mp confirmed receipt of docs but had not yet attached to the case
crr ec adc c that crr mp will call c back , c agreed
crr ec adv c that onced c's docs attached POO , c's case will escalated to RCAS and will be contacted back by RCAs specialist by the following business day , c appreciated

Make Public

Created By Monique Joy Pablo (11/10/2014 6 51 PM)
crr-mp adding note:
if c call please asked for the name of the nissan dlr
crr-mp moving follow up date: 11-11-14
crr-mp exiting case

Make Public

Created By Monique Joy Pablo (11/10/2014 6 50 PM)
c called to follow up case
crr-mp asked c if there is any changes with contact information. c said no
c stated that c have the veh diagnose already

c took the veh at the dlr today
c's service adviser: HOWARD ROBINSON
dlr told c that airbag control module has failed and the repair would cost $750 plus tax
c wanted nissan to cover the repair under warranty
c stated that c expects that veh airbag should not fail at all

crr-mp informed c that case can be forwarded to RCAS and for further review and rcas will be calling c back before the end of the next business day after case was escalated , however crr-mp needs to attach V N first to c's account, and since veh is pre owned c must send a copy of POP at crr-mp's fax: 6159672210, c understood.

crr-mp offered further assistance, c declined.
crr-mp gave the case number to c.
crr-mp made a quick recap
crr-mp gave name and extension number.
crr-mp brand the call
crr-mp exiting case

Make Public

Created By Jose Mari Gozar .Jr (11/10/2014 5 53 PM)
Vehicle Concern

Make Public

Created By Jose Mari Gozar .Jr (11/10/2014 2 05 PM)
CRR-JG received a call from c asking for assistance with c's veh
CRR-JG verified c's name, address, phone number, email address, & vin.
CRR-JG checked for open safety & service campaigns/upgrades found: 0
C states that the passenger airbag light went on while c was driving
C is asking for assistance
CRR-JG asked if c has had the concern Diagnosed by a nissan dlrshp. C said no
CRR-JG advised that c would need to have the veh diagnosed by a certified nissan dlrshp.
CRR-JG advised that this is so that NNA will have the latest information on the veh's condition
CRR-JG advised c that once a diagnosis has been performed on the veh then just callback. C understood
CRR-JG offered further assistance. C declined
CRR-JG provided name, case & extension number, and NPS script.
Call ended mutually.
CRR-JG closing case.

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039235	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/10/2014	YX	BK	233500	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File View All Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Swain_POP_111814.PDF	28KB	12/19/2014 11:03 AM	Johannie Resto-Gonzalez
Edit | View | Del	111114_Ae890b569-754c-4f39-82cd-bc09a24b8fca-16498943_SWAIN.PDF	28KB	11/11/2014 8 26 PM	Celedonio Evalyn

Case History Case History Help

Date	User	Action
12/19/2014 11:04 AM	Arma Andon	Changed **Case Owner** from Johannie Resto-Gonzalez to **Julia Sharp**.
12/2/2014 1 36 PM	Johannie Resto-Gonzalez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/2/2014 1 36 PM	Johannie Resto-Gonzalez	Changed **Follow Up Date** from 12/5/2014 to **12/2/2014**.

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Surveys Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	16500023
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/7/2015	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/10/2014 2:45 PM
CA Multiple Repairs		Date/Time Closed	2/24/2015 11:54 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00053980

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary: NNA is replacing the vehicle due to 3 repairs and 4 days down for OCS concerns		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SOUTH PO NT NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,600		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	4
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOMENTUM NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$24,651.18	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/18/2014	Vehicle Service Contract	
RHR Completed	11/18/2014	VSC Reprint Request	Email
		Contact Name	PATRICK KLEIN

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] HONE[redacted] VIN: 1N4AL3AP7DN[redacted]		
Created By	Celedonio Evalyn, 11/10/2014 2:45 PM	Root Cause Code	SCSH
Last Modified By	NNAETL, 10/14/2015 12:42 AM	Root Cause Code (2)	
Days Closed	323	Action Code	NT5C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Jim Land (1/12/2015 9 44 AM) DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case.
Make Public		Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: OCS malfunction
Make Public		**Created By Michael Bardwell (1/7/2015 3 29 PM)** ARBS confirmed check was sent to dlr via FedEx[redacted] ARBS re-closing case.
		Created By Michael Bardwell (1/5/2015 4 05 PM) ARBS received corrected buyer's order from dlr and attached to case. ARBS notes the following corrected replacement figures: Invoice Price: $24,223.00 Taxes: $2,142 02 Lic./Reg: $291.25 Doc Fee: $80 00 Dealer Added: $532 00 Rebate: -$750 00 Total Purchase Price: $26,518.27
Make Public		Usage $1,867.09 Total Participation $1,867.09 Total to Dealer: $24,651.18 Prior Check to Dealer: $23,806.76 Difference: $844.42 ARBS submitted check request. ARBS created FedEx Label[redacted] ARBS setting follow-up to 7-Jan pending check approval.
		Created By Michael Bardwell (1/5/2015 3 15 PM) ARBS received email from Morley-Ann advising that SM-Ruben contact Morley to advise that the replacement vehicle was not listed correctly as c opted to move into a new unit. ARBS placed outbound call to dlr SM-Ruben. SM advised that the paperwork for the new veh has the correct VIN but the wrong figures. ARBS understood, SM stated that the invoice price was correct, however the tax, fees and spoiler were not correct. ARBS asked SM to fax ARBS a copy of the correct buyer's order. ARBS asked SM if SM would be agreeable to accepting the check from Morley for the unit and ARBS will have another check sent out for the difference to speed up the process. SM agreed and call ended mutually.
Make Public		ARBS received inbound call from c. ARBS advised c that ARBS just got off the phone with SM. ARBS advised c that SM and ARBS figured out the error and that ARBS and SM are working on fixing the issue. ARBS advised c that ARBS will be sending an update to Morley shortly to bring Morley up to speed to get everything squared away. C thanked ARBS and call ended mutually. ARBS sent email to Morley-Ann advising that paperwork Morley has is correct, but ARBS created new Morley Case 219279 to correct the incorrect VIN that was transmitted. ARBS setting follow-up to 6-Jan pending docs from SM.
Make Public		**Created By Joy Acebedo (1/5/2015 12 47 PM)** C called and provided the case number. C said that c did reached Morley but c said that the papers that was sent to Morley are incorrect. C said that c tried to reach ARBS-MB but nobody picks up the phone. CRR-JA sent an internal message to ARBS-MB about c's request for callback. C is asking if c can have a different ARBS. CRR-JA explain to c that CRR-JA can just document c's request. C understand. C said that c will go to Texas by 02/15/2015 that is why c wanted the issue to be resolved as soon as possible. C thanked CRR-JA and the call ended

mutually. C provided the phone number : [redacted]

CRR-JA is exiting the case.

Make Public

Created By Raquel Ocampo (12/22/2014 11 27 AM)
crr-ro rcvd a call from c
crr-ro verified with c no contact info has change.
c asking about the status of the case.
c asked if ARBS has rcvd the signed replacement agreement c sent, crr-ro told c yes and that case was transferred to Morley, But crr-ro informed c that ARBS sent Morley package via fed ex; crr-r provided c the tracking # as c said c spoke with Morley and they have not rcv any from ARBS yet.
c asked for Morley's #, crr-ro provided morley's #.
crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro closing the case.

Make Public

Created By Michael Bardwell (12/16/2014 3 30 PM)
ARBS received checks.

ARBS transmitted Morley Case [redacted]

ARBS sent Morley Packet (attached) via FedEx [redacted]

ARBS closing case.

Make Public

Created By Michael Bardwell (12/15/2014 10 35 AM)
ARBS received signed replacement agreement from c and attached to case.

ARBS submitted check request.

ARBS created Morley Case [redacted]

ARBS setting follow-up to 16-Dec pending check approval.

Make Public

Created By Michael Bardwell (12/15/2014 9 32 AM)
ARBS received buyers order from SLS MGR-James and attached to case.

ARBS notes the following updated replacement figures:

V N: 1N4AL3AP3FC[redacted]
Invoice Price: $24,223.00
Taxes: $1,853.10
Lic./Reg: $267.75
Doc Fee: $80 00
Rebates: ($750 00)
Total Purchase Price: $25,673.85

Usage ((11,853/120,000)x($22,525))+((16,081/120,000)x($22,525))/2 : $1,867.09
Total Participation: $1,867 09

Total to Dealer $23,806.76

_____

ARBS sent updated replacement letter to c via email.

ARBS sent SOC Letter to SLS MGR via email.

ARBS setting follow-up to 19-Dec pending docs from c.

Make Public

Created By Frederick Marion Fuentes (12/12/2014 2 08 PM)
crr-ff verified if there were any changes with the contact details from the last time C called: C said no
crr-ff received a call from C asking bout the update of the case
crr-ff advised C that this case is being handled by other dept.
crr-ff advised C to receive a call back to day according to the follow up date.
crr-ff exiting case.

Make Public

Created By Michael Bardwell (12/9/2014 2 55 PM)
ARBS placed outbound call to c at [redacted] regarding update from CRR. ARBS and c discussed replacement vs repurchase options. C stated that c would rather not pay the $8,000 for the upgraded replacement and asked if c could do a replacement to another SV. ARBS advised c that ARBS would reach out to dlr to have dlr contact c to go over options. C understood and call ended mutually.

ARBS placed outbound call to SLS MGR-Ruben at [redacted] and left vmx with update from c and request for SLS MGR to reach out to c to find a new replacement veh.

Make Public

Created By Jov Acebedo (12/8/2014 1 06 PM)
C called saying that c needs to talk to ARBS-MB. CRR-JA check the case and inform c that the callback is on 12/12/2014. C said that c did received the replacement letter but the issue is that c went to a different dlr named: NISSAN OF VACAVILLE and purchased a different veh. C said that the FM is Jose [redacted] C is asking for ARBS-MB to give c another replacement letter for the veh that c purchased. CRR-JA explain to c that CRR-JA will document c's request. C thanked CRR-JA and the call ended mutually. CRR-JA is exiting the case.

Make Public

Created By Michael Bardwell (12/5/2014 3 38 PM)
VEHICLE CONCERN
- BUY BACK

Make Public

Created By Michael Bardwell (12/5/2014 3 26 PM)
ARBS sent replacement letter to c via email.

ARBS setting follow-up to 12-Dec pending docs from c.

Make Public

Created By Michael Bardwell (12/5/2014 2 57 PM)
ARBS received buyers order and new invoice from dlr and attached to case.

ARBS notes the following replacement figures:

V N: 1N4AL3AP9FN[redacted]
Invoice Price: $29,497.00
Taxes: $2,255 25
Lic./Reg: $322.25
Doc Fee: $80 00
Rebates: ($750 00)
Total Purchase Price: $31,404.50

Usage ((11,853/120,000)x($22,525))+((16,081/120,000)x($22,525))/2 : $1,867.09
Upgrade Cost: (NEW MSRP $31,780 - OLD MSRP: $25,605): $6,175.00
Total Participation: $8,042 09

Total to Dealer $23,362.41

Make Public

Created By Michael Bardwell (12/4/2014 1 39 PM)
ARBS note no docs from dlr.

ARBS placed outbound call to SLS MGR-Mike. ARBS was advised that SLS MGR is out of the office today. ARBS spoke with SLS MGR-Sergi instead. SLS MGR-Sergi advised that SLS MGR would reach out to Mike to get the info and then follow-up with ARBS. ARBS thanked SLS MGR and call ended mutually.

Make Public

Created By Jeehan Mabalot (12/4/2014 9 28 AM)
crr-jm received a follow up call from c. c provided case number. C wants to check on the status of the case

crr-jm verified if any of c's contact information changed since the last time c called in, c said none.

crr-jm advised c that crr will be sending an internal message to ARBS notifying ARBS that c called in. C understood

crr-jm asked for the BEST CALL BACK NUMBER, C provided [redacted]

crr-jm offered further assistance, c declined.

crr-jm gave name, extension and case number

crr-jm exiting case

Make Public

Created By Celedonio Evalyn (12/3/2014 2 01 PM)
ARBS CASE FOLLOW UP

Make Public

Created By Celedonio Evalyn (12/3/2014 2 00 PM)
C CALLED , provided case # and confirmed no changes on c's account information
c stated c would want to know the status of the case
crr ec adv c that ARBS is working on c;s case and RCAS MB will call c back within today's business day, c agreed and stated will wait for the call
crr ec offered further assistance, c declined
crr ec thanked c , gave name and ext # and ended the call mutually
crr ec exiting the case and sent task to rcas mb

Make Public

Created By Michael Bardwell (12/1/2014 3 25 PM)
ARBS placed outbound call to dlr and spoke with SLS MGR-Mike. ARBS and SLS MGR discussed c's replacement. SLS MGR advised that c had already reached out to SLS MGR this morning and has selected a veh. ARBS understood and asked if SLS MGR could fax over to ARBS the invoice and buyer's order for the replacement veh. SLS MGR agreed and call ended mutually.

Make Public

Created By Andrea Brown (12/1/2014 2 20 PM)
DRTS- Title app and sales contract were already obtained. closing out task " no action required"

Make Public

Created By Michael Bardwell (12/1/2014 12 56 PM)
ARBS received inbound call from c asking how a replacement would work if c wished to upgrade the veh. ARBS advised c that c would be responsible for the cost of any package or option upgrades if the dlr has a more similarly-equipped veh on the lot. C understood. ARBS advised c that in the case of upgrades, ARBS would provide the out-of-pocket expense to c in the formal replacement offer letter. C understood and call ended mutually.

Make Public

Created By Michael Bardwell (12/1/2014 10 43 AM)
ARBS received inbound call from c advising that c would like to go with a replacement. C asked if ARBS would be willing to waive some of the usage on the replacement veh. ARBS advised c that ARBS would be willing to waive 50% of the usage. C thanked ARBS. ARBS asked c what dlr c would like to work with for the replacement, c stated that c would like to work with Momentum Nissan. ARBS understood and advised c that ARBS would be reaching out to the dlr today regarding c's request. ARBS advised c that dlr should be in contact with c sometime this week to go over options for the replacement veh. ARBS advised c that c will not take delivery of veh at the test drive, however. C understood and call ended mutually.

Make Public

Created By Michael Bardwell (12/1/2014 10 20 AM)
ARBS received sales agreement and copy of title from c via email and attached to case.

ARBS notes the following repurchase figures:

Base Price: $23,525.00
Sales Tax: $895.31
Government Fees: $169.71
Dealer Doc Fees: $198 56
Total Purchase Price: $24,788.58

Deductions
Usage ((11,853/120,000)($22,525))+((27,934-11853/120,000)($22,525))/2: $3,734.18
Rebates: $1,000 00
Total Deductions: $4,734.18

Refund Amount: $20,054.40

Total Repurchase $20,054.40

ARBS notes c inquired on a possible replacement rather than repurchase. ARBS replied to c's email providing repurchase figures, and advised that the choice for a replacement or repurchase is up to c. ARBS asked c to let ARBS know how c wished to proceed.

Make Public

Created By Andrea Brown (11/26/2014 1 25 PM)
DRTS- DLR 2608 is marked as inactiv. called the number and reached the new dlr- left a message with the title clerk. Will follow up

Make Public

Created By Andrea Brown (11/26/2014 10 52 AM)
DRTS- obtained and attached factory invoice

Make Public

Created By Michael Bardwell (11/25/2014 4 04 PM)
ARBS notes the following:

3 visits, 3 repairs and 4 days down for OCS concerns;
3 visits, 3 repairs and 5 days down for steering off center;
2 visits, 2 repairs and 10 days down for CVT concerns;
1 visit, 1 repair and 1 day down for brake noise.
Vehicle purchased in Texas

NNA offering repurchase/replace due to 3 visits, 3 repairs and 4 days down for OCS concerns.

ARBS taking over case.

ARBS sent intent letter to c via FedEx: [redacted]

ARBS setting follow-up to 2-Dec pending docs from c.

Make Public

Created By Michael Bardwell (11/25/2014 3 49 PM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Cases: [redacted]
TECH LINE: 13834864

Repair History:

05/11/13 at 3,462 miles. RO # [redacted] Days Down: 3
CONCERN:
1. PC228 Altima spare tire
ACTION TAKEN:
1. Completed

09/03/13 at 5,920 miles. RO # [redacted] Days Down: 9
CONCERN:
1. Transmission slips when A/C is on
ACTION TAKEN:
1. Replaced transaxle assembly

09/16/13 at 6,040 miles. RO # [redacted] Days Down: 3
CONCERN:
1. Steering wheel is crooked and veh pulls to right
ACTION TAKEN:

1. Performed 4 wheel alignment

12/13/13 at 10,529 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. Steering wheel is turned to the right while driving highway speeds
ACTION TAKEN:
1. Performed 4 wheel alignment

12/16/13 at 10,641 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Steering wheel seems to be off to the left
ACTION TAKEN:
1. Alignment within specs

12/23/13 at 11,853 miles. RO # [redacted] Days Down: 1
CONCERN:
1. Air bag light on
ACTION TAKEN:
1. Performed reset function

06/28/14 at 21,816 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. R1405 OCS Reprogram
ACTION TAKEN:
1. Recall completed

07/14/14 at 22,956 miles. RO # [redacted] - Days Down: 2
CONCERN:
1. Veh jerks forward as it decelerates
2. Air bag light will stay on
ACTION TAKEN:
1. Unable to duplicate
2. Reset operation to calibrate

08/04/14 at 23, 614 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. Engine hesitates while driving
ACTION TAKEN:
1. Performed TCM update

11/13/14 at 27,934 miles. RO # [redacted] - Days Down: 1
CONCERN:
1. Recall R1413
2. Veh cranks but won't start
3. When pressing on brake braking is too powerful for pressure being applied
4. Clinging noise coming from front right side below 30 MPH
ACTION TAKEN:
1. Cleaned and lubed hood latch and adjusted to correct
2. Positive terminal has corrosion causing battery not to charge properly.
3. Could not verify concern. Pulled all wheels off, checked all rotors, pads and hardware. No TSBs, reinstalled all components and test drove again, still no duplication.
4. Verified noise. Drove with chassis ears attached, found axle nut loose and cotter pin was damaged causing axle nut to move. Tightened nut and replaced cotter pin.

Make Public

Created By Shirley Santos (11/25/2014 3 16 PM)
crr-ss noting that c was informed about the follow-up date: 11/25/14.
crr-ss exiting file.

Make Public

Created By Shirley Santos (11/25/2014 3 15 PM)
RCAS Case Follow-up

Make Public

Created By Shirley Santos (11/25/2014 3 15 PM)
crr- ss received a call from c to follow up on the case.
crr-ss verified that there are no changes on contact information.
c wanted to be transferred to rcas-vw's extension.
call was routed to vmx.
crr-ss empathized and apologized for the inconvenience.
crr-ss sent an internal message to rcas-vw to request for a call back.
crr-ss offered further assistance, c declined.
crr-ss provided name and extension number.
crr-ss exiting file.

Make Public

Created By Vance Walden (11/25/2014 11 02 AM)
RCAS-VW received RO from DLR via fax

RCAS sent email to ARBS-MB advising that RCAS has attached missing RO

Make Public

Created By Vance Walden (11/25/2014 11 00 AM)
RCAS-VW contacted SA-Stan @ 7074023200
RCAS advised SA that RCAS has not received fax that RCAS requested yesterday

SA stated that c's RO was on SM desk, but SA put information on fax machine to fax to RCAS
RCAS advised SA that RCAS would contact SA back if RCAS does not receive fax in a few minutes
SA understood

Call ended mutually

Make Public

Created By Vance Walden (11/24/2014 6 38 PM)
RCAS-VW contacted SM-Mike @ 7074023200
RCAS left vmx advising SM to fax RO# [redacted] o RCAS @ [redacted] as soon as possible
RCAS advised SM to contact RCAS back @ 6157257536 if SM had any questions

Make Public

Created By Vance Walden (11/24/2014 5 25 PM)
RCAS-VW contacted SM-Mike @ 7074023200
RCAS left vmx advising SM to fax RO# [redacted] o RCAS @ [redacted] s soon as possible
RCAS advised SM to contact RCAS back @ [redacted] f SM had any questions

Make Public

Created By Vance Walden (11/24/2014 4 00 PM)
RCAS-VW contacted SA-Stan @ 7074023200
RCAS advised SA to fax RO# [redacted] to RCAS @ 6159672270

SA stated that SA would fax RO information shortly

RCAS thanked SA for assistance

Call ended mutually

Make Public

Created By Michael Bardwell (11/24/2014 3 45 PM)
ARBS in review of veh history from RHR submission. ARBS notes Service History shows RO 22898 for V N which is not included in RHR.

ARBS sent email to RCAS-Vance requesting RCAS obtain RO.

Created By Ma. Ebona Malava Guardiario (11/24/2014 2 45 PM)
C called in to follow up case [redacted]

crr-eg verified no changes on info
crr-eg reviewed case and advice c that case was already handled by rcas and follow up date will be 11/25
c understood
Make Public
crr-eg advised c to keep lines open
crr-eg verified best phone number to reach c w/c is [redacted]
crr-eg offered further assist
c declined
crr-eg provided name ext num
call ended

Make Public **Created By Nicel Torres (11/20/2014 12 32 PM)**
RCAS Case Follow-up

Created By Nicel Torres (11/20/2014 12 32 PM)
Crr-nt received a call from c stating that c wants to follow up about the case
Crr-nt verified no info has changed
C said c wants to follow up about the buyback request
Make Public
Crr-nt advised c that case was already forwarded to rcas for review
C said c will just wait for phone call from rcas
Crr-nt verified best number for c: [redacted]
Crr-nt asked for further assistance but c declined
Crr-nt provided name, case and extension
Crr-nt exiting case.

Make Public **Created By Sara Dorazio (11/19/2014 9 57 AM)**
DRTS received the RHR. The RHR was assigned to ARBS- Michael Bardwell for review.

Created By Quinta Chaney (11/18/2014 7 41 PM)
RCAS-QC contacted C @ [redacted] spoke with Patrick

RCAS-QC advised C that RCAS-QC was calling on behalf of RCAS-VW
RCAS-QC advised C that the case is still being reviewed and the RHR process can take up to 10 business days
RCAs-QC advised C that once a decision is reached, C will be contacted

Make Private ✓ C understood and appreciated assistance
C inquired when is the 10th business day

RCAS-QC advised C that a decision should be reached by EOB 11-25-14

C understood

Call ended mutually

Created By Michael Atienza (11/18/2014 11 34 AM)
c calling to check the stats of the buy back for the vhcl
crr-ma told c will send internal and will request for a call back
Make Public
crr-ma check call back number
c said [redacted] is good number
crr-ma will send email
crr-ma exiting case.

Created By Charles Adcock (11/17/2014 6 48 PM)
RCAS-CA verified all RO's have been attached except the following:

RO - 22898

Make Public
RO - 280965 - Altima TCM Reprogram (Prior to Customer ownership)
RO - 277908 - BODY SUBLET (Prior to Customer ownership)
RO - 276854 - BODY SUBLET (Prior to Customer ownership)
RO - 273908 - PDI

RCAS-CA changing follow up date for tomorrow per RCAS-VW instructions.

Created By Leo Vergel Borjal (11/17/2014 1 48 PM)
crr-lb received a call from c following-up on the case. crr-lb verified that there are no changes on contact information.
Make Public
crr informed c that c will be contacted by the end of the business day,
c understood
crr-lb offered further assistance, c declined. crr-lb gave name & extension. crr-lb exiting case.

Make Public **Created By Vance Walden (11/13/2014 10 43 AM)**
RCAS-VW setting follow up date for Monday 11/17 to verify c's ROs have been received

Created By Vance Walden (11/13/2014 10 42 AM)
RCAS-VW contacted SA-Stephanie @ [redacted] at Bates NIS
RCAS advised SA to fax all of c's ROs to RCAS
Make Public
RCAS advised SA to fax ROs to [redacted]

SA stated that SA would fax c's information shortly

RCAS thanked SA for assistance

Call ended mutually

Created By Vance Walden (11/13/2014 10 22 AM)
RCAS-VW contacted SM-Mike @ 7074023200
RCAS left vmx advising SM to forward all ROs for c's veh
RCAS advised SM to contact RCAS back @ [redacted] if SM had any questions
Make Public

RCAS-VW sent email to SM-Mike

RCAS advised SM to forward all of c's ROs to RCAS due to c's repurchase request

Make Public **Created By Vance Walden (11/11/2014 4 37 PM)**
RCAS-VW setting follow up date for Thursday 11/13 to collect c's RO information

Make Public **Created By Vance Walden (11/11/2014 4 36 PM)**
RCAS-VW contacted c @ [redacted]
RCAS VER F ED C's name, home & email address [redacted] V N#
RCAS CHECKED for open recalls/campaigns and found: 2013 - Altima Sedan (L33) Secondary Hood Latch
Previous UNRELATED Case(s) Found: [redacted] recall information
Previous RELATED Case(s) Found: None
RCAS ADVISED "This call may be recorded for quality and training purposes."

RCAS advised c it is documented that c has not made DLR aware of c's veh concern
C/S that c has made DLR aware of c's concerns, and advised that it just took the DLR so long to resolve c's concerns
C/S that c scheduled to have c's hood latch campaign performed Thursday

RCAS advised c if c is requesting for repurchased of c's veh

C/S that c is requesting for replacement or repurchase of c's veh

RCAS advised c that since c is requesting replacement of c's veh that RCAS would start the RHR process
RCAS advised c that RHR could take up to 10 business days or more to process c's request
RCAS advised c that there is no guarantee that NIS will replace c's veh
C understood

RCAS advised c to answer the below questions to being the RHR process

Why do you want to return the vehicle to Nissan North America? c/s that c has had several concerns with c's veh

Where is the vehicle currently? c/s that c has c's veh

Where was the vehicle purchased? veh purchased at South Point Nissan in Austin, TX

Was it purchased new or used? veh purchased New

Where is the vehicle serviced? veh serviced at Momentum NIS

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? c/s that c's veh has been to Bates Nissan in Killeen, TX, and Momentum NIS

RCAS advised c that RCAS would follow up with DLRs to collect of c's RO history for c's veh and submit c's information for review for possible replacement or repurchase of c's veh
RCAS advised c that RCAS would follow up with c on Tuesday 11/18 and provide an update to c for c's RHR review
C understood

Call ended mutually

Created By Vance Walden (11/11/2014 3 49 PM)
RCAS-VW contacted SA-Ruben @[redacted]
RCAS advised SA if c's veh is currently at DLR

SA stated that c does not have a current open RO
RCAS advised SA to fax all ROs for c's veh to RCAS
SA advised that SA would transfer RCAS to SM

Make Public

RCAS transferred to SM-Mike
RCAS left vmx advising SM to fax all of c's ROs for c's veh
RCAS advised SM to fax c's ROs to [redacted]

RCAS-VW sent email to SM-Mike

RCAS advised SM to forward all of c's ROs to RCAS due to c's repurchase request

Make Public

Created By Celedonio Evalyn (11/10/2014 7 39 PM)
VEHICLE CONCERN

Created By Celedonio Evalyn (11/10/2014 7 38 PM)
CRR EC received a call from c c
c stated c would want nissan to buy back c's veh for the following issues
transmission
airbag light still going on
sound when accelerating
turn on delay starting
brake issues

Make Public

c haven't reported issues to c's selling dealership , but would want nissan to buy back the veh
crr ec empathized
CRR EC COMPLETED ACCOUNT VERIFICATION per SOP 1.1

rr ec advised c that c's concern will be reviewed at the regional dept, and RCAS specialist will get back to c on the following business day, c understood and agreed
CRR-EC offered further assistance, c declined
CRR-EC stated the closing script, gave name , ext number and case number
CRR-EC forwarding case to RCAS for c's request for buy back

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8077530	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	12/16/2014	YE	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	1/14/2015	Keith Tompkins	1/12/2015 4:57 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	1/6/2015	Michael Bardwell	1/7/2015 8:16 AM
Edit | Del	Review Approved Check Request	[redacted]	✓	12/15/2014	Michael Bardwell	12/16/2014 8:12 AM
Edit | Del	Collect Sales Documents	[redacted]	✓	12/2/2014	Andrea Brown	12/1/2014 2:21 PM
Edit | Del	Collect Factory Invoice	[redacted]	✓	11/26/2014	Andrea Brown	11/26/2014 10 52 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053980	DRT Resolution	1N4AL3AP7DN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0140204	[redacted]	1/7/2015	Dealer	Approved	$844.42	44BUYBACK	Nissan South West Buyback/Trade		
	CR0138608	[redacted]	12/16/2014	Dealer	Approved	$23,806.76	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	68KB	2/12/2015 12:44 PM	Tammy Knotts
Edit | View | Del	[redacted] - Corrected Buyer's Order - [redacted].pdf	37KB	1/5/2015 4:07 PM	Michael Bardwell
Edit | View | Del	[redacted] - Morley Packet [redacted].pdf	1.47MB	12/16/2014 3:20 PM	Michael Bardwell
Edit | View | Del	[redacted] - Signed Updated Replacement Letter - [redacted].pdf	2 56MB	12/15/2014 10:34 AM	Michael Bardwell
Edit | View | Del	[redacted] - DLR SOC Letter - [redacted].docx	150KB	12/15/2014 9:37 AM	Michael Bardwell

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/24/2015 11:54 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/12/2015 9:42 AM	Jim Land	Changed **Case Owner** from Michael Bardwell to **Jim Land**.
1/12/2015 9:42 AM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

Surveys Help

No records to display

^ Back To Top

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Alex Loft [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/25/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/10/2014 4:09 PM
CA Multiple Repairs		Date/Time Closed	11/25/2014 1:12 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time:10 00 AM AZ time Notes to Agent:It is mandatory for this customer to be present for this inspection to demonstrate this concern.		
Description	airbag system not accurate		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PINNACLE NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PINNACLE NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Air Bag Inspection

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 1N4AL3AP8D[redacted]		
Created By	Hubert Domanais, 11/10/2014 4:09 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	414	Action Code	NL6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Alex Loft (11/25/2014 1 11 PM)** *Case summary* C inquired about the OCS campaign and work done by the dealer. C stated that the light was still not working properly RCAS-AL alerted DTS and a meeting was held DTS informed C of the operation of the OCS sensor C barely meets the minimum weight requirement for the OCS sensor DTS provided information to C RCAS-AL followed up with C No further concerns RCAS-AL closing case at this time
Make Public		**Created By Alex Loft (11/25/2014 1 09 PM)** RCAS-AL spoke with C at [redacted] RCSA-AL inquired C if there were any other concerns that C needed at this time after meeting with the DTS C stated none and C's wife and DTS had a good meeting. RCAS-AL wished C happy holiday. call ended mutually.
Make Public		**Created By Alex Loft (11/20/2014 1 29 PM)** RCAS-AL left courtesy message for C at [redacted] RCAS-AL informed C that C has an apt at the dlr snp on 11/21 RCAS-AL provided name, case, phone and a call back request.
Make Public		**Created By Alex Loft (11/13/2014 10 42 AM) Last Modified By Alex Loft (11/13/2014 10 42 AM)** RCAS-AL dialed C at 1[redacted] RCAS-AL spoke with C and informed C that C has an apt 11/21/14 at 10am C agreed and will be there.
Make Private	✓	**Created By Alex Loft (11/11/2014 10 51 AM) Last Modified By Alex Loft (11/11/2014 10 52 AM)** RCAS-AL spoke with C a[redacted] C stated that C's wife sits in the passenger seat and sometimes the airbag light shows that the airbag is not on. C was told that the dealer cannot reprogram the system. RCAS-AL informed C that RCAS-AL can submit to have a DTS come meet with C at the dealership . C is thankful RCAS-AL will touch base with C with a time and date.
Make Public		**Created By Hubert Domanais (11/10/2014 4 17 PM)** Recall Inquiry
Make Public		**Created By Hubert Domanais (11/10/2014 4 17 PM)** crr-hd received call from c crr-hd verified c's name, vin, address, mileage, phone number, email address & responsible dlr. crr-hd checked for open recalls/campaigns/upgrades found: 0 c stated that c owns a MY2013 Altima and c stated that the system of the airbag is not working properly c stated that last 5/20/14, c had the campaign for the airbag performed at Pinnacle Nissan and c stated that when c picked up the veh, c went back to the dlr on the following day because the issue is still there c stated that c went back today at the same dlr and c was told by the dlr that dlr cant reprogram the system of the airbag c is asking if NNA can assist c on the concern because that is a safety issue crr-hd apologized to c crr-hd advised c that file will be transferred to rcas for review. crr-hd advised c to expect a call within the next business day.

c understood.
crr-hd offered further assistance, c declined.
crr-hd provided name, ext and file number.
crr-hd leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039005	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/10/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/13/2014	Frank Gibford	11/12/2014 3:21 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/25/2014 1:12 PM	Alex Loft	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/20/2014 1:29 PM	Alex Loft	Changed **Follow Up Date** from 11/20/2014 to **11/25/2014**.
11/13/2014 10:42 AM	Alex Loft	Changed **Follow Up Date** from 11/13/2014 to **11/20/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [12] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Quinta Chaney [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/26/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/10/2014 5:26 PM
CA Multiple Repairs		Date/Time Closed	11/26/2014 10:14 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	11/25/2014 2:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 2 PM PST, customers time zone. Notes to Agent Advise the customer it is mandatory that they meet me for the inspection.		
Description	multiple repair attempts		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GLENDALE NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,996		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GLENDALE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP1EC[redacted]		
Created By	Adrian Lagdameo 11/10/2014 5 26 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	413	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Quinta Chaney (11/26/2014 10 13 AM) Last Modified By Quinta Chaney (11/26/2014 10 13 AM)** ***case summary*** C contacted CA regarding a passenger seat air bag light concern Dealership advised C that air bag system was operating as indented C wanted to have a DTS inspect the veh RCAS-QC requested a DTS DTS inspected the veh for airbag concern DTS advised that the air bag system is operating as intended Closing case due to no further assistance required
Make Private	✓	**Created By Quinta Chaney (11/26/2014 10 07 AM)** RCAS-QC contacted C @ [redacted] RCAS-QC advised that the RCAS-QC has received the inspection notes from the DTS RCAS-QC advised C per DTS that the veh is performing as designed C states C received the bulletin left by the DTS explaining the air bag system C appreciated assistance C declined further assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (11/24/2014 11 10 AM)** RCAS-QC contacted C @ [redacted] left VMX including case number, name, and RCAS-QC contact of [redacted] RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C
Make Private	✓	**Created By Quinta Chaney (11/18/2014 10 44 AM)** RCAS-QC contacted C @ [redacted] spoke with [redacted] RCAS-QC advised C of appointment time of 2 PM on 11-25-14 C confirmed the appointment RCAS-QC advised C that RCAS-QC will contact C by COB 11-24-14 to give C a courtesy call to remind C of DTS appointment C appreciated assistance Call ended mutually
Make Private	✓	**Created By Quinta Chaney (11/17/2014 12 27 PM)** RCAS-QC emailed DTS-DB regarding appointment
Make Private	✓	**Created By Quinta Chaney (11/17/2014 12 26 PM)** RCAS-QC received VMX from C stating that C wants to change the appointment time RCAS-QC contacted C @ [redacted] spoke with [redacted] C states C would like to have the DTS appointment time changed to an afternoon appointment RCAS-QC advised C that RCAS-QC will email the DTS to see if there is anything available for the same date RCAS-QC advised C that RCAS-QC will contact C once an update is available C understood Call ended mutually

Make Public

Created By Dennis Martinez (11/14/2014 3 05 PM)
RCAS Case Follow-up

Make Public

Created By Dennis Martinez (11/14/2014 3 05 PM)
crr-dm received call from c stating that c has not heard back from rcas
c said that c left several vmx to rcas
crr-dm apologized to c
crr-dm verified c's contact information, nothing has changed
crr-dm told c that the follow up date on c's case is 111714
c said that c wants to speak with rcas for the dts inspection schedule
cr-dm told c that crr-dm will send an im to rcas if call can be taken, c agreed
crr-dm sent im to rcas, no reply given
crr-dm told c that crr-dm will send again im to rcas that c called in and is asking for a call back, c understood.
crr-dm offered further assistance, c declined.

crr-dm provided name, ext and case number.

crr-dm exiting case

Make Private ✓

Created By Quinta Chaney (11/12/2014 3 28 PM)
RCAS-QC contacted C @[redacted] spoke with Vahe

RCAS-QC advised C of DTS appointment on 11-25-14 @ 10 AM

C states C will check C's schedule/calendar and let RCAS-QC know

RCAS-QC understood
RCAS-QC provided contact number

Call ended mutually

Make Private ✓

Created By Quinta Chaney (11/11/2014 6 11 PM)
PREVIOUS UNRELATED FILE FOUND: NONE
PREVIOUS RELATED F LE FOUND: 14638129
RCAS-QC VERIF ED C'S name, home & email address, concern, phone #, VIN #, mileage
****
RCAS-QC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: 2013-2014 - Nissan Occupant Classification System Module Reprogramming

RCAS-QC contacted C[redacted] spoke with Vahe

C states C took veh to dealership last week regarding air bag light concern
C states that the light comes on while someone is in the passenger seat and why someone is not
C states the dealership advised C that the veh is performing as designed but C feels there is something wrong with the veh

RCAS-QC advised C that RCAS-QC has spoken with the dealership
RCAS-QC advised C that the veh was diagnosed and no DTC codes were found
RCAS-QC advised C that any movement will cause the system to reclassify itself
RCAS-QC advised C that the veh is performing as designed

C states C wants someone from NNA to inspect the veh

RCAS-QC advised C that RCAS-QC will request a DTS
RCAS-QC advised C that once an appointment date and time is available, C will be contacted

C understood and appreciated assistance

Call ended mutually

Make Private ✓

Created By Quinta Chaney (11/11/2014 5 49 PM)
RCAS-QC contacted dealership: Glendale Nissan @ 8182406000 spoke with SA-Mike

RCAS-QC inquired about the most recent diagnosis of C's veh

SA advised that C brought veh to dealership for passenger side air bag light coming on intermittently while someone is in the seat or not in the seat
SA advised that there were no DTC codes
SA advised that the concern could not be duplicated
SA advised that any movement will cause the sensor/system to reclassify itself that is why the light will come on momentarily
SA advised that the veh is performing as designed

RCAS-QC appreciated assistance

Call ended mutually

Make Public

Created By Adrian Lagdameo (11/10/2014 5 29 PM)
c has issue with the 2014 Altima
c took it to the dlr 3rd time
c stated that it is an air bag issue
crr-al asked for owner's full name, mailing address and contact details
c provided it
crr-al also asked for the last 6 of the VIN
c provided it
c took 2 videos that the air bag light is still on

crr-al asked c about the details of the dlr and got the following:

DEALER NAME: GLENDALE NISSAN
REP C DEALT WITH: SM Michael
SA Anthony

c want Nissan to send a technician on the dlr to check the veh

crr-al advised c that this case will be escalated to RCAS which will call c by the end of the next business day
c agreed
crr-al confirmed a good call back number
c provided: [redacted]-m
crr-al offered further assistance
c declined
crr-al provided a quick recap, case number, name, extension number, branding and ended the call

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039192	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/10/2014	YE	BK	233500	OA
Edit | Del	CC-8039193	NISSAN PRODUCT INQUIR ES	ALTIMA	GENERAL INQUIRY	QF	11/10/2014	ZR	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/13/2014	Devin Boelman	11/12/2014 9 29 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/26/2014 10:14 AM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/24/2014 11:10 AM	Quinta Chaney	Changed **Follow Up Date** from 11/24/2014 to **11/26/2014**.
11/18/2014 10:46 AM	Quinta Chaney	Changed **Follow Up Date** from 11/20/2014 to **11/24/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [40] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted] [redacted]	
Executive Referral		Case Owner	Nena Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	12/23/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	11/10/2014 9:23 PM
CA Multiple Repairs		Date/Time Closed	12/23/2014 9:41 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Heated Seats / Start Button display shows Key ID does not match/ OCS		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ACTION NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]
Survey Type	Quality Connection	Case Type	QFS24M
Survey Request Date		Receipt Date	11/8/2014
Survey-Source		Survey NPS Score 1	7

Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	C1061D, Heated Seats - Uneven heating, DS The front seats in my SL are supposed to have two heat settings but I don't think the lower setting works - the vehicle has been recalled for this issue. F1266A, Airbag - Broken/not working (*), DF when I have a passenger sit in the front seat, the display shows that the air bag is OFF. the light may eventually go off and it may stay on. The vehicle has been recalled to fix this issue but I don't know if it is repaired or not.	Hot Alert Type	Bothersome
Survey Verbatim	F1190A, Memory Controls/Features - Broken/not working, DF Don't think this is an issue - I don't have memory controls on my Altima F1280B, Remote/Keyless Entry - Broken/not working, DF when I push the start button, the display shows that the key id does not match the vehicle	Post Follow-Up NPS Score	8
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] Pl, Nashville, TN, [redacted] et - Preferred Email: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz, 11/10/2014 9 23 PM	Root Cause Code	SCMV
Last Modified By	System Account NNA NT, 12/23/2014 7:17 PM	Root Cause Code (2)	R0807
Days Closed	386	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Nena Smith (12/23/2014 9 36 AM)** ********** CASE SUMMARY ********** C contacted NNA CA via quality connection survey to requesting assistance with OCS/Key Fob/Heated Seats TCS-NS reviewed case with TL, dlrshp, FQC Customer purchased vehicle: new Current mileage: 22,409 Warranty: 36 months/ 60,000 miles, Power train 60 months/60,000 miles Maintenance Plan: Expired 10/20/13 Last service visit: 12/17/14 Previous owned veh: none ********** STATEMENT OF DECISION ********** C had concern with heated seats dlrshp reviewed seats operating as intended. C had concern with Key Fob new battery was provided C had concern OCS sensors replaced C still has concern with 115 lb wife in seat C was advised veh operating as intended.
Make Private	✓	**Created By Nena Smith (12/23/2014 9 30 AM)** TCS-NS contacted C C states C contacted dlrshp Friday as when C's wife sat in veh airbag indicated would not deploy. C states dlrshp asked weight of C's wife C sates 115 lbs. C states dlrshp advised OCS starts around 100. TCS-NS advised that standards for OCS are set with Government guidelines and in some cases when passenger is on smaller side could be more harmful than good to have airbag deploy. TCS-NS advised C airbag deployment is like explosion and can cause more damage than good if deployed when would be better to not have. Seatbelt is primary restraint. TCS-NS advised C to review owners manual that advised about OCS how to sit in seat etc TCS-NS advised if wife shifts weight to one hip it could cause sensor to review and determine more harmful to deploy airbag. C understood TCS_NS advised dlrshp can assist in reviewing with C C states no C sat in seat and OCS indicated airbag WOULD deploy C weights approx 140 C not happy but C understands C advised at this point something C will live with TCS-NS asked C if there was anything else NNA or TCS-NS could do to assist C. C states no C very happy with service both from NNA and dlrshp C states TCS-NS assist C C appreciates all follow up and NNA has exceeded C's expectations on service. TCS-NS thanked C advised C has TCS-NS contact info should C every have any questions or needs in future.
Make Private	✓	**Created By Nena Smith (12/17/2014 2 33 PM)** TCS-NS received call from C C states sensor has been replaced. Wife has not been in seat TCS-NS understood. TCS-NS will follow up with C 12/23 to insure C has had opportunity to drive veh with passenger in seat.
Make Private	✓	**Created By Nena Smith (12/17/2014 2 21 PM)** TCS-NS lvm for C following up on C's visit to dlrhsp.
Make Private	✓	**Created By Nena Smith (12/17/2014 2 17 PM)** TCS-NS received call from SA-Brian SA-B advised sensor for C's veh was replaced today. TCS-NS thanked SA-B call ended mutually
Make Private	✓	**Created By Nena Smith (12/17/2014 1 38 PM)** TCS-NS contacted dlrshp requested to speak with SA-Brian SA-B unable to come to phone TCS-NS left contact info and requested return call.
Make Private	✓	**Created By Nena Smith (12/16/2014 11 23 AM)** TCS-NS dialed 615-210-0093 lvm for C asking if C has appt to take veh to dlrshp TCS-NS requests return call to assist C.
Make Private	✓	**Created By Nena Smith (12/11/2014 9 41 AM)** TCS-NS received vmx from C 12/10/14 at 4 24 p.m. due to computer concerns vmx was not received to mailbox until 12/11. C states in vmx that C is going to call dlrshp to set appt for next week. C has family in from out of town and will be occupied 12/11 and 12/12 C will contact TCS-NS next week to follow up. C appreciates the follow up by NNA. TCS-NS setting follow up with C for 12/16
Make Private	✓	**Created By Nena Smith (12/10/2014 2 58 PM)** TCS-NS lvm for C advising part is in dlrshp requesting C contact drlshp or TCS-NS to set appt to have sensor replacement. TCS-NS will follow up with C tomorrow 12/11
Make Private	✓	**Created By Nena Smith (12/10/2014 9 37 AM)** TCS-NS contacted dlrshp requested SA-Brian SA-B advised part has arrived and dlrhsp called C yesterday to request C make appointment to bring veh in. TCS-NS thanked SA-B advised TCS-NS will reach out to C later today to follow up . TCs-NS thanked SA-B call ended mutually

Make Private
Created By Nena Smith (12/3/2014 11 32 AM)
TCS-NS contacted C to advise ETA of Part C understood TCS-NS will follow 12/11

Make Private
Created By Nena Smith (12/3/2014 11 27 AM)
TCS-NS contacted dlrshp to advise PA Carrie of ETA. Advised mid next week.

