INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NISSAN

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Case [redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Tondia Johnson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	10/17/2011	Date/Time Opened	8/26/2011 1:00 AM
Supporting Documents		Date/Time Closed	10/17/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,384		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ1MWXBW[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	42
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23211	Beyond PT Warranty Months1	18

Dealer Access

Case Servicing Dealer	SHINGLE SPRINGS NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	9/20/2011
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/26/2011 1:00 AM	Root Cause Code	SDSV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	2,089	Action Code	DT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA7249844

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:43 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER. TONDIA JOHNSON 6 725-7731
Make Public		**Created By: CONVERSION (3/10/2012 12:41 PM)** FILE OPENED-ZAC175N 08/26/2011 TO SA-BRENT. DLR CALLED IN REGUARDS TO C COMING IN WITH A BRAKE ISSUE BECAUSE C STATED THE PEDAL WENT ALL TH WAY TO THE FLOOR WHILE STOPPING. THE DLR DID A PHYSICAL INSPECTION AS WELL AND FOUND NO ISSUES WHATSOEVER. DLRS TECH ADVISED DLR TO CALL FOR INVOLVEMENT FOR A POSSIBLE TECH TO COME OUT. @08/26-ZAC175N DLR DENIED FURTHER ASSISTANCE AND STATES DLR WOULD LIKE SOME KIND OF UP ON MONDAY WITH THIS ISSUE BECAUSE C IS UPSET THAT VEH IS NOT DIAGNOSABLE BUT WHEN C WAS DRIVING VEH, THE BRAKES WOULD NOT FUNCTION PROP DLR DOESNT EVEN KNOW IF IT IS A BRAKELINE ISSUE. . @08/26-ZAC175N @08/26-ZAC175N CRR AC ADVISED DLR THAT CRR WOULD HAVE TO SEND FILE TO A REGIONAL CONSUMER AFFAIRS SPECIALIST FOR REVIEW AND TECH INVOLVEMENT. DLR UNDERSTOOD CRR AC PROVIDED DLR WITH CRRS NAME AND EXTENSIC 458161. @08/26-ZAC175N >>>>

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 11:01 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Tondia Johnson**.
3/11/2012 6:37 PM	CONVERSION	Changed **Case Owner** from Tondia Johnson to **Managed Services**.
3/10/2012 12:06 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Tondia Johnson**.
3/9/2012 2:34 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:18 PM	Bryan Fry	Created.

Surveys Surveys He

No records to display

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

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Managed Services [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Email
Follow Up Date	10/20/2011	Date/Time Opened	8/2/2011 1:00 AM
Supporting Documents		Date/Time Closed	10/20/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	EISENHAUER NISSAN, INC.
# Vehicles Owned	12	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA0NCXAN[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	59
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26610	Beyond PT Warranty Months1	35

Dealer Access

Case Servicing Dealer	SUSQUEHANNA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	18	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/2/2011 1:00 AM	Root Cause Code	SNPP
Last Modified By	Bharath Tadipatri, 4/3/2015 8:00 PM	Root Cause Code (2)	
Days Closed	2,086	Action Code	RP8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7229858