Make Private
Created By Nena Smith (12/2/2014 1 39 PM)
TCS-NS received internal communication from PC-JP advising new CSC order number 16741708 tentative ETA is 12/10

Make Private
Created By Nena Smith (12/2/2014 10 42 AM)
TCS-NS received vmx from PA Carrie advising has original CSC # [redacted] allocated out of Baltimore 11/26 arrival 12/1.
TCS-NS sent internal communication to PC JP to request additional input
TCs_NS contacted PA Carrie at dlrshp PA-C advised new CSC order has been input.

Make Private
Created By Nena Smith (12/2/2014 10 05 AM)
TCS-NS lvm for C advising TCS-NS working on information on part and will follow up with C on 12/3

Make Private
Created By Nena Smith (12/2/2014 10 04 AM)
TCS-NS contacted dlrshp spoke with PA-Carrie asked if part in as TCS-NS received internal communication from PC JP that no open order for dlrshp for that part. PA Carrie advised part has not arrived TCS-NS advised need to reorder part under CSC. PA Carrie advised would reorder TCS-NS will follow up later in p.m. to get order number.

Make Private
Created By Nena Smith (11/25/2014 12 56 PM)
TCS-NS lmv for C advising part undergoing quality check TCS-NS will follow up with C on 12/2.

Make Private
Created By Nena Smith (11/25/2014 12 54 PM)
TCS-NS received internal communication from PC-JP parts on restriction no timeline at this time.

Make Private
Created By Nena Smith (11/25/2014 10 23 AM)
TCS-NS sent internal communication to PC-James Pugh requesting ETA if available for C's part.

Make Private
Created By Nena Smith (11/24/2014 9 26 AM)
TCS-NS contacted dlrshp requested Carrie in Parts. TCS-NS requested PA-Carrier CSC order C has order on desk and advises will CSC part TCS-NS advised TCS-NS may have more information later in week on delivery and will call dlrshp to advise any new info. Call ended mutually

Make Private
Created By Nena Smith (11/21/2014 1 31 PM)
TCS-NS lvm for C advising part not in TCS-NS following up on delivery date now and will contact C no later than 11/25

Make Private
Created By Nena Smith (11/21/2014 1 30 PM)
TCS-NS sent internal communication to PC-James Pugh requesting eta and if parts needs to be VORd

Make Private
Created By Nena Smith (11/21/2014 1 29 PM)
TCS-NS contacted parts spoke with Carrie Carrie advised Parts number is 988563TY0A order number is [redacted] Carrie advised order has not been VORd yet TCS-NS advised TCS-NS would advise parts of info TCS-NS obtains.

Make Private
Created By Nena Smith (11/21/2014 1 23 PM)
TCS-NS contacted SA-Brain SA-B advised part not in yet TCS-NS asked about ETA SA-B checked with parts and advised part on back order. SA does not have order number provided part number 988563TM0A

Make Private
Created By Nena Smith (11/20/2014 10 55 AM)
TCS-NS contacted C C happy with visit C understands seats operating as intended and Radio Frequencies can interfer with Key FOB C states C hopes OCS concern will be taken care of. TCS-NS advised part due in this week TCS-NS will follow up with dlrshp on Friday to see if part in and TCS-NS will continue follow up with C until veh concern taken care of. C thanked tCS-NS for all assistance TCS-NS has provided and for follow up TCS-NS has provided. TCS-NS advised TCS-NS pleasure. Call ended mutually

Make Private
Created By Nena Smith (11/19/2014 11 00 AM)
TCS-NS lvm for C following up on C's visit.

Make Private
Created By Nena Smith (11/19/2014 10 58 AM)
TCS-NS contacted Action Nissan requested to speak with SA-Brian.
Order piece for OCS done due this week.
No concern with heated seat
TSB on key ID and RF frequencies reviwed with C and new battery ordred for Key FOB
TCS-NS thanked SA-B call ended mutually

Make Private
Created By Nena Smith (11/17/2014 4 04 PM)
TCS-NS contacted C C happy with follow up TCS-NS advised TCS-NS will follow up with C on 11/20 to insure C has had time to drive veh after dlrshp visit and insure everything is operating as intended.

Make Private
Created By Nena Smith (11/17/2014 4 01 PM)
TCS-=NS recieved vmx from C C taking veh to dlrshp tomorrow morning at Action Nissan

Make Private
Created By Nena Smith (11/17/2014 9 55 AM)
TCS-NS sent email to OLM requesting OLM forward to service Email noted C's concerns

Make Private
Created By Nena Smith (11/17/2014 9 49 AM)
TCS-NS lvm for C advising TCS-NS following up as promised.

Make Private
Created By Nena Smith (11/17/2014 9 47 AM)
TCS-NS attempted dealer share but unable to share with drlshp as Service Manger nor Parts Manger have email set up

Make Private
Created By Nena Smith (11/17/2014 9 44 AM)
TCS-NS noting TCS-NS attempted to contact dlrshp on 11/14 lvm
TCS-NS contacted dlrshp spoke with SA-Brian SA-B advised C has not advised dlrshp of C's concern SA-B happy to assist C when C brings in veh.

Make Private
Created By Nena Smith (11/14/2014 4 31 PM)
TCS-NS attempted to Contact Tech LIne

Make Private
Created By Nena Smith (11/12/2014 4 32 PM)
TCS-NS received vmx from C at 4:02 p m. returning TCS-NS call
TCS-NS called c thanked C for survey and asked if C would like to discuss C's concerns C states C has concern with veh and reliability C states C has had numerous recalls
1. Recall on heated seats C does not know if this is why C's seat not heating correctly C states there are 2 heat settings but C does not think the lower setting works. TCS-NS advised yes there was a Service Campaign for this. TCS-NS will investigate speak with dlrshp and advisors to see what can be done to assist C TCS-NS noting Service Campaign NTB 13052
2. C states OCS has had recall but at times system does not recognize C's wife TCS-NS understood advised many things can influence OCS TCS-NS asked C to note if C has concern is there anything under seat? pressing against back of seat? hanging on seat? that occupant is seating correctly as NNA does not want to deploy airbag if it would be unsafe for occupant C understood.
TCS-NS advised again TCS-NS would investigate for C
3. C states now there is recall on hood latch TCS-NS apologized for C's inconvenience but NNA wants to insure NNA doing everything possible for C and C's veh.
C states at times C uses the key fob to open door but veh displays key id does not match veh
C states at times phone is not recognized or will ring and ring bluetooth will not connect.
TCS-NS apologized for C's inconvenience and TCS-NS would like to assist C thanked TCS-NS advised C happy with mpg/comfort/styling just does not feel quaility is where it should be TCS-NS advised QC survey is reviewed by Quality and C's comments and concerns are documented. C happy to hear this TCS-NS will work on this for C and follow up by EOB 11/17/14

Make Private
Created By Nena Smith (11/12/2014 2 57 PM)
TCS-NS removed home number from C's account information.

Make Private
Created By Nena Smith (11/12/2014 2 56 PM)
TCS-NS lvm for C [redacted] with TCS-NS's contact number and case number for c to return call if c would like to discuss survey comments.
TCS-NS attempted contact with C at home number listed on file [redacted] recording advised number disconnected.

Make Private
Created By Nena Smith (11/11/2014 2 11 PM) Last Modified By Nena Smith (11/11/2014 2 11 PM)
TCS-NS lvm for C at [redacted] with TCS-NS's contact number and case number for c to return call if c would like to discuss survey comments.

Make Public
Created By Nena Smith (11/11/2014 8 35 AM)
QC Hot Alert

Make Private
Created By Nena Smith (11/11/2014 8 34 AM)
TCS-NS checked for related previous CA cases and found: None Goodwill provided: none
TCS-NS checked for unrelated CA cases and found: None
TCS-NS checked for open recalls/campaigns and found: R1413 Secondary Hood Latch
TCS-NS checked Ownership Loyalty: 1 vehicle
TCS-NS checked Service History: Good
TCS-NS checked for Service and/or Main Plans: Maintenance has expired as of 10/20/13
TCS-NS received case for handling as a result of QC survey response received from c.
TCS-NS copied survey notes below:
Heated Seats - Uneven heating, The front seats in my SL are supposed to have two heat settings but I don't think the lower setting works - the vehicle has been recalled for this issue.
Airbag - Broken/not working when I have a passenger sit in the front seat, the display shows that the air bag is OFF. the light may eventually go off and it may stay on. The vehicle has been recalled to fix this issue but I don't know if it is repaired or not.
Memory Controls/Features - Broken/not working, Don't think this is an issue - I don't have memory controls on my Altima
Remote/Keyless Entry - Broken/not working, when I push the start button, the display shows that the key id does not match the vehicle

Survey Specific Contact Information Name: Thomas Lea - Address 906 Tower Pl, Nashville, TN, 37204 - DayTime Phone: 615 2100093 - Evening Phone: - Email Address [redacted] - Preferred Email [redacted] .

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8083844	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	12/23/2014	YX	BK	234000	OA
Edit | Del	CC-8083861	INTERIOR ELECTRICAL	POWER SEAT (SEAT/SWITCH/CONTROLLER)	GENERAL INQUIRY	QA	12/23/2014	ZR	AV	196500	OA
Edit | Del	CC-8083862	BODY ELECTRICAL	POWER DOOR LOCK	POOR OR IMPROPER OPERATION	17	12/23/2014	YX	AC	114500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/23/2014 9:41 AM	Nena Smith	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/17/2014 2:40 PM	Nena Smith	Changed **Follow Up Date** from 12/17/2014 to **12/23/2014**.
12/16/2014 11 23 AM	Nena Smith	Changed **Follow Up Date** from 12/16/2014 to **12/17/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [45] | Case Categorizations [3] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Kristie Tate-Paul [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/10/2014	Type	CA
Follow Up Date	1/22/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/11/2014 7:52 AM
CA Multiple Repairs		Date/Time Closed	1/22/2015 9 34 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/10/2014 8 30 AM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	ARBS has received certified letter as notice of final repair. Current concerns are jerking of transmission during take off and pass side air bag light illuminating when passenger in seat well over the weight minimum. A/T control unit has been reprogrammed twice,05/08/14 & 08/01/14. OCS reprogrammed on 05/08/14 as part of campaign and zero point reset on 08/12/14. Please note that instrument combo meter was replaced 08/01/14 for gas gauge fluctuations. Customer's son is handling this for his Mother due to her English not being the greatest. He does not think there are any additional issues with the gauge readings, but wanted to note in case mentioned at inspection. *Please verify appt time as Eastern when returning appt date.	DTS Request Type	DRT Request
Inspection Time/Notes	Appointment Time:9:30 AM EST Notes to Agent:Please have customer present at the inspection time at Hudson Nissan. Please advise the dealer of the inspection.		
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM8E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHF NDER	Beyond PT Warranty Miles	0
Model Code	25614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HUDSON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/13/2014	Vehicle Service Contract	
RHR Completed	11/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 5N1AR2MM8E[redacted]		
Created By	Gloria Holman 11/11/2014 7:52 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	356	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Kristie Tate-Paul (1/22/2015 9 31 AM)** ARBS has received no response from c by phone or email to goodwill offer. ARBS closing file.
Make Public		**Created By Kristie Tate-Paul (1/15/2015 11 58 AM)** ARBS sent final email to [redacted] advising that if no return contact received by 01/22, ARBS will close file.
Make Public		**Created By Kristie Tate-Paul (12/30/2014 11 33 AM)** ARBS sent email to [redacted] requesting response regarding goodwill offer to c.
Make Public		**Created By Kristie Tate-Paul (12/15/2014 11 43 AM)** ARBS sent follow up email to Pete Martins. Requested return contact regarding goodwill offer.
Make Public		**Created By Gloria Holman (12/15/2014 9 42 AM)** DRTS received sales documents from Dealer #3136 on December 15, 2014 at 10:16 am and attached to the case.
Make Public		**Created By Gloria Holman (12/4/2014 9 58 AM)** DRTS received a call from Dealer #3136, Jessica, stating the dealership has a 3 week turnaround time for sending out documents and she is in the process of getting the documents to DRTS via fax.
Make Public		**Created By Gloria Holman (12/4/2014 9 38 AM)** DRTS called Dealer #3136 on December 4, 2014 at 10 36 am and left a voice message for Jessica, Accounting, regarding sales documents.
Make Public		**Created By Gloria Holman (12/4/2014 9 34 AM)** DRTS called Dealer #3136 and spoke with Andrea regarding Sales Documents. Andrea stated to contact Jessica in Accounting.
Make Public		**Created By Kristie Tate-Paul (12/3/2014 10 31 AM)** ARBS spoke with [redacted] when he called. He advised that vehicle has been at dealership for body repair due to damage that occurred while vehicle on lot. This matches with the last RO sent by SM. This was handled/repaired by dealership. ARBS explained based on the most recent evaluation of the vehicle, NNA not in position to offer a repurchase/replacement. Explained that c always had the availability of contacting NNA back in the future, as well as, going to another Nissan dealership if that is c's preference in the future. ARBS offered a month's car payment for inconvenience of days down with vehicle. C thought his mother would be agreeable and apologized to ARBS for being frustrated and making complaint to State. He will discuss offer with his mother and send copy of registration on vehicle.
Make Public		**Created By Gloria Holman (12/3/2014 8 42 AM)** DRTS called Dealer #3136 on December 3, 2014 at 9:41 am and left a voice message for Andrea regarding sales documents.
Make Public		**Created By Kristie Tate-Paul (12/2/2014 3 29 PM)** ARBS emailed c's son Pete again following up on any remaining concerns with Mother's vehicle. Requested contact back to discuss any pending concerns.
Make Public		**Created By Gloria Holman (11/26/2014 1 17 PM)** DRTS received a phone call on November 26, 2014 at 2:14 pm from Dealer #3136, Andrea stating she received the email, sent the email to Accounting and are waiting for Accounting to give the documents to her so she can send them via fax.
Make Public		**Created By Gloria Holman (11/26/2014 1 02 PM)** DRTS called Dealer #3136 on November 26, 2014 at 2:00 pm and left a voice message for Andrea regarding sales documents.
Make Public		

	Created By Gloria Holman (11/25/2014 10 33 AM) DRTS received a phone call from Andrea, Finance Dept., stating she needs a written request to send the sales documents. DRTS sent the request on November 25, 2014 at 11:32 am via email.
Make Public	Created By Gloria Holman (11/25/2014 8 08 AM) DRTS called Dealer #3136 on November 25, 2014 at 9 05 am and left a voice message for Andrea, Finance Dept., regarding sales documents.
Make Public	Created By Kristie Tate-Paul (11/24/2014 9 58 AM) C's son[redacted] has not returned ARBS call. F/u email sent to[redacted] requesting contact at this convenience.
Make Public	Created By Gloria Holman (11/21/2014 12 40 PM) DRTS called Dealer #3136 on November 21, 2014 at 1 38 pm and left a voice message for Floureen, Finance Dept., requesting sales documents.
Make Public	Created By Kristie Tate-Paul (11/20/2014 3 21 PM) ARBS received RO[redacted] from Hudson. Attached to file.
Make Public	Created By Kristie Tate-Paul (11/20/2014 9 44 AM) ARBS notes the following: 3 days down for FW repairs. 2 days down for campaign/recall. 3 days down for inspection at dealership for final repair notice. SM confirms nothing diagnosed wrong with vehicle. ARBS will offer one car payment for inconvenience.
Make Public	Created By Kristie Tate-Paul (11/20/2014 9 41 AM) ARBS called Pete Martins #908-230-3420. LM to return call.
Make Public	Created By Kristie Tate-Paul (11/19/2014 9 01 AM) ARBS spoke with SM Steve O. in regards to test drive and inspection of vehicle. He notes the following concerns presented by the c: *Loud noise between 40-50 mph- C drives with back windows cracked and front windows up which causes the vibrating noise inside the vehicle which is normal for any vehicle. SM explained this to c. *Rolling back on incline- SM drove on incline to top of dealership roof to demonstrate to c. Vehicle will hold for approx 3 seconds prior to rolling back any. This is normal operation with the hill assist on vehicle. *Air bag light illuminates- No duplication. Operating as intended. Tested multiple times over last couple of days. SM weighs approx 195 lbs and light never illuminates. Operation of light explained to c. C is a very small lady and light would illuminate if she were in seat. *Judder of trans- No duplication of any judder. SM will fax repair order and reiterates that nothing was found to be wrong with this vehicle.
Make Public	Created By Kristie Tate-Paul (11/18/2014 9 30 AM) ARBS called #201-427-0105 for SM Steve O. No answer and mailbox full. Called dealership # and left vm for SM to return call with details of inspection and fax RO.
Make Public	Created By Gloria Holman (11/18/2014 9 15 AM) DRTS called Dealer #3136 on November 18, 2014 at 10:14 am and left a voice message for Isiah, Finance Dept., requesting sales documents.
Make Public	Created By Kristie Tate-Paul (11/17/2014 5 13 PM) ARBS received vm from SM at 3:45 indicating that veh inspection complete and nothing found to be wrong with vehicle per concerns. SM requested call back at cell#[redacted] ARBS called but SM did not answer. Mailbox full and could not leave a message. ARBS will contact SM again in the morning.
Make Public	Created By Kristie Tate-Paul (11/17/2014 12 45 PM) ARBS received a call back from SM confirming vehicle in this morning. Explained time deadline on the vehicle due to final repair demand. He notes that c indicated 5 or 6 concerns with vehicle. ARBS advised SM that only 2 concerns were noted prior by son of C and apologized for time urgency.
Make Public	Created By Kristie Tate-Paul (11/17/2014 9 14 AM) ARBS called SM Steve O at #201-435-2003. Left vm requesting call back or response to lengthy email sent Friday in regards to final repairs on this vehicle.
Make Public	Created By Kristie Tate-Paul (11/14/2014 3 30 PM) ARBS called DTS CF on cell #. Advised that customer had declined the inspection appt in December. Vehicle will be in shop Monday at 8. DTS will be out on vacation Monday but can make himself available if SM Steve needs to speak with him after noon.
Make Public	Created By Kristie Tate-Paul (11/14/2014 3 04 PM) ARBS confirmed appt with SA Andrea Franco for 8 a m. Monday. ARBS called c's son[redacted] Confirmed 8 a.m. on Monday 11/17 and loaner will be available.
Make Public	Created By Kristie Tate-Paul (11/14/2014 2 00 PM) Received vm from call from c's son[redacted] at 1:00 p.m. He indicates that they will take vehicle to dealership Monday morning and to call back to confirm time. ARBS called SA Andrea Franco [redacted] Left vm that confirming c's vehicle will be in on Monday at 8 a.m. and loaner needs to be provided. Requested SA call back to confirm same. ARBS sent email to SM Steve O @ sossenkopp@penskeautomotive.com with high priority noting vehicle in on Monday on final repair demand. Must be diagnosed and repaired if needed by 11/20.
Make Public	Created By Kristie Tate-Paul (11/14/2014 9 17 AM) ARBS called c's son[redacted] LM regarding times to take vehicle into service at Hudson's. Requested a call back ASAP to confirm.
Make Public	Created By Kristie Tate-Paul (11/14/2014 9 16 AM) ARBS contacted dealership service again for SM at [redacted] SM off today. ARBS spoke with SA Andrea. Explained final repair on vehicle and imperative to have vehicle in for dx and any required repairs ASAP. She indicated that vehicle could be brought in today at 1 00 or Monday at 8:00 a.m. Explained that need c put into a vehicle. SA advised would have a loaner available at either time. ARBS will call SA back to confirm when C will bring vehicle to service dept. SA direct line #[redacted]
Make Public	Created By Kristie Tate-Paul (11/13/2014 3 48 PM) ARBS called[redacted] or SM Steve O. Left vm requesting call back for setting up of immediate service appt & repair if needed per final repair demand.
Make Public	Created By Kristie Tate-Paul (11/13/2014 3 46 PM) ARBS contacted c' s son[redacted] 0. Apologized to him for the confusion on ARBS part regarding waiting for an appt with the DTS if outside the ten days. Per ARBS understanding, c preferred to wait based on his concerns with the dealership. ARBS noted contacting the dealership for an appt ASAP to have the vehicle seen for concerns and any repairs that may or may not be applicable. ARBS to call him back with appt.
Make Public	Created By Gloria Holman (11/13/2014 3 16 PM) DRTS completed the RHR and attached to the case.
Make Public	Created By Gloria Holman (11/13/2014 2 44 PM) DRTS received repair orders from Dealer #3136 on November 13, 2014 at 3:35 pm and attached to the case.
Make Public	Created By Kristie Tate-Paul (11/13/2014 12 19 PM) ARBS sent email to[redacted] in regards to DTS inspection date of for 12/10/14 at 9 30 a m. EST at Hudson Nissan. Requested a response ASAP for confirmation of appt and apologized for the delay.
Make Public	Created By Gloria Holman (11/13/2014 7 10 AM) DRTS called Dealer #3136 on November 13, 2014 at 8:06 am and spoke with Michael regarding repair orders. Michael stated the Cashier was off yesterday and he will have the documents sent via fax today at 8:30 am.
Make Public	Created By Gloria Holman (11/12/2014 7 31 AM) DRTS called Dealer #3136 on November 12, 2014 at 8 30 am and spoke with Michael, Service Advisor, requesting repair orders. Michael stated he will send the documents via fax.
Make Public	Created By Kristie Tate-Paul (11/11/2014 4 30 PM) ARBS requested DTS inspection per final repair certified notice per NJ guidelines. C's son in agreement to same regardless if past ten day time period.
Make Public	Created By Kristie Tate-Paul (11/11/2014 4 18 PM) ARBS spoke with[redacted] (c's son). He is handling case for mother as her English is not great and afraid she will get confused. Mr[redacted] advises that the car continues to jerk during take off and continued issues with air bag light on pass side. Clarified light and intended function of air bag light. Requested that they review owner's manual for any additional clarification. C is approximately 120 lbs and 5 ft tall and light illuminates, as well as, his Dad is 200lbs and the light will illuminate if he is in the seat. C has not taken vehicle back to dealership since August to son's knowledge, but has lost faith that they can dx the problem. Letter puts NNA on final notice of repair per NJ guidelines. ARBS discussed DTS option but would more than likely be more than 10 calendar days out. Mr Martins agreed that this was fine. ARBS requesting DTS inspection of vehicle for existing concerns. Will update Mr[redacted] with date and time.
Make Public	Created By Kristie Tate-Paul (11/11/2014 4 11 PM) ARBS notes the following per initial CPIA review: Open date 04/09/14....Mileage 889....RO[redacted].. Days down 1

1. R1308 ABS Software Update-Complete.

Open date 05/0814....Mileage 3796...RO[redacted].. Days down 1
1. R1405 OCS reprogram-Complete.

Open date 06/11/14.... Mileage 3796....RO[redacted].. Days down 1
1. C/s veh jerks at take off-Reprogrammed A/T control unit.

Open date 08/01/14....Mileage 5547...RO[redacted] Days down 1
1. C/s check gas gauge as inaccurate- Replaced instrument combination meter.
2. C/s check trans operation as jitters at times-Reprogrammed A/T control unit.

Open date 08/12/14....Mileage 5551... RO[redacted]..Days down 1
1.C/s that the pass airbag light says off when she is sitting in it-Verified and zero point reset of pass side airbag.

Make Public

Created By Gloria Holman (11/11/2014 1 43 PM)
DRTS called Dealer #3136 on November 11, 2015 at 2:42 pm and left a voice message for Karam, Finance Dept., requesting sales documents.

Created By Kristie Tate-Paul (11/11/2014 12 10 PM)
ARBS notes the following:

Make Public

Reviewed previous case[redacted].
Retail sale in NJ
In service date 03/10/14
VSC presently on vehicle

Make Public

Created By Kristie Tate-Paul (11/11/2014 12 00 PM)
ARBS contacted contact # listed for c on letter, 908--230-3420. Left message for "Pete" requesting a call back.

Make Public

Created By Gloria Holman (11/11/2014 8 03 AM)
Previous Cases [redacted] CA Email Nissan
Open Recalls / Campaigns - None
DRTS in receipt of Customer Letter, signed by Isabel Martins, sent via Certified Mail, Tracking[redacted], dated November 6, 2014, DRTS received November 10, 2014. The letter is attached to the case for your review.

C/S since purchasing a 2014 Pathfinder, Customer has returned vehicle to the dealership a total of four times for the following defects: transmission jerking-recall R1405 OCS Reprogram, distance until empty mileage constantly, air bag light stays on longer than normal, noise coming from rear of vehicle at 50-65 MPH and gas gauge is inaccurate. Customer is requesting if repairs are not completed within 10 calendar days of receipt of this letter, Customer is entitled to a refund, calculated in accordance with the New Jersey Lemon Law. Customer can be reached day or evening at [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039460	POWERTRAIN	MANUAL TRANSMISSION	POOR OR IMPROPER OPERATION	10	11/11/2014	YX	BG	228500	OA
Edit | Del	CC-8039461	INSTRUMENTATION	FUEL GAUGE	POOR OR IMPROPER OPERATION	07	11/11/2014	YX	AT	180000	OA
Edit | Del	CC-8039462	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	11/11/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Martins - Isabel - Customer Letter	[redacted]	✓	12/15/2014	Kristie Tate-Paul	12/15/2014 9:44 AM
Edit | Del	Collect Sales Documents	[redacted]	✓	11/19/2014	Gloria Holman	12/15/2014 9:41 AM
Edit | Del	Create RHR	[redacted]	✓	11/17/2014	Gloria Holman	11/13/2014 3:16 PM
Edit | Del	Collect RO Documents	[redacted]	✓	11/13/2014	Gloria Holman	11/13/2014 2:43 PM
Edit | Del	New DTS Request		✓	11/13/2014	Carlos Ferreira	11/12/2014 5 51 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted].pdf	7.4MB	12/15/2014 9:39 AM	Gloria Holman
Edit | View | Del	[redacted]ROs.pdf	497KB	12/2/2014 12:19 PM	Kristie Tate-Paul
Edit | View | Del	[redacted] RO.pdf	129KB	11/20/2014 3:21 PM	Kristie Tate-Paul
Edit | View | Del	[redacted].docx	26KB	11/13/2014 3:15 PM	Gloria Holman
Edit | View | Del	[redacted]pdf	701KB	11/13/2014 2:42 PM	Gloria Holman

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/22/2015 9 34 AM	Kristie Tate-Paul	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/15/2015 12:00 PM	Kristie Tate-Paul	Changed **Follow Up Date** from 1/13/2015 to **1/22/2015**.
1/8/2015 3:19 PM	Kristie Tate-Paul	Changed **Follow Up Date** from 1/9/2015 to **1/13/2015**.

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Surveys

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Case [redacted]

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Case Comments [30] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Charles Adcock [Change]
Letter Sent Date	1/13/2015	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	1/14/2015	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	11/11/2014 8:07 AM
CA Multiple Repairs		Date/Time Closed	1/13/2015 10:24 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern / campaign inquiry / replacement veh request		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	48,856		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP1CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	12,856
Make	NISSAN	Beyond Basic Warranty Months	7
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	DUBL N NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/24/2014	Vehicle Service Contract	
RHR Completed	12/24/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 3N1CN7AP1C[redacted]		
Created By	Leo Vergel Borjal 11/11/2014 8:07 AM	Root Cause Code	SCMV
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	365	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Mae Strenciwilk (1/13/2015 8 55 AM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Public		**Created By Charles Adcock (1/12/2015 12 34 PM)** RCAS-CA changing follow up date to allow C more time for the correspondence request to be sent out.
Make Private	✓	**Created By Charles Adcock (1/8/2015 5 20 PM) Last Modified By Charles Adcock (1/12/2015 12 34 PM)** RCAS-CA resubmitted correspondence request with the correct letter attached per TL-AA's instructions.
Make Private	✓	**Created By Charles Adcock (1/8/2015 5 07 PM) Last Modified By Charles Adcock (1/8/2015 5 07 PM)** RCAS-CA submitted correspondence request.
		Created By Charles Adcock (1/8/2015 5 01 PM) Last Modified By Charles Adcock (1/8/2015 5 07 PM) RCAS-CA contacted C via 4796408011. RCAS-CA stated RCAS-CA spoke to SM-Eric. RCAS-CA stated SM-Eric stated SM-Eric would be more than happy to inspect C's veh once more. RCAS-CA stated C just needs to make an appointment. C/S great. C/S that C is real busy currently. C/S that C will make the appointment when C has the chance. RCAS-CA stated RCAS-CA understands. RCAS-CA stated RCAS-CA is going to close C's case pending customer contact due to C not knowing when C is going to have C's veh. C/S that is perfect. RCAS-CA provided C with RCAS-CA's direct line [redacted] RCAS-CA advised C to contact RCAS-CA when C would like to move forward with C's case.
Make Private	✓	C/S that C will do so. C thanked RCAS-CA. RCAS-CA thanked C. Call ended mutually. ********** Case Summary: C/S that C's air bag light will not go off. C/S that C has had multiple repairs complete on the veh. C/S that C wants NNA to repurchase C's veh. RCAS-CA contacted the DLRSHP and requested all RO's be forwarded to RCAS-CA. RCAS-CA submitted RHR. RHR was denied. TL-AA denied GW incentives. RCAS-CA informed C of NNA's position. RCAS-CA stated RCAS-CA can move forward with inquiring about C's veh being repaired. C/S that C is busy right now. C/S that C is unsure when C will be able to make an appointment. RCAS-CA advised C to contact RCAS-CA once C wants to move forward with C's case. C agreed. RCAS-CA closing case pending customer contact.
Make Private	✓	**Created By Charles Adcock (1/8/2015 4 41 PM) Last Modified By Charles Adcock (1/8/2015 5 07 PM)** RCAS-CA contacted SM-Eric. SM-Eric stated that last time SM-Eric saw the veh the passenger seat was all the way forward with the head rest pushing against the glove box. SM-Eric stated SM-Eric would be more than happy to look at C's veh, but the veh needs to be used as the veh is designed to be used. RCAS-CA stated very well.

RCAS-CA thanked SM-Eric.
Call ended mutually.

Make Private ✓

Created By Charles Adcock (1/5/2015 4 06 PM) **Last Modified By** Charles Adcock (1/5/2015 4 07 PM)
RCAS-CA contacted C via [redacted]

RCAS-CA stated NNA has reviewed C's case and unfortunately at this time NNA is not in a position to offer a repurchase or replacement of C's veh.
RCAS-CA apologized and expressed empathy.

C/S ok.
C/S that C understands.

RCAS-CA stated RCAS-CA would like to move forward with having C's veh repaired.
C/S that C agrees.
RCAS-CA stated RCAS-CA is going to contact SM-Eric and discuss a plan of action.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Thursday.

C/S that is fine.
C asked of the decision in writing.
RCAS-CA stated absolutely.
RCAS-CA stated RCAS-CA will forward C a letter to C's mailing address.
RCAS-CA VER F ED C'S MA L NG ADDRESS.
C thanked RCAS-CA.
RCAS-CA thanked C.
Call ended mutually.

Make Private ✓

Created By Charles Adcock (1/5/2015 3 39 PM) **Last Modified By** Charles Adcock (1/5/2015 4 07 PM)
TL-AA denied GW incentives.

Make Private ✓

Created By Charles Adcock (1/5/2015 2 02 PM) **Last Modified By** Charles Adcock (1/5/2015 4 07 PM)
RCAS-CA emailed TL-AA inquiring about GW incentives.

Make Private ✓

Created By Angie McVey (12/31/2014 11 32 AM) **Last Modified By** Charles Adcock (1/5/2015 4 07 PM)
ARBS does not feel the repair history has been excessive. NNA is not in a position to repurchase the vehicle at this time.

ARBS recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Make Private ✓

Created By Angie McVey (12/31/2014 11 30 AM) **Last Modified By** Charles Adcock (1/5/2015 4 07 PM)
History as provided by RCAS:

7/13/12 at 240 miles-2 day
Concern
1. C/S windshield has crack
Action
1. Replaced windshield

12/30/13 at 28,003 miles-1 day
Concern
1. C/S when driving over 45mph there is a loud whirling sound from the left front of the veh.
2. C/S air bag warning light is on.
Action
1. Verified concern – Replaced wheel bearing
2. Verified B1129 side module RH open. This is a past TDC reset light and system and tested okay at this time.

11/8/14 at 48,856 miles-1 day
Concern
2. C/S driver control panel for window is broken.
3. C/S when driving around 40-60 MPH C can hear a noise.
Action
2. Needs master window switch
3. Verified concern – Replacing right front wheel bearing and hub assembly (ordered parts)

11/12/14 at 48,856 miles (mileage same as previous with no explanation provided by RCAS)-1 day
Concern
1. C returned to have front wheel bearing and hub assembly replaced.
2. C returned to have front driver side window switch replaced.
3. C/S lights on dash come on and off and air bag light stays on all the time.
Action
1. Replaced front wheel bearing assembly.
2. Replaced driver side window switch.
3. Retrieved stored past codes possible connector disconnection occurred which may have triggered codes. Erased at this time, need to monitor light, if persist need present codes stored to perform further diagnosis.

11/15/14 at (mileage not provided on RHR) 49,100 found in SF-1 day
Concern
1. C/S airbag light is on
Action
1. Found items on seat – removed items, there was a slight delay and then the light went off. C was advised to take the veh and monitor the light over the next week and will return next Saturday to see if further diagnosis in the matter is needed.

No other CA file, No tech line, NO DTS, retail sale, no contract purchased
3x's air bag light – no parts have been replaced – at last visit items found on seat
3 x's for noise at 40ish mph with 2 repairs
Days down were not found to be excessive.
Vehicle is 2 1/2 years old with over 49,000 miles.

Make Private ✓

Created By Charles Adcock (12/30/2014 1 17 PM) **Last Modified By** Charles Adcock (1/5/2015 4 07 PM)
RCAS-CA contacted C via [redacted]

RCAS-CA stated C's case is still under review.
C/S that is no problem.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Monday.
C/S great.
C thanked RCAS-CA.
RCAS-CA thanked C.
Call ended mutually.

Make Private ✓

Created By Sara Dorazio (12/24/2014 11 00 AM) **Last Modified By** Charles Adcock (1/5/2015 4 08 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Angie McVey for review.

Make Private ✓

Created By Charles Adcock (12/24/2014 10 41 AM) **Last Modified By** Charles Adcock (12/24/2014 10 41 AM)
RCAS-CA emailed FOM, CEM, and TL informing of the RHR submission.

Make Public

Created By Charles Adcock (12/23/2014 5 38 PM)
RCAS-CA contacted C via [redacted]

RCAS-CA stated RCAS-CA now has all RO's from C, SM-Eric, and SM-Julie from Sunnyvale Nissan.
RCAS-CA stated RCAS-CA is consolidating C's RHR now.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Tuesday with updated information.
C stated great.
C thanked RCAS-CA.
RCAS-CA thanked C.
Call ended mutually.

Make Private ✓

Created By Charles Adcock (12/22/2014 1 24 PM) **Last Modified By** Charles Adcock (12/24/2014 10 42 AM)
RCAS-CA emailed SM-Eric and SM-Julie.

RCAS-CA requested all RO's be forwarded to RCAS-CA via fax or email.

Created By Charles Adcock (12/17/2014 1 31 PM) **Last Modified By** Charles Adcock (12/24/2014 10 42 AM)
RCAS-CA received VXM from C.

C asked if C received C's fax.
C requested a call back from RCAS-CA.

RCAS-CA contacted C via [redacted]

RCAS-CA stated RCAS-CA received C's fax.
RCAS-CA stated RCAS-CA is attaching to C's case.
C/S great.
Make Private ✓ RCAS-CA asked if C wants RCAS-CA to begin the repair history review now.
C/S yes.
C/S that C does not want to take the veh back to the DLRSHP now.
RCAS-CA stated very well.
RCAS-CA stated RCAS-CA will begin the repair history review.
RCAS-CA stated RCAS-CA cannot guarantee C's veh will be repurchased or replaced.
C/S that C understands.
C/S that C believes the documentation of C's concerns is imperative.
RCAS-CA agreed.
RCAS-CA verified that C has had services completed at Nissan Sunnyvale and Dublin Nissan.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Tuesday with updated information.
C thanked RCAS-CA.
Call ended mutually.

Created By Charles Adcock (12/15/2014 2 05 PM) **Last Modified By** Charles Adcock (12/24/2014 10 42 AM)
RCAS-CA contacted C via [redacted]

RCAS-CA left VXM stating name and case number.
Make Private ✓ RCAS-CA stated RCAS-CA received C's RO's/invoices.
RCAS-CA stated RCAS-CA has two questions.
RCAS-CA asked if C wants to submit the RHR with the provided invoices or if C wants to have C's veh diagnosed for current concerns so that C can include the new RO in the report.
RCAS-CA requested C contact RCAS-CA at C's earliest convenience.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Wednesday if RCAS-CA does not hear back from C.
RCAS-CA provided C with RCAS-CA's direct line [redacted]

Created By Charles Adcock (12/8/2014 12 17 PM) **Last Modified By** Charles Adcock (12/24/2014 10 42 AM)
RCAS-CA contacted C via [redacted]

RCAS-CA asked if C was able to have C's veh diagnosed over the weekend.
C/S unfortunately not.
C/S that RCAS-CA will have to remain patient with C due to C being very busy.
Make Private ✓ RCAS-CA stated RCAS-CA understands.
C/S that C is going to forward the RO's to RCAS-CA via fax by tomorrow night.
RCAS-CA stated great.
C/S that C will make sure to take C's veh in by this Saturday.
RCAS-CA stated perfect.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Monday.
C thanked RCAS-CA.
Call ended mutually.