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** ——— P-9) WAS VEHICLE PURCHASED NEW OR USED? C STATES NEW. P-10) CONFIRM AND VALIDATE THE DETAILS OF THE INCIDENT: P-22) HAS VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY? IF YES, DOCUMENT THE INSURANCE COMPANY'S NAME
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** ——— P-13)HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? REQUEST COPY OF PRE-REPAIRD PHOTOS AND REPAIR ORDERS C STATES YES. @10/18-ZJM254N ——— P-14) CURRENT LOCATION OF VEHICLE, INCLUDING COMPANY NAME, CONTACT NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES CS HOME ——— P-1 WAS A POLICE REPORT AND/OR FIRE REPORT FILED? C STATES NO P-16) HOW MANY OCCUPANTS WERE IN THE VEHICLE AT THE TIME OF THE INCIDENT? C STATE ——— P-17) DOCUMENT THE NAME, ADDRESS, PHONE NUMBERS, HEIGHT, AND WEIGHT OF EACH OCCUPANT IN THE OWNER'S VEHICLE. A. DRIVER'S NAME: (IF SAME AS OWNER, TYPE -OWNER-) C?STATES X @10/18-ZJM254N ——— P- WHICH OF THE VEHICLE OCCUPANTS WITNESSED ALL OR PART OF THE INCIDENT? A. DRIVER: C STATES DRIVER ——— P-19) WHICH OF THE VEHICLE OCCUPANTS WERE USING A SEATBELT? A. DRIVER: C STATES YES ——— P-20) WAS ANYONE INJURED? C STATES NO ——— P-21)?WERE THERE ANY OTHER WITNESSES TO ALL OR PART OF THE INCID IF YES, DOCUMENT THE NAME, ADDRESS, AND PHONE NUMBERS FOR EACH WITNESS: C?STATES: NO @10/18-ZJM254N ——— —— ARBS JM CONTACTED C AT EVE# AT 400PM CT AND LEFT VMX ADVISING THAT DUE TO THE DLR BEING SHUT FROM THE FLOOD ARBS HAS NOT BEEN ABLE TO ANY VEH INFO A ND WILL PROBABLY BE ANOTHER WEEK OR SO AND ARBS WILL FOLLOW UP WITH C AT THAT TIME. @09/14-ZJM254N ARBS JM CONTACTED DLR A LEFT VMX WITH SM-MIKE TO CALLBACK. @09/23-ZJM254N @09/23-ZJM254N ARBS JM CONTACTED SM AND LEFT VMX FOR CALLBACK. @09/27-ZJM254N ARBS JM CONTACTED SM AND LEFT VMX FOR CALLBACK. @09/29-ZJM254N - @10/05-ZJM254N ARBS JM CONTACTED SM-MIKE AND LEFT VMX FOR CALLBACK. @10/05-ZJM25 ARBS JM CONTACTED C AND COMPLETED THE PROBE C STATES BRAKES HAVE BEEN REPAIRED. ARBS JM INFORMED C IF INSPECTION PERFORMED IT WOULD BE VEHS PRESENT STATE WITH NEW PARTS. ARBS JM CONTACTED PL. ARBS ADVISED THAT DLR REPAIRED THE BRAKES ISSUE AND C HAD MINIMAL DAMAGE TO CS AND PILLAR, PARTS ARE NOT AVAILABLE NOW AS INCIDENT WAS IN JULY 2011. IF THERE ARE NO PARTS AVAILABLE TO INSPECT IN QUESTION THERE IS NO WAY T DETERMINE ——— P-4) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH: C ST [redacted] ——— P-5) OWNER'S N ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH: C STATES SAME ——— P-6) VEHICLE IDENTIFICATION NUMBER IF NOT OBTAINED BY THE CRR: C STATES ——— P-7) VEHICLE LICENSE PLATE NUMBER: C STATES ——— P-8) STATE IN WHICH VEHICLE IS CURRENTLY REGISTERED: @10/18-ZJM254N C STATES PA ——— ———
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** AT THE ENTRANCE OF THE DRIVEWAY, THERE WAS A PILLAR THAT C HIT WHILE TURNING INTO DRIVEWAY. F. HOW DID IT HAPPEN? C STATES THERE WERE NO BRAKES, THE PRESSURE SWITCH WAS MALFUNCTIONING. P-3) WHAT THE CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA: C STATES C WOULD WANT VE BE REPAIRED AT NO COST TO C @08/05-ZMB123N RCAS-MB ASKED C WHAT PHONE# IS BEST TO REACH C, C STATED THAT BETWEEN —> THE HOURS OF 8AM AN TO USE DAY#, AFTER 4PM, C CAN BE REACHED AT EVE#. RCAS THANKED C, ADVISED C A SPECILAIST WILL BE IN CONTACT WITH C WITHIN 2 BUSINESS DAYS, C UNDERSTOOD. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. @08/05-ZMB123N RCAS-MB SETTING FOLLOWUP FOR 08/09/11 @08/05-ZMB123N RCAS-MB SE INTERNAL MESSAGE TO NNA DRT IIR INBOX @08/05-ZMB123N ***TL-AH SENDING IIR TO ARBS-JM FOR REVIEW. @08/08-ZAH022N RCAS-MB NOTING IIR PROCESS UNDERWAY BY ARBS, SETTING FOLLOWUP FOR 08/11/11 @08/09-ZMB123N - ARBS JM IN REVIEW OF FILE ARBS NOTES THAT THE FRONT AND REAR ROTORS, AND PRESSURE SENSOR ASSY WAS REPLACED ON 7/29 AT 16158 MILES. @08/10-ZJM254N ARBS JM CONTACTED C AND MESSAGE STATED LINE WAS BUSY AND ARBS N ABLE TO LEAVE MESSAGE. @08/10-ZJM254N - ARBS JM CONTACTED C AT EVE# AND LEFT VMX FOR CALLBACK. @08/10-ZJM254N - ARBS JM CONTACTED C AT DAY# ARBS NOT ABLE TO LEAVE A VMX, LINE BUSY - ARBS JM CONTACTED C AT EVE# AND LEFT VMX FOR CALLBACK. @08/18-ZJM254N - ARBS JM CONTACTED C AT 114 AND SPOKE TO C. C STATES THAT C HAD REPEATED ISSUES WITH BRAKES NOT WORKING. C STATES THAT WHE C WOULD MAKE A SUDDEN STOP THE FRONT EN WOULD NOT NOSEDIVE AND STOP BUT WOULD CONTINUE TO MOVE SLIGHTLY. C STATES CS VEH HIT A PILLAR ON MARCH OR APRIL. C STATES C TOOK THE VEH THE DLR IN JULY FOR BRAKE ISSUE AND DLR REPLACED PADS AND ROTORS AND AS C WAS DRIVING HOME THE BRAKES WOULD NOT STOP AND C IMMEDIATELY VEH BACK TO THE DLR WHERE C STATES C SPOKE WITH THE TECH TO DESCRIBE CONCERN AND C STATES CS PRESSURE SENSOR WASNT ENGAGING THE FRON BRAKES. DLR KEPT VEH FOR 4 DAYS DUE TO PARTS NOT IN STOCK.@09/01-ZJM254N ARBS JM ADVISED C THAT ARBS NEEDED TO CONTACT THE DLR TO GET MOR INFO AND ARBS WILL CALL C BACK NEXT WEEK ASARBS IS ON VACATION UNTIL 9/7. C UNDERSTOOD. @09/01-ZJM254N - ARBA JM CONTACTED SM AND LEFT VMX F CALLBACK, @09/09-ZJM254N - SUMMARY OF ISSUE C STATES C HAS HAD ISSUES WITH BRAKES AND DLR HAS NOT BEEN ABLE TO DIAGNOSE PROBLEM. C SINCE T HAS HAD AN ACCIDENT IN WHICH C CLAIMS BRAKES FAILED. C STATES C COULDNT PASS INSPECTION DUE TO BRAKES AND C TOOK VEH TO THE DLR AND DLR REPLACED PADS AND ROTORS AND ON CS WAY HOME FROM REPAIR C STATES BRAKES FAILED AGAIN AND C TURNED AROUND AND WENT BACK TO THE DLR AN