Created By Charles Adcock (12/1/2014 1 05 PM) **Last Modified By** Charles Adcock (12/24/2014 10 42 AM)
RCAS-CA contacted C via [redacted]

RCAS-CA asked if C was able to take C's veh to the DRLSHP this past weekend.
C/S no.
C/S that C has been very busy.
C/S that RCAS-CA will have to hand in there with C.
RCAS-CA stated RCAS-CA understands.
Make Private ✓ RCAS-CA asked when is a good time for C to take C's veh to the DLRSHP.
C/S that C is going to take C's veh to the DLRSHP this Saturday.
RCAS-CA stated great.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Monday.
RCAS-CA stated at that time RCAS-CA and C will work together to compile C's report and then submit C's RHR.
C stated great.
C thanked RCAS-CA.
RCAS-CA thanked C.
Call ended mutually.

Created By Charles Adcock (11/24/2014 5 01 PM) **Last Modified By** Charles Adcock (12/24/2014 10 42 AM)
RCAS-CA contacted C via [redacted]

C/S apologized and stated C has not forwarded C's RO's to RCAS-CA as of yet.
C/S that C is behind with work.
RCAS-CA stated not a problem.
RCAS-CA asked if C took C's veh to the DLRSHP for a diagnosis this past weekend.
C stated yes.
C/S that C was told C has to pay $100 to diagnose C's veh.
C/S that C did not have the money to do so.
C/S that SM-Eric advised C to write down when the lights come on and then to return to the DLRSHP the following Saturday.
RCAS-CA stated very well.
Make Private ✓ RCAS-CA stated the DLRSHP's are independently owned and operated.
RCAS-CA stated RCAS-CA cannot change the diagnosis fee.
C stated C understands.
C/S that C will try to forward C's RO's to RCAS-CA by Wednesday.
RCAS-CA stated great.
RCAS-CA stated RCAS-CA will then file C's RHR.
C stated perfect.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Monday to see if C's veh was taken in for a diagnosis in regards to C's seat belt light and C's passenger air bag light being on.
C stated great.
C thanked RCAS-CA.
RCAS-CA thanked C.
Call ended mutually.

Make Private ✓ **Created By** Charles Adcock (11/18/2014 4 43 PM) **Last Modified By** Charles Adcock (11/18/2014 4 43 PM)
RCAS-CA contacted C via 4796408011

RCAS-CA stated RCAS-CA is working on gathering C's RO's currently.
C/S that C just took the veh back to the DLRSHP this past Saturday due to a seat belt light and air bag light.
C/S that the DLRSHP was unable to duplicate the concern, but as soon as C pulled off the lights came back on.
C/S that C is going back to the DLRSHP this Saturday for another diagnosis.
RCAS-CA stated that is fine.
RCAS-CA stated RCAS-CA is going to wait to submit the RHR until C has the veh diagnosed at the DLRSHP once more.
C agreed.
RCAS-CA advised C to forward all RO's that C has on file.
C/S that C is going to do so.
RCAS-CA provided C with RCAS-CA's fax number 615-967-2052.
C thanked RCAS-CA.

RCAS-CA stated RCAS-CA will follow up with C by the COB on Monday to make sure C's veh was diagnosed and to obtain the RO.
C stated perfect.
C thanked RCAS-CA.
RCAS-CA thanked C.
Call ended mutually.

Make Private ✓ **Created By Charles Adcock (11/18/2014 4 32 PM) Last Modified By Charles Adcock (11/18/2014 4 44 PM)**
RCAS-CA emailed SM-Eric requesting all accounting copies of the RO's be forwarded to RCAS-CA.

Make Private ✓ **Created By LaShondra Mason (11/13/2014 3 38 PM) Last Modified By Charles Adcock (11/18/2014 4 44 PM)**
CRT-LM set task for RCAS to call dlsrhp to get RO's to start RHR for c

Created By LaShondra Mason (11/13/2014 3 36 PM) Last Modified By Charles Adcock (11/18/2014 4 43 PM)
CRT-LM placed outbound call to c[redacted]
CRT sttaed that this call may be recorded for quality and training purposes
CRT stated that CRT was assisting RCAS-CA on case due to RCAS being out of the office
CRT asked c to explain what is going on

C stated that c is happy that CRT called c
C stated that c is a electrical contractor and expert witness is court for electrical issues, like electrocutions
C stated that c is constantly having mechanical issues with the veh and thinks that c needs another veh
C stated tht at 6000 miles a wheel bearing went out and then at 28000 another one did
C stated that c has been to Ken Harvey Nissan in Dublin which is no longer in business and now to Dublin Nissan and has spoken to Tracy Kinsley and Marco Alcayta
C stated that c has invoices of all of concerns concerns

CRT asked if c could fax in the invoices to show the amount c has spent in order to review to see if GW is possible

Make Private ✓
C adv that air bag and seat belt codes are still showing
C stated that c is leary about veh since the veh has such low mileage
C stated that c's FOrd Ranger, nor Chevy Astro van has had this many problems
C stated that c's front fan control bushing is loose
C stated that c drives alot because of c job
C stated that c drives 1200 miles a month and changes oil and air filters regularly at IRF
C stated that c just didn't change filter or oil this last time at dlr
C stated that c will change both
C stated that c drives 40/50 miles a day

CRT apologized for inconvenience and understands frustration
CRT gave c CRT's fax 615.967.2112, RCAS fax number and contact numbers
CRT adv that CRT/RCAS will get RO's from dlrshp to start the repurchase process
CRT stated that there is no guarantee that the veh will be repurchased but a thorough repair history review will be done on c's veh
CRT stated that c still needs to have veh repaired if c is still having problems
C understood
CRT adv c that RCAS-CA will follow up with c by close of business on Tues to adv what the next step will be
C agreed, thanked CRT and call ended mutually

Make Private ✓ **Created By LaShondra Mason (11/13/2014 3 05 PM) Last Modified By Charles Adcock (11/18/2014 4 43 PM)**
CRT-LM placed outbound call to SM-Eric
SM stated that c was in on 11/11 because of right front wheel bearing
SN stated that c stated that after 1st 6 months of having veh the left front wheel bearing needed replacing, the front struts were weak, window switch was failing, veh was having electrical failure, gas and airbag lights kept coming on and off
SM stated tat dlr reinstall door panel, replaced window switch, restored air bag codes
SM stated that c needs to monitor light to see if further diagnosis was needed
SM stated that majority of the cost were DI, the c just spent 1168.76 on repairs on Nov 11
SM stated that c came into dlrshp at 28000 miles stating the same concerns but didn't do anything about concerns and didn't come back til now
SM stated that c has been in approx 3 times and 2 were for diagnosis
SM stated that between Jan. 13 and Nov. 8 c put 20,000 miles on veh
SM stated that a loaner nor rental was ever provided by dlrshp
CRT thanked SM and call ended mutually

Make Private ✓ **Created By Christopher Fowler (11/12/2014 4 26 PM)**
CRT-CF assisting RCAS with case followup, and called C on behalf of RCAS-Charlie.
C states that another wheel bearing went out and the C is also having concerns with the seatbelt lights going on and off, and the one of the lights stays on.
CRT-CF adv C that RCAS-Chalie will be the Single point of contact from this point, and RCAS-Charlie's extension CBR Is [redacted] and C should hear from Charlie by EOB tomorrow.
C understood,and CRT-CF exiting case.

Make Private ✓ **Created By Leo Vergel Borial (11/11/2014 8 20 AM) Last Modified By Charles Adcock (11/18/2014 4 43 PM)**
crr-lb received a call from c and c's daughter Megan Flautt who is with c.
c stated c just had a $3000 repair since last year December and now everything on the veh is falling apart.
c stated there is an issue on the electrical system, windows, airbag sensors, hub assembly and more.
c is stated that the veh is not properly assembled.
c wants NNA to replace the veh with lower mileage.
c also is requesting to have a loaner veh reimbursement
crr informed c that request will be noted.
c understood
crr-lb advised c that c's case will be escalated to rcas for review to get possible resolution.
crr-lb advised c RCAS will have the case reviewed
crr-lb advised c to expect a call from RCAS before the next business day ends.
c understood.
crr-lb offered further assistance, c declined.
crr-lb provided name, ext and case number.
crr-lb leaving file open, transferring resp to rcas.

Make Private ✓ **Created By Leo Vergel Borial (11/11/2014 8 10 AM) Last Modified By Charles Adcock (11/18/2014 4 43 PM)**
veh concern / campaign inquiry

Make Private ✓ **Created By Leo Vergel Borial (11/11/2014 8 10 AM) Last Modified By Charles Adcock (11/18/2014 4 43 PM)**
veh concern / campaign inquiry

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8102526	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	11/11/2014	YE	BK	234000	OA
Edit | Del	CC-8102527	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/11/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	1/13/2015	Charles Adcock	1/13/2015 10:22 AM
Edit | Del	Correspondence Request	[redacted]	✓	1/13/2015	Charles Adcock	1/13/2015 8 56 AM

Edit | Del Correspondence Request	[redacted]	✓	1/13/2015	Charles Adcock	1/8/2015 5:17 PM
Edit | Del Contact SM-Eric	[redacted]	✓	1/7/2015	Charles Adcock	1/8/2015 5:04 PM
Edit | Del Review RHR Recommendation	[redacted]	✓	12/31/2014	Charles Adcock	1/5/2015 4:07 PM

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Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Flautt BBB Ltr.docx	19KB	1/13/2015 8:55 AM	Mae Strenciwilk
Edit | View | Del	RHR [redacted].doc	94KB	12/24/2014 10:41 AM	Charles Adcock
Edit | View | Del	RHR Template- West Region Case[redacted].doc	98KB	12/24/2014 10 20 AM	Charles Adcock
Edit | View | Del	RHR Template- West Region Case[redacted].doc	98KB	12/24/2014 10:18 AM	Charles Adcock
Edit | View | Del	RO[redacted]df	79KB	12/23/2014 5 35 PM	Charles Adcock

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/13/2015 10:24 AM	Charles Adcock	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/13/2015 8 55 AM	Mae Strenciwilk	Changed **Letter Sent Date** to **1/13/2015**.
		Changed **Supporting Documents** from false to **true**.

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Surveys

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No records to display

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Case [redacted]

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Case Comments [0] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Noelle Baker [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/11/2014 9:16 AM
CA Multiple Repairs		Date/Time Closed	11/17/2014 8:45 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	VEHICLE CONCERN/BACKORDER		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP4EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MICHAEL JORDAN NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	11/12/2014
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP4E[redacted]		
Created By	Marie Kyle Pabustan 11/11/2014 9:16 AM	Root Cause Code	SCAV
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	422	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Noelle Baker (11/17/2014 8 44 AM)** **summary** c called in 11/11/14 stating that c's veh needed an airbag sensor replaced @ michael jordan nissan after c's veh was in a collision and c stated that c was told that the airbag sensor was on back-order rcas-nb called and spoke to sm-mark and sm stated that the dlr was able to find the airbag sensor @ leith nissan and sm stated that c believes that the part was installed in c's veh already, but sm stated that sm would confirm that c's airbag sensor has been installed into c's veh and sm would let rcas-nb know rcas-nb called the dlr and spoke to sm-mark and sm advised that c's airbag sensor has been installed in c's veh and c's veh was picked up on 11/14/17 around lunch time cas-nb advised c that c's veh airbag sensor has been replaced in c's veh and rcas-nb asked c if c has now picked up c's veh c stated that c's veh was sent back to rick hendricks chevrolet and c stated that rick hendricks advised c that c's veh is ready to be picked up and c stated that c will be picking up c's veh tomorrow 11/18 rcas-nb is closing this case as no further assistance is needed
Make Public		**Created By Noelle Baker (11/17/2014 8 38 AM)** rcas-nb called c @ [redacted] and rcas-nb advised c that this call may be recorded or monitored for quality or training purposes rcas-nb advised c that c's veh airbag sensor has been replaced n c's veh and rcas-nb asked c if c has noe picked up c's veh c stated that c's veh was sent back to rick hendricks chevrolet and c stated that rick hendricks advised c that c's veh is ready to be picked up and c stated that c will be picking up c's veh tomorrow 11/18 rcas-nb offered additional assistance and c declined and the call ended mutually
Make Public		**Created By Noelle Baker (11/17/2014 8 32 AM)** rcas-nb called the dlr and spoke to sm-mark and sm advised that c picked up c's veh on 11/14/17 around lunch time
Make Public		**Created By Noelle Baker (11/12/2014 3 16 PM)** rcas-nb called and spoke to sm-mark and sm stated that the dlr was able to find the airbag sensor @ leith nissan and sm staed that c believes that the part was installed in c's veh already, but sm stated that sm would confirm that c's airbag sensor has been installed into c's veh and sm would let rcas-nb know
Make Public		**Created By Noelle Baker (11/12/2014 1 50 PM)** rcas-nb data-netted this case
Make Private	✓	**Created By Noelle Baker (11/12/2014 1 41 PM) Last Modified By Noelle Baker (11/12/2014 1 50 PM)** rcas-nb called the dlr and spoke to sa-carolyn and sa stated that sa was not able to find any information on c's airbag sensor being ordered and sa searched with c's vin # and name, but sa stated that sm-mark would probably know more regarding this case and sa stated that sm was on lunch and rcas-nb gave sa rcas-nb's # so sm could call rcas-nb back and rcas-nb also got sm's email address and sent sm an email regarding this case
Make Private	✓	**Created By Noelle Baker (11/12/2014 1 36 PM) Last Modified By Noelle Baker (11/12/2014 1 49 PM)** rcas-nb called c @ (9[redacted] and rcas-nb advised c that this call may be recorded or monitored for quality or training purposes rcas-nb verified c's name, model and year of veh, c's contact # and c's case servicing dlr c stated that c's veh needs an airbag sensor replaced on c's veh c stated that c took c's veh to rick hendricks chevrolet about 3 weeks ago for body work repairs on c's veh after c had a collision and c stated that c's veh was taken to michael jordan nissan 11/7 because c stated that rick hendricks chevrolet did not have the ability to replace c's airbag sensor c stated that c is frustrated because this part is on backorder and c stated that michael jordan nissan advised c that there is no eta on c's part rcas-nb apologized for c' concerns and advised c that c had contacted the dlr regarding this part and the dlr was unable to find c's veh information so rcas-nb verified that c's vin # is correct on this case rcas-nb advised that rcas-nb will call the dlr again to try to get information regarding c's airbag sensor part c thanked rcas-nb for the call and rcas-nb offered additional assistance and c declined and the call ended mutually

Make Private ✓ **Created By Noelle Baker (11/12/2014 1 29 PM) Last Modified By Noelle Baker (11/12/2014 1 49 PM)**
notes from 11/11/14

rcas-nb called the dlr and spoke to parts-lee and lee was not able to locate c's veh information in the dlr's system and rcas-nb also spoke to the svc department and the svc dept was not able to locate c's veh information either

Created By Marie Kyle Pabustan (11/11/2014 9 23 AM) Last Modified By Noelle Baker (11/12/2014 1 49 PM)
crr-mp received a call from Mr. [redacted] husband C. C stated that C asking for a SUPERVISOR
crr-mp offer assistance, as per c veh is currently at the dlr due to airbag sensor as per c part is on back order and no time frame when part will be available, c asking assistnace from Nissan, c asked for RCAS Phone number so that if cannot be reach by RCAS tomorrow c can call back

crr-mp verified and updated C 's contact information
crr-mp THANKED C BEING A LOYAL NISSAN CUSTOMER
crr-mp used SOP 7.13: Parts Backorder Resolution
BACKORDERED
Part Name: Passenger Airbag Sensor
Part Number:
Order Number:
Dealer Name and Code: MICHAEL JORDAN NISSAN 2923 SA ALICE
Location of the Vehicle: MICHAEL JORDAN NISSAN 3930 CHAPEL H LL BLVD
DURHAM, NC 27707
crr-mp provided RCAS number but inform cthat c will be prompted to put RCAS ext number c understood and that will be provided to c once rCAS called c, c understood

crr-mp informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will be contacting C before the end of the next business day, C acknowledged.
crr-mp asked for the best number to reach C, C provided [redacted]

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp forwarding case to RCAS.

Make Private ✓

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039615	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PARTS AVAILABILITY (BACKORDER)	QA	11/11/2014	YP	BK	233500	OA
Edit | Del	CC-8039616	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/11/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/17/2014 8:45 AM	Noelle Baker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2014 1:42 PM	Noelle Baker	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Tommy Beard [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/11/2014 9:48 AM
CA Multiple Repairs		Date/Time Closed	11/14/2014 8:07 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Dealer Concern Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,700		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP2EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	LEWIS NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 3N1AB7AP2E[redacted]		
Created By	Mark Chester Carpio 11/11/2014 9:48 AM	Root Cause Code	SCDS
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	425	Action Code	NT8E
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Tommy Beard **(11/14/2014 8 06 AM) Last Modified By** Tommy Beard **(11/14/2014 8 07 AM)** RCAS TB contacted C at [redacted] RCAS TB stated this call may be recorded for quality and training purposes AS VERIFIED C's name, home & email address, concern, phone#, V N#, mileage RCAS TB apologized for C's situation and asked how can RCAS TB assist C C states just wants Nissan to know that dealership is not very friendly RCAS TB apologized that C has had difficulties with dealership C states everyone knows that dealership is a joke RCAS TB apologized RCAS TB stated will make sure C's dealership complaint is filed C thanked RCAS TB for listening RCAS TB stated C can call RCAS TB anytime at [redacted] Call ended mutually Case summary C contacted Nissan about dealership complaint RCAS TB contacted dealership about complaint RCAS TB contacted C and apologized for situation case closed
Make Private	✓	**Created By** Tommy Beard **(11/13/2014 9 05 AM) Last Modified By** Tommy Beard **(11/13/2014 9 06 AM)** RCAS TB contacted C at [redacted] and [redacted] left VMX including Case number [redacted], name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/1414 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By** Tommy Beard **(11/12/2014 9 31 AM) Last Modified By** Tommy Beard **(11/13/2014 9 06 AM)** RCAS TB contacted C[redacted] left VMX including Case number [redacted], name, and RCAS TB contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 11/1314 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By** Tommy Beard **(11/12/2014 9 30 AM) Last Modified By** Tommy Beard **(11/13/2014 9 06 AM)** RCAS CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 1 RCAS TB contacted SM at Lewis Nissan RCAS TB stated C's concerns SM states C had vehicle campaign completed 5/12/14 and is not aware of C's concern with airbag RCAS TB thanked SM for information
Make Private	✓	**Created By** Mark Chester Carpio **(11/11/2014 3 32 PM) Last Modified By** Tommy Beard **(11/13/2014 9 06 AM)** CRR-MC rcv a call from c CRR-MC verify and updated c's account information C's calling to file a dlr complaint to LEWIS NISSAN C's complains about the very poor service provided by LEWIS NISSAN C stated that c also have issues with c's 2014 NISSAN SENTRA C stated that dlr already completed the campaign however c is still having issues C stated that its about the OCCUPANT CLASS SYSTEM OCS C stated that c still experience same issues after the completion of the campaign c stated that Dlr just advised c to wiggle on the seat C stated that it is not acceptable and asking NNA to fix c's veh and reprimand the dlr CRR-MC told c that c's case will be escalated to RCAS for further review and assistance, CRR-MC advised c that will receive a call back before the end of the next business day c agreed. CRR-MC ask c to provide the best number, c provided contact # [redacted] CRR-MC offered further assistance, c declined. CRR-MC provided a brief call recap, name, case number, and ext number

CRR-MC thanked C for calling Nissan Consumer Affairs
CRR-MC forwarding the case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8040612	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/11/2014	YX	BK	233500	OA
Edit | Del	CC-8040613	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	CRITICISM	QC	11/11/2014	ZH	BF	222500	OC

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/14/2014 8:07 AM	Tommy Beard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/13/2014 9:06 AM	Tommy Beard	Changed **Follow Up Date** from 11/13/2014 to **11/14/2014**.
11/12/2014 9:32 AM	Tommy Beard	Changed **Follow Up Date** from 11/12/2014 to **11/13/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [21] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Kelli Ross [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/8/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/11/2014 10:15 AM
CA Multiple Repairs		Date/Time Closed	12/8/2014 4:23 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	vehicle concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	different nissan dlrs
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP5DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GURLEY-LEEP NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	11/12/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/20/2014	Vehicle Service Contract	
RHR Completed	11/25/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP5D[redacted]		
Created By	Roselle Beconia 11/11/2014 10:15 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	401	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Darian Little (12/8/2014 4 22 PM)** RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger airbag light functioning properly concern and requested for repair history review to be submitted to arbitration for repurchase. Arbitration denied repurchase and DLR advised that veh is operating as designed there is no recommended repair. RCAS-DL referred C to DLR to review service bulletin regarding concern and owners manual.
Make Private	✓	**Created By Darian Little (12/8/2014 4 18 PM) Last Modified By Darian Little (12/8/2014 4 21 PM)** RCAS-DL contacted C via [redacted] RCAS-DL advised to C that RCAS-DL is assisting RCAS-KR RCAS-DL advised to C that that arbitration has denied C request for repurchase after reviewing repair history on the veh RCAS-DL advised to C that the DLR has advised that C veh is operating as designed and there would be no further recommended repairs RCAS-DL advised to C that without a red airbag light flashing there would be no recommended repair and that the veh is operating as expected RCAS-DL advised to C that there has been a service bulletin released for DLR to review with customers to explain the sensitivity of the passenger airbag light as well as the proper function of the light C understood and requested for RHR to be submitted for 2013 Pathfinder and follow up with C C terminated call
Make Private	✓	**Created By Kelli Ross (12/4/2014 3 18 PM)** RCAS called [redacted] number is no longer in service and C will send follow up email.
Make Private	✓	**Created By Kelli Ross (12/4/2014 3 15 PM)** RCAS contacted C at [redacted] left VMX including Case number, name, and RCAS contact of [redacted]. RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/08/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (12/4/2014 3 14 PM)** RCAS contacted C at [redacted] VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/08/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (12/1/2014 11 03 AM)** RCAS placed outbound call to Gurley Leep Nissan RCAS spoke with SA who assisted. RCAS asked about C's last visit on 11/26/14 RCAS was advised that air bag sensors were tested. RCAS was advised that air bag passed test. RCAS was advised that air bag is functional. RCAS was advised that defect was found. RCAS thanked SA for time. Call ended mutually.
Make Private	✓	**Created By Kelli Ross (12/1/2014 10 55 AM) Last Modified By Kelli Ross (12/1/2014 10 55 AM)** RCAS contacted C a[redacted] left VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/04/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Public		**Created By Nikita Thomas (11/26/2014 8 50 AM)** Arbs notes veh in-service date of 05/09/13 Arbs notes current mileage of veh at 25,000 Arbs notes days down at 2 Arbs notes C's concern with air bag light Arbs notes no duplication of C's concern Arbs notes 1 service visit for air bag light concern and no repairs ARBS notes, at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Arbs recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.

Make Public

Created By Nikita Thomas (11/26/2014 8 45 AM)
ARBS-NT notes the following service history:

OPEN DATE: 10/08/13 MILEAGE: 7,100 RO# 364545 DAYS DOWN: 1
CONCERN:
1. Replace rear arm and shield
2. Perform battery test using the hand held midtronics
ACTION:
1. Completed
2. Completed

OPEN DATE: 04/10/14 MILEAGE: 12,998 RO#[redacted] DAYS DOWN: 1
CONCERN:
1. Air bag light turn on and off at times when a passenger is in the seat
2. Intermittent seat belt warning light come on while driving with seat belt clipped in
ACTION:
1. No problem found; C was made aware that the object placed on seat will cause sensor to detect weight, under 50lbs
2. Recalibrated supplemental restraints system

Make Public

Created By Sara Dorazio (11/25/2014 4 22 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Nikita Thomas for review.

Make Private ✓

Created By Kelli Ross (11/25/2014 4 03 PM)
RCAS placed outbound call to C
C advised that the veh will be taken into dlr on 11/26/14 to duplicate veh concerns.
C asked to contact C on 12/01/14.
RCAS thanked C for information– advising that C will be contacted before the end of business on 12/01/14
RCAS advised C that RHR has been submitted.
C thanked RCAS
RCAS and C ended call mutually.

Make Private ✓

Created By Kelli Ross (11/25/2014 3 57 PM)
RCAS emailed region and FOM of C's request

Make Private ✓

Created By Kelli Ross (11/25/2014 1 53 PM)
RCAS called Gurley- Leep NISSAN
RCAS spoke to SA-Tim
RCAS advised SA that the RO's were never sent.
SA apologized for inconvenience.
RCAS asked C for RO to be faxed to 615-967-2173 before end of business

Make Private ✓

Created By Kelli Ross (11/25/2014 1 45 PM)
RCAS called WOODF ELD NISSAN a[redacted] at 9:07AM
RCAS spoke to SA-Chris
RCAS advised SA that the RO's were never sent.
SA apologized for inconvenience.
RCAS asked C for RO to be faxed to 615-967-2173 before end of business

Make Private ✓

Created By Kelli Ross (11/20/2014 4 37 PM)
RCAS placed outbound call to[redacted]
RCAS was advised that veh will be returning to Gurley Leep Nissan

Why do you want to return the vehicle to Nissan North America?
C does not feel comfortable driving both vehicles.

Where is the vehicle currently?
Customer is currently driving veh.

Where was the vehicle purchased?
Woodfield Nissan

Was it purchased new or used?
Leased- New

If used, when was the vehicle purchased?
N/A

Where is the vehicle serviced?
Woodfield and Gurley Leep Nissan

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? N/A

Make Private ✓

Created By Kelli Ross (11/20/2014 9 10 AM)
RCAS called WOODF ELD NISSAN at 8473101900 at 9:07AM
RCAS spoke to SA-Chris
RCAS was advised that customer made a complaint about the airbag sensor back in June,2014
RCAS was advised that OCS campaign was closed in April, 2014
RCAS was advised that per notes C was advised that light will be set off with any weight under 50lbs.
RCAS asked C for RO to be faxed to 615-967-2173 before end of business.

Make Private ✓

Created By Chris Felts (11/17/2014 2 45 PM)
RCAS called WOODF ELD NISSAN at 8473101900 at 245 and left VMX

Make Private ✓

Created By Chris Felts (11/17/2014 2 40 PM)
RCAS called C at[redacted] at 235pm
C stated that C is unhappy with veh
C stated that C took into DLR multiple times for airbag concern
C stated that C wants to feel safe
C stated that C took to Woodfield Nissan for most of the service
C stated that C recently moved to Gurly-Leep Nissan
C stated that C wants a safe veh and wants out of the veh
C stated that C wants out of lease of veh and into another one
RCAS stated that RCAS has not contacted Woodfield Nissan yet to ask about services or airbag concern
RCAS stated that RCAS would review with Woodfield and contact C on 11-20
RCAS stated the RHR process and C stated that C would think about it and let RCAS know on next follow up
C thanks and call ends mutually

Make Private ✓

Created By Chris Felts (11/17/2014 2 24 PM)
RCAS CF assisting
****
RCAS called DLR and spoke to SA LYNN
SA stated that C came in on 11-7 for an oil change
SA stated that SA has not seen for airbag light concern
SA stated that OCS was done in July
SA stated that veh has 25k miles

Make Private ✓

Created By Kelli Ross (11/12/2014 3 54 PM)
RCAS placed outbound call to C @[redacted]
RCAS VER F ED C's name, home & email address, concern phone#
RCAS CHECKED for open recalls/campaigns and found:0
Previous UNRELATED Case(s) Found 0
Previous RELATED Case(s) Found: 0

C states the 2013-2014 - Nissan Occupant Classification System Module Reprogramming campaign has been preformed

C states the light is still on and fearful of occupants sitting in passenger seat while veh is in operation.

C wants to know what more can be done to permanently fix this concern.

RCAS advised C that the case will be thoroughly reviewed.
RCAS will reach out to dlr to ensure that all technical resources have been utilized.

C appreciates the assistance.
C confirmed the best contact number and aware of the next follow up date.

call ended mutually.

Make Public

Created By Roselle Beconia (11/11/2014 10 27 AM)
crr-rb received a call from c
c provided c's name, address, phone number, email and vin

c states that c have taken veh to nna dlrs 3x for air bag repairs
c states that issue still re-occurs
c states that last week was the last diagnosis
c states veh was diagnosed by GURLEY-LEEP NISSAN

c states c also took veh to WOODFIELD NISSAN for previous repairs on air bag
c states that c also have pictures of air bag light coming on when there is a passenger on the front passenger seat
c would like to have the issue repaired
c states that c is concern about veh safety

crr-rb informed c that crr-rb will escalate c's case to RCAS for further possible assistance and proper case handling
crr-rb informed c that RCAs will follow up with c by the end of the next business day

crr-rb offered further assistance
c declined
crr-rb provided c with case number, crr name and crr-rb extension number
crr-rb exits case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039981	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/11/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SxHQj:ref]	[redacted]	✓	12/4/2014	Kelli Ross	12/4/2014 3:20 PM
Edit | Del	RHR Review[redacted]	[redacted]	✓	11/25/2014	Nikita Thomas	3/13/2015 1:19 PM
Edit | Del	Collect RO Documents	[redacted]	✓	11/25/2014	Kelli Ross	11/26/2014 7:47 AM
Edit | Del	Collect RO Documents	[redacted]	✓	11/25/2014	Kelli Ross	11/26/2014 7:47 AM
Edit | Del	RHR Assigned[redacted]	[redacted]	✓	11/25/2014	Kelli Ross	11/25/2014 4 22 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SxHQj:ref] *12/4/2014Case #[redacted] Thank you for taking the time to con...*	[redacted]	12/4/2014 3 20 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	345KB	11/25/2014 4:06 PM	Norresa Jones
Edit | View | Del	[redacted]	66KB	11/25/2014 3:58 PM	Norresa Jones
Edit | View | Del	[redacted]	93KB	11/20/2014 9:15 AM	Kelli Ross

Case History

Case History Help

Date	User	Action
12/8/2014 4 23 PM	Darian Little	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

12/4/2014 3:18 PM	Kelli Ross	Changed **Follow Up Date** from 12/4/2014 to **12/8/2014**.
12/1/2014 10:53 AM	Kelli Ross	Changed **Follow Up Date** from 12/1/2014 to **12/4/2014**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports Chatter

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [30] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Kelli Ross [Change]
Letter Sent Date	12/29/2014	Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/30/2014	Case Origin	Phone
Supporting Documents	✓	Date/Time Opened	11/11/2014 10:18 AM
CA Multiple Repairs		Date/Time Closed	12/30/2014 8:39 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	vehicle concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MMXD[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25013	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GURLEY-LEEP NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	11/12/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	12/17/2014	Vehicle Service Contract	
RHR Completed	12/17/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MMXD[redacted]		
Created By	Roselle Beconia 11/11/2014 10:18 AM	Root Cause Code	SCLT
Last Modified By	NNAETL 10/14/2015 12:43 AM	Root Cause Code (2)	
Days Closed	379	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Mae Strenciwilk (12/29/2014 3 27 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	**Created By Amberly Bradford (12/26/2014 12 14 PM)** *** [Added after the case is closed.] *** CRT-AB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with airbag concern ***STATEMENT OF DECISION*** CRT-AB advised C the Case has thoroughly reviewed and Nissan is not in the to buyback C's veh at this time.
Make Private	✓	**Created By Amberly Bradford (12/26/2014 12 12 PM)** CRT-AB noting assisting RCAS-KR on case follow ups ********** CRT contacted C at [redacted] CRT states this call may be monitored for quality and training purposes CRT states that C's case has been thoroughly reviewed and unfortunately at this time NNA is not in a position to buy back C's veh due to it doesn't appear that the vehicle has had an unreasonable number of repair attempts for any warrantable concerns. C states C doesn't really want a new lease, C just wants a veh where the airbags work CRT states CRT understands and it appears that C has been to a couple different dlrshps and dlrshps are unable to duplicate the concern CRT states CRT can advise if C has not test drove veh with a SA that C is more than welcome to do that C states this has been a problem for over a year CRT apologizes for C's frustration and inconvenience C states C's husband is a journalist and will publish picture C has of passenger sitting in passenger seat with the airbag light on C wants to know that CRT will pass that along to legal team CRT advised that will document concern in C's case C disconnected call
Make Private	✓	**Created By Kelli Ross (12/23/2014 9 46 AM)** RCAS contacted C a [redacted] left VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/26/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (12/22/2014 12 15 PM)** Nissan Repurchase Denial: Within Mfg Warranty Correspondence Request Submitted
Make Private	✓	**Created By Kelli Ross (12/22/2014 12 13 PM)** RCAS contacted C at [redacted] left VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/23/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Trisha Zamarron (12/22/2014 10 51 AM) Last Modified By Amberly Bradford (12/26/2014 9 32 AM)** ARBS note based on the rhr provided and a good faith review of the c concerns, it doesn't appear that the vehicle has had an unreasonable number of repair attempts for any warrantable concerns. ARBS note NNA will continue to honor the terms and conditions of all applicable warranties ARBS note that NNA doesn't feel a repurchase is warranted at this time.
Make Private	✓	**Created By Trisha Zamarron (12/22/2014 10 46 AM) Last Modified By Amberly Bradford (12/26/2014 9 32 AM)** ARBS note the following repair history per CPIA, ROs, RHR:

05/21/14 @ 1,881 miles RO# [redacted] 3 days down
Concerns:
Repair RR end damage-Geico Insurance Claim
Actions:
Replaced RR bumper cover and LT side bumper.

10/24/13 @ 8,947 miles RO# [redacted] 1 days down
Concerns:
ABS Recall R13080
Actions:
Reprogrammed ABS per recall

04/29/14 @ 16,270 miles RO [redacted] 2 days down
Concerns:
R1405 OCS campaign
Actions:
Reprogrammed OCS per campaign 1405

10/28/14 @ 22,335 miles RO#2 [redacted] 1 days down
Concerns:
C/S the passenger airbag light acts erratic. Showing airbag off when someone in seat. Showing on when no one is present.
Actions:
Verified concern. 988203KA9A. Reprogrammed occupant classification module.
Performed to zero point rest. Concern no longer present. Performed Multipoint inspection-Completed.

notes stated there is a visit 11/26/14, in cpia it is wo#246874 11/26/14 23083 miles, npf

==========
N
v has been in service 1yr/ 7mths
10/28/14 22,335
leased
no VSC
no Tech case

1 campaign 1405 performed
1 reprogram OCS and reset to zero.
7 days down

Make Public		**Created By Sara Dorazio (12/17/2014 12 27 PM)** DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for review.
Make Private	✓	**Created By Kelli Ross (12/17/2014 10 52 AM)** RCAS submitted RHR for review.
Make Private	✓	**Created By Kelli Ross (12/17/2014 10 51 AM)** RCAS contacted C at [redacted] 9 left VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/22/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (12/16/2014 5 37 PM)** RCAS received RO's from FOM and SM via email RCAS will submit RHR on 12/17/14
Make Private	✓	**Created By Kelli Ross (12/11/2014 11 08 AM)** RCAS emailed FOM-Todd and SM @ Woodfield Nissan. RCAS request RO's for VIN 4 times.
Make Private	✓	**Created By Darian Little (12/8/2014 4 25 PM) Last Modified By Lesley Howard (12/17/2014 10 38 AM)** RCAS-DL contacted C via [redacted] RCAS-DL advised to C that RCAS-DL is assisting RCAS-KR RCAS-DL advised to C that RCAS-KR is in the process of collecting ROs for veh to submit to arbitration for review C terminated call after being advised of the decision for 2013 Altima veh that C owns C did request for RHR to be submitted for veh prior to terminating call RCAS-DL set C next follow up for 12/11
Make Private	✓	**Created By Kelli Ross (12/4/2014 3 18 PM)** RCAS called [redacted] number is no longer in service and C will send follow up email.
Make Private	✓	**Created By Kelli Ross (12/4/2014 3 16 PM)** RCAS contacted C at [redacted] left VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/08/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (12/4/2014 3 14 PM)** RCAS contacted C a [redacted] left VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/08/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (12/1/2014 11 04 AM)** RCAS contacted C a [redacted] left VMX including Case number, name, and RCAS contact of [redacted] RCAS stated on VMX that RCAS will continue to follow up with C no later than 12/04/14 RCAS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
Make Private	✓	**Created By Kelli Ross (12/1/2014 11 03 AM)** RCAS placed outbound call to Gurley Leep Nissan RCAS spoke with SA who assisted. RCAS asked about C's last visit on 11/26/14 RCAS was advised that air bag sensors were tested. RCAS was advised that air bag passed test. RCAS was advised that air bag is functional. RCAS was advised that defect was found. RCAS thanked SA for time. Call ended mutually.
Make Private	✓	**Created By Kelli Ross (12/1/2014 11 00 AM)** RCAS placed outbound call to WOODF ELD Nissan RCAS spoke to SM-Mike requesting RO's for the 3rd time. RCAS confirmed fax # 615-967-2173. RCAS was advised to received the fax before lunch (Noon) RCAS thanked SM for assistance.
Make Private	✓	**Created By Kelli Ross (11/25/2014 4 03 PM)** RCAS placed outbound call to C C advised that the veh will be taken into dlr on 11/26/14 to duplicate veh concerns. C asked to contact C on 12/01/14. RCAS thanked C for information-- advising that C will be contacted before the end of business on 12/01/14 RCAS advised C that RHR has been submitted. C thanked RCAS RCAS and C ended call mutually.
Make Private	✓	**Created By Kelli Ross (11/25/2014 3 59 PM)** RCAS emailed region and FOM of C's request
Make Private	✓	**Created By Kelli Ross (11/25/2014 1 53 PM)** RCAS called Gurley- Leep NISSAN RCAS spoke to SA-Tim

RCAS advised SA that the RO's were never sent.
SA apologized for inconvenience.
RCAS asked C for RO to be faxed to 615-967-2173 before end of business

Make Private ✓

Created By Kelli Ross (11/25/2014 1 46 PM)
RCAS called WOODF ELD NISSAN at 8473101900 at 9:07AM
RCAS spoke to SA-Chris
RCAS advised SA that the RO's were never sent.
SA apologized for inconvenience.
RCAS asked C for RO to be faxed to 615-967-2173 before end of business

Make Private ✓

Created By Kelli Ross (11/20/2014 4 39 PM)
RCAS placed outbound call to [redacted]
RCAS was advised that veh will be returning to Gurley Leep Nissan

Why do you want to return the vehicle to Nissan North America?
C does not feel comfortable driving both vehicles.

Where is the vehicle currently?
Customer is currently driving veh.

Where was the vehicle purchased?
Woodfield Nissan

Was it purchased new or used?
Leased- New

If used, when was the vehicle purchased?
N/A

Where is the vehicle serviced?
Woodfield and Gurley Leep Nissan

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? N/A

Make Private ✓

Created By Kelli Ross (11/20/2014 9 12 AM)
RCAS called WOODF ELD NISSAN at 8473101900 at 9:07AM
RCAS spoke to SA-Chris
RCAS was advised that OCS campaign was closed in April, 2014
RCAS was advised that per notes C was advised that light will be set off with any weight under 50lbs.
RCAS asked C for RO to be faxed to 615-967-2173 before end of business.

Make Private ✓

Created By Chris Felts (11/17/2014 2 45 PM)
RCAS called WOODF ELD NISSAN at 8473101900 at 245 and left VMX

Make Private ✓

Created By Chris Felts (11/17/2014 2 40 PM)
RCAS called C at [redacted] at 235pm
C stated that C is unhappy with veh
C stated that C took into DLR multiple times for airbag concern
C stated that C wants to feel safe
C stated that C took to Woodfield Nissan for most of the service
C stated that C recently moved to Gurly-Leep Nissan
C stated that C wants a safe veh and wants out of the veh
C stated that C wants out of lease of veh and into another one
RCAS stated that RCAS has not contacted Woodfield Nissan yet to ask about services or airbag concern
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RCAS stated the RHR process and C stated that C would think about it and let RCAS know on next follow up
C thanks and call ends mutually

Make Private ✓

Created By Kelli Ross (11/12/2014 3 54 PM)
RCAS placed outbound call to C @ [redacted]
RCAS VER F ED C's name, home & email address, concern, phone#
RCAS CHECKED for open recalls/campaigns and found:0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found:0

C states the 2013-2014 - Nissan Occupant Classification System Module Reprogramming campaign has been preformed

C states the light is still on and fearful of occupants sitting in passenger seat while veh is in operation.

C wants to know what more can be done to permanently fix this concern.

RCAS advised C that the case will be thoroughly reviewed.
RCAS will reach out to dlr to ensure that all technical resources have been utilized.

C appreciates the assistance.
C confirmed the best contact number and aware of the next follow up date.

call ended mutually.

Make Private ✓

Created By Roselle Beconia (11/11/2014 10 27 AM) Last Modified By Amberly Bradford (12/26/2014 9 26 AM)
crr-rb received a call from c
c provided c's name, address, phone number, email and vin

c states that c have taken veh to nna dlrs 3x for air bag repairs
c states that issue still re-occurs
c states that last week was the last diagnosis
c states veh was diagnosed by GURLEY-LEEP NISSAN

c states c also took veh to WOODFIELD NISSAN for previous repairs on air bag
c states that c also have pictures of air bag light coming on when there is a passenger on the front passenger seat
c would like to have the issue repaired
c states that c is concern about veh safety

crr-rb informed c that crr-rb will escalate c's case to RCAS for further possible assistance and proper case handling
crr-rb informed c that RCAs will follow up with c by the end of the next business day

crr-rb offered further assistance
c declined
crr-rb provided c with case number, crr name and crr-rb extension number
crr-rb exits case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8039982	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/11/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	12/29/2014	Kelli Ross	12/30/2014 5 33 PM
Edit | Del	Correspondence Request	[redacted]	✓	12/29/2014	Kelli Ross	12/29/2014 3 28 PM
Edit | Del	Reviewed RHR	[redacted]	✓	12/22/2014	Kelli Ross	12/22/2014 12:11 PM
Edit | Del	[redacted]	[redacted]	✓	12/17/2014	Trisha Zamarron	12/22/2014 10:51 AM
Edit | Del	[redacted]	[redacted]	✓	12/17/2014	Kelli Ross	12/17/2014 12:27 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0SxHXu:ref] *12/4/2014Case #[redacted], Thank you for taking the time to con...*	[redacted]	12/4/2014 3:19 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Case[redacted].docx	20KB	12/22/2014 12:12 PM	Kelli Ross
Edit | View | Del	[redacted].PDF	181KB	12/17/2014 11 24 AM	Kelli Ross
Edit | View | Del	RC[redacted].PDF	295KB	12/17/2014 11 23 AM	Kelli Ross
Edit | View | Del	RHR [redacted] 121714 doc	74KB	12/17/2014 10 51 AM	Kelli Ross
Edit | View | Del	RHR Template- Midwest Region Case[redacted]	107KB	11/20/2014 9:16 AM	Kelli Ross

Case History

Case History Help

Date	User	Action
12/30/2014 8:39 AM	Kelli Ross	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/29/2014 4:52 PM	Lesley Howard	Changed **Follow Up Date** from 12/26/2014 to **12/30/2014**.
12/29/2014 3:27 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **12/29/2014**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [33] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/11/2014	Case Origin	Internal
Supporting Documents		Date/Time Opened	11/11/2014 1:17 PM
CA Multiple Repairs		Date/Time Closed	1/30/2015 10:41 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00053400

DTS Inspection

DTS Inspection Date	1/23/2015 12 00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes	Appointment Time: 10 00 AM (Pacific) Notes to Agent: I am scheduling this CBB inspection for 1/23/15 at 10:00 AM (Pacific).		
Description	Consumer Affairs Voluntary Repurchase due to 2 repairs and 5 days out of service for seatbelt not working.		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Morley case accepted - RC closing
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,400		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXEN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN SERRAMONTE	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$21,427.41	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/19/2014	Vehicle Service Contract	
RHR Completed	11/19/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: V N: 1N4AL3APXEN [redacted]		
Created By	Kristie Ellamae Formentera 11/11/2014 1:17 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:43 AM	Root Cause Code (2)	
Days Closed	348	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jim Land (1/13/2015 8 36 AM)** DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case # [redacted] The reason for repurchase is: seatbelt not working
Make Public		**Created By Barbara Sage (12/19/2014 7 08 AM)** Checks for customer & lienholder rec'd in-house & Morley case accepted: RC closing CA case
Make Public		**Created By Rebecca Martin (12/11/2014 2 21 PM)** DRTS-RM received a check made payable to Chase Auto Finance in the amount of $8,673 95 and a check made payable to C in the amount of $12,753.46. Forwarding checks to Morley via FedEx tracking # [redacted] .
Make Public		**Created By Barbara Sage (12/11/2014 8 02 AM)** Checks for customer & lienholder approved: Morley case# [redacted] created.
Make Public		**Created By Barbara Sage (12/10/2014 12 47 PM)** Per diem charge is 56 cents, not 58. Payoff recalc as 24*0.56=13.44 + 8660.51 = 8,673.95. Ck request updated accordingly.
Make Public		**Created By Barbara Sage (12/10/2014 9 36 AM)** Lienholder payoff good thru 1/8/15.
Make Public		**Created By Barbara Sage (12/10/2014 9 31 AM)** RC rec'd signed repurchase offer from C & attached to case file; requesting checks.
Make Public		**Created By Barbara Sage (12/9/2014 2 49 PM)** RC submitting formal Repurchase Offer to C e-mail on file.
Make Public		**Created By Chad Alsup (12/9/2014 2 26 PM)** ARBS-CA approves repurchase totals Total Purchase Price $23,057 96 Less Usage $643.99 Less Rebates $1,000.00 Loan Payoff* $8,660 51 Total Deductions $10,304.50 Refund Amount $12,753.46
Make Public		**Created By Kristina Rosas (12/9/2014 10 48 AM)** WORKSHEET NOTES: Vehicle registration & loan documents name Kobi Shriki, solely, no middle initial. Lienholder overnight payoff: Chase Auto Finance Attn: Retail Payoff 14800 Frye Road 1st FL TX1-1300 Fort Worth TX 76155 Base price: 20,500 - 1,000 rebate = 19,500 usage multiplier Usage calc: 3963/120000*19,500 = $643.99 Loan payoff thru 12/15/14: 8,660.51, per diem 58¢/day. Payoff thru 1/8/15: 8,660.51 + [24 days*.58] 13.92 = $8,674.43 Vehicle service contract shown on BoS cancelled by C on 11/5/13 with 100% refund per Salesforce Service Contract screen. No reimbursement for aftermarket anti-theft device. Add accrual of FC to total: 13 days@ 58 = $7.28 + 159.02 = $166.30 thru 12/15/14
Make Public		**Created By Kristina Rosas (12/9/2014 10 48 AM)** CUSTOMER REPURCHASE LETTER (Long Method): Base Price: $20,500.00 Sales Tax: $1,809.41 License/Registration Fees: $133 00 Dealer Doc Fee: $80 00

Titling Fee: $110.00
Electronic Title Fee: $20 50
Finance Charges: $166.30
CA Tire Fee: $8.75
Registration Renewal: $230 00
Total Purchase Price: $23,057.96

Less usage fee at 3963 miles: ($643.99)
Less Rebates: ($1,000.00)
Less Lien Payoff good to (12/15/14): ($8,660.51)

Total Deductions: ($10,304 50)

Total Amount to Customer $12,753.46

Make Public
Created By Barbara Sage (12/8/2014 8 19 AM)
NNA is offering to buy back the vehicle due to 5 repair visits for a seat belt concern with 5 days out of service

Make Public
Created By Barbara Sage (12/8/2014 7 57 AM)
RC sending repurchase offer to quality & ARBS for review.

Make Public
Created By Barbara Sage (12/8/2014 7 56 AM)
Payoff Information from Chase:
Outstanding principal balance $8,653.17 See payoff quote
Amount financed $11,057.55
Interest Rate 2.38%
Original term (months) 36
Contract date 04/02/2014
Maturity date 04/02/2017
Interest paid YTD $159 02 See interest paid on this loan
Total interest paid $159 02
Account type Retail Installment/Loan
V N 1N4AL3APXEN231366
Payoff Good Through Date2 Payoff Amount1 Dollar Day Rate Confirmation Number
12/05/2014 $8,654.86 $0 56 949612
12/15/2014 $8,660.51 $0 56 949612

Make Public
Created By Barbara Sage (12/5/2014 8 44 AM)
RC rec'd docs from C via e-mail & attached to case file. Missing original BoS; RC requested copy from C or from dealership where sale took place. Working on repurchase offer.

Make Public
Created By Barbara Sage (12/4/2014 11 14 AM)
RC called C at [redacted] left vmx asking whether LoI got safely to alternate address & requesting documents to begin offer process.

Make Public
Created By Barbara Sage (12/1/2014 2 55 PM)
RC took inbound call from C; still had not received LoI sent last week. RC requested alternate address to send again via Fed Ex Overnight [redacted] & to e-mail address on file. Call ended mutually.

Make Public
Created By Barbara Sage (11/24/2014 2 24 PM)
RC called C at [redacted] C answered. RC & C discussed LoI that C should receive today, C looking at replacement rather than repurchase. C financed with 3rd-party; RC requested C gather financials & forward. C wanted to know what cost he will incur in new vehicle; RC explained that cannot be known until financials rec'd & worksheet built. C will forward docs over the next few days; calll ended mutually.

Make Public
Created By Barbara Sage (11/21/2014 10 02 AM)
RC called C at [redacted]; left vmx stating NNA is doing a voluntary replace/repurchase on 2014 Altima & is sending LoI via Fed Ex Overnight [redacted].

Make Public
Created By Sara Dorazio (11/21/2014 9 47 AM)
DRTS obtained and attached the factory invoice.

Make Public
Created By Chad Alsup (11/19/2014 3 52 PM)
ARBS-CA notes

**REASON- 2 repair visits for a seat belt concern

**LEMON LAW - YES - California

**USAGE- 3963 miles, the initial repair visit for a complaint for a seat belt concern

**RETENTION GOODWILL - If the customer opts for a replacement, waive up to 100% of the usage as incentive to retain the customer

**OPTIONS - If the customer does not want a repurchase or replacement, NNA will offer $4,000 as a cash settlement in lieu of the buyback

Make Public
Created By Chad Alsup (11/19/2014 3 49 PM)
VEHICLE CONCERN

Make Public
Created By Chad Alsup (11/19/2014 3 49 PM)
NNA is offering to buy back the vehicle due to 5 repair visits for a seat belt concern with 5 days out of service

Make Public
Created By Chad Alsup (11/19/2014 3 48 PM)
ARBS-CA notes 5 repair visit with 5 days out of service including 2 repair visits for seat belt concern

Make Public
Created By Chad Alsup (11/19/2014 3 47 PM)
ARBS-CA notes received RHR

In-Service Date 10/31/13

03*31/14 3963 miles
–C states driver side seat belt was installed backwards
—Dlr SOP seat belt assy
1 day down

04/08/14 4165 miles
–C states driver side seat belt was installed backwards
—Dlr replaced seat belt assy
1 day down

07/09/14 5632 miles
–C states there is a defect blemish on the window switch on driver door
—Dlr SOP switch
1 day down

07/28/14 5780 miles
–C states there is a defect blemish on the window switch on the driver side door
—Dlr replaced switch
1 day down

11/11/14 7466 miles
—C states TPMS light is on / passenger side airbag light will remain illuminated with a passenger seated in the passenger seat
—Dlr SOP TPMS sensor / cleared codes, reset sensors
1 day down

Make Public
Created By Sara Dorazio (11/19/2014 11 14 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Chad Alsup for review.

Make Public
Created By Charles Adcock (11/19/2014 10 53 AM)
RCAS-CA forwarded email to FOM, CXM, and TL informing of the RHR submission.

Make Private ✓

Created By Charles Adcock (11/18/2014 11 40 AM) Last Modified By Charles Adcock (11/19/2014 10 52 AM)
RCAS-CA contacted C via [redacted]

RCAS-CA stated C's Repair history review is under way and currently under review.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Monday with updated information.
C stated great.
C thanked RCAS-CA.
RCAS-CA thanked C.
Call ended mutually.

Created By Charles Adcock (11/17/2014 12 09 PM) Last Modified By Charles Adcock (11/19/2014 10 52 AM)
Make Private ✓
RCAS-CA contacted SA-Sini.

RCAS-CA referenced the email forward to SA-Sini.
RCAS-CA requested all RO's be forwarded to RCAS-CA.

Created By Charles Adcock (11/17/2014 10 26 AM) Last Modified By Charles Adcock (11/19/2014 10 52 AM)
Make Private ✓
RCAS-CA emailed SA-Sini.

RCAS-CA requested all open/closed RO's be forwarded to RCAS-CA via email or fax.

Created By Charles Adcock (11/14/2014 3 45 PM) Last Modified By Charles Adcock (11/19/2014 10 52 AM)
Make Private ✓
RCAS-CA contacted SA-Sini.

RCAS-CA requested all RO's be forwarded to RCAS-CA via fax or email.

Created By Charles Adcock (11/12/2014 12 34 PM) Last Modified By Charles Adcock (11/19/2014 10 52 AM)
RCAS-CA contacted C via [redacted]

C/S that C's veh has been to the DLRSHP multiple times for multiple concerns.
C/S that C is tired of taking the veh to the DLRSHP and is worried after the veh is OOW the veh will have many repairs needing to be completed.
RCAS-CA apologized and expressed empathy.
RCAS-CA asked how can NNA assist C.
C/S that C wants another Altima.
RCAS-CA stated RCAS-CA can submit a repair history review to determine if NNA is in a position to offer a repurchase or replacement of C's veh.
C stated yes, C wants to do that.
RCAS-CA stated very well.
RCAS-CA stated the review takes 5-10 business days.
RCAS-CA stated RCAS-CA has five questions to ask C.

Make Private ✓
•Why do you want to return the vehicle to Nissan North America? Multiple repairs
•Where is the vehicle currently? Customer
•Where was the vehicle purchased? Serramonte
•Was it purchased new or used? New
•If used, when was the vehicle purchased?
•Where is the vehicle serviced? Serramonte
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? Serramonte

RCAS-CA thanked C.
RCAS-CA stated RCAS-CA will follow up with C by the COB on Tuesday with updated information.
C thanked RCAS-CA.
Call ended mutually.
****
RCAS-CA was unable to verify C's information due to C jumping right into the conversation.
RCAS-CA CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 1
15110259 CCC Closed Lease Loyalty Program
Previous RELATED Case(s) Found: 1
8359854 CA Email Nissan Closed Email to Case
RCAS-CA ADVISED "This call may be recorded for quality and training purposes."

Created By Kristie Ellamae Formentera (11/11/2014 1 19 PM) Last Modified By Charles Adcock (11/19/2014 10 52 AM)
crr-kf received a call from C. C stated that C is having a lot of issues with the veh. C stated that C's been going back and forth at the dealership for several issues. C stated that C is having issues with the airbags, the tire sensors keeps on failing, the windows as well. C stated that C is having issues with the speakers as well. C wanted Nissan to buyback the veh.

crr-kf empathized and acknowledged.
crr-kf authenticated the account.
crr-kf checked the information that C needs.
crr-kf created a case.

Make Private ✓
crr-kf informed C that crr-kf will escalate the concern to RCAS and that somebody will be calling C before the end of the next business day. C stated that the best contact number to reach C is [redacted]
C understood.

crr-kf asked for further assistance. C said NO

crr-kf provided case number # [redacted] name and ext number
crr-kf ended the call.
crr-kf leaving case open.
crr-kf forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8040259	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	11/11/2014	YX	BK	233500	OA
Edit | Del	CC-8040260	TIRE/WHEEL	TIRE (TIRE/VALVE/TUBE)	POOR OR IMPROPER OPERATION	19	11/11/2014	YX	BO	254500	OA
Edit | Del	CC-8040261	BODY	WINDSHIELD/WINDOW (FRONT/REAR)	POOR OR IMPROPER OPERATION	13	11/11/2014	YX	AB	111000	OA
Edit | Del	CC-8040262	AUDIO/VIDEO/NAVI	SPEAKER(S)	POOR OR IMPROPER OPERATION	11	11/11/2014	YX	AA	103000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	1/15/2015	Rick Nguyen	1/13/2015 11:47 PM

Edit | Del	Review Approved Check Request	[redacted]	✓	12/10/2014	Barbara Sage	12/11/2014 8:04 AM
Edit | Del	Review Approved Check Request	[redacted]	✓	12/10/2014	Barbara Sage	12/11/2014 8:04 AM
Edit | Del	Approved - Repurchase Figures	[redacted]	✓	12/9/2014	Barbara Sage	12/9/2014 2:46 PM
Edit | Del	Please review Shriki repurchase figures	[redacted]	✓	12/9/2014	Chad Alsup	12/9/2014 2 29 PM

Show more » | Go to list »

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053400	DRT Resolution	1N4AL3APXEN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0138805	[redacted]	12/11/2014	Customer	Approved	$12,753.46	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	[redacted]
	CR0138808		12/11/2014	Lienholder	Approved	$8,673 95	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	2.26MB	4/22/2015 9:21 AM	Rebecca Martin
Edit | View | Del	[redacted]df	59KB	1/9/2015 3:38 PM	Tammy Knotts
Edit | View | Del	[redacted] -Check 2.pdf	61KB	1/9/2015 3:38 PM	Tammy Knotts
Edit | View | Del	[redacted] Signed Repurchase Offer pdf	100KB	12/10/2014 9:29 AM	Barbara Sage
Edit | View | Del	[redacted] Updated Payment History pdf	86KB	12/8/2014 7:38 AM	Barbara Sage

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
1/30/2015 10:41 AM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/13/2015 8 32 AM	Jim Land	Changed **Case Owner** from Barbara Sage to **Jim Land**.
1/13/2015 8 32 AM	Jim Land	Changed **Status** from Closed to **Open**.

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Surveys

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Case [redacted]

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Case Comments [1] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Liezel Adordionisio [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/11/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/11/2014 3:57 PM
CA Multiple Repairs		Date/Time Closed	11/11/2014 4:03 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	campaign inquiry		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7APXE[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN SOUTH UNION CITY	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 3N1AB7APXE[redacted]		
Created By	Liezel Adordionisio 11/11/2014 3 57 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	428	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Liezel Adordionisio (11/11/2014 4 00 PM) c would like to check if c's vehicle is part of the campaign. c said that at the passenger side the air bag is on. crr-la acknowledge c. crr-la checked and advised c that teher are no open campaign. crr-la advised c that regarding c's conncern with the airbag it would be best to have a proper diagnosis on c's vehicle from the nissan dealership. c agreed and understood. crr-la provided case number crr-la offered further assistance crr-la did recap and voc script crr-la provided name and extension number crr-la warm transferred the call to the dealership. crr-la exiting the case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8040689	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	11/11/2014	YX	BK	263000	OA
Edit | Del	CC-8040690	NISSAN PRODUCT INQUIR ES	SENTRA	PROVIDED RECALL NFORMATION	QF	11/11/2014	VG	AZ	208500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/11/2014 4:03 PM	Liezel Adordionisio	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/11/2014 3:57 PM	Liezel Adordionisio	Changed **Work Phone** to [redacted].
		Changed **Subject** to **CUSTOMER** [redacted] **VIN 3N1AB7APXEL**[redacted]

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Case [redacted]

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Case Comments [7] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Quinn Gallen [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/11/2014 5:16 PM
CA Multiple Repairs		Date/Time Closed	11/14/2014 3 37 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Airbag lights malfunction		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GILLMAN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,181		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	G LLMAN NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP0E[redacted]		
Created By	Erica Antonio 11/11/2014 5:16 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 10/14/2015 12:43 AM	Root Cause Code (2)	
Days Closed	425	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Lesley Howard (11/14/2014 1 45 PM) TL-Lesley Howard placed outbound call to c 11/14/14@[redacted] @1:41p and spoke with c. TL reviewed caes with c. C states that c is concern that the airbag light comes on when c's finance sits in the passenger seat. C confirms that dlrshp advised that the veh is operating as designed. C states that the first dlrsh reset the codes and recalibrated C states that the next dlrshp c called advised that there is not codes that are ever stored in the veh to reset.
Make Public		C states that c is confused. TL advised that c may seek a second opinion at another Nissan dlrshp. TL advised if at that time c feels that c need further assistance to contact RCAS-Quinn Gallen. C understood and confirmed that c has RCAS contact information. TL thanked c and ended call mutually. TL transferring case back to RCAS-QG for closure
		Created By Quinn Gallen (11/13/2014 5 03 PM) RCAS-QG contacted C RCAS-QG stated the DLR advised the vehicle is operating as designed C stated that the light keeps coming on for the air bag RCAS-QG stated the DLR advised there were no codes stored RCAS-QG stated the system is complex and depends on a number of factors to determine whether or not the passenger airbag should or should not deploy C stated that the airbag should go off all of the time if there is a collision RCAS-QG stated that the OCS is a federally mandated system RCAS-QG stated the vehicle may be making the determination that is in fact safer for the airbag to deploy
Make Public		C asked how that could be C stated C wants to speak to a supervisor RCAS-QG stated that RCAS-QG's supervisor will be able to contact C within 24 hrs C stated why isnt the system working RCAS-QG stated the DLR has advised the system is operating as designed C asked why the DLR stated the first diagnosis why the DLR stated the system needed to re calibrated RCAS-Qg stated that information about recalibration was not provided to RCAS-qg C stated C wants to speak to RCAS supervisor RCAS-QG stated the case will escalated Call ended mutually
Make Public		Created By Athena Buan (11/12/2014 5 35 PM) ***crr-ab re-opening the case since c requested and c called in asking for an update. c called in asking for the status of the case and said that c is giving authorization to c's brother [redacted]) over the veh's concern. c was advised that c needs to provide authorization for the case to be forwarded. crr-ab acknowledged c's concern. crr-ab verified an existing case no and provided case n to c. crr-ab asked if there are any changes from the c's personal information. c said none. crr-ab followed CA SOP 2.4: Reopening a Closed Case. crr-ab informed c that RCAS is working on the case but it's a confidential matter and advised that RCAS will call by the end of the next business day. c understood. c stated that c's brother Marvin has been given authorization over the veh's concern. crr-ab informed c that crr-ab will send an M to RCAS to notify that c called. c agreed. crr-ab sent IM to RCAS. best no to call c noted. [redacted] crr-ab asked c if there's anything else that crr-ab can do to assist. c declined. crr-ab did recap. crr-ab provided closing script, name & extension no.,

call ended.
crr-ab exiting case.

Make Public

Created By Quinn Gallen (11/12/2014 2 49 PM)
RCAS-QG contacted C
C stated that C took the vehicle into the DLR the other day and is concerned that the vehicle's airbag light is coming on
RCAS-QG stated that the occupant sensor for the passenger seat has been determined to operating as designed by the DLR at this time
RCAS-QG confirmed the vehicle has no open campaigns or recalls
RCAS-QG stated that the ocs in the vehicle is there to determine whether or not air bag deployment in case of a collision would be safe for the occupant
RCAS-QG stated if the light is on the vehicle has determined it is safer for the occupant for that airbag not to deploy
C understood
C stated the power steering makes a noise but the DLR advised the vehicle is operating as designed
C stated C's last 2011 Altima's power steering pump did not make noise
RCAS-QG stated the vehicle has an electric power steering pump which C's last altima may have not had
C stated the accelerator moves differently
RCAS-QG stated the DLR would have to diagnose to see if it is operating as designed
C understood
C declined further assistance
Call ended mutually

RCAS-QG closing case as no further assistance can be offered at this time, RCAS-QG provided information

Make Public

Created By Quinn Gallen (11/12/2014 2 36 PM)
RCAS-QG contacted SA-Daniel Avila
SA-DA stated that C was in yesterday
SA-DA stated the vehicle had no stored DTCs and the vehicle is operating as designed
RCAS-QG confirmed no open campaigns with SA-Da
Call ended mutually

Make Public

Created By Erica Antonio (11/11/2014 5 35 PM)
Safety

Make Public

Created By Erica Antonio (11/11/2014 5 33 PM)
C's brother - Marvin Blanco
Dealership - GILLMAN NISSAN
C will be back tomorrow, best time to call after 2 PM c's time.
Best number to contact c at would be [redacted]

CRR-EA received a call from c's brother. C's brother stated that the airbag light of c's vehicle turns off while passengers are on the vehicle. First time vehicle was brought to the dealership, it was recalibrated. Second time it was brought to the dealership, dealership said there is nothing wrong with the airbag. C's brother has pictures that prove that airbag light turns off when passengers are on. Dealership wasn't able to fix issue, c's brother said dealership can't find nothing wrong with it. C's brother can't provide name of SA. C's brother is worried about safety.
CRR-EA c's brother was able to verify c's mailing address, e-mail address and phone number.
CRR-EA created case under c's name. provided c's brother with the case number. informed c that case will be forwarded to a RCAS and to expect a call back by the end of the next business day.
CRR-EA Offered further assistance. C declined.
CRR-EA Provided recap, closing, name and extension number.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8040865	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/11/2014	YE	BK	233500	OA
Edit | Del	CC-8040866	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	11/11/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/14/2014 3:37 PM	Quinn Gallen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2014 1:46 PM	Lesley Howard	Changed **Escalated By ID** from 005F0000004A3n8 to **005F0000001zQhe**.
		Changed **Case Owner** from Lesley Howard to **Quinn Gallen**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [31] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Robert Peterson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/11/2014	Type	CA
Follow Up Date	3/5/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/12/2014 7:13 AM
CA Multiple Repairs		Date/Time Closed	4/29/2015 12:03 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	CST00059547

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	C IS NO LONGER REPRESENTED BY ATTY. ARBS offered buyback due to repeat concerns with OCS.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Repurchase Step 3
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,855		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP7DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NEW CITY NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$22,091.89	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] V N: 1N4AL3AP7DN[redacted]		
Created By	Albert Jimenez, 11/12/2014 7:13 AM	Root Cause Code	SCSH
Last Modified By	NNAETL, 6/2/2015 9:11 PM	Root Cause Code (2)	PCIN
Days Closed	259	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By George Yang (6/2/2015 2 05 PM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NMAC for OVERPAYMENT in the amount of $370.10 sent to LOCKBOX #54457; FED EX TRACK NG[redacted]. Check will be credited and journalized to NNA's BUYBACK ACCOUNT[redacted]. Case documented and copy of check attached to case on this date.
Make Public		**Created By Robert Peterson (4/2/2015 11 01 AM)** ARBS sent email to C advising that any questions regarding current finance of vehicle (esp payments) should be directed at NMAC. ARBS advised C that if NMAC did autodraft March pmt, C may submit proof of pmt to ARBS and ARBS will see about reimbursing that pmt.
Make Private	✓	**Created By Heather Leslie (4/1/2015 5 08 PM)** RCAS is noting that C called in again to see if the payment was taken out for March RCAS advised that RCAS HL no longer works C's district or case and will forward the information to th appropriate person handling the case
Make Public		**Created By Robert Peterson (4/1/2015 3 58 PM) Last Modified By Robert Peterson (4/1/2015 3 58 PM)** • ARBS notes case #[redacted] sent to Morley VSPC via Fedex[redacted] • ARBS sent email to C advising of case transfer to Morley VSPC. • ARBS sent letters to DLR Service and Sales Managers advising of repurchase.
Make Public		**Created By Robert Peterson (3/27/2015 1 18 PM)** • ARBS notes receipt of Repurchase Agreement SIGNED, attaching to case. • ARBS requesting the following checks: $14,810 61 payable to NMAC for payoff (Good till 4/26/15) $7,281.28 payable to C for refund
Make Private	✓	**Created By Heather Leslie (3/25/2015 8 07 AM)** RCAS received VMX from C on 3/20/15 C asked for a call back at[redacted] C is asking that NNA does not take monthly payment for March out of Cs account RCAS forwarded the VMX to appropriate case manager- Rob via email RCAS HL is exiting the case
Make Public		**Created By Robert Peterson (3/17/2015 2 38 PM)** ARBS sent Repurchase Agreement 2 to C via email
Make Public		**Created By Robert Peterson (3/17/2015 2 24 PM)** • ARBS rec'd receipts for window tint and remote start and notes the following figures: Window Tint: $180 Remote Start: $270.09 ARBS will add these DLR installed options to repurchase. ARBS recalculating repurchase figures: $24,555 00 Base Price $696.43 Sales Tax $225 00 Doc Fee $302 95 License Fee $269.43 Interest $450 09 Dealer Install Options ($2,317.81) Less Usage —> $22,455/100,000 x 10,322 miles (3rd repair) ($2,100.00) Less Rebates Total Repurchase Amount $22,081.09

Lien Payoff $14,799 81 till 3/27/2015 *ARBS called NMAC and verified payoff has not changed)
Refund amount $7,281.28

Make Public

Created By Robert Peterson (3/9/2015 3 36 PM)
ARBS following up on case and called C.
C states C is on vacation, apologized for not getting back to ARBS sooner.
C wants to know what other collateral charges NNA could refund to C?
ARBS advised NNA could approve a couple of different collateral charges, such as towing, rental, taxi.
C states C put high quality window tint on vehicle, cost $180 and C had a set of keys cut for $270, also had several LOF services.
ARBS advised that NNA is not in a position to reimburse for LOF/maintenance items, but C could submit tint and keys receipts for consideration.
C agreed to terms, and will send ARBS those receipts as soon as C can.

Make Public

Created By Robert Peterson (2/25/2015 1 59 PM)
• ARBS sent Repurchase Agreement Letter to C via email and also FedEx 2Day [redacted]

Make Public

Created By Robert Peterson (2/25/2015 10 07 AM)
• ARBS calculating refund and notes the following figures:

$24,555 00 Base Price
$696.43 Sales Tax
$225 00 Doc Fee
$302 95 License Fee
$269.43 Interest
($2,317.81) Less Usage —> $22,455/100,000 x 10,322 miles (3rd repair)
($2,100.00) Less Rebates

Total Repurchase Amount $21,631.00

Lien Payoff $14,798.72 till 3/24/2015
Refund amount $6,832.28

Make Public

Created By Robert Peterson (2/25/2015 9 46 AM)
• ARBS rec'd payoff info, Sales Docs, and Payment History from NMAC, attaching to case.

Accoun[redacted]
Customer[redacted]
30 day payoff $14,798.72 good thru 3/24/2015
Per diem 0.36
# of scheduled payments received 19
Scheduled Payment amount 366 37
Total Principal paid 6,691 6
Total Interest paid 269.43
Late fees paid 0.00
Recent payment received on 2/23/2015 in the amount of $366.37

Make Public

Created By Robert Peterson (2/18/2015 2 24 PM)
ARBS rec'd LH release and Registration, notes LH is NMAC.

ARBS emailed NMAC requesting payoff info and sales docs for C.

Make Public

Created By Robert Peterson (2/4/2015 2 10 PM)
• ARBS sending LOI to C via FedEx [redacted] priority overnight

Make Public

Created By Robert Peterson (2/4/2015 2 07 PM)
• ARBS called C to follow up.
C asked where process was.
ARBS advised ARBS emailed LOI on 1/26/15, re-emailed this morning, verified email address.
C verified that email address is correct, but states has not received letter.
ARBS advised that ARBS will FedEx letter to C.
ARBS advised that if C can fax signature on LH release and registration back, that will expedite repurchase quote.
C states C does want to go with repurchase.
ARBS understands, will FedEx letter to C.
Call ended mutually.

Make Public

Created By Leo Vergel Borjal (2/3/2015 4 35 PM)
crr-lb received a call from c who is asking for an update on the case.
c stated c called 2 days ago to get an update but c was not able to get any update.
crr informed c that crr will send internal message to ARBS for request callback
c understood
crr-lb offered further assistance, c declined. crr-lb gave name & extension. crr-lb exiting case.

Make Public

Created By Windel Bobiles (1/30/2015 4 57 PM)
CRR-wb received a follow-up call for case no[redacted]
C wants to spoke directly to Robert about this concern
CRR-wb recognized C concern and verify if there was still changes with the contact information C says none
CRR-wb sent an internal message and transfer the call over to Robert

Make Public

Created By Robert Peterson (1/26/2015 5 07 PM)
• ARBS called C, discussed case.
C expressed that C has been patient with NNA, likes Altima, just does not agree with inconsistent readings by OCS, scared for passengers' safety on winding roads of Hawaii.
ARBS empathized and advised that upon review of service history, NNA is now in a position to offer repurchase or replacement.
C relieved that NNA will work with C.
ARBS detailed repurchase or replacement, mentioned HI LL useage which will be taken at 3rd repair attempt, at 10,322 miles.
C understands, requests to see numbers for repurchase.
ARBS inquired as to lienholder.
C states NMAC.
ARBS advised that, once ARBS rec's LH release and registration, ARBS will contact NMAC & acquire payoff and sales docs, calculate repurchase, and advise C via letter.
C understands.
ARBS verified C's email is correct on case. Correct.
ARBS advised will send LOI to C via email.
C states will be looking for LOI.
Call ended mutually.

• ARBS sent LOI to C via email.

Make Public

Created By Robert Peterson (1/26/2015 5 01 PM)
ARBS notes comment below is inaccurate. C is no longer represented by ATTY.

Make Public

Created By Robert Peterson (1/26/2015 5 00 PM)
****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY****

Make Public

Created By Robert Peterson (1/26/2015 3 55 PM)
(RHR 2 of 2)

07/03/14 @ 9,825 Miles, RO #[redacted] 1 Day Down
CONCERN:
1. C's seat belt indicator light stays on even though front 2 seat belts are buckled.
ACTION:
1. Hooked up C3+ & monitored front seatbelt buckle switch live data, ok as cycles ON/OFF when installed & removed. Had assistant sit on passenger side buckled seatbelt, seatbelt warning lamp goes away. Checked under RF seat of any personal belongings that could be interfering with OCS wiring. Some personal belongings found but were not interfering with OCS wiring. Removed items under RF seat. Proceed to again perform OCS campaign NTB14-027, reprogram OCS, performed zero point reset procedure of OCS. Seatbelt warning lamp on dash now does not illuminate on. Checked for airbag DTC, none found.

07/14/14 @ 10,322 Miles, RO[redacted] 10 Days Down
CONCERN:
1. C's when his sits in the passenger seat it took 25 minutes for the passenger ON/OFF.

ACTION:
1. Replaced 2 OCS sensors + nuts. Performed zero point reset procedure. Reprogrammed OCS. Checked airbag light operation – ok as illuminates for approx 7 seconds & then goes off. Replaced right front under seat module also.

09/08/14 @ 12,049 Miles, RO # [redacted] 3 Days Down
CONCERN:
1. C's when there is a passenger front seat amber colored air bag ON/OFF light comes on.
2. ABS brake concern.
ACTION:
1. Had John Hookano Nissan DTS inspect veh along with Tech & SM. Found past code BA00A0 Occupant sens unit (abnormal voltage), according to TSB DiNTB14-084 the OCS sensors & control unit are to be replaced. These parts were already replaced on previous RO. The bulletin does not apply at this time. Test drove veh with passenger, system is operating as normal. Per DTS ordered the passenger side front seat frame assy & the airbag diagnosis control unit. DTS will send a request into engineering to have a VMI data recorder sent out to DLRSHP to be installed in C veh so that if an issue occurs while C is driving he can activate the VMI to record data.
2. Upon inspection found code C1197 vacuum sensor stored in the ECM. Reprogrammed ABS control unit.

10/08/14 @ 12,869 Miles, RO #[redacted] 2 Days Down
CONCERN:
1. C's airbag ON/OFF indicator light goes on while there is a passenger sitting in the seat.
ACTION:
1. Per John Hookano DTS replace RF seat frame & airbag diag sensor unit. Removed recorder & gave to John Hookano to send back to engineering. Replaced airbag sensor unit. Replaced RF seat frame assy. Torqued bolts to specs. Performed OCS reprogramming. Performed zero point reset procedure. Airbag self-check function ok as lights goes off within 7 seconds.

10/22/14 @ 13,402 Miles, RO #[redacted] 1 Day Down
CONCERN:
1. C's reverse camera monitor is not clear.
2. Oil & filter change.
3. Recall R1413.
4. C's passenger air bag indicator light went on 3-4 times since last visit.
ACTION:
1. Advise C to refer to owner's manual as brightness & contrast for rear view camera is adjustable.
2. Completed.
3. Completed Recall.
4. Hooked C3+ & there is NO current airbag DTC stored. Zero point reset & OCS reprogramming already done to veh. Inspected under RF seat of any abnormalities – ok as looks normal.

10/29/14 @ 13,402 Miles, RO # [redacted] 1 Day Down
CONCERN:
1. Airbag concern.
2. Restraint system concern.
ACTION:
1. Per Nissan DTS veh's OCS is operating as designed. A digital recorder was installed in C veh for 2 weeks where C had 3-4 incidents where the passenger ON/OFF indicator light came on when his wife was in the passenger side. Operating as normal.
2. Refer to line 1.

11/03/14 @ 13,855 Miles, RO # [redacted] 1 Day Down
CONCERN:
1. C's the trim on the right hand side of the passenger seat is loose.
2. C's passenger side rear lower seat track plastic trims are loose.
3. C's the air vents under passenger side front seat are deformed.
ACTION:
1. Ordered new trim.
2. Ordered both parts.
3. Part ordered.

Make Public

Created By Robert Peterson (1/26/2015 3 54 PM)
• ARBS-RP assuming control of case as ARBS-RD states ATTY no longer represents C.

• ARBS reviewing case and notes the following service history:

(RHR 1 of 2)

09/23/13 @ 2,183 Miles, RO #: [redacted] 1 Day Down
CONCERN:
1. Service engine soon light.
2. Recall PC214.
3. Recall PC228.
4. MPI.
ACTION:
1. Performed bulletin, reprogrammed ECM before replacement of A/F sensor. Replaced A/F sensor & torqued to specs.
2. Completed Recall.
3. Completed Recall.
4. Completed.

11/04/13 @ 3,324 Miles, RO #: [redacted] 1 Day Down
CONCERN:
1. C's when he puts a full tank of gas, his reading is 400+ miles to go before empty.
2. MPI.
ACTION:
1. No problems found.
2. Completed.

05/07/14 @ 7,895 Miles, RO #: [redacted] 1 Day Down
CONCERN:
1. C's that the button that opens the doors does not work.
2. Recall R1405.
3. MPI.
4. Check tires.
5. Check battery.
ACTION:
1. Unable to duplicate.
2. Completed Recall.
3. Completed.
4. Completed.
5. Completed.

05/29/14 @ 8,609 Miles, RO [redacted] 1 Day Down
CONCERN:
1. C's when passenger is sitting light will stay on.
2. MPI.
3. Check tires.
4. Check battery.
ACTION:
1. Performed zero point calibration of right front OCS sensors. Cleared air bag DTC.
2. Completed.
3. Completed.
4. Completed.

06/25/14 @ 9,607 Miles, RO #: [redacted] 1 Day Down
CONCERN:
1. C's when wife sits on passenger seat, air bag light off indicator by A/C vents is on intermittently.
ACTION:

1. Hooked up C3+ & no air bag related DTC. Test drove veh with a passenger, air bag light did not intermittently come on. Suggested to remove seat cover + blue pillow as it could be affecting OCS live data reading.

Make Public

Created By Joanna Valle (1/26/2015 12 25 PM)
crr jv received a call from c
c said that the the veh parts on vehicle is already replaced and the new parts that is put on the veh is malfunctioning
c said that the airbags is not yet fix
c said c wants to be contacted within the day and if nobody contacted c will contact c's attorney again
crr jv informed c that c will send internal message to the assigned specialist to notify the c's request
crr jv provide name and ext no
crr jv offered further assistance c declined
crr jv exiting case

Make Public

Created By Albert Jimenez (11/17/2014 2 51 PM)
DRTS completed RHR & attached to the case.

Make Public

Created By Albert Jimenez (11/14/2014 1 28 PM)
DRTS rec'd Sales Docs & Title Application from DLR # (98003) & attached to the case.

Make Public

Created By Albert Jimenez (11/14/2014 7 31 AM)
DRTS rec'd RO's from DLR # (98003) & attached to the case.

Make Public

Created By Albert Jimenez (11/13/2014 3 54 PM)
DRTS called DLR # (98003)
spoke with SA-Mark
Requesting:
Any & all C copy RO's.
SA-Mark agreed to fax.

Make Public

Created By Albert Jimenez (11/13/2014 3 03 PM)
DRTS called DLR # (98003) to speak with SA-Mark
Receptionist stated SA-Mark was busy & DRTS provided call back # for SA-Mark to call back.
Regarding any & all C copy RO's.

Make Public

Created By Albert Jimenez (11/13/2014 2 41 PM)
DRTS called DLR # (98003)
left VMX for Finance Director-Bill
Requesting:
Sales Docs & Title Application.
Provided: C name, V N, Year, Model, Fax #, Email, Call Back #.

Make Public

Created By Albert Jimenez (11/12/2014 2 36 PM)
DRTS called DLR # (98003)
spoke with SA-Mark
Requesting:
Any & all C copy RO's, Provided: VIN, Year, Model, Email.
SA-Mark agreed to fax.

Make Public

Created By Albert Jimenez (11/12/2014 7 19 AM)
****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY****

Previous cases-[redacted]
Recalls/campaigns- None

DRTS rec'd an Attorney Letter, via Certified Mail[redacted] from Bervar & Jones Attorney's at Law, signed by AnnA Tsang, dated November 04, 2014, rec'd November 11, 2014. Letter is attached for your review.

On July 08, 2013 our client purchased a 2013 Nissan Altima, we are writing on behalf of our client.

Laws cited: Pursuant Hawaii Lemon Law.

C complaint: Passenger seat airbag, passenger seat airbag light issue.

C request: Refund or replacement veh.