DIAGNOSED FAULTY BRAKE PRESSURE SENSORS PER C. @09/14-ZJM254N - @09/14-ZJM254N ARBS JM CONTACTED DLR AND ARBS ADVISED THAT DLR WAS FLOO IN 15 INCHES OF WATER AND DLR MAY BE CLOSED ANOTHER WEEK. ARBS JM LEFT MESSAGE WITH RECEPTIONIST FOR CALLBACK FROM SM-MIKE GROFF. @09/14 ZJM254N - ARBS JM CONTACTED C AT DAY# AT 325PM CT AND LINE JUST RANG WITH NO PICK UP. @09/14-ZJM254N

Make Public [redacted]

Created By: CONVERSION (3/10/2012 12:40 PM)
MAY HAVE CAUSED YOU. IN REGARDS TO YOUR INQUIRY, WE HAVE FORWARDED YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. YOU WILL BE CONTACTED BY THE END OF NEXT BUSINESS DAY. FILE # 7229858 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE FEEL FREE TO CONTACT US AT 1-8 647-7261 WITH ANY FURTHER QUESTIONS OR COMMENTS. THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE. @08/02-ZJC999N CRR-JP INFORMED THAT FILE WILL BE TRANSFERRED TO RCAS AND RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY. @08/02-ZJC999N CRR-JP TRANSFERRING FILE RCAS. @08/02-ZJC999N ********** CRR-ML GOT CALL FROM C TODAY. CRR-ML VERIFIED THAT ALL C INFORMATION HAS NOT CHANGED AND UPDATED FILE_WITH LOYALTY INDICATORS AND MILEAGE. @08/02-ZMU999N CRR-ML ADVISED C THAT A FILE WAS CREATED WITH REGARD TO BRAKE ISSUE OF THE VEH AN WILL BE CONTACTED BY A REGIONAL SPECIALIST BEFORE THE END OF THE NEXT BUSINESS DAY. C SAID PRIMARY # IS WORK [redacted] AND / IS MOBILE#. C SAID OKAY. CRR-ML OFFERED FURTHER ASSISTANCE, C?DECLINED. CRR-ML GAVE C NAME, EXTENSION# AND CAN'T GET FILE# BECASUE C IS DRIVI CRR-ML LEAVE FILE OPEN @08/02-ZMU999N * *** @08/03-ZMB123N RCAS-MB CALLED C AT 11:27AM ON 08/03/11, C STATED THAT ISSUE WITH BRAKES IS FIXED, AND WOULD LIKE TO HAVE NNA COVER THE ERPAIRS TO THE FRONT BUMPER THAT WAS CAUSED BY THE BRAKE ISSUE. RCAS ADVISED C THAT RCAS WILL SEE WHAT CAN DO, HOWEVER, RCAS ADVISED C THAT IF ISSUE DOES NOT AFFECT DRIVABILITY, RCAS MAY NOT BE ABLE TO COVER THE COST OF THE REPAIR, BUT RCAS W RESEARCH RCAS'S OPTIONS AND SEE WHAT RCAS CAN DO FOR C, C UNDERSTOOD AND AGREED. RCAS GAVE CONTACT INFO, OFFERED FURTHER ASSISTANCE, DECLINED. @08/03-ZMB123N RCAS-MB SETTING FOLLOWUP FOR 08/04/11 FOR CONTACT WITH ORM AND FOM @08/03-ZMB123N * * * * * @08/05-ZMB123N P-1) APPROXIMATE MILEAGE ON VEHICLE AT TIME OF ACCIDENT OR INCIDENT: C STATES 12,000 P-2) DESCRIPTION OF THE ACCIDENT OR INCIDENT: A. WHO WAS INVOLVED? C STATES JUST C B. WHAT HAPPENED? C STATES MOVING VEH TO ONE PROPERTY FROM ONE PROPERTY TO ANOTHER, GOING LESS THAN 10MPH, W TO BRAKE AND NO BRAKING OCCURED, ABS PULED BUT DID NOT BRAKE. C ENDED UP HITTING A PILLAR NEAR C'S DRIVEWAY C. WHAT AREAS OF THE VEHICLE AF AFFECTED? @08/05-ZMB123N C STATES BUMPER, RIGHT FRONT CORNER D. WHEN DID IT HAPPEN? DOCUMENT DATE AND TIME. C STATES ROUGHLY, LATE WINTE EARLY SPRING IN MARCH TO APRIL OF 2011 E. WHERE DID IT HAPPEN? DOCUMENT DETAILED DESCRIPTION OF LOCATION OF INCIDENT (PL

Make Public [redacted]

Created By: CONVERSION (3/10/2012 12:40 PM)
FILE OPENED-ZJC999N 08/02/2011 CRR-JP VERIFIED C-S NAME, VIN, ADDRESS, EMAIL, DAY/EVENING NUMBER AND RESPONSIBLE DEALER. C DID NOT PROVIDE MIL CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @08/02-ZJC999N C-S EMAIL READS, @08/02-ZJC999N I HAVE 2 NISSAN VEHICLES IN M HOUSEHOLD, AND FOR THE MOST PART, LOVE THEM BOTH. THE FIRST IS A 2010 ARMADA PLATINUM AND THE OTHER IS A 2011 MAXIMA SV. BOTH VEHICLES HAVE SERVED OUR WANTS AND NEEDS WELL UNTIL RECENTLY. I HAVE BEEN HAVING MAJOR BRAKE ISSUES WITH OUR ARMADA. AT TIMES, THE VEHICLE LOSES NEARL BRAKING CAPACITY. I'VE EXPLAINED THIS TO THE DEALERSHIP IN MY LOCAL AREA (SUSQUEHANNA NISSAN) AND THEY REPEATEDLY TELL ME THAT THERE IS NOT WRONG WITH THE VEHICLE. SINCE THEN I HAVE EXPERIENCED BRAKE LOSS IN FRONT OF MY HOME CAUSING THE FRONT PASSENGER PORTION OF MY BUMPER STRIKE ONE OF THE PILLARS ENCASING MY DRIVEWAY CAUSING MINIMAL BUT NOTICEABLE DAMAGE TO BOTH MY VEHICLE AND MY HOME. MY VEHICLE WAS DUE INSPECTION IN JULY, AND THIS PROBLEM WAS EXPLAINED TO MY LOCAL MECHANIC PRIOR TO THEM PERFORMING THEIR INSPECTION. AFTER A BRIEF ROAD TES THEY STATED THAT THEY COULD NOT PASS THE VEHICLE FOR INSPECTION THE WAY IT WAS. I THEN CONTACTED EISENHAUER NISSAN, WHICH IS WHERE I PURCHASED BOTH OF MY VEHICLES AND THEY WANTED TO LOOK AT THE VEHICLE RIGHT AWAY. AFTER CHANGING THE ROTORS AND BRAKE PADS ON THE VEHIC (ASSUMING THIS WAS THE CAUSE OF THE *NOT STOPPING*, THEY PASSED MY VEHICLE FOR STATE INSPECTION. WHILE IN ROUTE TO MY HOME AFTER LEAVING T DEALERSHIP (WHICH IS 75 MILES ONE WAY) I EXPERIENCED BRAKE FAILURE ONCE AGAIN. I NOTIFIED THE DEALER IMMEDIATELY OF THE PROBLEM, AND THEY REQUESTED THAT I RETURN WITH THE VEHICLE TO *DEMONSTRATE* WHAT I WAS TRYING TO EXPLAIN OVER THE PHONE. AFTER ARRIVING AT THE DEALERSHIP F THE SECOND TIME IN ONE DAY, I WAS TOLD BY THE SERVICE DEPARTMENT STAFF THAT ALL OF THE NISSAN ARMADAS AND TITANS HAVE *SOFT* BRAKES AND I H NOTHING TO WORRY ABOUT. BUT, I KNOW FIRST HAND THIS IS NOT TRUE, BECAUSE I HAD NO BRAKING ISSUES WHEN I ORIGINALLY PURCHASED MY VEHICLE ANI HAVE FRIENDS/FAMILY WITH OTHER ARMADAS AND TITANS WHO CAN STOP THEIR VEHICLES *ON A DIME*. AFTER A FEW MINUTES OF REPEATEDLY TRYING TO ST MY CONCERNS ABOUT THE SAFETY OF THE VEHICLE, THE SERVICE ADVISOR SUGGESTED THAT I SPEAK DIRECTLY TO THE MECHANIC BECAUSE HE MIGHT BETTE UNDERSTAND MY CONCERNS. I EXPLAINED TO THE SERVICE MECHANIC (DOUG) THE PROBLEM I WAS HAVING AND HE SHOWED GENUINE CONCERN TOWARDS ME MY SAFETY ISSUES. HAVING BEEN A *HOBBIEST* MECHANIC MYSELF FOR CUSTOM VEHICLES, WE WERE ABLE TO CONCUR THAT THE PROBLEM WOULD BE ONE T COINCIDE WITH THE MASTER CYLINDER. HE PULLED MY VEHICLE INTO THE SERVICE AREA AND WITHIN MINUTES WAS ABLE TO RETURN WITH A DIAGNOSIS FROM OBD COMPUTER. THE VEHICLE IS EQUIPPED WITH FAULTY *BRAKE PRESSURE SENSORS* WHICH IN TURN WAS CAUSING THE BRAKES ON THE VEHICLE TO NOT FUNCTION PROPERLY, ESPECIALLY WHEN UNDER HIGH DEMAND SUCH AS HILLS OR SUDDEN/EMERGENCY STOPS. THE DEALER DID NOT HAVE THE PART IN STOC AND OUT OF SAFETY CONCERNS, REQUESTED THAT THEY GET ME A RENTAL VEHICLE FOR MY JOURNEY HOME UNTIL THE ARMADA COULD BE DEEMED ROAD WORTHY. I APPRECIATE THE EFFORT EISENHAUER NISSAN (ESPECIALLY THEIR MECHANIC -DOUG) HAS MADE IN IDENTIFYING THE DEFECT WITH MY VEHICLE, ANI HOPEFULLY REPAIRING IT. I HAVE ACCEPTED THE FACT THAT I WIL HAVE TRAVELED 450 MILES, A FULL TANK OF FUEL, AND LOST A FULL DAY'S WORK TRYING TO RECTIFY THIS PROBLEM, BUT I AM ASKING THAT NISSANUSA ACT IN THE SAME RESPONSIBLE MANNER AS THE DEALERSHIP AND ASSIST WITH THE REPAIR/REPLACEMENT OF MY VEHICLES BUMPER DUE TO THE PROBLEM BEING CAUSE BY AN ALREADY ACKNOWLEDGED/DOCUMENTED PROBLEM WITH THE VEHICLES BRAKING SYSTEM. @08/02-ZJC999N I LOOK FORWARD TO HEARING FROM YOU IN REGARDS TO THIS MATTER. SINCERELY, BRYAN D. TOMS