Please respond to this letter within 10 days of the date of this letter.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8040994	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/12/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Morley Follow Up / Close	[redacted]	✓	4/17/2015	Robert Peterson	4/29/2015 12 03 AM
Edit | Del	Call	[redacted]	✓	4/2/2015	Robert Peterson	4/2/2015 10 59 AM
Edit | Del	Review Approved Check Request	[redacted]	✓	3/31/2015	Robert Peterson	4/1/2015 3:45 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	3/31/2015	Robert Peterson	4/1/2015 3:45 PM
Edit | Del	Complete VPP Goodwill Process - CST00059548	[redacted]	✓	3/30/2015	Robert Peterson	4/1/2015 3:46 PM

Show more » | Go to list »

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00059547	DRT Resolution	1N4AL3AP7D[redacted]						
Edit	CST00059548	Goodwill VPP		Processed	DRT	Robert Peterson	DRT	Tammy Knotts	3/30/2015

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0145722	[redacted]	4/1/2015	Customer	Approved	$7,281 28	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	[redacted]
	CR0145724		4/1/2015	Lienholder	Approved	$14,810 61	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]a-Check.pdf	90KB	6/11/2015 1:05 PM	Tammy Knotts
Edit | View | Del	[redacted]Check.pdf	70KB	4/2/2015 2:58 PM	Tammy Knotts
Edit | View | Del	[redacted]-Check.pdf	73KB	4/2/2015 1:56 PM	Tammy Knotts
Edit | View | Del	[redacted]- Repurchase Agreement SIGNED PDF	141KB	3/27/2015 1:21 PM	Robert Peterson
Edit | View | Del	[redacted]- Repurchase Agreement 2 pdf	135KB	3/17/2015 2:35 PM	Robert Peterson

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
4/29/2015 12:03 AM	Robert Peterson	Changed **Status** from Open to **Closed**.
		Closed.
4/29/2015 12:03 AM	Robert Peterson	Changed **Subject** from CUSTOMER: [redacted] VIN: 1N4AL3AP7DN[redacted] to **CUSTOMER** [redacted] **VIN 1N4AL3AP7DN**[redacted]
3/30/2015 4 55 PM	Robert Peterson	Changed **Subject** from CUSTOMER [redacted] V N: 1N4AL3AP7DN[redacted] to **CUSTOMER** [redacted] **VIN 1N4AL3AP7DN**[redacted].
3/3/2015 11 52 AM	Robert Peterson	Changed **Follow Up Date** from 1/30/2015 to **3/5/2015**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [10] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Brittney Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/24/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/12/2014 1:42 PM
CA Multiple Repairs		Date/Time Closed	11/24/2014 2:25 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Recall inquiry/dealer cannot duplicate the issue		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CN7AP7DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SANSONE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] V N: 3N1CN7AP7D[redacted]		
Created By	Lawrence De Leon Celeste, 11/12/2014 1:42 PM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri 4/3/2015 8 07 PM	Root Cause Code (2)	
Days Closed	415	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jennifer Edwards (11/24/2014 2 24 PM) RCAS-JE assisting TL BS with escalations RCAS-JE called C a[redacted] RCAS-JE advised C that this call may be recorded for quality and training purposes C stated does not need NNA at this time and will just go to dlrshp RCAS-JE advised C that case has been documented and if C needs any further assistance to call NNA C agreed Call ended mutually
Make Private	✓	Created By Janisha Wilkerson (11/21/2014 8 50 AM) IMPORTANT: Best Contact number[redacted] Closing Summary RCAS-JW is closing case as no further assistance can be offered at this time. C contacted NNA in regard to air bag light concerns STATEMENT OF DECISION: RCAS-JW asked C when will C be able to make an apt C stated that C will be traveling maybe for the holidays and do not know when C will be able to contact the dlr for an apt RCAS-JW informed C that once C makes apt with the dlr to have the current concern addressed RCAS-JW will close case pending that the C returns call at C's convenience in order to proceed with case C stated that C will not call back to NNA CA, told RCAS-JW that RCAS-JW will not close case, and wants to speak to RCAS-JW supervisor again
Make Private	✓	Created By Janisha Wilkerson (11/21/2014 8 47 AM) RCAS-JW contacted C at[redacted] RCAS-JW asked C when will C be able to make an apt C stated that C will be traveling maybe for the holidays and do not know when C will be able to contact the dlr for an apt RCAS-JW informed C that once C makes apt with the dlr to have the current concern addressed RCAS-JW will close case pending that the C returns call at C's convenience in order to proceed with case RCAS-JW informed C that the same case will be re opened so C doesn't not have to worry about starting all over C stated that C will not call back to NNA CA, told RCAS-JW that RCAS-JW will not close case, and wants to speak to RCAS-JW supervisor again RCAS-JW informed C that RCAS-JW supervisor will contact C at[redacted] call ended mutually
Make Private	✓	Created By Brittney Smith (11/18/2014 8 55 AM) TL-BS called c at[redacted] TL-BS called c a[redacted] TL-BS reviewed case concerns of airbag with c. TL-BS asked c when was the last time c was at the dealer for airbag concern c/s c was at the dealer on Nov. 12th c/s the service manager is really rude. and told c the airbag light is working properly . c/s c was told c's son was to small to ride in the front seat which is why the airbag light keeps coming on. c/s c son is more than 110 pounds so c does not believe the dealer. TL-BS asked if the light has been on when c has taken veh to the dealer for diagnosis. c/s no bc someone that is much bigger sat in the seat and the dealer doesn't actually drive the veh. TL-BS apologized for the frustrations c is having and stated in order for any repairs to be done, the dealership would have to duplicate the concern and diagnose veh.

TL-BS asked c if c only notices the light being on when c's son sits in the front seat.,
c/s this is mainly when c notices this.

TL-BS stated it may be best to conduct a ride along with c's son in the seat so the dealer would be in a better position to address c's concern
c understood and stated c would take veh to dlr and bring son with c

TL-BS asked c when would c most likely be taking the veh to the dlr.
c/s the 28th is when c would be able to take veh back to dlr.
TL-BS understood and stated TL would have RCAS follow up with c to confirm if c was able to secure appt.
c thanked TL

TL-BS asked if c would like for TL to transfer c to the dlr so that could make appointment.
c declined and stated c would call dlr back when c had more time as c is in the middle of a meeting.

TL-BS understood and stated RCAS would follow up with c EOW to determine if appt was scheduled.
c thanked TL.

call ended mutually

Make Private ✓ **Created By Brittney Smith (11/14/2014 9 17 AM)**
TL-BS called c at [redacted]
TL-BS was not able to lvm

Created By Janisha Wilkerson (11/13/2014 2 03 PM)
IMPORTANT:
Best Contact number [redacted]

Closing Summary
RCAS-JW is closing case as no further assistance can be offered at this time.

C contacted NNA in regard to air bag light concerns

Make Private ✓

STATEMENT OF DECISION:

RCAS-JW informed C that if C is not satisfied with the information that the dlr informed C in regard to the air bag light, C can always visit any other Nissan dlr for a second opinion

C stated that C does not want to pay for a diag fee

SA:Russ stated that C's last visit pror to 11/12/2014 was 7/25/14 for an oil change and C has never addressed the concern of an air bag nor was C ever charged a diag fee on both visits

SA:Russ stated that C can come directly to the dlr for a diag for the concern

Make Private ✓ **Created By Janisha Wilkerson (11/13/2014 2 00 PM)**
RCAS-JW contacted dlr and spoke to SA:Russ
RCAS-JW informed SA:Russ the concerns of C
SA:Russ stated that C's last visit was 7/25/14 for an oil change and C has never addressed the concern of an air bag nor was C ever charged a diag fee
SA:Russ stated that C's last service visit was 11/12/14 16,076 miles for a routine oil change and cabin air filter
SA:Russ stated that C can come directly to the dlr for a diag for the concern
Call ended mutually

Created By Janisha Wilkerson (11/13/2014 1 59 PM)
RCAS-JW tried to data net the case but it is not available for this dlr

PREVIOUS RELATED CASES FOUND: none
PREVIOUS UNRELATED CASE: none
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found:none
VERIFIED C's name, vin, address, mileage, phone number:
Best Contact number [redacted]
RCAS-JW informed C that this call may be recorded for training and quality purposes

Make Private ✓ RCAS-JW contacted C at [redacted]
C stated that C's air bag light comes on when a passenger is sitting on that side
C stated that the dlr informed C that the air bag light is functioning as designed
C stated that C knows there is a safety concern with the veh
RCAS-JW checked C's vin and informed C that there are no campaigns/recalls on the veh
C stated that C knows bc C checked as well
RCAS-JW informed C that if C is not satisfied with the information that the dlr informed C in regard to the air bag light, C can always visit any other Nissan dlr for a second opinion
C stated that C does not want to pay for a diag fee
RCAS-JW informed C that all Nissan dlrs are independently owned and operated and the dlrs may charge C a diag fee to address the concerns of C
C stated that C wants to speak to RCAS-JW supervisor
RCAS-JW informed C that a supervisor will contact C a[redacted] within 24 to 48 business hours

Make Public **Created By Lawrence De Leon Celeste (11/12/2014 2 43 PM)**
Recall inquiry

Created By Lawrence De Leon Celeste (11/12/2014 2 23 PM)
C called in to check if there is an open campaign or campaign that have been performed relating to an airbag campaign.
C mentioned that the airbag light is coming on c's passenger seat and c is worried maybe the airbag would not deploy because c's son is weighing 1400 and 10 pounds .
c was able to bring the car at the dealer but the dealer cannot rectify or refused to diagnosed the veh.

Crr-lc verified name, mailing address, phone number, alternate phone number, email address.

[redacted]
MORGANVILLE, N[redacted]

Make Public [redacted]

Crr-lc created a case for c referencing 16514586
Just incase c need to call us back for further assistance.
Verified the current mileage and the servicing dealer.

Crr-lc informed c that since this is beyond crr-lc's empowerment the case will be escalated to the regional specialist and informed c to please expect a call back by the end of the next business day. Crr-lc advised c that once the case has been escalated it is under review and advised c to keep all the lines open for the RCAS will be contacting c for an update regarding the case.

Crr-lc offer further assistance.
C declined
Crr-lc Thanked c for calling Nissan consumer affairs, Provided name, Ext number.

Case Categorizations Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8041995	RESTRAINT SYSTEM	RIGHT FRONT A RBAG	UNABLE DIAGNOSE/DUPLICATE	14	11/12/2014	WT	BK	263000	OA

Open Activities Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/24/2014 2:25 PM	Jennifer Edwards	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/21/2014 11:00 AM	Janisha Wilkerson	Changed **Case Owner** from Jenae Bolling to **Brittney Smith**.
11/21/2014 8:50 AM	Janisha Wilkerson	Changed **Case Owner** from Brittney Smith to **Jenae Bolling**.

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Surveys Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Kevin Dela Rosa [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/12/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/12/2014 3:23 PM
CA Multiple Repairs		Date/Time Closed	11/12/2014 3:29 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	general inquiry		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,102		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AF5MV7DT[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	JUKE	Beyond PT Warranty Miles	0
Model Code	20213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	EAST TENNESSEE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: JN8AF5MV7D[redacted]		
Created By	Kevin Dela Rosa, 11/12/2014 3:23 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 11/12/2014 7:14 PM	Root Cause Code (2)	
Days Closed	427	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		Created By Kevin Dela Rosa (11/12/2014 3 28 PM) Warranty Inquiry/Concern
Make Public		Created By Kevin Dela Rosa (11/12/2014 3 28 PM) CRR-KDR received a call from c asking if c's veh safe to drive. C stated c's veh is just delivered by EAST TENNESSEE NISSAN and was informed that veh is normal but when c's daughter seats on the passenger side, the airbag is not working. C wanted an advise what to do since c is not comfortable to drive the veh. CRR-KDR verified and updated C's information. CRR-KDR informed C that c can go to another Nissan dlrshp for a second opinion. Advise c to call back once c needed further assistance. CRR-KDR offered further assistance. C said "No" CRR-KDR gave name, extension and case number. CRR-KDR provided recap of c's concern. CRR-KDR leaving case Close.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8042087	NISSAN PRODUCT INQUIR ES	JUKE	GENERAL INQU RY	QA	11/12/2014	ZR	AZ	307500	OF

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/12/2014 3:29 PM	Kevin Dela Rosa	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2014 3:25 PM	Kevin Dela Rosa	Changed **Description**.
11/12/2014 3:23 PM	Kevin Dela Rosa	Changed **Work Phone** to [redacted]

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Raven Giddens [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/12/2014 3:24 PM
CA Multiple Repairs		Date/Time Closed	11/18/2014 2:26 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,800		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PERUZZI NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

NISSAN Search.. Search Derek Latta Help & Training CA

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Darian Little [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/14/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/13/2014 12:46 PM
CA Multiple Repairs		Date/Time Closed	11/14/2014 4:11 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	passenger airbag light		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,398		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AT2MV4EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ROGUE	Beyond PT Warranty Miles	0
Model Code	22614	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	ANDERSON NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MV4E[redacted]		
Created By	Janice Arellano 11/13/2014 12:46 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8 05 PM	Root Cause Code (2)	
Days Closed	427	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments Help

Action	Public	Comment
Make Public		Created By Darian Little (11/14/2014 4 10 PM) RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger airbag light intermittently coming on. RCAS-DL referred C to DLR to review service bulletin NTB14-084
Make Public		Created By Darian Little (11/14/2014 4 09 PM) RCAS-DL contacted DLR and spoke with SM-Brad RCAS-DL advised to SM to please review service bulletin NTB14-084 with C SM agreed
Make Private	✓	Created By Darian Little (11/14/2014 4 09 PM) Last Modified By Darian Little (11/14/2014 4 09 PM) RCAS-DL contacted C via [redacted] RCAS-DL VERIFIED C's name, home & email address, concern, phone#, mileage: RCAS-DL CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found [redacted] Previous RELATED Case(s) Found: none RCAS-DL advised to C that call may be recorded for quality & training purposes C states the concern is intermittently and that C is not able to duplicate the concern at the DLR RCAS-DL advised to C that because the DLR could not duplicate C concern there is no recommended repair that could be given to address the concern RCAS-DL referred the C to the DLR to review service bulletin NTB14-084 and to review owner's manual for information related to the passenger air bag light and its sensitivity to seat posture. C understood and had no further questions or concerns Phone call ended mutually
Make Private	✓	Created By Darian Little (11/14/2014 3 51 PM) Last Modified By Darian Little (11/14/2014 3 51 PM) RCAS-DL contacted DLR and spoke with SM-Brad states DLR performed zero point relearn SM states recall was performed SM states DLR could not duplicate C concern during test drive SM states C had a water jug in passenger seat which could cause light to come on SM advised until concern is duplicated there is no further assistance to provide C
Make Public		Created By Darian Little (11/14/2014 3 37 PM) unable to datanet
Make Private	✓	Created By Janice Arellano (11/13/2014 12 49 PM) Last Modified By Darian Little (11/14/2014 3 51 PM) C said the airbag is off sometime and the dealer cannot fix the issue unless it's doing it but the time c went to the dealer it is not failing c stated that dealer advised c to see the issue before can do something c stated that it is periodically happening on the veh and c said if c got into an accident c will sue nissan c stated c went to the dealer 2 weeks ago Crr-ja advised will forward the case to RCAS dept for a review and c will be receive a call by the end of the end of next buss day. C understood. Crr-ja asked for further assistance. C declined. Crr-ja did the recap Crr-ja provided to c name, ext # and case number Leave case open-transferred case to rcas.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8043115	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	11/13/2014	YX	BK	233500	OA
Edit | Del	CC-8043116	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	UNABLE DIAGNOSE/DUPLICATE	14	11/13/2014	WT	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History Activity History Help

No records to display

Emails Send an Email Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/14/2014 4:11 PM	Darian Little	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/13/2014 12:50 PM	Janice Arellano	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zQhS**.

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Surveys Surveys Help

No records to display

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Jacinta Pederson [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/13/2014	Type	CA
Follow Up Date	2/9/2015	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/13/2014 2:52 PM
CA Multiple Repairs		Date/Time Closed	2/9/2015 3 00 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	Correspondence
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/10/2014 1:24 PM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	The C states the defects of his vehicle include: C/S back-up camera lines not showing up, C/S navigation screen goes blank intermittently on hard turns, C/S Climate control system will at times blow full air on start up, C/S the windshield wipers stopped halfway across the window after pushing the stalk for a single mist wipe, C/S the radio changed stations but the display never changed, C/S both display screens go blank after start up, C/S strange smell coming from the A/C at times, C/S back up camera cuts on and off when backing up, display screen reboots for no reason when driving, C/S reverse camera has no lines at times even after waiting appropriate time, volume controls (steering wheel and radio knobs) become inoperable, maps will not load at times, passenger air bag light is on when nothing is in the seat, display screens dim to night mode during the day, "sandbox 3 not working" on the navigation display, wipers do not work at times will stick in the middle of the glass, radio station not displayed on dash and console, both display screens lock up after start up.	DTS Request Type	ARBS Request
Inspection Time/Notes	Appointment Time: 12/10/2014 2:24 PM EST Notes to Agent: As per My email to SM Tim Conklin, i will be requesting the DCU replaced and the IT GEN2.0 be performed and confirmed via, version #		
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	7	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	4,504		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN1BV7AR2EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	INF NITI	Beyond Basic Warranty Months	0
Model Line	Q50	Beyond PT Warranty Miles	0
Model Code	91214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PASSPORT NFINITI OF ALEXANDRIA	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: JN1BV7AR2EM[redacted]		
Created By	Ashley Fiting, 11/13/2014 2:52 PM	Root Cause Code	SCSH
Last Modified By	Veronica Moody 4/12/2015 9 35 PM	Root Cause Code (2)	
Days Closed	338	Action Code	NT9H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Jacinta Pederson (2/9/2015 8 19 AM)** Arbs closing file pending c contact.
Make Public		**Created By Jacinta Pederson (2/3/2015 2 16 PM)** Arbs left vmx for c.
Make Public		**Created By Jacinta Pederson (1/29/2015 2 44 PM)** Arbs left f/u vmx for c.
Make Public		**Created By Jacinta Pederson (1/28/2015 12 56 PM)** Arbs contacted SM/Tim and discussed c. SM confirmed c came into the dealership and c did not have time, but informed SM c would re-schedule at a different time SM advised c has not returned or rescheduled the appointment. Arbs thanked SM for the information.
Make Public		**Created By Jacinta Pederson (1/27/2015 12 17 PM)** Arbs left f/u vmx for c.
Make Public		**Created By Jacinta Pederson (1/27/2015 12 16 PM)** Arbs notes per instructions from DTS-SR-LC DCU replaced.
Make Public		**Created By Jacinta Pederson (1/6/2015 12 45 PM)** Arbs left vmx for Tim Conklin/SM
Make Public		**Created By Jacinta Pederson (12/16/2014 1 25 PM)** Arbs left vmx for SM/Tim Conklin.
Make Public		**Created By Jacinta Pederson (12/10/2014 9 27 AM)** Arbs contacted c and informed c arbs has submitted a request for a DTS. Arbs informed c arbs will call c back once arbs hears back from a DTS and arrangements can be made to address c's concerns listed in c's vehicle. C agreed and would wait to hear back from arbs. C was appreciative.
Make Public		**Created By Jacinta Pederson (12/9/2014 11 27 AM)** Arbs submitted DTS request.
Make Public		**Created By Jacinta Pederson (12/9/2014 11 17 AM)** Arbs discussed with TL-RD.
Make Public		**Created By Jacinta Pederson (11/20/2014 1 03 PM)** Arbs contacted c ph[redacted] and explained the reason for arbs call.

C was appreciative of the call.

Arbs asked c if c had time to discuss c's concerns listed in the letter.
C agreed and discussed in length c is upset with the annoyance's of the vehicle.

C/S c does not have a lot of miles on this vehicle, but has owned quite a few of Nissan's and Infiniti's.

C/S c was very happy with c's Infiniti G35.
C/S c issues are intermittent.
Arbs asked c if c is giving the vehicle plenty of time warm up as the system boots up.
C/S c should be able to get in the vehicle start it up and not have to wait longer then starting the car and putting on c's seat belt for the system to boot up.

C/S this is annoyance and c never knows when one of these concerns are going to pop up and c feels c (leased) a luxury vehicle and these items should not be a concern on a new vehicle.

Arbs informed c arbs would review c information and call c next week once arbs has thoroughly reviewed c's information.

C was appreciative of the call. Arbs provided c with poc information.

Created By Jacinta Pederson (11/19/2014 10 40 AM)
Arbs contacted SM/Tim Konklin ph# 703-461-1330 and discussed c's service history.

Make Public

SM advised the vehicle is operating as designed, but c believes that when c goes out to his vehicle it should not take a several seconds for the navigation system to boot up and the system to work.

Arbs thanked SM for the information.

Make Public **Created By Jacinta Pederson (11/18/2014 3 26 PM)**
Arbs left vmx for SM/Tim 703-461-1330.

Make Public **Created By Jacinta Pederson (11/18/2014 3 23 PM)**
Arbs received vmx from SM/Tim Konklin.

Make Public **Created By Ashley Fiting (11/18/2014 3 09 PM)**
DRTS received sales docs from dealer 71248
Attached to the case for review.

Make Public **Created By Jacinta Pederson (11/18/2014 2 13 PM)**
ARbs left vmx for SM/Tim Konklin

Created By Jacinta Pederson (11/18/2014 7 45 AM)
01/31/14- 854 miles RO[redacted] Day 1
Concern:
1. C/S back up camera lines would not show up- system goes in and out
2. World Class Inspection
3. Car Wash
Action;
1. At the moment ASLL is working per design but there is a new update coming out in February
2. Completed
3. Completed

04/18-04/21/14 2,332 miles RO[redacted] Day 4
Concern:
1. Recall/Campaign
2. C/S the backup camera lines don't show intermittently worst after first loaded in the am
3. C/S the navigation screen goes black intermittently on hard turns
4. C/S the climate control will blow full air on start up until he turns it down manually
5. C/S wipers stopped half way once after pushing the stalk up for a single wipe
6. World Class Inspection
7. C/S yesterday the radio would change stations but the display never changed, restarted and then it worked fine.
Action:
1. Performed OCS reprogram
2. We found that there is a longer wait time then initially thought- takes about 15 seconds after menu dots show
3. Could not duplicate C concern at this time but will recheck if needed
4. Could not duplicate C concern but performed a software update pertaining to the AV unit
5. Could not duplicate and found no codes stored in the system working as designed
6. Completed
7. Could not duplicate C concern but performed a software update pertaining to the AV unit

10/8/14 4,504 miles RO[redacted] Day 3
Concern:
1. Recall/Campaign
2. Recall/Campaign
3. Recall/Campaign
4. C/S that both display screens go blank after start up
5. C/S that after restarting the car, the error message "key mismatch" was displayed
6. C/S that there is a strange smell coming from the A/C at times
7. C/S the backup camera will cut on and off when backing up
8. C/S the reverse camera had no lines when backing up even after the system h ad loaded
9. C/S that the display screen will reboot while driving
10. C/S that the volume control was inoperable from the radio and steering controls
11. C/S maps will not load at times
12. C/S the passenger air bag light is on at times (nothing in the seat)
13. C/S the display screen will dim to night mode during the day
14. Sandbox 3 not working on the navigation display
15. C/S the radio changes stations but the display reads the same on all stations
16. C/S the wipers do not work at times. Will start to sweep and other times will stick in the middle of the glass
17. C/S the right rear tire has a slow leak
Action:
1. Q50 Client support-PC319
2. Completed the GEN5 2.0 update
3. Replaced the battery post cover
4. Corrected with GEN 5 2 0 update
5. Corrected with GEN 5 2 0 update
6. Tech and service director were unable to duplicate concern
7. Corrected with GEN 5 2 0 update
8. Corrected with GEN 5 2 0 update
9. Corrected with GEN 5 2 0 update
10. Corrected with GEN 5 2 0 update
11. Corrected with GEN 5 2 0 update
12. Corrected with GEN 5 2 0 update
13. Corrected with GEN 5 2 0 update
14. Corrected with GEN 5 2 0 update
15. Corrected with GEN 5 2 0 update
16. Corrected with GEN 5 2 0 update
17. Corrected with GEN 5 2 0 update

Make Public **Created By Ashley Fiting (11/17/2014 1 46 PM)**
DRTS called dealer 71248 and spoke with Travone the Title Clerk and he agreed to fax me the Lease Contract for this C. Provided name, fax number, C name, and year/make/model.

Make Public **Created By Jacinta Pederson (11/14/2014 2 11 PM)**
NMAC lease

No VSC

Make Public — **Created By Ashley Fiting (11/14/2014 9 31 AM)**
DRTS completed and attached RHR.

Make Public — **Created By Ashley Fiting (11/14/2014 9 01 AM)**
DRTS received repair orders from dealer 71248 and attached to the case for review.

Make Public — **Created By Ashley Fiting (11/14/2014 7 34 AM)**
DRTS called dealer 71248 to request for all the repair orders for this V N. Spoke with SM Tim, he said he would send them via fax. Provided name, fax number, and V N.

Created By Ashley Fiting (11/13/2014 3 01 PM)
Previous Cases [redacted]
Recalls/Campaigns-none

DRTS in receipt of a customer letter signed by [redacted] sent on 11/10/2014 and received on 11/12/2014. The letter was sent via certified mail and the tracking # is [redacted] The letter is attached to the case for review.

Make Public — The C states the defects of his vehicle include: back-up camera lines not showing up, navigation screen goes blank intermittently on hard turns, the climate control system will at times blow full air on start up, the windshield wipers stopped halfway across the window after pushing the stalk for a single mist wipe, the radio changed stations but the display never changed, both display screens go blank after start up, strange smell coming from the A/C at times, back up camera cuts on and off when backing up, display screen reboots for no reason when driving, reverse camera has no lines at times even after waiting appropriate time, volume controls (steering wheel and radio knobs) become inoperable, maps will not load at times, passenger air bag light is on when nothing is in the seat, display screens dim to night mode during the day, "sandbox 3 not working" on the navigation display, wipers do not work at times will stick in the middle of the glass, radio station not displayed on dash and console, both display screens lock up after start up. The C is requesting a buy back of the vehicle. Please contact C ASAP. Attached with the letter are Repair Orders.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8043504	AUDIO/VIDEO/NAVI	NAVI/GPS SYSTEM	GENERAL INQU RY	QA	11/13/2014	ZR	AA	102500	OA
Edit | Del	CC-8043505	HEATER/A R CONDITIONING	GEN. AC/HEAT NG COMPONENT	POOR OR MPROPER OPERATION	11	11/13/2014	YX	AJ	159000	OA
Edit | Del	CC-8043506	BODY ELECTRICAL	WIPER (ARM/MOTOR/BLADE)	POOR OR MPROPER OPERATION	13	11/13/2014	YX	AC	118000	OA
Edit | Del	CC-8043508	HEATER/A R CONDITIONING	A/C VENT(S)	GENERAL INQUIRY	QA	11/13/2014	ZR	AJ	155500	OA
Edit | Del	CC-8043509	AUDIO/VIDEO/NAVI	STEREO/CD/RADIO	POOR OR MPROPER OPERATION	11	11/13/2014	YX	AA	103500	OA

Show 2 more » | Go to list (7) »

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/11/2014	Gary Lee Cross	12/10/2014 1:27 PM
Edit | Del	Collect Sales Documents	[redacted]	✓	11/21/2014	Ashley Fiting	11/18/2014 3:10 PM
Edit | Del	Create RHR	[redacted]	✓	11/19/2014	Ashley Fiting	11/14/2014 9:32 AM
Edit | Del	Collect RO Documents	[redacted]	✓	11/17/2014	Ashley Fiting	11/14/2014 9:02 AM
Edit | Del	[redacted]	[redacted]	✓	11/13/2014	Jacinta Pederson	11/13/2014 3:06 PM

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	406KB	11/18/2014 3:09 PM	Ashley Fiting
Edit | View | De	[redacted]x	27KB	11/14/2014 9:32 AM	Ashley Fiting
Edit | View | Del	[redacted].pdf	618KB	11/14/2014 9:01 AM	Ashley Fiting
Edit | View | Del	[redacted].pdf	204KB	11/13/2014 3:04 PM	Ashley Fiting
Edit | View | Del	[redacted].pdf	918KB	11/13/2014 3:04 PM	Ashley Fiting

Case History

Case History Help

Date	User	Action
2/9/2015 3 00 PM	Jacinta Pederson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/9/2015 8:19 AM	Jacinta Pederson	Changed **Follow Up Date** from 2/3/2015 to **2/9/2015**.

2/3/2015 2:16 PM	Jacinta Pederson	Changed **Follow Up Date** from 1/30/2015 to **2/3/2015**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [16] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Michael Bardwell [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/20/2014	Type	CA
Follow Up Date	11/25/2014	Case Origin	Letter/Fax
Supporting Documents		Date/Time Opened	11/14/2014 11:18 AM
CA Multiple Repairs		Date/Time Closed	11/25/2014 2:56 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	CST00053585

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	BBB Auto Line Voluntary Settlement - 2 visits, 2 repairs and 4 days down for OCS concerns		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer Agency / B.B.B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7APXEL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BUENA PARK NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$4,000 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	

Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] 053724 VIN: 3N1AB7APXEL[redacted]		
Created By	Heathre Vanriper, 11/14/2014 11:18 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri, 4/3/2015 8 05 PM	Root Cause Code (2)	
Days Closed	414	Action Code	NT9D
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Michael Bardwell (11/25/2014 2 55 PM) ARBS notes discrepancy between address provided on REG and BBB site. ARBS received fax from c confirmed address of: [redacted] Santa Ana, CA[redacted] ARBS received confirmation that check was sent out via FedEx[redacted] ARBS closing case.
Make Public		Created By Heathre Vanriper (11/24/2014 10 40 AM) NIS1431794. DRTS rec'd Case closed due to no signed CCF from BBB 11/24/14 dated same. See attached for review.
Make Public		Created By Michael Bardwell (11/24/2014 8 43 AM) ARBS received signed and notarized settlement agreement from c via fax. ARBS attached docs to case. ARBS submitted check request. ARBS created FedEx Label [redacted]. ARBS setting follow-up to 25-Nov pending check approval.
Make Public		Created By Michael Bardwell (11/21/2014 5 17 PM) ARBS received inbound call from c. C stated that prior to getting c's attorney formally involved in the case, c asked if ARBS would be willing to increase the settlement to $4,000. ARBS advised c that ARBS would be willing to provide a $4,000 settlement with a signed agreement. C thanked ARBS. ARBS asked if c would like ARBS to fax or email the offer letter, c requested email (javier@CFSnow.com). ARBS agreed and call ended mutually. ARBS drafted settlement agreement and emailed to c. ARBS setting follow-up to 3-Dec pending docs from c.
Make Public		Created By Michael Bardwell (11/21/2014 4 56 PM) ARBS received inbound call from c advising that c has received letter from ARBS. C stated that c has already contacted an attorney regarding the matter. ARBS understood and asked how ARBS can assist c. C stated that ARBS cannot assist c and that ARBS will be receiving a letter from c's attorney and disconnected call. ARBS setting follow-up to 2-Dec pending update from BBB.
Make Public		Created By Andrea Brown (11/21/2014 3 47 PM) DRTS- spoke to Brandi Z, Business Office Manager and she said I can't get the sales documents unless I have a Hold Harmless Agreement. Closed the task with "No Action Required"
Make Public		Created By Andrea Brown (11/20/2014 2 11 PM) DRTS- received a Customer Letter received November 20, 2014. The letter is attached for your review. The C would like their recall fix for a second time free of charge. Unclear of when to respond
Make Public		Created By Andrea Brown (11/20/2014 11 25 AM) DRTS- called and left a message with the Business office manager- Brandy- will follow up later today
Make Public		Created By Andrea Brown (11/20/2014 10 56 AM) DRTS- obtained factory invoice and attached to the case
Make Public		Created By Michael Bardwell (11/20/2014 10 00 AM) ARBS notes the following: 2 visits, 2 repairs and 4 days down for OCS concerns; 1 visit, 1 repair and 3 day down for turn signal indicator; 1 visit, 1 repair and 1 day down for rough idle ARBS submitted MRF to BBB advising that NNA offers to voluntary repurchase/replace veh due to 2 visits, 2 repairs and 4 days down for OCS concerns with usage calculated at 12,475 miles. ARBS obtained REG from c's previous case and attached to case. ARBS sent intent letter to c via FedEx[redacted] ARBS setting follow-up to 1-Dec pending docs from c.
Make Public		Created By Michael Bardwell (11/20/2014 9 53 AM) ARBS in review of veh history from RHR submission. ARBS notes the following: Previous CA Cases: [redacted] TECH LINE: None Repair History: 27-Jul-14 at 12,475 miles. RO #[redacted] - Days Down: 3 CONCERN:

1. Campaign R1405
2. MPI - Found right front turning signal light out
ACTION TAKEN:
1. Completed occupant classification module reprogramming
2. Found right front bulb open circuit replaced right front turn signal bulb to resolve

13-Nov-14 at 19,507 miles. RO #[redacted] - Days Down: 1
CONCERN:
1. Airbag light comes on and off while driving
2. Driver side inside door handle loose
3. When coming to a stop engine vibrates
ACTION TAKEN:
1. Special ordered side sensors
2. Unable to duplicate C concern
3. Tech reprogrammed ECM and road tested veh- all okay

Make Public — **Created By Andrea Brown (11/17/2014 9 57 AM)**
DRTS- received and attached both ROs

Make Public — **Created By Andrea Brown (11/17/2014 9 49 AM)**
DRTS- called DLR 5162- spoke to Paul, SA and he's faxing them over

Make Public — **Created By Andrea Brown (11/17/2014 9 47 AM)**
DRTS- called DLR- 5093 request ROs, spoke to Steve, SA and he's email it over.

Make Public — **Created By Michael Bardwell (11/14/2014 12 52 PM)**
ARBS setting follow-up to 20-Nov pending RHR completion.

Make Public — **Created By Heathre Vanriper (11/14/2014 11 26 AM)**
NIS1431794. DRTS rec'd MRF from BBB 11/14/14 dated same. C seeks: replacement. CCF states: Air Bag Recall*3, engine Shaking*2, Lose parts inside vehicle*2. See attached for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8044425	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	JUDDER/CHATTER/V BRATION	02	11/14/2014	ZY	BN	252000	OA
Edit | Del	CC-8044426	ENG NE MECHANICAL	ENG NE ASSEMBLY	POOR OR IMPROPER OPERATION	06	11/14/2014	YX	AG	138000	OA
Edit | Del	CC-8044427	RESTRA NT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	11/14/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All — Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Collect Sales Documents	[redacted]	✓	11/28/2014	Andrea Brown	11/21/2014 3:49 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	11/24/2014	Michael Bardwell	11/24/2014 4:26 PM
Edit | Del	[redacted]	[redacted]	✓	11/24/2014	Michael Bardwell	11/24/2014 10:41 AM
Edit | Del	[redacted]	[redacted]	✓	11/20/2014	Michael Bardwell	11/20/2014 2:11 PM
Edit | Del	Collect Factory Invoice	[redacted]	✓	11/20/2014	Andrea Brown	11/20/2014 10:56 AM

Show more » | Go to list »

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00053585	DRT Resolution	3N1AB7APXEL[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0137969	[redacted]	11/25/2014	Customer	Approved	$4,000 00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	[redacted]

Forms

Forms Help

No records to display

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	70KB	1/9/2015 12:47 PM	Tammy Knotts
Edit | View | Del	[redacted]	15KB	11/25/2014 2:56 PM	Michael Bardwell
Edit | View | Del	[redacted]	80KB	11/24/2014 10:40 AM	Heathre Vanriper
Edit | View | Del	[redacted]	50KB	11/24/2014 8:37 AM	Michael Bardwell
Edit | View | Del	[redacted]	133KB	11/21/2014 5:18 PM	Michael Bardwell

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
11/25/2014 2 56 PM	Michael Bardwell	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
11/24/2014 8:44 AM	Michael Bardwell	Changed **Follow Up Date** from 12/2/2014 to **11/25/2014**.
		Changed **Description**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [15] | Case Categorizations [1] | Open Activities [1] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Zachary Mallett [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/4/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/14/2014 11:21 AM
CA Multiple Repairs		Date/Time Closed	12/4/2014 11:58 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Please schedule for 12/1 @ 11am. Please advise customer it is mandatory that they meet with me and they allow enough time for a test drive if necessary. Also the passenger should be present as well. Please also alert the Service Manager of this appointment.		
	Thanks,		
Description	multiple repair attempt		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MOSSY NISSAN EL CAJON
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3APXDN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	Nissan	Beyond Basic Warranty Months	3
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN EL CAJON	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3APXD[redacted]		
Created By	Roselle Beconia 11/14/2014 11:21 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	405	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Zachary Mallett (12/4/2014 11 57 AM)** CASE SUMMARY C contacted NNA with OCS concern. DTS inspected veh. Veh operates as intended. RCAS closing case as no further assistance may be offered.
Make Public		**Created By Zachary Mallett (12/4/2014 11 56 AM)** RCAS called C at [redacted] RCAS stated RCAS communicated with DTS. RCAS stated DTS determined the veh operates as intended. RCAS stated no further recommendation is available as veh operates as intended. C stated C does not like how OCS works. C stated C shouldn't have to stop and restart the veh. C stated C is going to let it go. RCAS stated section 1 of the owner's manual provides precautionary information regarding the OCS. C stated DTS provided C with a print out. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (12/4/2014 11 49 AM)** RCAS notes DTS notes: Concern: Customer states Passenger Air Bag light comes on while driving, will stay on until car sits at idle for a while or turns car off-intermittent. Cause: No problem found, Occupant Classification System is operating as intended. The following information is per NTB14-084: 2 SENSOR OCCUPANT CLASSIFICATION SYSTEM (OCS) DIAGNOSTICS AND INFORMATION The Occupant Classification System (OCS) is designed to classify the size of the front seat passenger and automatically turn OFF the passenger air bag under some conditions. Section 1 of the owner's manual has a detailed description of how the occupant classification system is designed to operate in accordance with Federal regulations. The issues being described may indicate normal operation, depending on the size of the passenger seat occupant. Complaints of OCS light illuminating and shutting off intermittently when seat is occupied by a small stature occupant. Please remember that that the PABI light only indicates the status of the front passenger airbag. All other airbags are unaffected. NORMAL OPERATION: In order for the OCS to classify the right front passenger based on weight, please follow the precautions and steps outlined below: Adjust the seat as outlined in the Safety section (section 1) of the Owner's Manual. Sit upright, leaning against the seat back, and centered on the seat cushion with your feet comfortably extended to the floor. Make sure there are no objects on the occupant's lap. Fasten the seat belt as outlined in the Safety section (section 1) of the Owner's Manual. Remain in this position for 30 seconds allowing the system to classify the passenger before the vehicle is put into motion. Ensure proper classification by checking the Passenger Airbag Status Light.
Make Public		**Created By Zachary Mallett (11/28/2014 11 40 AM)** RCAS called C a[redacted], and reminded C of appointment. C stated C would be present. C declined further assistance. Call ended mutually.
Make Public		**Created By Zachary Mallett (11/26/2014 6 21 PM)** RCAS called C a[redacted]

RCAS spoke to [redacted].
RCAS stated C's veh can be inspected on 12/01/14 at 11:00 am.
C stated C would be present.
RCAS stated RCAS would follow up with C on 11/28/14.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Zachary Mallett (11/24/2014 5 09 PM)
RCAS sent email to DTS-CB to review for possible inspection.

Make Public

Created By Zachary Mallett (11/24/2014 5 02 PM)
RCAS called C at [redacted].
RCAS stated RCAS communicated with internal resources.
RCAS stated it appears that OCS operates as intended.
RCAS advised C of trouble shooting techniques.
C stated C has tried them and stated the light still comes on.
C stated C believes there is something wrong with the electronics in the veh.
C stated C does not feel safe knowing the air bag would not deploy.
RCAS stated RCAS would review to see if further inspection is necessary.
C understood.
RCAS stated RCAS would follow up with C on 11/26/14.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Zachary Mallett (11/24/2014 4 47 PM)
RCAS received email from DTS-CB stating DTS-CB does not recommend inspection and C should be advised of OCS operation.

Make Public

Created By Zachary Mallett (11/20/2014 4 27 PM)
RCAS sent email to DTS-CB to review for possible inspection.

Make Public

Created By Zachary Mallett (11/20/2014 4 27 PM)
RCAS called C at [redacted].
C stated the airbag light will stay on even though there is a passenger is in the seat.
C stated after C stops at a light for thirty seconds then the light will go off sometimes.
C stated C has tried everything and the veh
C stated both lights come on when C starts veh.
C stated the lights will turn off simultaneously, and C knows it is then working.
C stated DLR told C about the veh cycling through to classify the occupant of the passenger seat.
RCAS stated RCAS would further review C's concerns.
RCAS stated RCAS would consult internal resources.
RCAS stated RCAS would follow up with C on 11/24/14.
C understood.
C declined further assistance.
Call ended mutually.

Make Public

Created By Maria Marsha Atienza (11/20/2014 12 00 PM)
RCAS Case Follow-up

Make Public

Created By Maria Marsha Atienza (11/20/2014 11 59 AM)
CRR-MC received a call from c stating that RCAS is calling c's home # which is not the best phone # to reach c. C stated that c called RCAS many times and left c's mobile # but RCAS is still calling c's home #. C gave case #. CRR-MC apologized.

CRR-MC checked case and verified that no contact info changed.

CRR-MC set expectation that RCAS will call c back today 11/20/14. C stated that c wants to be contacted on c's mobile #.