Make Public [redacted]

Created By: CONVERSION (3/10/2012 12:40 PM)
@08/02-ZJC999N CRR-JP SENDING AN EMAIL RESPONSE TO C WHICH READS, @08/02-ZJC999N THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR NISSAN VEHICLE. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION

Make Public [redacted]

Created By: CONVERSION (3/10/2012 12:33 PM)
*****E-MAIL FILE LOGGED***** PREVIOUS RELATED FILE(S) FOUND: NONE PREVIOUS UNRELATED FILE(S) FOUND: NONE EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM METHOD OF CONTACT: E-MAIL DATE RECEIVED: 08/01/11 DATE CREATED: 08/02/11

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6411468	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/2/2011	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/9/2012 2:40 AM	CONVERSION	Changed Contact Name to [redacted]
3/1/2012 4:19 PM	Bryan Fry	Created.

Surveys Surveys He

No records to display

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

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Case [redacted]

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Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [2] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Managed Services [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Email
Follow Up Date	8/23/2011	Date/Time Opened	8/15/2011 1:00 AM
Supporting Documents		Date/Time Closed	8/18/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	INDEPENDENT DLRSHP
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	26,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ08W17W[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	91
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07617	Beyond PT Warranty Months1	67

Dealer Access

Case Servicing Dealer	BEAVER COUNTY NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	8/17/2011
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/15/2011 1:00 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	2,149	Action Code	NT3J
Case Record Type	CA Closed Case [Change]	Document ID	CA7240194

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:42 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER. FOR YOUR REVIEW.
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** --- RCAS-LA CALLED C AT DAY PHONE 08/16/11, 10:39AM EST AND LEFT VMX REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. --- RCAS-L CALLED C AT EVE PHONE 08/16/11, 10:41AM EST AND LEFT VMX REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. @08/16-ZLA999N ********** RCAS-LA CALLED C AT DAY PHONE 08/18/11, 11:14AM EST AND LEFT VMX REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSION, FI NUMBER. @08/18-ZLA999N --- RCAS-LA CALLED C AT EVE PHONE 08/18/11, 11:16AM EST AND LEFT VMX REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSIO FILE NUMBER. --- RCAS-LA RECEIVED INBOUND CALL FROM C 08/18/11, 12:37PM EST AND CONFIRMED C'S REQUEST. RCAS-LA ADVISED C THAT UNFORTUNATELY NOT ABLE TO REIMBURSE FOR REPAIRS. RCAS STATED NNA WOULD HAVE RECOMMENDED RETURNING TO DLR IF THERE WERE CONCERNS WITH POWER STEEF REPAIR AT THE TIME. C STATES DID NOT THINK NNA WOULD DO ANYTHING. C STATES ALSO HAD CONCERNS THAT VEH NEEDED BRAKES SO SOON AT 26 000 MILI INQUIRED IF NNA HAD AN ISSUE WITH THIS. RCAS-LA APOLOGIZED AND ADVISED THAT THIS TYPE OF INFORMATION IS NOT AVAILABLE TO RCAS. HOWEVER, RCA KNOWS THAT NNA DOES CONTINUOUSLY ANALYZE DATA INTERNALLY AND IF AN ACTION WERE TO TAKE PLACE AFFECTING C'S VEH, C WOULD BE NOTIFIED. C UNDERSTOOD. C THANKED RCAS-LA AND ENDED CALL. *** @08/18-ZLA999N FILE SUMMARY: DLR COMPLAINT. C REQUESTED REIMBURSEMENT DUE TO WORKMAN CONCERNS. RCAS REVIEWED WITH DLR-- C NEVER RETURNED TO DLR WITH CONCERNS REGARDING REPAIRS. RCAS NOTES C TOOK VEH TO INDEPENDENT RCA DECLINED GOODWILL REIMBURSEMENT. >>>RCAS-LA CLOSING FILE AS NO FURTHER ACTION NEEDED. @08/18-ZLA999N FILE OPENED-ZKA999N 08/15/2011 CRR-KA VERIFIED C'S NAME, EMAIL ADDRESS, ADDRESS, CONTACT NUMBER, VIN, CURRENT MILEAGE AND RESPONSIBLE DLRSHP. CRR-KA CHECKED FOR OPEN RECALL FOUND: NONE SUBJECT: MY VEHICLE NEEDS REPAIR C'S EMAIL READS, I'M WRITING TO COMPLAIN ABOUT MY 2007 MURANO. IN MAY I DISCOVERED A LEAK UNDE THE CAR. I TOOK IT TO THE DEALERSHIP, THEY KEPT IF FOR 4 DAYS BECAUSE THEY DID NOT HAVE THE PART TO FIX IT. THE SAID THE LEAK WAS IN THE REAR PC STEERING LINE. I CAN'T IMAGINE A NISSAN DEALERSHIP NOT HAVING THE PART. ANYWAY WHEN WE WENT TO PICK UP THE CAR, THERE WAS A WET SPOT ON TH PAVEMENT. THE MECHANIC CAME OUT AND LOOKED AT IT AND SAID IT WAS RESIDUAL POWER STEERING FLUID THAT WAS LAYING IN THE FRAME. THEY TOOK IT IN AND HOSED IT OFF. THEY CHARGED ME $206 FOR THIS REPAIR. AFTER A WEEK OF RESIDUAL POWER STEERING LEAKING, I TOOK IT TO MY NEIGHBORHOOD MECHANIC, IT TOOK HIM 5 SECONDS TO SEE THE PROBLEM. HE HAD TO PUT A NEW HOSE IN AND TIGHTEN THE CLAMP, WHICH THE DEALERSHIP FAILED TO DO. M MECHANIC CHARGED ME $40. NOW FOR MY SECOND COMPLAINT. MY BRAKES WERE FEELING A LITTLE