CRR-MC verified best contact # to reach c at which is [redacted]

CRR-MC informed c that CRR-MC will send internal message to representative about c's callback today. C agreed.

CRR-MC offered further assistance. C declined.
CRR-MC provided name and extension #.
CRR-MC exiting file.

Make Public

Created By Zachary Mallett (11/17/2014 1 42 PM)
RCAS sent email to SM-RH requesting further information.

Make Public

Created By Zachary Mallett (11/17/2014 1 40 PM)
RCAS called C at [redacted], and left vmx with case number RCAS name and number requesting C return call.

Make Public

Created By Roselle Beconia (11/14/2014 11 41 AM)
crr-rb received a call from c
c provided c's name, address, phone number, email and vin

c states c had taken veh to nna dlr multiple times
c states c have gone to dlr 4x for repair on veh air bag
c states that air bag light keeps coming on
c states that 11/08/14 was the last diagnosis
c states that c was advised by nna dlr to call nna ca regarding veh re-occurring issue

crr-rb informed c that crr-rb will escalate c's case to RCAS for further possible assistance and proper case handling
crr-rb informed c that RCAs will follow up with c by the end of the next business day

crr-rb offered further assistance
c declined
crr-rb provided c with case number, crr name and crr-rb extension number
crr-rb exits case

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8065189	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	12/4/2014	YX	BK	234000	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Follow Up Call From C	Not Started		✓	[redacted]	11/20/2014	N/A	Zachary Mallett

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	12/4/2014	Craig Belle	12/2/2014 8:05 AM

Emails Help

Emails Send an Email

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
12/4/2014 11:58 AM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/28/2014 11:40 AM	Zachary Mallett	Changed **Follow Up Date** from 11/28/2014 to **12/4/2014**.
11/26/2014 6:22 PM	Zachary Mallett	Changed **Follow Up Date** from 11/26/2014 to **11/28/2014**.

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Surveys Surveys Help

No records to display

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Case [redacted]

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Case Comments [30] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted] [redacted]	
Executive Referral		Case Owner	Nakayya Fletcher [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/29/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/14/2014 1:14 PM
CA Multiple Repairs		Date/Time Closed	12/29/2014 9:31 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/22/2014 10 00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	Region Request
Inspection Time/Notes	Appointment Time: 12/22/14 @ 10:00am EASTERN time Notes to agent: Please send me an email on confirmation of date. I am a new DTS and this will be my first case. My name is Fekado Debeb F1 DTS in Atlanta market. Please contact me at fekado.debeb@nissan-usa.com 404-405-0935		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	1,500	Related Vehicle Make	Nissan
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP8DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13313	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HERITAGE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] PHONE: V N:		
Created By	Shirley Santos, 11/14/2014 1:14 PM	Root Cause Code	SRMV
Last Modified By	Bharath Tadipatri 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	380	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Nakayya Fletcher (12/29/2014 9 30 AM) Warning
Make Private	✓	RCAS unable to share case with dlr. •No users are associated with the selected dealer to share the case with. •Service Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.
Make Private	✓	**Created By Nakayya Fletcher (12/29/2014 9 29 AM)** RCAS Closing case** CASE SUMMARY*** C contacted NNA due airbag sensor light concern. C states light comes on intermittently , multiple repair attempts. SM states dlr replaced c's occupany sensor, SM states SM recommends DTS if C still experiencing concerns. RCAS scheduled DTS inspection. DTS advised veh operating as designed, DTS replaced control unit. RCAS contacted veh repair update. RCAS left VXM advising RCAS contacted dlr, dlr advsied veh repaired and ready for pickup. RCAS advised C to contact RCAS if c needs further assistance. RCAS provided c with RCAS contact # and case#.
Make Private	✓	**Created By Nakayya Fletcher (12/29/2014 9 26 AM)** RCAS placed outbound call to C at [redacted] RCAS left VXM advising RCAS contacted dlr, dlr advsied veh repaired and ready for pickup. RCAS advised C to contact RCAS if c needs further assistance. RCAS provided c with RCAS contact # and case#.
Make Private	✓	**Created By Nakayya Fletcher (12/29/2014 9 21 AM)** RCAS spoke with SA Ethan at HERITAGE NISSAN. RCAS requested an update on c's veh repair. SA states dlr replaced c's control unit 12/26/14, SA states veh repaired and ready for pickup. SA states SA has contacted c's wife and advised veh ready for pickup.
Make Private	✓	**Created By Nakayya Fletcher (12/24/2014 9 22 AM)** RCAS placed outbound call to C at [redacted] RCAS left VXM.
Make Private	✓	**Created By Nakayya Fletcher (12/24/2014 9 18 AM)** RCAS placed outbound call toHERITAGE NISSAN. RCAS spoke with SM Cass. SM states DTS inspection complete, SM states veh operating as designed. SM states DTS FD ordered control unit to attempt to assist with c's concerns. SM states DTS JN replaced control unit previously, SM states c;s concerns are due to c's child riding in the seat. SM states c's child weighs 120lb, light does not come on. RCAS asked when dlr will recieve part. SM states dlr has recieved part, veh should be repaired by 12/27/14.
Make Private	✓	**Created By Nakayya Fletcher (12/19/2014 9 42 AM)** RCAS placed outbound call to C at [redacted] RCAS left VXM reminding c of DTS appointment 12/22/14. RCAS advised C RCAS will follow up with c 12/26/14 due to holidays.
Make Private	✓	**Created By Nakayya Fletcher (12/12/2014 11 30 AM)** RCAS placed outbound call to C at [redacted], RCAS left VXM advising of next available DTS inspection date.

RCAS received call from C.
RCAS advised C of next available DTS inpection date of 12/22/14 at 10am eastern.
C states understood.
RCAS advised C DTS will need to speak with c for about 30 minutes at dlr before inspection.
C states understood, rcas advised C RCAS will contact c before appointment date to remind c of appointment.
C states understood, call ended mutually.

Make Private — **Created By Nakayya Fletcher (12/11/2014 9 30 AM)**
RCAS placed outbound call to C at [redacted].
RCAS left VXM advising C RCAS requested a new DTS inspection.
RCAS will contact C once new date is scheduled.
RCAS provided c with RCAS contact # and case#

Make Private — **Created By Nakayya Fletcher (12/9/2014 3 22 PM)**
RCAS assigned new DTS inspection to DTS -Rowe

Make Private — **Created By Nakayya Fletcher (12/8/2014 12 34 PM)**
RCAS received email from DTS-Jimmy Noles advising rcas to sned new request to larry Rowe.
RCAS advised Fekado Debeb will have dlr starting 12/15/2014.

Make Private — **Created By Nakayya Fletcher (12/8/2014 12 00 PM)**
RCAS sent email to DTS JN advising of c's feedback.
RCAS requested next available appointment date.

Make Private — **Created By Nakayya Fletcher (12/8/2014 11 53 AM)**
RCAS placed outbound call to C at [redacted]
RCAS left VXM advising of c's DTS inspection date scheduled.
C states c unable to meet DTS on scheduled date.
RCAS asked C when c will be available.
C states c available Dec 17th and 18th, C states c available all week the following week of 22-28th.
RCAS advised C RCAS will contact DTS and followup with C once inspection date is rescheduled.
C states understood, Call ended mutually.

Make Private — **Created By Nakayya Fletcher (12/5/2014 10 18 AM)**
RCAS placed outbound call to C at [redacted].
RCAS left VXM advising of c's DTS inspection date scheduled.
RCAS advised C to contact RCAS at [redacted]

Make Private — **Created By Nakayya Fletcher (12/2/2014 9 21 AM)**
RCAS placed outbound call to C at [redacted]
RCAS left VXM advising of c's DTS inspection date scheduled.
RCAS advised C to contact RCAS at [redacted]

Make Private — **Created By Nakayya Fletcher (11/26/2014 1 57 PM)**
RCAS placed outbound call to C at [redacted].
C states c still experiencing concerns with c's passenger sensor.
RCAS advised C RCAS contatced DTS to inspect veh.
RCAS advised C RCAS will follow up with C once DTS date scheduled.

C asked what should c do if DTS unable to repair c's evh.
RCAS advised DTS highly trained to assist with c's veh concerns.
RCAS advised if DTS unable to repair veh, C able to request other alternatives.
C states understood, RCAS advised c RCAS will follow up with C 12/2/2014.
Call ended mutually.

Make Private — **Created By Nakayya Fletcher (11/25/2014 4 45 PM)**
Revised**RCAS recieved VXM from C.

RCAS will contact C 11/26/2014 per TL-KJ

Make Private — **Created By Nakayya Fletcher (11/25/2014 4 44 PM)**
RCAS recieved VXM from C.

RCAS will contact C 11/26/2014.

Make Private — **Created By Nakayya Fletcher (11/25/2014 4 37 PM)**
RCAS placed outbound call to C at [redacted].
RCAS left VXM providinc c with rcas contact # and case#.

Make Private — **Created By Nakayya Fletcher (11/25/2014 4 35 PM)**
RCAS reviewed case with TL-KJ, TL-KJ recommends DTS inspection.

Make Private — **Created By Nakayya Fletcher (11/25/2014 2 15 PM)**
RCAS placed outbound call to HERITAGE NISSAN, RCAS spoke with SM CASS.
SM states dlr replaced c's occupany sensor, SM states SM recommends DTS if C still experiencing concerns.
RCAS asked how many times has dlr repaired veh, SM states SM unsure.
RCAS thanked SM for assiatance, Call ended mutually.

Make Private — **Created By Nakayya Fletcher (11/25/2014 10 26 AM)**
RCAS placed outbound call to HERITAGE NISSAN, RCAS requested to speak with SM or SA.
RCAS advised service drive busy, Receptionist unable to transfer RCAS.

RCAS sent follow up email to SM Cass and GM George Barron requesting assistance with c's concerns.

Make Private — **Created By Nakayya Fletcher (11/20/2014 4 55 PM)**
RCAS placed outbound call to C at [redacted]
RCAS advised RCAS contacting dlr to offer additional resources.
RCAS advised RCAS will followup wit c no later than 11/25/2014.
RCAS provided c with rcas contact # and c's case#.

Make Private — **Created By Nakayya Fletcher (11/20/2014 12 46 PM)**
RCAS placed outbound call to HERITAGE NISSAN.
RCAS spoke with SA Ethan.
SA states dlr replaced c's passenger airbag sensor, dlr performed reprogram.
SA states SA does not have further information.

RCAS thanked SA for assistance.

Make Private — **Created By Nakayya Fletcher (11/20/2014 11 43 AM)**
RCAS unable to share case with dlr.

Make Private — **Created By Nakayya Fletcher (11/20/2014 11 36 AM)**
RCAS placed outbound call to HERITAGE NISSAN, SM Cass not available.
RCAS will sent email requesting feedback on c's concerns.

Make Private — **Created By Nakayya Fletcher (11/17/2014 4 05 PM)**
RCAS placed outbound call to C at [redacted]
RCAS-NF advised call recorded for quality assurance.
RCAS –NF verified c's mailing address, mileage, servicing dealer.
C states light stays on when passenger in passenger seat.
C states c has taken dlr multiple times, dlr unable to resolce.
C states dlr advised c to contact NNA.

RCAS apologized for c's concerns.
RCAS advised rcas will contact dlr to offer additional resources.
RCAS advised c rcas will followup with c 11/20/14.
C states understood, call ended.

Make Private ✓ **Created By Nakayya Fletcher (11/14/2014 2 41 PM)**
RCAS noting: Case opended 11/14/14, RCAS changing followup date to 11/17/14 per TL-KJ.

Make Public **Created By Shirley Santos (11/14/2014 1 30 PM)**
crr-ss made an outbound call to c a [redacted].
crr-ss stated that call was recorded for quality and training purposes.
crr-ss informed c about an open campaign on the veh.
Campaign: Secondary Hood Latch
Campaign ID: R1413
crr-ss advised c to take the veh to any nna dlr to have the campaign performed. c stated that it is being performed at the dlrshp.
crr-ss ended call and exiting file.

Make Public **Created By Shirley Santos (11/14/2014 1 24 PM)**
crr-ss received a call from c regarding a veh concern.
crr-ss verified c's name, mailing & email address,
primary and alternate phone numbers.
crr-ss informed c that the veh is not part of any veh campaigns.

crr-ss asked c if the veh was already taken to an authorized dlrshp for diagnosis.
c stated yes.

crr-ss asked the Dlrshp that diagnosed the veh.
c stated Heritage Nissan .

crr-ss asked when the veh was diagnosed.
c stated 11/14/14.

crr-ss asked for the the name of the Service Adviser who assisted c at the dlrshp.
c stated SA Ethan/SM Cass.

crr-ss asked the Failing Part on the veh.
c stated airbag sensor light is intermittently on, multiple repair attempts.

crr-ss empathized and apologized for the inconvenience.

crr-ss asked for the current mileage of the veh.
c stated 21,000 miles.

crr-ss empathized and apologized for the inconvenience.

c is seeking for a permanent resolution to the case.
crr-ss informed c that case will be escalated to RCAS for further review and advised c that c will get an update before the end of the next business day. C agreed.
crr-ss offered further assistance. C declined.
crr-ss provided name,case and extension number.
crr-ss forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8086778	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	12/29/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/27/2014	Fekado Debeb	12/11/2014 9:41 AM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/29/2014 9:31 AM	Nakayya Fletcher	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/24/2014 9:22 AM	Nakayya Fletcher	Changed **Follow Up Date** from 12/24/2014 to **12/29/2014**.
12/19/2014 9:43 AM	Nakayya Fletcher	Changed **Follow Up Date** from 12/19/2014 to **12/24/2014**.

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Surveys

Surveys Help

No records to display

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NISSAN

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Case [redacted]

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Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]6
Executive Referral		Case Owner	Laurice Lim [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	11/18/2014	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	11/14/2014 9:32 PM
CA Multiple Repairs		Date/Time Closed	11/18/2014 6:58 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname : [redacted] lastname [redacted] email [redacted] homephone : address1 : address2 : city : Henderson twitter : state : NV zip : owner : true make : Nissan source : NissanContactUs vin : 5N1AR2MM4DC[redacted] dealerstate : dealername : comments : I recently emailed about my passenger airbag light staying on at startup when someone sits down as the vehicle is being started. I've been trying to record this happening before bringing it in. I've not been able to replicate the problem. The light does stay on for 10-15 seconds after startup sometimes, but does eventually go off. I must not have been waiting long enough previously. At this time, consider that issue resolved for our Pathfinder. If the light does stay on going forward, I'll take a picture and bring it in. Thank you		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM4DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25613	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	HENDERSON NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 11/14/2014 9:32 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	Veronica Moody 4/12/2015 4 58 PM	Root Cause Code	SCIN
Days Closed	421	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NP4E
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Jessie Villanueva (11/18/2014 6 58 PM) email update provided by c noted in related case # [redacted] crr created task to case owner for notification tl-jv closing case
Make Public		Created By Jessie Villanueva (11/18/2014 6 44 PM) email update provided by c noted in related case # [redacted] crr created task to case owner for notification tl-jv closing case
Make Public		Created By Laurice Lim (11/18/2014 1 14 PM) *****E-mail case logged***** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail CRR-LD checked for open campaigns/upgrades found: none ********** E-mail sent to: [redacted] Method of contact: E-mail Summary: CRR-LD informed c that c's email was received and forwarded to crr handling c's case related case # [redacted] CRR-LD created task for tl-jv to close the case CRR-LD leaving case open

Make Public

Created By Laurice Lim (11/18/2014 12 54 PM)
case pending

Created By Laurice Lim (11/18/2014 12 52 PM)
firstname : [redacted]
lastname [redacted]
email [redacted]
homephone :
address1 :
address2 :
city : Henderson
twitter :
state : NV
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM4DC[redacted]
dealerstate :
dealername :
comments : I recently emailed about my passenger airbag light staying on at startup when someone sits down as the vehicle is being started. I've been trying to record this happening before bringing it in. I've not been able to replicate the problem. The light does stay on for 10-15 seconds after startup sometimes, but does eventually go off. I must not have been waiting long enough previously. At this time, consider that issue resolved for our Pathfinder. If the light does stay on going forward, I'll take a picture and bring it in.

Thank you

Make Public

Created By Laurice Lim (11/18/2014 12 52 PM)
firstname : [redacted]
lastname [redacted]
[redacted]
homephone :
address1 :
address2 :
city : Henderson
twitter :
state : NV
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM4DC[redacted]
dealerstate :
dealername :
comments : I recently emailed about my passenger airbag light staying on at startup when someone sits down as the vehicle is being started. I've been trying to record this happening before bringing it in. I've not been able to replicate the problem. The light does stay on for 10-15 seconds after startup sometimes, but does eventually go off. I must not have been waiting long enough previously. At this time, consider that issue resolved for our Pathfinder. If the light does stay on going forward, I'll take a picture and bring it in.

Thank you

Make Public

Created By Managed Services (11/14/2014 9 32 PM)
firstname : [redacted]
lastname [redacted]
email : [redacted]
homephone :
address1 :
address2 :
city : Henderson
twitter :
state : NV
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AR2MM4DC[redacted]
dealerstate :
dealername :
comments : I recently emailed about my passenger airbag light staying on at startup when someone sits down as the vehicle is being started. I've been trying to record this happening before bringing it in. I've not been able to replicate the problem. The light does stay on for 10-15 seconds after startup sometimes, but does eventually go off. I must not have been waiting long enough previously. At this time, consider that issue resolved for our Pathfinder. If the light does stay on going forward, I'll take a picture and bring it in.

Thank you

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8048828	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/18/2014	YX	BK	233500	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email	[redacted]	✓	11/18/2014	Jessie Villanueva	11/18/2014 8 00 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0SywbJ:ref]		✓	11/18/2014	Laurice Lim	11/18/2014 4:10 PM

Emails

Send an Email

Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your Inquiry to Nissan [ref: 00DA09j8L. 500F0SywbJ:ref] *11/18/2014 Case #[redacted] VIN # 5N1AR2MM4DC[redacted] Th...*	[redacted]	11/18/2014 4:10 PM
Reply | To All | Del	Replied		My Nissan Vehicle *firstname : [redacted] homephone ...*	nissanconsumeraffairs@my-nissan-usa.com	11/14/2014 9 32 PM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/18/2014 6:59 PM	Jessie Villanueva	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
11/18/2014 4:08 PM	Laurice Lim	Changed **Status** from Open to **Pending**.
11/18/2014 12:52 PM	Laurice Lim	Changed **Case Servicing Dealer** to **HENDERSON NISSAN**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [25] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Darian Little [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/23/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/17/2014 8:10 AM
CA Multiple Repairs		Date/Time Closed	12/23/2014 8:41 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 10 AM Notes to Agent: DTS-DS will plan to meet with C for as along as needed for C to demonstrate incident. If incident is related to lightweight passenger, it would be helpful if that person were able to be present for the inspection.		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM5D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	2
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25213	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GANDRUD NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	11/18/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MM5D[redacted]		
Created By	Shirley Santos, 11/17/2014 8:10 AM	Root Cause Code	SCIR
Last Modified By	NNAETL 10/14/2015 12:42 AM	Root Cause Code (2)	
Days Closed	386	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Darian Little (12/23/2014 8 38 AM) Last Modified By Darian Little (12/23/2014 8 41 AM)** RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger airbag light concern. DTS inspected veh and explained operation of airbag light. C to call if C requires further assistance.
Make Private	✓	**Created By Chris Felts (12/22/2014 11 30 AM)** RCAS CF assisting ********** RCAS called C a[redacted] 1123am C stated that DTS reviewed veh concerns for airbag C stated that C is going to monitor system C stated that C needs to wait 30 sec before C drives off to determine what system wants to do C stated that DTS told C that if concern keeps happening that to call RCAS and let RCAS contact DTS and DTS agreed that DTS would come out again to reinspect C stated that C needs no further assistance at this time RCAS expresses happiness that veh was fixed and that if C needed help to call RCAS DL at [redacted] C thanks and call ends mutually RCAS transferring back to RCAS DL for closure
Make Private	✓	**Created By Darian Little (12/17/2014 9 04 AM) Last Modified By Chris Felts (12/22/2014 11 22 AM)** RCAS-DL contacted C via[redacted] RCAS-DL reminded C of scheduled appointment with DTS on 12/18 @ 10am C confirmed appointment and states there was an electrical noticed as well with seat belt light staying on while no one is in the passenger seat C also mentioned a concern with windows rolling down while veh is in the garage RCAS-DL requested that C mentions these concerns with the DTS at appt C understood RCAS-DL advised follow up would be 12/22 for status on veh Phone call ended mutually
Make Private	✓	**Created By Darian Little (12/10/2014 1 52 PM) Last Modified By Darian Little (12/10/2014 1 52 PM)** RCAS-DL contacted DLR and spoke with SM-Doug RCAS-DL confirmed appt with DTS on 12/18 @ 10am to inspect C veh SM confirmed Phone call ended mutually
Make Private	✓	**Created By Darian Little (12/9/2014 3 49 PM) Last Modified By Darian Little (12/10/2014 1 50 PM)** RCAS-DL contacted C via [redacted] C states the light has come on 4 times while C wife is in passenger seat RCAS-DL advised to C that a technical specialist will inspect veh and is available to inspect veh on 12/18 @ 10am meeting at Gandrud Nissan C states that tentatively the appt. is confirmed and would call back if C is unable to make the appt. RCAS-DL advised to C that if C is unable to make the appt. C may be risking not being able to see a technical specialist until January C understood RCAS-DL set C next follow up for 12/17 for reminder Phone call ended mutually
Make Private	✓	**Created By Darian Little (12/9/2014 3 30 PM) Last Modified By Darian Little (12/9/2014 3 43 PM)** RCAS-DL received vxm from C on 12/9 @ 10:35am, 1 01pm, 3:22pm requesting call back to[redacted]
Make Private	✓	**Created By Darian Little (12/9/2014 9 23 AM) Last Modified By Darian Little (12/9/2014 3 29 PM)** RCAS-DL contacted C via [redacted] RCAS-DL left VXM stating name, case number, and prompted C to contact RCAS-DL at C's earliest convenience at[redacted]
Make Private	✓	**Created By Darian Little (12/8/2014 3 21 PM) Last Modified By Darian Little (12/9/2014 9 21 AM)** RCAS-DI received vxm from C on 12/8 @ 2 53pm requesting call back to[redacted]
Make Private	✓	**Created By Darian Little (12/8/2014 2 06 PM) Last Modified By Darian Little (12/8/2014 3 21 PM)** RCAS-DL contacted C via[redacted] and left msg. requesting for C to give a call back to[redacted] with case number[redacted]

Make Private	✓	**Created By** Darian Little (12/8/2014 1 47 PM) **Last Modified By** Darian Little (12/8/2014 2 04 PM) RCAS-DL received vxm from C on 12/8 @ 11:45am requesting call back [redacted]
Make Private	✓	**Created By** Darian Little (12/8/2014 10 31 AM) **Last Modified By** Darian Little (12/8/2014 10 31 AM) RCAS-DL contacted C via [redacted] RCAS-DL left VXM stating name, case number, and prompted C to contact RCAS-DL at C's earliest convenience at [redacted]
Make Private	✓	**Created By** Darian Little (12/1/2014 9 21 AM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) DTS inspection date requested
Make Private	✓	**Created By** Darian Little (12/1/2014 9 20 AM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) NOTE: TL-LH approved DTS request not FOM
Make Private	✓	**Created By** Darian Little (12/1/2014 9 19 AM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) FOM approved DTS request
Make Private	✓	**Created By** Darian Little (11/26/2014 9 50 AM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) RCAS-DL contacted C via [redacted] RCAS-DL advised to C that case is still under review for DTS approval RCAS-DL requested to follow up with C on 12/1 for more information C requested for follow up to be on 12/8 due to C moving RCAS-DL agreed Phone call ended mutually
Make Private	✓	**Created By** Darian Little (11/25/2014 9 29 AM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) RCAS-DL sent task to TL-LH to review for DTS approval
Make Private	✓	**Created By** Darian Little (11/25/2014 9 28 AM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) RCAS-DL contacted DLR and was not able to leave vxm for SM-Doug to call back line rang then beeped RCAS-DL called back and spoke with SA-Mckenzie to request for SM-Doug SA transferred RCAS-DL to SM-Doug SM states the DLR has exhausted the normal diagnostic process based off the Nissan recommendations for repair SM request for DTS engineer to inspect veh. SM states Tech line is going to request duplication and the DLR cannot duplicate the concern because it is intermittent RCAS-DL thanked SM Phone call ended mutually
Make Private	✓	**Created By** Darian Little (11/24/2014 1 44 PM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) RCAS-DL contacted C [redacted] C states the airbag light is currently showing as off when someone is in the passenger seat C states on Saturday the seat did not work at all RCAS-DL requested for C to review TSB with DLR that would explain the sensitivity and specifics on the proper way for the passenger airbag light to function C states C has already reviewed the TSB with DLR and has had the veh in the DLR 4 times for this concern RCAS-DL understood and advised to C that case would be reviewed further for approval to have a DTS specialist inspect C veh RCAS-DL set C follow up for 11/26 Phone call ended mutually
Make Private	✓	**Created By** Darian Little (11/24/2014 9 08 AM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) *** [Added after the case is closed] *** RCAS-DL received vxm from C on 11/23 at 8:42am requesting call back to [redacted]
Make Public		**Created By** Darian Little (11/21/2014 12 09 PM) RCAS-DL is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with passenger airbag light not working properly. C states the DLR has performed recall and veh now operating as expected.
Make Private	✓	**Created By** Darian Little (11/21/2014 12 08 PM) **Last Modified By** Darian Little (12/8/2014 10 29 AM) RCAS-DL contacted C via [redacted] C states the veh is operating as expected C states the DLR performed recall on Monday C states C has not any concerns since the recall was performed C states the DLR created a concern for C because the DLR did not perform recall on 11/12 and should've done that before replacing sensors on veh C states C concern is the lost of value in the veh. RCAS-DL advised to C that the DLR could provide C with the current value of C veh RCAS-DL provided C with contact number [redacted] should C require any further assistance Phone call ended mutually
Make Private	✓	**Created By** Norresa Jones (11/18/2014 1 23 PM) RCAS-ND contacted C at [redacted] at 1:15p RCAS VERIFIED C's name, home & email address, concern, phone#, RCAS CHECKED for open recalls/campaigns and found: RC-3921378 R1405 Previous UNRELATED Case(s) Found: [redacted] Previous RELATED Case(s) Found: RCAS advised C this call could be monitored for training and quality purposes RCAS verified C's concerns regarding the passenger side airbag C stated C just picked up veh yesterday, dlr stated the concern has been resolved C stated so far the concern seems to be fixed RCAS advised C RCAS-DL will contact C on Fri Nov 21, 2014 to follow up to make sure the concern has been resolved C understood and stated C has not had time to see if the concern has been resolved C thanked RCAS RCAS thanked C call ended mutually
Make Public		**Created By** Shirley Santos (11/17/2014 8 30 AM) c is asking NNA for a Nissan pathfinder with a trailer hitch. crr-ss exiting file.
Make Public		**Created By** Shirley Santos (11/17/2014 8 27 AM) Vehicle Concern
Make Public		**Created By** Shirley Santos (11/17/2014 8 24 AM) crr-ss received a call from c regarding a veh concern. crr-ss verified c's name, mailing & email address, primary and alternate phone numbers. crr-ss gave c the following information: Campaign: Occupant Classification System Module Reprogramming Campaign ID: R1405 crr-ss advised c to take the veh to any nna dlr to have the campaign performed. c understood. crr-ss asked c if the veh was already taken to an authorized dlrshp for diagnosis. c stated yes. crr-ss asked the Dlrshp that diagnosed the veh. c stated GANDRUD NISSAN. crr-ss asked when the veh was diagnosed. c stated 11/12/14. crr-ss asked for the the name of the Service Adviser who assisted c at the dlrshp. c stated SA Eric. crr-ss asked the Failing Part on the veh. c stated passenger airbag, multiple repair attempts.

crr-ss empathized and apologized for the inconvenience.

crr-ss asked for the current mileage of the veh.
c stated 20,000 miles.
crr-ss empathized and apologized for the inconvenience.
c is seeking for a permanent resolution to the case.
crr-ss informed c that case will be escalated to RCAS for further review and advised c that c will get an update before the end of the next business day. C agreed.
crr-ss offered further assistance. C declined.
crr-ss provided name,case and extension number.
crr-ss forwarding case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8053118	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	11/21/2014	YE	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	CLOSE CASE	[redacted]	✓	12/22/2014	Darian Little	12/23/2014 8:41 AM
Edit | Del	New DTS Request		✓	12/3/2014	David Schend	12/1/2014 9:22 PM
Edit | Del	please review for DTS request	[redacted]	✓	12/1/2014	Darian Little	12/1/2014 9:19 AM
Edit | Del	contact DLR to determine if DTS is needed	[redacted]	✓	11/25/2014	Darian Little	11/25/2014 9:28 AM
Edit | Del	passenger airbag working properly?	[redacted]	✓	11/21/2014	Darian Little	11/21/2014 12 08 PM

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
12/23/2014 8:41 AM	Darian Little	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/22/2014 11:32 AM	Chris Felts	Changed **Follow Up Date** from 12/22/2014 to **12/23/2014**.
12/22/2014 11:30 AM	Chris Felts	Changed **Escalated By ID** from 005F00000020gZB to **005F0000004A3h9**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [10] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Lauren Bowling [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/20/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/17/2014 9:08 AM
CA Multiple Repairs		Date/Time Closed	11/20/2014 1:25 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	C wants NNA to fix the veh.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GATES NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	31,155		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1AB7AP1DL[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	SENTRA	Beyond PT Warranty Miles	0
Model Code	12063	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	GATES NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] 6407 V N: 3N1AB7AP1D[redacted]		
Created By	Maria Marsha Atienza 11/17/2014 9:08 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	419	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Lauren Bowling (11/20/2014 1 24 PM)** RCAS-LB was unable to datanet.
Make Private	✓	**Created By Lauren Bowling (11/20/2014 1 23 PM)** RCAS-LB made outbound call to C at [redacted]. RCAS-LB informed C that RCAS had contacted the dlrshp and spoke with SA Kevin. RCAS-LB stated that given the usual suspects aren't the case and that the recalibration did not entirely take care of the problem, the sensor may be messed up. RCAS-LB stated that C would need to go back to the dlrshp and have it looked at to see if this is the problem. RCAS-LB stated that the veh is still under warranty. C thanked RCAS for the help. Call ended mutually.
Make Private	✓	**Created By Lauren Bowling (11/20/2014 1 10 PM)** RCAS-LB made outbound call to Gates Nissan. RCAS-LB asked for more information regarding C's previous visits to the dlrshp about the air bag concern. SA-Jim stated SA would transfer RCAS-LB to SA-Kevin. SA-Kevin stated the recall was done in June. SA stated in July they basically redid the the recall. SA stated in November, the seat was recalibrated for the airbag. SA stated would have the C come back in. SA stated it sounds like the seat cushion sensor could be messed up. SA stated the warranty is still valid. RCAS-LB thanked SA for SA's time. Call ended mutually.
Make Private	✓	**Created By Lauren Bowling (11/20/2014 12 57 PM)** ***case opening template*** PREVIOUS RELATED F LE(S) FOUND: None PREVIOUS UNRELATED FILE(S) FOUND: None RCAS-LB VER F ED C'S name, home & email address, concern, phone#, vehicle, mileage RCAS-LB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None RCAS-LB advised this call may be recorded for quality and training purposes. Best point of contact # [redacted] RCAS-LB made outbound call to C at [redacted] RCAS-LB verified C's concern is the airbag light. C had the airbag recall performed and a few weeks later it happened again. C brought the veh back in and had recalibrated and it was good. C stated the light came back on. C stated the dlrshp said that they would not warranty it under the recall because there is nothing wrong with it. C stated when C's girlfriend sits in the seat, the air bag off light goes on. RCAS-LB politely asked how much C's girlfriend weighs. C stated in the 170s. RCAS-LB stated sometimes a lighter person would not make the air bag come on. RCAS-LB asked how C's girlfriend sits in the seat. C stated normally and she wears her seatbelt. RCAS-LB explained how to sit in the seat with the back straight and feet stretched in order to make the airbag gauge the pressure correctly. C stated C's girlfriend sits like that. RCAS-LB asked when the last time it was at the dlrshp. C stated it had been two weeks. C stated C was told that C's extended warranty would start being charged because C had come back again after the recall to have it calibrated again. RCAS-LB stated RCAS would call the dlrshp and get more information and get back to C. C thanked RCAS. Call ended mutually.
Make Private	✓	**Created By Lauren Bowling (11/19/2014 1 20 PM)** RCAS-LB made outbound call to C at [redacted] RCAS-LB left vmx for C regarding C's case.

Make Public
Created By Nicel Torres (11/18/2014 10 16 AM)
RCAS Case Follow-up

Make Public
Created By Nicel Torres (11/18/2014 10 16 AM)
Crr-nt received a call from c stating that c wants to follow up about the case
Crr-nt was able to pull up case using c's contact information
Crr-nt verified no info has changed
Crr-nt advised c that case was already forwarded to rcas and follow up date is on 11/19
Crr-nt offered to transfer to rcas. C agreed
Crr-nt advised c that if crr-nt will reach rcas voicemail c can leave message and crr-nt will send internal message for follow up
C said c can be reach at : [redacted]
crr-nt asked for further assistance but c declined
crr-nt provided name, case number and extension number
crr-nt sent internal message
crr-nt exiting case

Make Private ✓
Created By Lauren Bowling (11/18/2014 9 33 AM)
RCAS-LB made outbound call to C at [redacted]
RCAS-LB left vmx for C regarding C's case.

Make Public
Created By Maria Marsha Atienza (11/17/2014 9 19 AM)
Vehicle Concern

Make Public
Created By Maria Marsha Atienza (11/17/2014 9 18 AM)
CRR-MC received a call from c stating that c purchased the veh last year and issue with the veh started after the airbag sensor campaign was performed. C stated the passenger light was on stating that sensor was off when c's fiance was seating on the passenger seat. C stated that c took the veh to dlr 3 times and was advised that dlr re-calibrated the sensor and c is still having the same issue. CRR-MC apologized.

CRR-MC verified registered owners name and address :

Name : [redacted]
Address [redacted]
Andover, CT [redacted]

CRR-MC Changed/Updated customer's home/mobile/work phone number to [redacted](mobile).

CRR-MC also verified email address, VIN, veh's current mileage and responsible dlr.

CRR-MC asked c last time the veh was taken to the dlr for diagnosis. C stated that c took the veh to the dlr a week and a half ago and c cannot remember name of SA who assisted c. C stated that c was advised that the dlr will re-calibrate the sensor on the passenger airbag but when c's driving the veh yesterday the same issue happened again. CRR-MC apologized.

CRR-MC asked c what c wants NNA to do with c's concern. C stated that c is already tired of going back and forth the dlr and dlr is not resolving the issue. C stated that c wants NNA to fix the veh.

CRR-MC informed c that case will be escalated to RCAS for further review and advised c that c will get an update before the end of the next business day. C agreed.

CRR-MC verified best contact # to reach c at which is [redacted] and c said that c can be contacted anytime.

CRR-MC did the recap.
CRR-MC offered further assistance. C declined.
CRR-MC provided name,case and extension #.
CRR-MC forwarding case to RCAS.
CRR-MC exiting file.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8045871	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	MULT PLE REPA R ATTEMPTS	14	11/17/2014	YE	BK	263000	OA
Edit | Del	CC-8045872	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR MPROPER OPERATION	14	11/17/2014	YX	BK	263000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/20/2014 1:25 PM	Lauren Bowling	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

11/19/2014 1:20 PM	Lauren Bowling	Changed **Follow Up Date** from 11/19/2014 to **11/20/2014**.
11/18/2014 9:34 AM	Lauren Bowling	Changed **Follow Up Date** from 11/18/2014 to **11/19/2014**.