SPONGY. AGAIN, WE TOOK IT TO OUR NEIGHBORHOOD MECHANIC TODAY, 8/13/11, TO GET CHECKED OUT SINCE WE ARE TAKING ON A TRIP IN A COUPLE OF WEEKS. HE CALLED AND SAID THAT WE NEEDED ALL NEW BRAKES AND ROTORS FRONT AND BACK. IN FACT HE SAID THE BACK BRAKES WERE COMPLETELY WORN OUT AND WAS SCORING THE BACK ROTORS. MY MURAI HAS 26,000 MILES. THIS REPAIR COST ME $496. IS THERE ANYWAY I CAN BE REIMBURSED FOR THESE EXPENSES. IT SEEMS A CAR WITH 26,000 SHOULD NOT HAV THESE PROBLEM. LOOKING FORWARD TO HEARING FROM SOMEONE. THANK YOU. JUDITH KONITSNEY CRR-KA CALLED C. CRR-KA ASKED MORE INFORMATION T IDENTIFY HOW C CA N BE ASSISTED. C STATED THAT C TOOK THE VEH AT BEAVER COUNTY NISSAN FOR THE ISSUE WITH REAR POWER STEERING LINE. C STATE THAT WHEN C RETURNED TO THE DLRSHP TO TAKE THE VEH, C NOTICED A WET SPOT ON THE PAVEMENT. C'S VERY DISAPPOINTED. C STATED THAT AFTER A WI STILL NEED TO TAKE THE VEH TO INDEPENDENT DLRSHP FOR RESIDUAL POWER STEERING LEAKING. THE INDEPENDENT DLRSHP IMMEDIATELY RESOLVE ISSUE PUTTING NEW HOSE AND BY TIGHTENING THE CLAMP. C W
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** AS CHARGE BY THE INDEPENDENT DLRSHP WITH $40 ONLY WHILE BEAVER COUNTY NISSAN CHARGED C WITH $206 FOR A REPAIR THAT WAS NOT DONE CORRE C STATED THAT THE DLRSHP MISDIAGNOSED THE PROBLEM WITH C'S VEH. CRR-KA ADVISED C THAT CRR-KA COULD ESCALATE C'S CONCERN WITH BEAVER COU NISSAN TO RCAS. RCAS WILL REVIEW THIS FILE AND WILL CONTACT C BEFORE TEH END OF THE NEXT BUSINESS DAY FOR FURTHER ASSISTANCE. @08/15-ZKA99 COMMENT C UNDERSTOOD. C STATED THAT C WOULD LIKE TO KNOW IF THAT WAS NORMAL TO HAVE BRAKES ISSUE EVEN THE VEH HAS JUST 26,000 MILES. CRR ADVISED C THAT NISSAN CA RELIES TO NISSAN DLRSHP FOR TECHNICAL INFORMATION AS THE DLRSHPS ARE IN THE BEST POSITION TO DIAGNOSE C'S VEH CONCERN. C STATED THAT C TOOK THE VEH AT INDEPENDENT DLRSHP WITH THE ISSUE ON THE BRAKE AND WOULD LIKE TO SEEK REIMBURSEMENT. CRR-KA ADVISED C THAT NISSAN DOES NOT REIMBURSE REPAIR AT INDEPENDENT FACILITY. C UNDERSTOOD. CRR-KA ESCALATING C'S CONCERN TO RCAS FOR DLRSHP COMPLAINT. CRR-KA OFFERED FURTHER ASSISTANCE, C DECLINED. CRR-KA LEAVING THE FILE OPEN, FORWARDING THE FILE TO RCAS. @08/15-ZKA999N-COMM ********** RCAS-LA SPOKE WITH SM-DON LEHOCKY 08/16/11, 10:16AM EST WHO STATES VEH WAS LAST AT DLR: 05/11-24 000 MILE- LEAKING POWE STEERING LINE, $199.94 SM STATES VEH HAS BEEN TO DLR FOR A COUPLE OF OIL CHANGES. IN TOTAL, 5 VISITS TO DLR. VEH WAS INVOLVED IN A COLLISION 12/ NON-DRIVEABLE, FRONT END HIT, TOTAL REPAIR COSTS $4314. SM STATES C DID NOT COME BACK TO DLR WITH ANY COMPLAINTS.
Make Public		**Created By: CONVERSION (3/10/2012 12:32 PM)** **********EMAIL FILE LOGGED********** PREVIOUS RELATED FILE(S) FOUND:_NONE PREVIOUS UNRELATED FILE(S) FOUND:_NONE EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM METHOD OF CONTACT: E-MAIL DATE RECEIVED: 08/13/11 DATE CREATED:_08/15/11