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Case [redacted]

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Case Comments [22] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Damilola Lawal [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	12/16/2014	Case Origin	Data Load
Supporting Documents		Date/Time Opened	11/17/2014 9:24 AM
CA Multiple Repairs		Date/Time Closed	12/16/2014 3:35 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/17/2014 7:00 AM	DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)	C states there is a noise in the rear suspension and DLR has also been able to duplicate concern but tech can't find where it is coming from. C also has an airbag concern where the light stays on, C weighs approximately 110lbs. tech found codes and ordered an OCS sensor that is on backorder. The Service manager Dave has also reached out to you and will need your help on this one.	DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time: 12/17/14 at 8:00 AM Eastern. Notes to Agent: I can inspect this vehicle on 12/17/14 at 8 00 am eastern time. Please advise the customer it is mandatory they meet with me for a short interview at that time and they need to allow time for a road test as well. Inform the customer she may need to leave the vehicle with me for the remainder of the day and that Nissan will provide transportation if needed. Also please contact the dealer and inform the Service Manager of the appointment and request they schedule time with technician Dave to work with me as needed and make sure they have a vehicle available for the customer as well. The dealer and I will need confirmation of this appointment no later than 5 days before.		
Description	RELATED CASE[redacted]		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,801		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MMXEC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MAGU RE NISSAN	Data Net	

Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$563.32	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]1 VIN: 5N1AR2MMXE[redacted]		
Created By	Athena Buan, 11/17/2014 9:24 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	393	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By Damilola Lawal (12/16/2014 3 35 PM)** *****Case Summary***** C contacted NCA in reference to an airbag and rear suspension concerns C's veh was succesfully repaired and NNA reimbursed C for two months worth of veh payments
Make Private	✓	**Created By Damilola Lawal (12/16/2014 3 33 PM)** RCAS-DL Contacted C at[redacted] RCAS-DL stated "This call may be recorded for quality and training purposes" RCAS-DL stated C's check request had been approved and C should receive a check in the mail in 2-4 weeks RCAS-DL stated that C was being reimbursed in the amount of $563.32 C understood and thanked RCAS-DL RCAS-DL thanked C and advised C to contact RCAS-DL if C had any concerns Call ends
Make Private	✓	**Created By Damilola Lawal (12/16/2014 11 22 AM)** Details of the reimbursement: Reimbursing for 2 months of veh payments at 281.66 per month Name of the repair facility: NMAC Mileage: 4,801 Date of Invoice: 11/30/2014, 11/24/2014 Part Name(s): N/A Part Amount(s): N/A Labor: N/A Shop Supplies: N/A Subtotal:N/A Tax:N/A Total Reimbursable Amount: $563.32
Make Private	✓	**Created By Damilola Lawal (12/12/2014 8 00 AM)** ****Correction**** RCAS-DL reviewed with FOM-SVA and FOM SVA approved reimbursement for two months payment if C was satisfied with repairs and C was not seeking repurchase RCAS-DL contacted C at[redacted] RCAS-DL advised "This call may be recorded for quality and training purposes" RCAS-DL stated that NNA was in a position to reimburse C for two months of veh payments RCAS-DL asked C if C was satisfied with repairs and was not seeking a repurchase at this time C stated yes RCAS-DL stated that RCAS-DL had contacted NMAC and found out that C paid $281 66 RCAS-DL asked C to send over doc that proves payment

C understood
C stated that C would send it via e-mail
RCAS-DL sent C an e-mail requesting docs
RCAS-DL thanked C
Call ends

RCAS-DL contacted NMAC
RCAS-DL requested payment history from Rep-Devin
Devin agreed to fax payment history in four hours
RCAS-DL thanked Devin
Call ends

Make Private ✓ **Created By Damilola Lawal (12/12/2014 7 52 AM)**
RCAS-DL contacted C a[redacted]
RCAS-DL advised "This call may be recorded for quality and training purposes"
RCAS-DL stated that NNA was in a position to reimburse C for two months of veh payments
RCAS-DL stated that RCAS-DL had contacted NMAC and found out that C paid $281 66
RCAS-DL asked C to send over doc that proves payment
C understood
C stated that C would send it via e-mail
RCAS-DL sent C an e-mail requesting docs
RCAS-DL thanked C
Call ends

Created By Damilola Lawal (12/9/2014 2 58 PM)
RCAS-DL contacted C a[redacted]
RCAS-DL left a vmx

Make Private ✓ RCAS-DL contacted C at[redacted]
RCAS-DL advised C that C's request was still under review
C understood
RCAS-DL asked C if the veh was still working properly
C stated yes
RCAS-DL stated that RCAS-DL would follow up with C in 3 business days and thanked C
Call ends

Make Private ✓ **Created By Damilola Lawal (12/8/2014 11 50 AM)**
RCAS-DL contacted NMAC
Angela stated that C monthly payment is $281.66
Call ends

Make Private ✓ **Created By Damilola Lawal (12/4/2014 10 07 AM)**
RCAS-DL contacted C[redacted]
RCAS-DL stated 'This call may be recorded for quality and training purposes"
RCAS-DL asked if C's veh was running fine
C stated that everything is working fine so far so good
RCAS-DL asked if RCAS-DL could further assist C
C stated that C wanted to know C's options if C chooses to keep the veh
C stated that C is looking for something else that C likes but C likes C's veh better
C stated that C likes the veh and C would like to get compensated for the time the veh was down
C stated that it was down 46 days and C would like to be compensated for time lost
RCAS-DL stated that RCAS-DL would do a GW review to determine if NNA would be in a position to assist C
RCAS-DL stated that RCAS-DL could not guarantee that NNA would assist
C understood
RCAS-DL following up with C in 3 business days
Call ends

Make Private ✓ **Created By Damilola Lawal (12/1/2014 2 33 PM)**
RCAS-DL contacted C at[redacted]
RCAS-DL left a vmx

Make Private ✓ **Created By Damilola Lawal (12/1/2014 2 31 PM)**
RCAS-DL contacted C at[redacted]
RCAS-DL left a vmx

Make Private ✓ **Created By Damilola Lawal (12/1/2014 2 29 PM)**
RCAS-DL contacted DLR
ASM-Dakota stated that repairs had been completed
Call ends

Make Private ✓ **Created By Damilola Lawal (11/26/2014 11 56 AM)**
DTS-PM contacted RCAS-DL
RCAS-DL stated that C would like to go to Royal Nissan instead of Maguire Nissan for the inspection
DTS-Pm stated that C had to get repairs done first and then we could decide if DTS has to come out
DTS-Pm stated that DTS-PM could go to Royal Nissan if veh is not fixed after repair
RCAS-DL understood and thanked DTS-PM

RCAS-DL contacted C
RCAS-DL advised this call may be recorded for quality and training purposes"
RCAS-DL stated that C had to get repairs done and and if veh was repaired then DTS-Pm would not have to come out
RCAS-DL stated that DTS-PM could go to Royal Nissan if C's concern persisted
C stated that if the veh was repaired
C does not know if C wants a repurchase or not
C stated that the veh qualifies for the lemon law
RCAS-DL stated that RCAS-DL was not versed in the legalitites but could start a repair history review
C stated that if c decides to keep the veh, C would like to be compensated in some way, shape or form
RCAS-DL understood and stated that after repairs RCAS-DL could review for compensation
C asked if C could get out of the lease early
RCAS-DL stated that C would have to contact NMAC
C understood
C stated that C was looking at other options but C has not found anything that C likes better than C's Nissan
RCAS-DL understood
RCAS-DL stated that DLR can accomodate C on Friday but C had to make an appointment
C stated that C would contact DLR
RCAS-DL thanked C
Call ends

Make Private ✓ **Created By Damilola Lawal (11/26/2014 11 07 AM)**
RCAS-DL contacted DLR
Shawn in Parts Dept stated that part had arrived
Call ends

RCAS-DL contacted C at[redacted]
RCAS-DL stated "This call may be recorded for quality and training purposes"
RCAS-DL stated that RCAS-DL was able to change the DTS date to 12/19/14 at 8 am
C stated that C has kids and would not be able to make it until 10 am because the DLR is 1 hour 45 min away
C stated that C would prefer to go back to Royal Nissan for the inspection since the DLR was 2 minutes away from C
RCAS-DL stated that the part for the airbag repair had already arrived at Maguire Nissan
C stated that C could go in to Maguire Nissan for the repair but C would rather go to Royal Nissan for the DTS inspection
RCAS-DL stated that RCAS-DL would contact DTS-PM and could not guarantee that the DLR would change because DTS may want to communicate directly with the tech that worked on the veh
C understood and stated that C would bring C's paperwork with C if DTS-Pm needed it because C would rather go to Royal Nissan
RCAS-DL understood and stated that RCAS-DL would ff up with C in 3 business days and set up an appointment at Maguire Nissan for the airbag repairs
C understood
RCAS-DL thanked C

Call ends

RCAS-DL contacted DTS-PM
RCAS-DL left a vmx

RCAS-DL

Make Private ✓ **Created By Damilola Lawal (11/21/2014 8 47 AM)**
RCAS-DL contacted DLR
RCAS-DL informed SM-Dave of inspection date and C's request for a different date
RCAS-DL to update SM-Dave on case
Call ends

Make Private ✓ **Created By Damilola Lawal (11/21/2014 8 40 AM)**
RCAS-DL contacted C
RCAS-DL stated :This call may be recorded for quality and training purposes"
RCAS-DL stated that RCAS-DL learned that the noise in the rear suspension had been detected and repaired
C agreed and stated that the airbag concern persists
RCAS-DL understood and stated that DTS-Peter would be coming out to inspect the veh on 12/17/14 and that DLR had also ordered the part for the airbag
RCAS-DL stated that RCAS-DL was also working on the RHR
C stated that C wanted to keep the veh and C wanted to know C's options
RCAS-DL stated that if that was the case DTS would come inspect the veh
C stated that C would like to be compensated for all the trouble and time that C had not been able to drive the veh
C stated that its been about 45 days
RCAS-DL stated that RCAS-DL could review the case for that request after veh had been repaired
C asked if C could get out of a lease early
RCAS-DL referred C to NMAC
C asked if the airbag would arrive at the time when the DTS was coming out
RCAS-DL stated that RCAS-DL did not have an estimated time of arrival but has spoken with DLR to expedite the arrival of the part
C stated that inspection date did not work for C and C would prefer 12/19/14
RCAS-DL stated that RCAS-DL could not guarantee a different date as DTS' are very busy but would contact DTS-Peter to find out availability for that date
C understood
RCAS-DL apologized and empathized with C regarding the situation
RCAS-DL thanked C and stated that RCAS-DL would contact C in 3 business days
Call ends

Make Private ✓ **Created By Damilola Lawal (11/19/2014 7 39 AM)**
RCAS-DL contacted Parts manager-Shawn at DLR
RCAS-DL informed shawn to upgrade the OCS sensor order to CSC
Shawn stated that Shawn also received an e-mail from DTS-Peter on the concern and is working on it
RCAS-DL thanked PM Shawn
Call ends

Make Private ✓ **Created By Damilola Lawal (11/18/2014 3 05 PM)**
SM-Dave stated that DLR had been in contact with tech line
SM-Dave stated that DTS-PM also contatced DLR on concern
SM-Dave stated that the noise is gone now and veh would be released to C
RCAS-DL understood and thanked SM-Dave
SM-Dave stated that SM would send RO's over as well
RCAS-DL thanked SM-Dave
Call ends

Make Private ✓ **Created By Damilola Lawal (11/18/2014 11 41 AM)**
RCAS-DL contacted C
RCAS-DL advised this call may be recorded for quality and training purposes"
RCAS-DL stated that RCAS-DL would like C to allow DLR continue to work on veh
C stated that it doesn't seem like RCAS-DL understood C's situation
C stated that C is driving a ford focus and C is having these concerns and C is tired of paying for something that C does not get to drive or to enjoy
C stated that C cannot fit C's family in a ford focus
C stated that C does not feel like C should continue paying for the veh that C does not drive
C state that C is not working because C has to take calls all day to deal with this concern
C asked what difference it would make if DLR continued to look at the veh
RCAS-DL stated that DLR had contacted Nissan Tech resource team and RCAS-DL was also reaching out to our technical specialist to look at the veh
RCAS-DL stated that C should let the DLR work on the veh for one more day
C put RCAS-DL on hold because ROyal Nissan's owner was contacting C
C came back on the line and stated that C was working on a different angle and C does not have a problem with DLR keeping the veh
RCAS-DL understood and stated that RCAS-DL would continue to work on C' case and contact C in 3 business days
C understood
RCAS-DL thanked C
Call ends

Make Private ✓ **Created By Damilola Lawal (11/18/2014 11 38 AM)**
RCAS-DL contacted C
RCAS-DL ADVISED "This call may be recorded for quality and training purposes."
RCAS-DL VERIFIED C's name, home & email address,concern, phone# , V N#, mileage
RCAS-DL CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: [redacted]
RCAS-DL asked if C was still experiencing airbag concern
C stated yes
C stated that there is also a noise in the rear suspension
C stated that DLR heard the noise but they cant find out where it is coming from
C stated that another DLR replaced something in the rear suspension but it didn't fix the concern
C stated that C has footage of about 15-30 min and the airbag light stayed on
RCAS-DL explained that the sensor reads from a complete stop and reads again when C reaches another complete stop
C stated that C pulled in a parking lot and parked and started the veh again and the airbag light still stayed on
RCAS-DL asked how much C weighed
C stated that C weighs approximately 110 pounds, 115 pounds
RCAS-DL stated that the sensor might not be reading C's presence if C is not seated properly
C stated that the C seats properly and airbag light doesn't come on all the time but it does it occasionally
C stated that DLR had not been able to duplicate concern because it doesn't happen all the time
RCAS-DL understood and stated that it is designed that way to protect children
C stated that it shouldn't be that way because not every one weighs a lot and C should be able to ride in C's veh
C stated that C didn't have the veh for a month before this concern started and
C stated that C's veh has been in the shop for 44 days and C keeps paying for a veh that stays in the shop
C stated that C took it in for the noise and the airbag light
RCAS-DL asked if DLR has been able to identify the concern
C stated that Maguire Nissan has not been able to find the conern
C stated that C is getting nowhere with this
C stated that the lemon law states 30 something days and now its 39 days
C stated that C has stopped the DLR from fixing the veh and C would like to go pick up the veh today
RCAS-DL asked if C was provided a loaner
C stated that C was provided a Ford which was smaller
RCAS_DL asked if C had requested a buy-back from CRR-AB
C stated that C would like to explore that option
RCAS-DL stated that RCAS-DL would work on buy back request
RCAS-DL stated that RCAS-DL would gather RO's and start process
RCAS-DL asked which DLR had C had repairs
C stated Royal Nissan and Maguire Nissan
RCAS-DL understood and stated that RCAS-DL would contact DLR
Call ends

RCAS-DL contacted Maguire Nissan
SM-Dave stated that they had reached out to DTS-PM

SM-Dave stated that Tech had filled out the techline request, Tech stated that tech is close to finding the concern and tech stated that DLR ordered an OCS sensor because tech found codes
tech stated that the part is on back-order
RCAS-DL asked for part number
Part Number - 98856-9PCA
RCAS-DL stated that RCAS-DL would contact parts and try to expedite case
RCAS_DL requested RO's from SM-Dave
Dave agreed to send RO's via e-mail , SM dave provided e-mail dford@maguirecars com
Call ends

RCAS-DL contacted Royal Nissan
RCAS-DL asked for RO's and provided fax number
SA-Tina agreed to fax RO's
Call ends

Make Private ✓ **Created By Jessica Lee (11/17/2014 11 25 AM)**
RCAS-JL notes receiving vmx from c.

Make Public **Created By Athena Buan (11/17/2014 10 09 AM)**
RELATED CASE: [redacted]

Created By Athena Buan (11/17/2014 10 09 AM)
c called in about a complaint for the veh.
c said that c is needing to talk to RCAS about it.

crr-ab empathized & acknowledged c's concern.

crr-ab asked for the case no & offered assistance.
c provided case no.

RELATED CASE: [redacted]

crr-ab asked if the veh had been diagnosed.
c said yes.
crr-ab asked permission to put c on hold to check case.
c agreed.

crr-ab asked if there are any changes from the c's personal information. c said none.

c said that the airbag & the suspension issues is still occurring.
c said that it was taken to the dlrshp on Friday and it's still at the dlrshp.

c said that the airbag issue has occurred in 4 times as well as the rear suspension (4 times).

Make Public
crr-ab empathized & provided c's new case no.
c asked why c is going to be given a new case no.
crr-ab said that it has been more than 30 days so crr-ab needs to create a new one. c understood.

crr-ab checked CA SOP 2.4: Reopening a Closed Case

crr-ab asked how nissan can assist.

c said that c would like to know c's options.
c said that c thinks it's already a lemon.
c said that c would like to know if she would be eligible for a buyback or have the money reimbursed.
c said that c is paying for a leased veh that c wasn't able to use.

crr-ab empathized & informed c that crr-ab is not in the best position to guarantee but informed c that case will be escalated to RCAS and still subjective for review and approval. RCAS will also call by the end of the next business day.
c understood.

crr-ab asked c if there's anything else that crr-ab can do to assist. c declined.
crr-ab did recap.
crr-ab provided closing script, name & extension no.,
call ended.
crr-ab exiting case.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8045905	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/17/2014	YX	BK	234000	OA
Edit | Del	CC-8045906	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	MULT PLE REPA R ATTEMPTS	14	11/17/2014	YE	BK	234000	OA
Edit | Del	CC-8045907	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	POOR OR MPROPER OPERATION	02	11/17/2014	YX	BN	252000	OA
Edit | Del	CC-8045908	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	MULT PLE REPA R ATTEMPTS	02	11/17/2014	YE	BN	252000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	12/16/2014	Damilola Lawal	12/16/2014 3 57 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09i8L. 500F0SzSzZ:ref]	[redacted]	✓	12/12/2014	Damilola Lawal	12/12/2014 7:49 AM
Edit | Del	Contact SCott by Thurs	[redacted]	✓	12/9/2014	Damilola Lawal	12/11/2014 10 05 AM
Edit | Del	do a GW review	[redacted]	✓	12/4/2014	Damilola Lawal	12/12/2014 10 53 AM
Edit | Del	New DTS Request		✓	11/20/2014	Peter Merkel	11/18/2014 4:40 PM

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Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date

Reply | To All | Del	Read	Re: Your Inquiry to Nissan [ref: 00DA09i8L...500F0SzSzZ ref] [redacted] Lightspeed Tele/Data Networks [redacted] n Dec 12, 2014, at ...	[redacted]	12/12/2014 7:52 AM
Reply | To All | Del	Sent	Your Inquiry to Nissan [ref: 00DA09i8L...500F0SzSzZ:ref] 12/12/2014 Case # [redacted] VIN # 5N1AR2MMXE[redacted] Th...	[redacted]	12/12/2014 7:49 AM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00054032	Regional GW Request	5N1AR2MMXEC[redacted]	Created		Damilola Lawal	RCAS		

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0139117	[redacted]	12/17/2014		Approved	$563.32	26GDW L	Northeast Goodwill	[redacted]	[redacted]

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	41KB	12/15/2014 11:49 AM	Damilola Lawal
Edit | View | Del	[redacted]df	3.99MB	12/4/2014 10:11 AM	Damilola Lawal
Edit | View | Del	[redacted].pdf	2.61MB	12/4/2014 10 09 AM	Damilola Lawal
Edit | View | De	[redacted].pdf	507KB	11/18/2014 11:47 AM	Damilola Lawal

Case History

Case History Help

Date	User	Action
12/16/2014 3:35 PM	Damilola Lawal	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/12/2014 7:53 AM	Damilola Lawal	Changed **Follow Up Date** from 12/12/2014 to **12/16/2014**.
12/9/2014 2 59 PM	Damilola Lawal	Changed **Follow Up Date** from 12/9/2014 to **12/12/2014**.

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Surveys

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NISSAN

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jeehan Mabalot [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/17/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/17/2014 3:22 PM
CA Multiple Repairs		Date/Time Closed	11/17/2014 3:46 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	IRF
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,593		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13214	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	FRED ANDERSON NISSAN OF ASHEV LLE	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	

Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 1N4AL3AP0E[redacted]		
Created By	Jeehan Mabalot, 11/17/2014 3:22 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	422	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By Jeehan Mabalot (11/17/2014 3 40 PM)** ADDITIONAL NOTES* crr-jm offered to transfer c to the dlr, C agreed.
Make Public		**Created By Jeehan Mabalot (11/17/2014 3 38 PM)** Vehicle
Make Public		**Created By Jeehan Mabalot (11/17/2014 3 37 PM)** crr-jm received a call from c. c stated that computer console has been replaced. C mentioned c went to the dlr to have the campaign for OCS sensor performed but c's still having problems with it. C added passenger airbag light is off even if there is a passenger sitting on the seat. C's calling NNA asking for assistance from Nissan to get the veh fix. crr-jm verified the name of registered owner, mailing address, phone numbers, email, if veh was purchased new or pre-owned, mileage on the veh and c's servicing dlrshp. crr-jm asked if c had taken the veh to the dlr recently to have it checked, C said NO. crr-jm asked c how c would like to be assisted by nna, c stated c wants c's veh to work properly. C added c wants Nissan to fix the veh under the warranty. crr-jm advised c to have veh diagnosed first at any authorized nissan dlr to check what is causing the issue on veh, c acknowledged. crr-jm also advised C to call back NNA CA after diagnosis and provide name of the SA who will be assisting c, and also advised c to take note of the estimated repair amount. crr-jm added that case will be forwarded to the Regional Office for review for any assistance Nissan may provide, C understood. crr-jm offered further assistance, c declined. crr-jm gave name, extension and case number. crr-jm closing case until c calls back after a diagnosis to forward case to RCAS.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8047028	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/17/2014	YX	BK	233500	OA
Edit | Del	CC-8047029	AUDIO/VIDEO/NAVI	MONITOR, REAR	POOR OR MPROPER OPERATION	13	11/17/2014	YX	AA	301000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email — Emails Help

No Emails Available

Customer Support Tools Customer Support Tools Help

No records to display

Check Activity Check Activity Help

No records to display

Forms Forms Help

No records to display

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
11/17/2014 3:46 PM	Jeehan Mabalot	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/17/2014 3:38 PM	Jeehan Mabalot	Changed **Description**.
11/17/2014 3:22 PM	Jeehan Mabalot	Changed **Subject** to **CUSTOMER** [redacted] **VIN 1N4AL3AP0E**[redacted]

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NISSAN Search.. Search Derek Latta Help & Training CA

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Case [redacted]

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Case Comments [5] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+1] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Raven Giddens [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/18/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/17/2014 3 29 PM
CA Multiple Repairs		Date/Time Closed	11/18/2014 11 27 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,219		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP0DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALT MA	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PINE BELT NISSAN OF KEYPORT	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	

Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP0D[redacted]		
Created By	Janelle Ann Molina Lancum, 11/17/2014 3 29 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 11/18/2014 7 07 PM	Root Cause Code (2)	
Days Closed	421	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		Created By Raven Giddens (11/18/2014 11 26 AM) **********RCAS-RG is closing case as no further assistance can be offered at this time.********** ********** CASE SUMMARY********** C contacted NNA CA requesting assistance with veh concerns with air bag Concern could not be duplicated RCAS-RG advised c to do a ride along with someone at the dealership to try to duplicate the concerns C agreed RCAS-RG advised c to call back if c has any other or further questions or concerns
Make Public		Created By Raven Giddens (11/18/2014 11 24 AM) RCAS-RG placed outbound call to c at [redacted] ********** PREVIOUS RELATED CASES FOUND: None PREVIOUS UNRELATED CASES: None CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found: None RCAS-RG verified C's name, VIN, home and E-mail address, mileage, phone # & DLR RCAS-RG informed c that this call may be recorded for quality and training purposes RCAS-RG informed c that RCAS-RG has received case and understands that c has concerns with air bag C stated that c has had this issue since c drove the veh off the lot 2 years ago C stated that the dealership has not been able to duplicate the concerns, as it is intermittent C stated that c was driving in the snow and it was very dangerous as the light was on that the air bag would not deploy and C stated that c called the dealership and was informed to bring the veh to the dealership but could not bring it in at the time C stated that c got the recall notice for the OCS C stated that this also did not fix the concerns C stated that c has put c's purse on the seat but the light did not come on C stated that when c's husband sits in the seat, the light comes on and c's husband is 220lbs RCAS-RG understood and apologized for the concerns RCAS-RG asked c if c would be willing to do a ride along with someone at the dealership to try to duplicate the concern C stated that c will definitely do so C stated that c does not want to put c's family at risk and will do whatever c can do RCAS-RG advised c that this would be the next step, as RCAS-RG cannot assist if the dealership is not able to duplicate the concern C stated the distance to Pine Belt is 40 miles RCAS-RG informed c that c can go to nearest Nissan dealership for a diagnosis C stated that c will go to DCH as it is the closest RCAS-RG informed c that RCAS-RG is familiar and speaks with ASM-Cathy at the dealership RCAS-RG provided c with the contact # to dealership C stated that c will call to see if an appointment is necessary RCAS-RG understood and informed c to call NNA CA if c has any questions or concerns C understood Call ended mutually
Make Public		Created By Raven Giddens (11/18/2014 11 13 AM) RCAS-RG received email from SM stating that the veh concerns could not be duplicated
Make Private	✓	Created By Raven Giddens (11/18/2014 7 12 AM) RCAS-RG emailed SM at dealership
Make Public		Created By Janelle Ann Molina Lancum (11/17/2014 3 37 PM) crr-jl received a call from c asking nissan to assist c with the problem in c veh c said that c take the veh to nissan dealer for the campaign to perform in c veh after the repair the airbag light keep acting up

c said that c took back the veh to the dealer since the veh keep coming on and c was upset because the dealer cannot do anything about the problem
crr-jl apologized and emphatized
crr-jl authenticate and verify the account,updated account information
crr-jl asked c when was the recent diagnostic
crr-jl informed c that the case will escalated to rcas and c will expect a call back with before the end of the next business day
crr-jl create a case
crr-jl set the follow up date to the next business day
crr-jl offer further assistance
c decline
crr-jl provided name and ext. number
crr-jl provided the case number to c
crr-jl brand the call
crr-jl let the case open
crr-jl escalate the case to rcas

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8046984	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/17/2014	YE	BK	233500	OA
Edit | Del	CC-8046985	RESTRAINT SYSTEM	A RBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	11/17/2014	YX	BK	233500	OA
Edit | Del	CC-8048033	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	UNABLE DIAGNOSE/DUPLICATE	14	11/18/2014	WT	BK	234000	OA

Open Activities

Open Activities Help

No records to display

Activity History

Activity History Help

No records to display

Emails

Send an Email

Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/18/2014 11:27 AM	Raven Giddens	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/17/2014 3:37 PM	Janelle Ann Molina Lancum	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F00000049PMx**.

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Surveys

Surveys Help

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Case [redacted]

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Case Comments [54] | Case Categorizations [3] | Open Activities [2] | Activity History [5+] | Emails [3] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Chantel Foxhall [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA Email Nissan
Follow Up Date	2/11/2015	Case Origin	Email to Case
Supporting Documents		Date/Time Opened	11/17/2014 11:28 PM
CA Multiple Repairs		Date/Time Closed	2/12/2015 2:27 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	DRT Assigned
		DRT Resolution	CST00057076

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	Appointment Time:1:00 PM AZ time. Notes to Agent Please contact the dealer and inform them of this appointment. It is mandatory for this customer to be present for this inspection to demonstrate the concern.		
Description	Consumer Affairs Voluntary Repurchase for 4 repair visits and 11 days down for OCS light inop concerns.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP6EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	ALTIMA	Beyond PT Warranty Miles	0
Model Code	13114	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN TEMPE	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$20,962.99	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	1/22/2015	Vehicle Service Contract	
RHR Completed	1/22/2015	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 11/17/2014 11:28 PM	Web Email	nissanconsumeraffairs@my-nissan-usa com
Last Modified By	NNAETL, 10/14/2015 12:45 AM	Root Cause Code	SCMV
Days Closed	335	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NL5F
		Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Tammy Knotts (4/15/2015 9 47 AM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NMAC for Overpayments in the amount of $16 21 sent to LOCKBOX #54457; FED EX TRACK NG[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT[redacted]. Case documented and copy of check attached to case on this date.
Make Public		**Created By Tammy Knotts (3/25/2015 3 58 PM)** *** [Added after the case is closed.] *** DRTS TK: Check(s) from NESNA for Service Agreement Refunds in the amount of $794 00 sent to LOCKBOX #54457; FED EX TRACKING[redacted]. Check will be credited and journalized to NNA's BUYBACK ACCOUNT;[redacted] Case documented and copy of check attached to case on this date.
Make Public		**Created By Chantel Foxhall (2/12/2015 10 01 AM)** ARBS created Morley Case number[redacted] ARBS sent to Morley via Fedex[redacted]
Make Public		**Created By Chantel Foxhall (2/11/2015 8 00 AM)** ARBS submitted check request for C in the amount of $3,242.05. ARBS submitted check request for lienholder in the amount of $17,720.94 good until 3/4/2015.
Make Public		**Created By Chantel Foxhall (2/11/2015 7 56 AM)** firstname : [redacted] lastname : [redacted] email [redacted] homephone : [redacted] address1 : [redacted] address2 : city : Phoenix twitter : state : AZ zip [redacted] owner : true make : Nissan source : NissanContactUs vin : 1N4AL3AP6EN[redacted] dealerstate : dealername : Avondale Nissan comments : I purchased a new 2014 Nissan Altima earlier this year. Within the first few months I found out that there was a recall on the vehicle because of an issue with the airbags. That wasn't a problem. The system was calibrated, and I thought things were ok. Well over the months, I continue to have issues with the airbag light coming on. The sensor in the passenger seat was replaced (at least that is what I was told, and I won't go into how horrible of a week long experience that was) but I still have issues with the light coming on when someone is in my passenger seat. Yes they are heavy enough, and yes they are sitting in the seat properly. As of November 17,2014 that light still periodically comes on when someone is sitting in my passenger seat. Now I am having issue with the automatic start, and my vehicle being able to read/identify my key. I really feel as I was sold a lemon. No new vehicle should have ALL of these issues within a 7 month time period. I am taking the car back to the dealership this Thursday, November 20, 2014, so that hopefully we can get these issues taken care of. I hope that this will be the last service visit I will have to make for a while. At this point I am starting to regret purchasing a Nissan despite my family being a Nissan family. Perhaps you all can help me get this issue resolved, or give me a new vehicle.
Make Public		**Created By Chantel Foxhall (2/11/2015 7 48 AM)** ARBS received the C's signed repurchase letter.
Make Public		**Created By Chantel Foxhall (2/9/2015 12 02 PM)** ARBS submitted the repurchase letter to C.
Make Public		**Created By Chantel Foxhall (2/6/2015 8 15 AM)** ARBS received the following email from C: Hello Chantel,

I have read over the sent document, and I do agree to the repurchase offer. I would like a document in return saying that this deal will not go against my credit, or that my credit will NOT be affected.

Thank You,
[redacted]

ARBS responded with the following:

Hello,

I cannot attest to your credit, because I do not work in the finance department.

The repurchase letter states that NNA will pay off the loan on your current vehicle.

The day after you surrender the car, we will overnight the payoff check to NMAC.

Keep in mind, you are responsible for all payments until you surrender. Therefore, paying off the loan will simply close the account as paid in full.

You will need to contact NMAC to determine the current status of your account. If your account is in good standing, we will simply apply the payoff check to close the account.

Please feel free to call if you have any additional questions.

Thanks,

Make Public

Created By Chantel Foxhall (2/5/2015 7 57 AM)
ARBS submitted the following options to C:

Repurchase:

Repurchase
Base Price $21,300 00
Sales Tax $1,458.60
Lic/Reg $398.73
Dealer Doc Fee $399.00
Security + $999.00
Interest Paid to Date $671 02
Total Purchase Price $25,226 35
Less Usage (8,895/100,000*(21,300-2,600)) $1,663.36
Less Rebates $2,600.00
Loan Payoff (Good through 3/4/2015) $17,720.94
Total Amount due t[redacted] $3,242 05

Replacement:

I am also able to assist you with replacing your vehicle with a new 2014/2015 Nissan Altima as long as it is of the same like model and/or value that you currently have. With the replacement offer, you will be responsible for $0 00.

Settlement:

$2,300 cash

60 months/100,000 extended warrany

ARBS requested C contact ARBS after C has had a chance to review.

Make Public

Created By Chantel Foxhall (2/5/2015 7 47 AM)
ARBS received the following payoff information:

Hi Chantel,

Below is the payment/payoff information that you requested.

SR#[redacted]
Account[redacted]
Custome[redacted]
30 day payoff $ 17720 94 good thru 3/4/2015
Per diem 2.03
# of scheduled payments received 12
Scheduled Payment amount 315 03
Total Principal paid 3,109 34
Total Interest paid 671 02
Late fees paid 0.00
Recent payment received on 1/26/2015 in the amount of $ 260.12

Thanks,

Make Public

Created By Chantel Foxhall (2/3/2015 7 54 AM)
ARBS notes usage as follows:

= 8,895/100,000*(21,300-2,600)

= $1,663 36

Make Public

Created By Chantel Foxhall (2/3/2015 7 49 AM)
ARBS emailed NMAC for C's payoff

Make Public

Created By Chantel Foxhall (2/3/2015 7 46 AM)
ARBS received the requested information.

Make Public

Created By Chantel Foxhall (1/30/2015 11 03 AM)
ARBS received a call from C and C stated documents would arrive by the EOB today.

Make Public

Created By Chantel Foxhall (1/30/2015 10 34 AM)
ARBS left a v/m for C to check status of requested documents.

Make Public

Created By Chantel Foxhall (1/28/2015 1 30 PM)
ARBS spoke with C and informed C that NNA is attempting to assist C with veh.

ARBS advised C that NNA will need the following documentation:

Current Registration
Lien Release
Sale Documents

ARBS emailed the requested information to C.

Make Public

Created By Chantel Foxhall (1/27/2015 12 02 PM)
ARBS left a v/m for C to discuss veh.

Make Public

Created By Chantel Foxhall (1/26/2015 3 03 PM)
ARBS left a v/m for C to discuss veh.

Make Public

Created By Chantel Foxhall (1/23/2015 10 29 AM)
ARBS left a v/m for C to discuss veh.

Make Public

Created By Chantel Foxhall (1/23/2015 10 25 AM)
ARBS emailed the CSM, FOM, and DOM the following:

Hello,

NNA has decided to replace/repurchase the aforementioned vehicle for 4 visits for OCS lights resulting in 2 replacements with 11 days down.

Car was purchased from the AUTONATION NISSAN TEMPE location.

Please let me know if you have additional questions or concerns.

Thanks,

Make Public

Created By Chantel Foxhall (1/23/2015 10 23 AM)
ARBS notified the RCAS that ARBS is taking ownership of the case.

Make Public

Created By Chantel Foxhall (1/23/2015 10 23 AM)
ARBS notes the following repair summary:

In-Service Date: 3/28/2014

Current Mileage: 8,895 miles

11 days down

4 visits for OCS light - 1 reprogram, replacement, 1 no dup, 1 replacement
2 visits for key fob inop - 1 no dup, 1 replacement
1 visit for shifter lights inop - 1 repair

TECH Line Cases (0)

DTS Cases - (1)

CA Cases (1)[redacted]

Make Public

Created By Chantel Foxhall (1/23/2015 10 17 AM)
ARBS notes the following repair orders:

4/16/14 – 793 miles
Concern:
-OCS reprogram
Action:
-Reprogram
1 day down

6/16/14 – 2,568 miles
Concern:
-C/S airbag light is on
Action:
-Removed and replaced module
4 days down

6/26/14 – 2,829 miles
Concern:
-C/S shifter lights not on
Action:
-Lights were disconnected, reconnected, all good
1 day down

11/20/14 – 7,830 miles
Concern:
-C/S key FOB won't open door
-C/S OCS light comes on
Action:
-Unable to duplicate
-No codes, unable to duplicate
1 day down

12/4/14 – 8,895 miles
Concern:
-C/S OCS light will illuminate
-C/S veh intermittently not recognize ikey
Action:
-Replace air bag pressure sensor per DTS
-Replace BCM, reprogram
4 days down

Make Public

Created By Sara Dorazio (1/23/2015 8 29 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Chantel Foxhall for review.

Make Public

Created By Shiela Capuz (1/22/2015 5 54 PM)
CRR-SC received a follow up call from c.
CRR-SC verified if any of c's contact information changed since the last time c called in, c said none.
C stated that c's having issue with the veh since the day the c purchased the veh.
C stated that c need to speak to someone who can help c.
C stated that c doesn't want the veh anymore and c is done with Nissan.
CRR-SC advised c that the case is currently handled by RCAS AL.
CRR-SC advised c that RCAS AL is still reviewing the RO'S from dlr and c will receive a call on 1/23/15 for update.
C stated that RCAS AL can call c a[redacted] after 1 PM.
CRR-SC offered further assistance, c declined.
CRR-SC gave name & extension.
CRR-SC exiting case.

Make Public

Created By Joanna Valle (1/21/2015 3 11 PM)
crr jv received a call from c
c said that the veh c have is having a lot of malfunction
c provide the case no.
c wanted to have the issue be fix and the concern of c is running long and still not fix
c said c is frustrated
crr-jv apologized ,verified changes on contact details, c said non
[redacted] any time today 11:45 am or 12 pm tomorrow
c apologized for shouting
c said c just want someone take care of the concern
crr-jv offered further assistance c declined
crr-jv exiting case

Make Public

Created By Alex Loft (1/20/2015 6 21 PM)
RCAS-AL recevied all RO's

Make Public

Created By Alex Loft (1/15/2015 5 17 PM)
RCAS-AL spoke with SA-Blair
RCAS-AL asked again for RO's for C
SA Blair confirmed 4 Ro's were coming

RCAS-AL provided fax number to SM
RCAS-AL thanked SM

Make Private ✓

Created By Quinta Chaney (1/8/2015 6 44 PM)
RCAS-QC contacted C on behalf of RCAS-AL @[redacted] with Olivia

RCAS-QC advised C that the case is still being reviewed
RCAS-QC advised C that once a decision is reached, C will be contacted

C understood and appreciated assistance
C declined further assistance

Call ended mutually

Make Public

Created By Alex Loft (1/6/2015 5 22 PM)
RCAS-AL reached out to LHM again for RO's
RCAS-AL notating C wants to be updated when the decision has been made
RCSA-AL wil submit the RHR when the RO's are recevied.

Make Public

Created By Alex Loft (12/31/2014 1 02 PM)
RCAS-AL received RO's from Tempe
RCAS-AL notating that RO's have been requested from other dlrshp as well
RCAS-AL will submit RHR when RO's are recevied .

Make Public

Created By Alex Loft (12/30/2014 10 58 AM)
RCAS-AL spoke with Cashier-Lori
Lori will send the RO's to RCAS-AL right away.

Make Public

Created By Alex Loft (12/23/2014 6 04 PM)
RCAS-AL left VM for C at[redacted]
RCAS-AL included name, case, phone and a call back request.

RCAS-AL will reach out and make sure RCAS-AL has the RO's RCAS-AL needs.

Make Private ✓

Created By Christopher Rochelle (12/19/2014 3 15 PM)
CRT-CR will set follow up date for 12/23.
CRT-CR was informed that RCAS-AL may be unavailable or out of the office on 12/24.

Make Private ✓

Created By Christopher Rochelle (12/19/2014 3 11 PM)
CRT-CR contacted C at[redacted]. Adv call may be recorded for quality and training purposes.
CRT-CR adv calling on behalf of RCAS-Alex. Adv agent is ill and will be back in office next week.
CRT-CR adv case still under review.

C adv will be available 12/24 all day.

CRT-CR adv will set follow up call for 12/24.
Call ended mutually.

Make Private ✓

Created By Christopher Fowler (12/16/2014 3 53 PM)
CRT-CF assisting RCAS-Alex at the request of TL-Arma Andon.
CRT-CF contacted C to adv that CRT-CF is contacting C on behalf of case owner, RCAS-Alex Loft. C is adv that CRT-CF has contacted the dealers for RCAS-Alex and requested the repair orders to be sent to Alex so that the request can be submitted .
CRT-CF adv C that Alex will contact within 3 business days but that C can contact Alex at[redacted]
CRT-CF adv C of the process and the time frame, and that RCAS-Alex will still be the case owner.

Make Private ✓

Created By Christopher Fowler (12/16/2014 3 43 PM)
CRT-CF contacted dealers Autonation of Tempe (3006) and Avondale Nissan (3928) Spoke with Service Director (SD) -Jimmy at Avondale Nissan and requested RO's to be sent to Alex. SD-Jimmy states that SD prefers email and had Alex Loft's email address. CRT-CF then attempted to reach Service manager at Autonation and left voice message to fax RO's to Alex loft for C attempt at repurchase.

Make Public

Created By Vidah May Lucas (12/15/2014 1 28 PM)
case pending

Make Public

Created By Vidah May Lucas (12/15/2014 1 26 PM)
*******Customer e-mail details********
email addressed to nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
open campaigns: 0

**********response details**********
email addressed to [redacted]

Method of contact: e- mail
crr-vl's resolution: crr-vl sent an email to c that concern has been forwarded to RCAS for review and c will be contacted within the next business day.RELATED CASE [redacted]
crr-vl provided case no.,name and ext.,
crr-vl exiting case

Make Public

Created By Vidah May Lucas (12/15/2014 1 20 PM)
*******Customer e-mail details********

So I am writing in for the 2nd time unfortunately. The first time, I must say that you all handled the situation quite nicely. Unfortunately, I have been experiencing quite a few issues with my 2014 Nissan Altima since the purchase date. Last week I met with a traveling technician/engineer from the company, and things seemed to be fixed. Well I hate to say that I am still experiencing the same issues. At this point I am tired of all of the issues that this car has had, the back and forth to the service department, and overall frustration. I no longer want anything to do with this car or Nissan, but feel as if I now need to give either Honda or Toyota a chance. Please have someone contact me so that we can discuss you all taking back this car and refunding me of all payments made. I purchased a new vehicle to ensure reliability, avoid the service department on a monthly basis and reduce headache (at least for a few years), but unfortunately things have not been that way. Please do not call me to talk about repairing the vehicle, I am beyond that at this point. Thank you so much.

Make Public

Created By Alex Loft (12/5/2014 2 07 PM)
RCAS-AL spoke with C on cell -[redacted]
RCAS-AL inquired how C's appointment was with DTS
C stated that C thought the DTS was just an SM
RCAS-AL explained that DTS is more then that
C understood

C stated that the repairs are done and C is going to pick up C's veh soon
C stated C is in a rental now
C thanked RCAS-AL for calling .

RCAS-AL closing case at this time
*Case Summary *
C stated that C 's airbag light would not recognize people in the seat and C's key would not always be recognized by the vehicle.
DTS involved
Veh is ready at this time
C thanked RCAS-AL

Make Public

Created By Alex Loft (12/3/2014 3 41 PM)
RCAS-AL reminded C that C has an apt on 12/4
C thanked RCAS-AL again for the reminder.

Make Public

Created By Alex Loft (11/28/2014 12 16 PM)
RCAS-AL spoke with C on cell at[redacted]
RCAS-AL informed C that the adjusted apt time is 12/4 at 2pm AZ time
C thanked RCAS-AL
RCAS-AL informed C to go to the service department and ask for the SM and DTS at the time of arrival.
C thanked RCAS-AL again
Call ended mutually.

Make Public

Created By Alex Loft (11/26/2014 2 19 PM)
RCAS-AL received message from DTS-FG
12/4 at 2pm AZ time

RCAS-AL will inform the customer.

Make Public

Created By Alex Loft (11/25/2014 5 23 PM)
RCAS-AL sent message to DTS for alternate apt time and day.

Make Public

Created By Alex Loft (11/25/2014 5 19 PM)
RCAS-AL spoke with C at work[redacted]
C stated that tuesday 12/2 does not work for C

C would like the apt on 12/4 anytime
RCAS-AL will reach out to DTS and see if the 4th works with DTS at anytime.

C would like a call on her cell on Friday if RCAS-AL needs to call.

Make Public

Created By Alex Loft (11/20/2014 5 15 PM)
RCAS-AL dialed C at[redacted]
RCAS-AL spoke with C at C's work[redacted]

RCAS-AL informed C that RCAS-AL can submit a DTS request for C
C stated C would like to go to Tempe

RCAS-AL will update C at[redacted] when an apt is made available.
C thanked RCAS-AL

Make Public

Created By Alex Loft (11/19/2014 11 29 AM)
RCAS-AL dialed C at[redacted]
RCAS-AL recieved "this mailbox has not been set up"

Make Public

Created By John-Hardee Santiago (11/18/2014 1 39 PM)
C called regarding the calls that C received
Crr-js asked for C's name
Crr-js was able to pull up C account
Crr-js reviewed the case and the case has already been escalated to RCAS
Crr-js advised C that C will receive call from RCAS by the end of the next business day
Crr-js offered additional assistance
C declined
Crr-js provided name, and extension number and case number
Crr-js exiting the case

Make Public

Created By Jacqueline Cruz (11/18/2014 9 20 AM)
case moved

Make Public

Created By Jacqueline Cruz (11/18/2014 9 19 AM)
Email case logged
E-mail addressed to: nnaconsumeraffairs@nissan-usa com
Method of contact: E-mail
crr-jc checked for open recalls/campaigns/upgrades found: none
crr-jc checked for previous/related case found: none
***

crr-jc called c at[redacted] 8 08 AM (MST) owever, vm not been set up.
crr-jc called c at[redacted] however c is not available.

crr-jc advised c that the case is going to be escalated to rcas and c will receive a call back by the end of the next business day.

Make Public

Created By Jacqueline Cruz (11/18/2014 9 11 AM)
firstname :[redacted]
lastname [redacted]
email :[redacted]
homephone :[redacted]
address1 :[redacted]
address2 :
city : Phoenix
twitter :
state : AZ
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP6EN[redacted]
dealerstate :
dealername : Avondale Nissan
comments : I purchased a new 2014 Nissan Altima earlier this year. Within the first few months I found out that there was a recall on the vehicle because of an issue with the airbags. That wasn't a problem. The system was calibrated, and I thought things were ok. Well over the months, I continue to have issues with the airbag light coming on. The sensor in the passenger seat was replaced (at least that is what I was told, and I won't go into how horrible of a week long experience that was) but I still have issues with the light coming on when someone is in my passenger seat. Yes they are heavy enough, and yes they are sitting in the seat properly. As of November 17,2014 that light still periodically comes on when someone is sitting in my passenger seat. Now I am having issue with the automatic start, and my vehicle being able to read/identify my key. I really feel as I was sold a lemon. No new vehicle should have ALL of these issues within a 7 month time period. I am taking the car back to the dealership this Thursday, November 20, 2014, so that hopefully we can get these issues taken care of. I hope that this will be the last service visit I will have to make for a while. At this point I am starting to regret purchasing a Nissan despite my family being a Nissan family. Perhaps you all can help me get this issue resolved, or give me a new vehicle.

Make Public

Created By Jacqueline Cruz (11/18/2014 9 11 AM)
firstname :[redacted]a
lastname :[redacted]
email :[redacted]
homephone[redacted]
address1 :[redacted]
address2 :
city : Phoenix
twitter :
state : AZ
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP6EN[redacted]
dealerstate :
dealername : Avondale Nissan
comments : I purchased a new 2014 Nissan Altima earlier this year. Within the first few months I found out that there was a recall on the vehicle because of an issue with the airbags. That wasn't a problem. The system was calibrated, and I thought things were ok. Well over the months, I continue to have issues with the airbag light coming on. The sensor in the passenger seat was replaced (at least that is what I was told, and I won't go into how horrible of a week long experience that was) but I still have issues with the light coming on when someone is in my passenger seat. Yes they are heavy enough, and yes they are sitting in the seat properly. As of November 17,2014 that light still periodically comes on when someone is sitting in my passenger seat. Now I am having issue with the automatic start, and my vehicle being able to read/identify my key. I really feel as I was sold a lemon. No new vehicle should have ALL of these issues within a 7 month time period. I am taking the car back to the dealership this Thursday, November 20, 2014, so that hopefully we can get these issues taken care of. I hope that this will be the last service visit I will have to make for a while. At this point I am starting to regret purchasing a Nissan despite my family being a Nissan family. Perhaps you all can help me get this issue resolved, or give me a new vehicle.

Make Public

Created By Managed Services (11/17/2014 11 28 PM)
firstname :[redacted]
lastname [redacted]
email [redacted]

homephone : [redacted]
address1 : [redacted]
address2 :
city : Phoenix
twitter :
state : AZ
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N4AL3AP6EN[redacted]
dealerstate :
dealername : Avondale Nissan
comments : I purchased a new 2014 Nissan Altima earlier this year. Within the first few months I found out that there was a recall on the vehicle because of an issue with the airbags. That wasn't a problem. The system was calibrated, and I thought things were ok. Well over the months, I continue to have issues with the airbag light coming on. The sensor in the passenger seat was replaced (at least that is what I was told, and I won't go into how horrible of a week long experience that was) but I still have issues with the light coming on when someone is in my passenger seat. Yes they are heavy enough, and yes they are sitting in the seat properly. As of November 17,2014 that light still periodically comes on when someone is sitting in my passenger seat. Now I am having issue with the automatic start, and my vehicle being able to read/identify my key. I really feel as I was sold a lemon. No new vehicle should have ALL of these issues within a 7 month time period. I am taking the car back to the dealership this Thursday, November 20, 2014, so that hopefully we can get these issues taken care of. I hope that this will be the last service visit I will have to make for a while. At this point I am starting to regret purchasing a Nissan despite my family being a Nissan family. Perhaps you all can help me get this issue resolved, or give me a new vehicle.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8047667	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/18/2014	YX	BK	233500	OA
Edit | Del	CC-8047668	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	CHECK ENGINE LIGHT ON	06	11/18/2014	VO	AF	134000	OA
Edit | Del	CC-8047669	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	MULT PLE REPA R ATTEMPTS	14	11/18/2014	YE	BK	233500	OA

Open Activities

Open Activities Help

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Follow Up Call	Not Started		✓	[redacted]	12/15/2014	RCAS	Alex Loft
Edit | Cls	Call	Not Started		✓	[redacted]	12/19/2014	N/A	Alex Loft

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	2/12/2015	Chantel Foxhall	2/12/2015 2:26 PM
Edit | Del	Review Approved Check Request	[redacted]	✓	2/11/2015	Chantel Foxhall	2/12/2015 7:15 AM
Edit | Del	Review Approved Check Request	[redacted]	✓	2/11/2015	Chantel Foxhall	2/12/2015 7:15 AM
Edit | Del	[redacted]	[redacted]	✓	1/23/2015	Chantel Foxhall	1/23/2015 10:29 AM
Edit | Del	[redacted]	[redacted]	✓	1/23/2015	Alex Loft	1/23/2015 8:29 AM

Show more » | Go to list »

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	RE: Regional Specialist [ref: 00DA09j8L. 500F0SzrWr:ref] *Thank you so much. I do apologize for missing your call multiple times. I loo...*	[redacted]	11/18/2014 1:39 PM
Reply | To All | Del	Sent	Regional Specialist [ref: 00DA09j8L. 500F0SzrWr:ref] *11/18/2014 Case[redacted] VIN # 1N4AL3AP6EN[redacted] Than...*	[redacted]	11/18/2014 9:19 AM
Reply | To All | Del	Replied	My Nissan Vehicle *firstname :[redacted]*	nissanconsumeraffairs@my-nissan-usa.com	11/17/2014 11:28 PM

Customer Support Tools

Customer Support Tools Help

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
Edit	CST00057076	DRT Resolution	1N4AL3AP6EN[redacted]						

Check Activity

Check Activity Help

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Name
	CR0142714	[redacted]	2/12/2015	Customer	Approved	$3,242 05	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	[redacted]
	CR0142715	[redacted]	2/12/2015	Lienholder	Approved	$17,720 94	44BUYBACK	Nissan South West Buyback/Trade		

Forms

Forms Help

No records to display

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet pdf	1015KB	5/12/2015 10:37 AM	Rebecca Martin
Edit | View | Del	[redacted]-Check pdf	113KB	4/15/2015 9:47 AM	Tammy Knotts
Edit | View | Del	[redacted]-Check pdf	82KB	3/25/2015 3:59 PM	Tammy Knotts
Edit | View | Del	[redacted] - Morley Packet.pdf	868KB	2/12/2015 2:26 PM	Chantel Foxhall
Edit | View | Del	[redacted]-Check pdf	73KB	2/12/2015 2:16 PM	Tammy Knotts

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
2/12/2015 2 27 PM	Chantel Foxhall	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/11/2015 7 56 AM	Chantel Foxhall	Changed **Follow Up Date** from 1/23/2015 to **2/11/2015**.
		Changed **Description**.

Show more » | Go to list »

Surveys

Surveys Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [40] | Case Categorizations [3] | Open Activities [0] | Activity History [2] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Nena Smith [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	T5
Follow Up Date	1/5/2015	Case Origin	Data Load
Supporting Documents		Date/Time Opened	11/17/2014 11 51 PM
CA Multiple Repairs		Date/Time Closed	1/5/2015 1:06 PM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	
		DRT Resolution	

DTS Inspection

DTS Inspection Date	12/19/2014 10:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	Region Request
Inspection Time/Notes	Appointment Time:10:00 AM AZ time Notes to Agent:It is mandatory for this customer to be present for this inspection to demonstrate the concern.		
Description	Hood Vibration/Remote Start/ Sun Visor		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MN5D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25713	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN CHANDLER	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	[redacted]

Survey Type	Quality Connection	Case Type	QFS12M
Survey Request Date		Receipt Date	11/16/2014
Survey-Source		Survey NPS Score 1	5
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	S1415B, Hood Squeaks/Rattles - While driving, DF When driving down the road on the highway the hood shakes significantly. We have taken it to the local dealership on multiple occasions. One time they made an adjustment to the hood latch assembly but it has not resolved he issue. S2350Z, Vehicle Vibrates While Driving On Highway - Other/None of the above, DF When on highway the hood vibrates so much that you think it going to come off. We have reported this to our local dealership and other than making a small adjustment to the hood have ignored he problem. t looks as though the hood is coming off in some cases.	Hot Alert Type	Bothersome
Survey Verbatim	F1190B, Memory Controls/Features - Difficult to set, DS The position of the memory controls on the driver side door is not in an ideal location. My husband and I have had several instances when while the Memory 1 position is set the car still utilizes Memory 2 settings or vice versa. F1190C, Memory Controls/Features - Controls in poor location, DS Placing them on the lower section of the driver door doesn't allow very good view of the buttons or the settings. On several occasions we have to re-open the door and setup prior to leaving. This is not helpful. F1190D, Memory Controls/Features - Loses memory settings, DF We have noticed that with the settings in Memory 1, the settings in the vehicle are for Memory 2. (Radio Stations, seat positions, etc). We have also seen it on Memory 2 where the vehicle settings are on Memory 1. F1290A, Remote Vehicle Start - Slow response/doesn't reliably engage, DS We find that when trying to remote start the car it doesn't always start. It is unclear why sometimes it works and other times it doesn't. S1440E, Other Interior Compartment Squeaks/Rattles - Sun visor/vanity mirror, DF The sun visors have always been very stiff. When pulling the visors into the down position, they make a loud cracking noise. Over the last couple months we have noticed that the visor never return to the full up position, they hang down 15 - 20 degrees. While you might think this is not a big deal. My husband is very tall and the visor hangs down far enough with him in the driver seat he didn't see a Red light while driving.	Post Follow-Up NPS Score	x
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz 11/17/2014 11:51 PM	Root Cause Code	SCMV
Last Modified By	NNAETL 10/14/2015 12:45 AM	Root Cause Code (2)	R0807
Days Closed	373	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	Created By Nena Smith (1/5/2015 12 43 PM) ********** CASE SUMMARY ********** C contacted NNA CA via quality connection survey to requesting assistance with hood vibration/OCS/Sun Visor Concern TCS-NS reviewed case with TL, dlrshp, FOM, CXM DTS Customer purchased vehicle: new Current mileage: 15,000 Warranty: 36 months/ 60,000 miles, Power train 60 months/60,000 miles VSC : None Last service visit: 1/2/2015 Previous owned veh: none C's concerns were reviewed by DTS veh was repaired under warranty TCS-NS attempted follow up with C to insure C's satisfaction C did not respond to TCS-NS follow up calls
Make Private	✓	Created By Nena Smith (1/5/2015 12 38 PM) TCS-NS closing case due to lack of customer response
Make Private	✓	

Created By Nena Smith (1/2/2015 9 58 AM)
TCS-NS dialed [redacted] lvm for C following up with C on veh after picking up from dlrshp TCS_NS requested return call.

Make Private
Created By Nena Smith (12/31/2014 1 12 PM)
TCS-NS dialed [redacted] lvm for C following up TCS-NS will attempt contact again on 1/2/15

Make Private
Created By Nena Smith (12/31/2014 12 50 PM)
TCS-NS recevied call from SA-Sam SA-S advised C picked up veh late yesterday SA-S went over all repairs with C SA-S advised C upset that rental veh was not identical to C's platinum edition. TCS-NS understood TCS-NS thanked SA-S call ended mutually

Make Private
Created By Nena Smith (12/31/2014 12 41 PM)
TCS-NS lvm for Service Advisor Sam to insure C has veh TCS-NS requested return call.

Make Private
Created By Nena Smith (12/29/2014 11 21 AM)
TCS-NS contact Autonation Tempe lvm for SA-Sam advising of C's desire to have veh late in p.m. of 12/29 as C has plans tomorrow TCS-NS requested SA-S contact C directly to advise if possible and TCS-NS will follow up with C in 2 days to review veh

Make Private
Created By Nena Smith (12/29/2014 11 17 AM)
TCS-NS contacted C C advised C would rather pick up veh late today C has plans tomorrow TCS-NS understood TCS-NS advised unsure if dlrshp could accomodate but TCS-NS would advised dlrshp and have dlrshp contact C directly.

Make Private
Created By Nena Smith (12/29/2014 11 14 AM)
TCS-NS contacted Autonation Tempe and spoke with SA-Sam SA-S advised sensor did come in 12/24 but on 12/26 after replacement Tech advised need for OCS control Module to be replaced. SA-S advised SA-S reviewed this with C's husband veh should be done today or tomorrow as seat must be removed to replace module TCS-NS understood TCS-NS advised TCS-NS will advise C that veh done tomorrow in order to allow dlrshp to complete repair and review veh.

Make Private
Created By Nena Smith (12/29/2014 10 49 AM)
TCS-NS contacted C C advised dlrshp did not have veh completed C states dlrshp advised part not in C awaiting info on if veh would be done today. TCS-NS advised TCS-NS will follow up with dlrshp and advise.

Make Private
Created By Nena Smith (12/24/2014 10 09 AM)
TCS-NS contacted Autonation Nissan Tempe 480-598-6000 SA-Sam advised OCS sensor is in veh should be done Friday 12/26

Make Private
Created By Nena Smith (12/22/2014 3 25 PM)
TCS-NS dialed [redacted] lvm for C following up on DTS TCS-NS has been in touch w/dlrshp Tempe and parts on order TCS-NS will follow up 12/24

Make Private
Created By Nena Smith (12/22/2014 3 22 PM)
TCS-NS contacted AutoNation Tempe spoke wtih SA-Sam SA-Sam advised veh is at dlrshp parts ordered expected Tuesday or Wed TCS-NS advised TCS-NS will follow up 12/24 to see if parts in

Make Private
Created By Nena Smith (12/18/2014 12 44 PM)
TCS-NS contacted C a[redacted] reminded C of appt C states yes C asked to confirm time TCS-NS advised 10 00 a.m. TCS-NS advised TCS-NS will follow up with C on 12/23.

Make Private
Created By Nena Smith (12/18/2014 12 41 PM)
TCS-NS noting DTS did not put date time into DTS field TCS-NS added TCS-NS noting DTS-FG was notified via email on 12/4 Case[redacted] of confirmation as follows:
Hi Frank

I have confirmation from customer and Service Manger Chad McDonald for this inspection. Loaner will be available and customer understands they need to meet with you to discuss their concerns and test drive with you.

Nena

Make Private
Created By Nena Smith (12/8/2014 9 11 AM)
TCS-NS dialed [redacted] lvm for C advising LOF possible day of DTS TCS-NS has sent C a confirmation email and TCS-NS will call c day before as reminder. TCS-NS provided TCS-NS contact info.

Make Private
Created By Nena Smith (12/8/2014 8 52 AM)
TCS-NS sent confirmation email to C for DTS and also sent internal communication to DTS Frank Gibford that confirmation from C and dlrshp has been obtained.

Make Private
Created By Nena Smith (12/4/2014 1 52 PM)
TCS-NS contacted SM-Chad at Autonation Chandler SM-C advised LOF can be done same day as DTS loaner will be available SM-C very helpful TCS-NS thanked SM-C call ended mutually

Make Private
Created By Nena Smith (12/4/2014 1 45 PM)
TCS-NS attempted dealer share SM not set up

Make Private
Created By Nena Smith (12/4/2014 1 42 PM)
TCS-NS advised C that TCS-NS will confirm DTS with dlrshp and follow up with email to C with all info. TCS_NS explained DTS process C agreed.

Make Private
Created By Nena Smith (12/4/2014 1 41 PM)
TCS-NS received vmx from C requesting return call to [redacted] C advised 19th is good C wants to know if dlrshp can do oil change on same day TCS-NS advised would check and advised C.

Make Private
Created By Nena Smith (12/4/2014 10 00 AM)
TCS-NS lvm at [redacted] for C advising date of 12/19 if this date is not acceptable to C to please have 2 alternate dates TCS-NS can propose to DTS.

Make Private
Created By Nena Smith (12/4/2014 9 56 AM)
TCS-NS received notification that DTS is proposed for 12/19 at 10 00 a m.

Make Private
Created By Nena Smith (12/3/2014 10 28 AM)
TCS-NS lvm at [redacted] requesting return call from C to discuss DTS inspection.

Make Private
Created By Nena Smith (12/3/2014 10 22 AM)
TCS-NS requested DTS inspection per FOM JB at AutoNation Nissan Chandler.

Make Private
Created By Nena Smith (12/3/2014 10 18 AM)
TCS-NS received email from FOM John Boydston to request DTS at Chandler.

Make Public
Created By Nena Smith (12/3/2014 9 48 AM) Last Modified By Nena Smith (12/4/2014 1 45 PM)
TCS-NS sent email to FOM and CXM requesting input on where to send C for concern.

Make Public
Created By Nena Smith (12/3/2014 9 28 AM) Last Modified By Nena Smith (12/4/2014 1 44 PM)
TCS-NS received vmx from SM at Autonation Tempe requesting TCS-NS contact FOM to have C return to AutoNation Nissan Chandler.

Make Public
Created By Nena Smith (12/2/2014 3 12 PM) Last Modified By Nena Smith (12/4/2014 1 44 PM)
TCS-NS contacted Autonation Tempe at [redacted] requested to speak with SM-Dan Velcheck advised SM-DV in meeting TCS-NS lvm advising need to speak with SM-DV regarding C's concerns and need for loaner if available.

Make Public
Created By Nena Smith (12/1/2014 4 10 PM) Last Modified By Nena Smith (12/4/2014 1 44 PM)
TCS-NS contacted C at [redacted] following up as promised C advised C will need loaner if veh out most of day TCS-NS advised would check with Autonation Tempe and conctact C by EOB 12/3

Make Private
Created By Nena Smith (12/1/2014 8 34 AM)
TCS-NS spoke with Tech Line - Stacy Recommend to set up Tech Line Assist with dealership to review C's concerns.

Make Private
Created By Nena Smith (11/25/2014 11 34 AM)
TCS-NS contacted dlrshp to check on C's brakes SA-C advised C has plenty of brakes evidently there is a concern with dlrshp marketing dept and many customers with good pads are being advised need. SA-C apologized TCS-NS understood call ended mutually

Make Private
Created By Nena Smith (11/25/2014 11 30 AM)
TCS-NS received call from SM-Chad SM-C advised C mentioned flutter on hood in Aug. dlrshp compared to KGV same concern no difference checked gromets. TCS_NS asked about OCS/FOB/Remote start concern SM-C advised C has not mentioned TCS-NS thanked SM-C call ended mutually

Make Private
Created By Nena Smith (11/25/2014 11 22 AM)
TCS-NS contacted Auto Nation Chandler spoke with SA-Chris TCS-NS asked to speak with someone regarding C's 2 visits to dlrshp SA-C took information on C and advised SA-C would call back.

Make Public
Created By Nena Smith (11/20/2014 1 10 PM) Last Modified By Nena Smith (12/4/2014 1 44 PM)
TCS-NS contacted C at [redacted] verified C's address/phone/best contact home/V N/Mileage 14,000 servicing dlrshp . TCS-NS thanked C for survey and asked C if C would like to discuss C states one thing C did not comment on on survey C had OCS campaign performed but still has OCS light concern when C in veh TCS-NS explained OCS and need to be seated correctly/nothing under seat, on back of seat or pressing against seat. C states C understood but C states C seated correctly nothing touching seat. TCS-NS advised dlrshp can review concern for C. C states at highway speeds hood has a lot of vibration C states C husband feels safety concern. C states been to dlrshp 2x one time dlrshp made adjustment but did not resolve concern second time C states dlrshp advised nothing can be done and C states C did not feel dlrshp was concerned to assist C. TCS-NS apologized for C's inconvenience. C states both key fobs intermittently loose memory setting or FOB 2 will have memory setting for FOB 1 and vice versa. C states intermittently remote start will not operate TCS-NS explained about

Radio Frequencies but would ask dlrshp to review C understood C states last time C went to dlrshp LOF was done with multi point inspection and now c receiving emails constantly that state C needs new brakes C states husband very upset as veh at 14,000 should not need brakes and husband states dlrshp is mistaken. TCS-NS understood C states husband does not want to return to dlrshp would rather use dlrshp in Tempe. TCS-NS understood TCs-NS advised TCS-NS would investigate and follow up with C on 11/25 C requests TCS-NS follow up with C on following week as next week holiday week TCS-NS understood advised TCS-NS will follow up with C by EOB 12/1.

Make Private ✓ **Created By Nena Smith (11/20/2014 11 45 AM)**
TCS-NS lvm for C a[redacted] with TCS-NS's contact number and case number for c to return call if c would like to discuss survey comments.

Make Private ✓ **Created By Nena Smith (11/19/2014 9 14 AM)**
TCS-NS lvm for C at[redacted] with TCS-NS's contact number and case number for c to return call if c would like to discuss survey comments.

Make Private ✓ **Created By Nena Smith (11/19/2014 8 58 AM)**
lvm for C at[redacted] with TCS-NS's contact number and case number for c to return call if c would like to discuss survey comments.

Make Public **Created By Nena Smith (11/18/2014 8 09 AM)**
QC Hot Alert

Make Private ✓ **Created By Nena Smith (11/18/2014 8 08 AM)**
TCS-NS checked for related previous CA cases and found: None Goodwill provided: none
TCS-NS checked for unrelated CA cases and found: None
TCS-NS checked for open recalls/campaigns and found: None
TCS-NS checked Ownership Loyalty: 1 vehicle
TCS-NS checked Service History: new vehicle no LOF's at dealership last service 8/20/14
TCS-NS checked for Service and/or Main Plans: None
TCS-NS received case for handling as a result of QC survey response received from c.
TCS-NS copied survey notes below:
Hood Squeaks/Rattles - While driving, When driving down the road on the highway the hood shakes significantly. We have taken it to the local dealership on multiple occasions. One time they made an adjustment to the hood latch assembly but it has not resolved he issue.
Vehicle Vibrates While Driving On Highway - Other/None of the above, When on highway the hood vibrates so much that you think it going to come off. We have reported this to our local dealership and other than making a small adjustment to the hood have ignored he problem. It looks as though the hood is coming off in some cases.
Memory Controls/Features - Difficult to set, The position of the memory controls on the driver side door is not in an ideal location. My husband and I have had several instances when while the Memory 1 position is set the car still utilizes Memory 2 settings or vice versa.
Memory Controls/Features - Controls in poor location, Placing them on the lower section of the driver door doesn't allow very good view of the buttons or the settings. On several occasions we have to re-open the door and setup prior to leaving. This is not helpful.
Memory Controls/Features - Loses memory settings, We have noticed that with the settings in Memory 1, the settings in the vehicle are for Memory 2. (Radio Stations, seat positions, etc). We have also seen it on Memory 2 where the vehicle settings are on Memory 1.
Remote Vehicle Start - Slow response/doesn't reliably engage, We find that when trying to remote start the car it doesn't always start. It is unclear why sometimes it works and other times it doesn't.
Other Interior Compartment Squeaks/Rattles - Sun visor/vanity mirror, The sun visors have always been very stiff. When pulling the visors into the down position, they make a loud cracking noise. Over the last couple months we have noticed that the visor never return to the full up position, they hang down 15 - 20 degrees. While you might think this is not a big deal. My husband is very tall and the visor hangs down far enough with him in the driver seat he didn't see a Red light while driving.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8092960	BODY	PANEL (HOOD/TRUNK/ROOF)	POOR OR IMPROPER OPERATION	16	11/17/2014	YX	AB	109000	OA
Edit | Del	CC-8092961	RESTRAINT SYSTEM	A RBAG ON/OFF SWITCH	POOR OR IMPROPER OPERATION	14	11/17/2014	YX	BK	234000	OA
Edit | Del	CC-8092962	NTERIOR (NON-ELECTRIC)	SUN VISOR	PART MISSING/LOOSE/FELL OFF	13	11/17/2014	YO	AU	191000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Szrhi:ref]	[redacted]	✓	12/8/2014	Nena Smith	12/8/2014 8:50 AM
Edit | Del	New DTS Request		✓	12/5/2014	Frank Gibford	12/3/2014 9:34 PM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Szrhi:ref] *12/8/2014 Case #[redacted] VIN # 5N1AR2MN5D[redacted] Dear[redacted]* ...	[redacted]	12/8/2014 8 50 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
1/5/2015 1 06 PM	Nena Smith	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/5/2015 1 05 PM	Nena Smith	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **T5**.

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Surveys Surveys Help

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Case [redacted]

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Case Comments [24] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Michael Bardwell [Change]
Letter Sent Date		Status	Closed
Letter Received Date	11/17/2014	Type	CA
Follow Up Date	12/12/2014	Case Origin	Letter/Fax
Supporting Documents	✓	Date/Time Opened	11/18/2014 9:37 AM
CA Multiple Repairs		Date/Time Closed	12/11/2014 11:42 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	BBB Faxes
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer Agency / B.B B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR2MM3EC[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	0
Model Line	PATHFINDER	Beyond PT Warranty Miles	0
Model Code	25014	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JIM BONE NISSAN OF SANTA ROSA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1AR2MM3E[redacted]		
Created By	Heathre Vanriper, 11/18/2014 9:37 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	398	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By Heathre Vanriper (12/12/2014 7 02 AM)** *** [Added after the case is closed] *** NIS1432026. DRTS rec'd Case Closed from BBB 12/12/14 dated same. States: CA-cust not to pursue. See attached for review.
Make Public		**Created By Michael Bardwell (12/11/2014 11 41 AM)** ARBS received update from BBB-Maury that c called to the BBB yesterday to withdraw c's claim. BBB advised that c stated that c will be will be retaining an attorney. ARBS closing case pending c contact.
Make Public		**Created By Michael Bardwell (12/11/2014 10 22 AM)** ARBS notes when checking case status at BBB, ARBS discovered that BBB has closed claim, however, there is no indication on why claim was closed. ARBS sent email to BBB-Maury seeking clarification on case status. ARBS setting follow-up to 12-Dec pending update from BBB.
Make Public		**Created By Michael Bardwell (12/4/2014 11 07 AM)** ARBS setting follow-up to 10-Dec to prepare hearing packet.
Make Public		**Created By Heathre Vanriper (12/3/2014 2 00 PM)** NIS1432026. DRTS rec'd NOH from BBB 12/03/14 dated same. States: 12/17/14 10:00am PST BBB of the Golden Gate & Northern CA 1000 Broadway, Suite 625 Oakland, CA 946070000. See attached for review.
Make Public		**Created By Michael Bardwell (12/2/2014 2 17 PM)** ARBS received email from BBB-Maury advising that BBB has not been able to contact c and may need to schedule hearing for week of 15-Dec and asked for ARBS availability. ARBS replied that ARBS is available any day that week. ARBS setting follow-up to 8-Nov pending update from BBB.
Make Public		**Created By Michael Bardwell (12/2/2014 8 41 AM)** ARBS received email from BBB-Maury asking if ARBS would be willing to send out a DTS to inspect veh. ARBS replied agreeing to send out a DTS and asked BBB to confirm with c what dlr c would like inspection to take place at.
Make Public		**Created By Andrea Brown (12/1/2014 2 01 PM)** DRTS- received and attached Sales documents
Make Public		**Created By Andrea Brown (12/1/2014 11 48 AM)** DRTS- called Jim Bone Nissan- spoke Alaina and she said she would be able to get it over to me within the next hour
Make Public		**Created By Josh Wegener (11/28/2014 1 35 PM)** DRTS - Called selling dealer Jim Bone Nissan & the office is closed today we will need to follow up on Monday.
Make Public		**Created By Andrea Brown (11/26/2014 3 03 PM)** DRTS- called and left a message with Gina, title clerk. will follow up
Make Public		**Created By Andrea Brown (11/24/2014 2 24 PM)** DRTS- left a message with the Title Clerk
Make Public		**Created By Andrea Brown (11/21/2014 2 17 PM)** DRTS- obtained and attached factory invoice
Make Public		**Created By Michael Bardwell (11/21/2014 2 12 PM)** ARBS notes the following: 3 visit, 2 repairs and 24 days down for OCS light (last visit, no duplication and 17 days down); 1 visit, 1 repair and 17 days down for headliner coming loose; 1 visit, 1 repair and 2 days down for passenger door panel trim; 1 visit, 1 repair and 2 days down for scratches on speedometer disply; 1 visit, 1 repair and 1 day down for driver's rear door handle ARBS does not feel that repair history is excessive.

ARBS submitted MRF to BBB advising that NNA is not in a position to repurchase or replace veh at this time and that NNA would continue to honor all applicable warranties.

ARBS setting follow-up to 3-Dec pending update from BBB.

ARBS sent BBB repurchase denial letter to c via FedEx [redacted]

Make Public

Created By Michael Bardwell (11/21/2014 1 59 PM)
ARBS received RO from SA-Kyle and attached to case.

ARBS notes the following repairs:

17-Oct-14 at 13,621 miles. RO[redacted] - Days Down: 17
CONCERN:
1) Headliner fabric at driver's door coming loose
2) OCS light off with passenger seat occupied
ACTION TAKEN:
1) Replaced headliner
2) Unable to verify, checked for codes, none found. Contacted TECH LINE and gave info regarding after market seat heating unit. Was advised to road test with someone sitting in passenger seat with scan took in data monitor. No codes or lights came on while driving. TECH LINE recommended removal of after market heater. Contacted aftermarket leather/seat heater installer, who sent out a tech to inspect parts. Removed seat cushion and inspected and stated system functioning corrected and re-installed passenger seat lower cushion. Road tested several times with seat occupied, no duplication of concern.

Make Public

Created By Michael Bardwell (11/21/2014 11 24 AM)
ARBS notes CCF and c's letter state that veh was at dlr as of 6-Nov, however, no RO provided for that visit.

ARBS placed outbound call to dlr and spoke with SA-Kyle. SA confirmed that veh came in on 6-Nov and was picked up on 19-Nov. ARBS asked SA to fax over RO. SA took ARBS fax number and agreed.

Make Public

Created By Michael Bardwell (11/21/2014 11 17 AM)
ARBS in review of veh history from RHR submission. ARBS notes the following:

Previous CA Cases: [redacted]
TECH LINE: [redacted]

Repair History:
6-Jan-14 at 537 miles. RO #[redacted] - Days Down: 2
CONCERN:
1. Plastic cover at speedometer is scratched
ACTION TAKEN:
1. Replaced unit

3-Apr-14 at 545 miles. RO #[redacted] - Days Down: 1
CONCERN:
1. Driver's rear door interior handle is missing bolt cover
ACTION TAKEN:
1. Installed new cap

15-Apr-14 at 4,629 miles. RO #[redacted] - Days Down: 2
CONCERN:
1. Pass front interior door panel is deforming
ACTION TAKEN:
1. Replaced pass front interior door panel

9-Jul-14 at 8,627 miles. RO #[redacted] - Days Down: 1
CONCERN:
1. Recall R1405
ACTION TAKEN:
1. Completed

29-Aug-14 at 11,591 miles. RO # [redacted] - Days Down: 6
CONCERN:
1. Pass side airbag off light stay active when seat is occupied
ACTION TAKEN:
1. Replaced air bag pressure detection sensor

Make Public

Created By Andrea Brown (11/21/2014 10 05 AM)
DRTS- finished and attached RHR

Make Public

Created By Andrea Brown (11/18/2014 3 11 PM)
DRTS- received and attached ROs

Make Public

Created By Andrea Brown (11/18/2014 2 38 PM)
DRTS- In receipt of a Customer Letter that was sent November 12, 2014, received November 17, 2014, DRTS received November 18, 2014. The letter is attached for your review.

C complaint is scratched on plastic cover of odometer, tire pressure low, back door stays lock and can't get children out, divots on inside of door where metal meets door, airbag light going off showing air bags off, whining noise goes off in the middle of console, material separating from roof.

C seeks repurchase
Unclear of when you need to respond.

Make Public

Created By Andrea Brown (11/18/2014 12 06 PM)
DRTS- called DLR 3979 to request ROs, Michael, SA is faxing them over.

Make Public

Created By Mae Strenciwilk (11/18/2014 11 50 AM)
MT MS Received incoming mail 11/17/14.

Make Public

Created By Michael Bardwell (11/18/2014 9 41 AM)
ARBS setting follow-up to 24-Nov pending RHR completion.

Make Public

Created By Heathre Vanriper (11/18/2014 9 40 AM)
NIS1432026. DRTS rec'd CCF from BBB 11/18/14 dated same. C seeks: buyback. CCF states: Scratches on plastic cover of odometer blurs read*1, Tire pressure low*3, Back door stays locked cant get child out*1, Divots on inside of door where metal meets door*1, airbag light going off showing air bags off*3, whining noise goes off in middle of console, material separating from roof*1. See attached for review.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8047722	BODY	FRAME	POOR OR MPROPER OPERATION	16	11/18/2014	YX	AB	106000	OA
Edit | Del	CC-8047723	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR MPROPER OPERATION	14	11/18/2014	YX	BK	233500	OA
Edit | Del	CC-8047724	INTERIOR (NON-ELECTRIC)	HEADLINER	POOR OR MPROPER OPERATION	QA	11/18/2014	YX	AU	189000	OA

Open Activities

Open Activities Help

No records to display

Activity History

View All | Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]NOH-NIS1432026	[redacted]	✓	12/3/2014	Michael Bardwell	12/3/2014 2:11 PM
Edit | Del	Collect Sales Documents	[redacted]	✓	12/1/2014	Andrea Brown	12/1/2014 2 05 PM
Edit | Del	Create RHR	[redacted]	✓	11/24/2014	Andrea Brown	11/21/2014 10:05 AM
Edit | Del	Collect Factory Invoice	[redacted]	✓	11/21/2014	Andrea Brown	11/21/2014 2:17 PM
Edit | Del	Collect RO Documents	[redacted]	✓	11/20/2014	Andrea Brown	11/18/2014 3:11 PM

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Emails

Send an Email | Emails Help

No Emails Available

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]Case Closed-NIS1432026.pdf	48KB	12/12/2014 7:03 AM	Heathre Vanriper
Edit | View | Del	[redacted]-MAP-NIS1432026.pdf	45KB	12/3/2014 2:10 PM	Heathre Vanriper
Edit | View | Del	[redacted]-Oath-NIS1432026.pdf	55KB	12/3/2014 2 09 PM	Heathre Vanriper
Edit | View | Del	[redacted]-Hearing Format-NIS1432026.pdf	61KB	12/3/2014 2 08 PM	Heathre Vanriper
Edit | View | Del	[redacted]-Opening Statement-NIS1432026.pdf	66KB	12/3/2014 2 07 PM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History Help

Date	User	Action
12/11/2014 11:42 AM	Michael Bardwell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/11/2014 10:22 AM	Michael Bardwell	Changed **Follow Up Date** from 12/10/2014 to **12/12/2014**.
12/4/2014 11:08 AM	Michael Bardwell	Changed **Follow Up Date** from 12/8/2014 to **12/10/2014**.

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Surveys

Surveys Help

No records to display

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Case [redacted]

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Case Comments [7] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted]	[redacted]
Executive Referral		Case Owner	Amethyst Cantrell [Change]
Letter Sent Date		Status	Closed
Letter Received Date		Type	CA
Follow Up Date	11/21/2014	Case Origin	Phone
Supporting Documents		Date/Time Opened	11/18/2014 11:06 AM
CA Multiple Repairs		Date/Time Closed	11/21/2014 9:57 AM
Executive Summary			
Executive Actions To Resolve		Case Reopen Count	0
		DRT Origination	
		DRT Support Status	Pending
		DRT Resolution	

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	airbag system malfuntioning VIN: 1n4al3ap1dc[redacted]		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	47,710		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N4AL3AP1DC[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles	11,710
Make	Nissan	Beyond Basic Warranty Months	0
Model Line	Altima	Beyond PT Warranty Miles	0
Model Code	13113	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	BOB MOORE NISSAN OF TULSA	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0 00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: Daniel Ramsey PHONE: VIN:		
Created By	Diana Maniquis, 11/18/2014 11:06 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	418	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By Amethyst Cantrell (11/21/2014 9 56 AM) RCAS-AC placed outbound call to C at [redacted]; 9:45 RCAS VER F ED C's name, home address, concern, phone#, make and model RCAS ADVISED "This call may be recorded for quality and training purposes." RCAS advised that DLR had attempted to reprogram the OCS and C was continuing to have concerns with the light, RCAS would like C to take the veh back to the DLR for further diagnosis. C agreed. RCAS stated that C's veh also had an open campaign (RC-3924486 Secondary hood latch) that needed to be addressed as soon as possible. RCAS stated C could call RCAS if C had any further concerns. RCAS asked if C still had RCAS's direct line. C requested RCAS email information. RCAS agreed.
Make Private	✓	C provided email RCAS updated C's account with email information. C thanked RCAS. Call ended mutually _____ RCAS sent email with RCAS's contact info RCAS is closing Case pending diagnosis ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with airbag light concern ***STATEMENT OF DECISION*** RCAS advised C to see DLR for further diagnosis
Make Private	✓	**Created By Amethyst Cantrell (11/20/2014 8 18 AM)** RCAS-AC placed outbound call to C a[redacted]; 8:16 RCAS left VM asking C to call back at earliest convenience RCAS provided case#, direct line, and follow-up of 11/21
Make Private	✓	**Created By Amethyst Cantrell (11/20/2014 8 15 AM)** RCAS CHECKED for open recalls/campaigns and found: RC-3924486 Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none
Make Private	✓	**Created By Amethyst Cantrell (11/20/2014 8 14 AM)** RCAS-AC placed outbound call to DLR and spoke with SA-Steve as SM was unavailable. SA is the SA that diagnosed the veh. RCAS asked when C last had veh at DLR SA stated that C was in last Tuesday RCAS asked if the secondary hood latch campaign had been performed SA stated that hood latch campaign was not performed. RCAS asked if SA had looked at airbag concern when veh was in.

SA stated that veh was originally in for driver's seat belt not retracting and that when C came in to pick up veh, C added the airbag light concern.
SA stated SA took veh back in and reprogrammed OCS.

RCAS stated RCAS would have C bring veh back in.

SA stated that SA might need a day or 2 to properly diagnose the veh as the airbag system was electrical.

RCAS stated RCAS would advise C of that.
RCAS asked if DLR provided loaners.

SA stated DLR only had rentals

RCAS thanked SA

Make Private ✓ **Created By** Amethyst Cantrell **(11/20/2014 8 04 AM)**
DLR not set up for datanet

Make Private ✓ **Created By** Diana Maniquis **(11/19/2014 5 46 PM) Last Modified By** Amethyst Cantrell **(11/20/2014 7 36 AM)**
CRR-dm called c at [redacted] (6:41 pm EST) and was able to talk to c. CRR stated that the POO had been received and that CRR asked c on how c wanted NNA to help c out. c stated that c wanted NNA to fix this veh because c uses this for work and c is afraid that c is putting c's clients at risk knowing that the airbags is not working right.
CRR-dm told c that CRR needs to forward the concern / request to rcas for review and that c will be getting a call from rcas within the next business day, c understood.
CRR-dm offered further assistance, c declined.
CRR-dm provided case #, CRR's name and ext #.
CRR-dm leaving case open and forwarding case to rcas since c was asking for NNA to help c on having this veh fixed.

Make Private ✓ **Created By** Diana Maniquis **(11/18/2014 11 14 AM) Last Modified By** Amethyst Cantrell **(11/20/2014 7 37 AM)**
crr-dm received a call from c who was calling about a veh concern. c stated that c got this veh a month ago and c stated that c uses this veh for work. c stated that c helps people with this veh as part of c's work. C stated that when c drives people to places with this veh, c is noticing that the airbag light will stay on when someone is not sitting on the passenger side seat. Now the airbag light will turn off when someone is sitting there. c took the veh to the dlr and the dlr was advised to upgrade the airbag system. c stated that c is still having the same issue and c is afraid for c's clients safety. c wanted to get some help on getting this veh fixed.
crr-dm told c that crr needs to forward the concern / request to rcas for review BUT, CRR needs to ask C to send a POO so that crr can change the veh owner's info under the current owner's name first, c understood.
CRR also stated that there is an open campaign for c's veh for the 2013 - Altima Sedan (L33) Secondary Hood Latch. crr-dm stated that since the veh have an open recall campaign, c may take the veh to any nna dlr to have the recall fixed and this is free of charge. crr-dm offered to transfer c to the dlr to setup an appointment, c declined.
crr-dm offered further assistance, c declined.
crr-dm provided case #, crr's name, fax # and ext #.
crr-dm leaving case open pending POO before sending case to rcas.
CRR stated that crr will call c once the POO had been received.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
Edit | Del	CC-8047974	RESTRAINT SYSTEM	AIRBAG ON/OFF SWITCH	POOR OR MPROPER OPERATION	14	11/18/2014	YX	BK	234000	OA
Edit | Del	CC-8047975	NISSAN PRODUCT INQUIR ES	ALTIMA	PROVIDED RECALL NFORMATION	QF	11/18/2014	VG	AZ	204500	OF

Open Activities

Open Activities Help

No records to display

Activity History

View All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0T02AP:ref]	[redacted]	✓	11/21/2014	Amethyst Cantrell	11/21/2014 9 55 AM

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 500F0T02AP:ref] *11/21/2014 Case # [redacted] VIN # 1N4AL3AP1D[redacted] Thank...*	[redacted]	11/21/2014 9 55 AM

Customer Support Tools

Customer Support Tools Help

No records to display

Check Activity

Check Activity Help

No records to display

Forms

Forms Help

No records to display

Attachments

Attach File View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	15KB	11/19/2014 3:01 PM	Diana Maniquis

Case History

Case History Help

Date	User	Action
11/21/2014 9:57 AM	Amethyst Cantrell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/20/2014 8:18 AM	Amethyst Cantrell	Changed **Follow Up Date** from 11/20/2014 to **11/21/2014**.
11/19/2014 5:47 PM	Diana Maniquis	Changed **Transferred to RCAS** from false to **true**.

Show more » | Go to list »

Surveys Surveys Help

No records to display

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