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6386154	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	CRITICISM	QC	8/18/2011	ZH	BF	222500	OC
Edit | Del	CC-6386155	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	8/18/2011	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/9/2012 2:49 AM	CONVERSION	Changed Contact Name to [redacted]
3/1/2012 4:20 PM	Bryan Fry	Created.

Surveys

Surveys He

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created Date
	3235440	Bellomy Survey				BEAVER COUNTY NISSAN		3/25/2016

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[redacted]

Case Comments [4] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Suzanne Farlow [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	11/4/2011	Date/Time Opened	10/21/2011 1:00 AM
Supporting Documents		Date/Time Closed	11/4/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	LANDERS MCLARTY NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	P	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	70,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA07C18[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	34,000
Make	NISSAN	Beyond Basic Warranty Months1	76
Model Line	TITAN	Beyond PT Warranty Miles1	10,000
Model Code	41818	Beyond PT Warranty Months1	52

Dealer Access

Case Servicing Dealer	LANDERS MCLARTY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/26/2011
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 10/21/2011 1:00 AM	Root Cause Code	SCMV
Last Modified By	Bill Hughes, 9/28/2012 3:57 PM	Root Cause Code (2)	SNFA
Days Closed	2,071	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	CA7290978

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:43 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** FILE OPENED-ZKA000N 10/21/2011 IT WOULDN'T STOP THE VEH. C STATED TOOK THE VEH SEVERAL TIMES AT THE DLR WHEN C'S VEH IS STILL UNDER WARRANTY STATED THAT THE DLR JUST CLEANED & ADJUST THE BRAKES & REFROST THE ROTORS. C STATED THE DLR IS JUST CURING THE SYMPTOMS BUT NOT ACTUAL PROBLEM. C STATED THE ISSUE REOOCUR & NOW THAT C'S VEH IS OOW THE DLR IS CHARGING C $800 FOR THE REPAIR OF THE VEH BRAKES. C WANTS NISSAN COVER FOR THE REAPIR OF C'S VEH. C STATED C SPOKE WITH SA-DANNY. CRR-KA ADVISED C THAT FILE WILL BE TRANSFERRED TO RCAS AND C WILL BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY. @10/21-ZKA000N CRR-KA OFFERED FURTHER ASSISTANCE. C DECLINED. CRR-KA PROVIDED C WITH NUMBER, NAME AND EXTENSION NUMBER. CRR-KA TRANSFERRING FILE TO RCAS. @10/21-ZKA000N ********** RCAS-SF CALLED C AT 1:04PM ON 10/24 TO REVIEW FILE INFO: C STATES EVER SINCE C HAD VEH BRAKES HAVE BEEN SQUEALING. C TOOK VEH INTO DLR MULTIP TIMES AND THEY JUST DID SOME ADJUSTING/REFROSTONG/ETC. C STATES THE BRAKES HAVE LOST PRESSURE OCCASIONALLY WHILE DRIVING/DANGEROUS DU DIAGNOSED THAT BRAKE BOOSTER NEEDS TO BE REPLACED ON THE VEH C STATES C ALWAYS TAKES THE VEH ONLY INTO LANDERS MCLARTY FOR MAINTENAN STATES ALSO OWNED 85 SENTRA, 2010 INFINITI G37, AND THIS VEH. RCAS-SF ADVISED C THAT CASE TO BE SUBMITTED FOR GW CONSIDERATION AND FOLLOW U WITH C IS SET FOR 10/26. @10/24-ZSF176N ********** RCAS-SF CALLED SM-BM AT LANDERS MCLARTY AND LEF VMX ASKING FOR SERVICE HISTORY, WARRANTY RATES, ETC FOR C. VMX LEFT AT 1:22PM ON 10/24 FOLLOW UP EMAIL TO BE SENT ASKING FOR SAME INFO AT TI TIME @10/24-ZSF176N *****RCAS-SF CAN ONLY VERIFY THIS VEH IN THE SYSTEM @10/24-ZSF176N ********** RC SF RECEIVED THE FOLLOWING REPSONSE FROM SM-BM AT LM NISSAN: [redacted] IS A CUSTOMER HERE IN GOOD STANDING AND I WOULD RECOMMEND ASSISTANCE FOR HIM. THE CLAIM WILL BE ABOUT $650. @10/26-ZSF176N ********** RCAS-SF SUBMITTED GW APPROVAL REQUEST TO FOM-WAF @10/26-ZSF176N ********** RCAS-SA REVIEWED FILE WITH RCAS-SF FOR FOM RESPONSE. RCAS-SF RECEIVED EMA FROM FOM SAYING THAT FOM IS WILLING TO GO 50/50 SPLIT WITH THE DLRSHP. RCAS-SA CALLED SM-BILL AT 5238_ LANDERS MCLARTY NISSAN # 256 837 5752 A 11:34AM EST AND LEFT A MESSAGE ON VMX RCAS-SA EMAILING SM-BILL FOR UPDATE @10/28-ZSA345N ********** RCAS-SA RECEIVED EMAIL FROM SM SAYING THAT SM-BILL HAS AGREED TO THE 50/50 SPLIT AND FOR C TO CONTACT DLRSHP AND MAKE AN APPOINTMENT RCAS-SA CALLED C AT DAY/ALT #256 714 AND SPOKE WITH C AT 1:09PM EST AND ADVISED THAT NNA WILL BE TAKING CARE OF THE REPAIR AND TO MAKE AN APPOINTMENT WITH THE DRLSHP. C THANKE RCAS-SA. RCAS-SA ADVISED OF FOLLOWUP ON 11/2 TO VERIFY NOTHING FURTHER NEEDED. RCAS-SA RESETTING FOLLOWUP FOR 11/2 @10/28-ZSA345N ********** RCAS-SF CALLED C AND VEH IS CURRENTLY AT DLR GETTING REPAIRED. FOLLOW UP WITH C SET FOR 11/3 TO ENSURE SATISFACTION @1 ZSF176N ********** RCAS-SF CALLED C TO VERIFY REPAIR/SATISFACTION AND LEFT VMX ASKING FOR CALLBA @11/03-ZSF176N ********** @11/04-ZSF176N RCAS-SF CALLED C AT 1*:35PM TO VERIFY VEH REPAIR AND C SATISFACTION. C IS HAPPY AND VEH IS REPAIRED. RCAS-SF ASKED IF ADDDITIONAL ASSISTANCE REQUIRED AT THIS TIME AND C DECLINED. RCAS-SF CLOSING F AT THIS TIME.@11/04-ZSF176N **********
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** ***** SUMMARY: C CONTACTED NNA SEEKING ASSISTANCE WITH A BRAKE BOOSTER REPAIR. C WAS GIVEN FINANCIAL ASSISTANCE DUE TO BEING A GOOD SERVI AT THE DLR. REPAIR WAS DONE AND C IS SATISFIED. @11/04-ZSF176N
Make Public		**Created By: CONVERSION (3/10/2012 12:32 PM)** CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE CRR-KA VERIFIED C'S NAME, VIN, ADDRESS, PHONE NUMBERS, EMAIL ADDRESS CURRENT MILEAGE, HOW VEH WAS ACQUIRED, NUMBER OF C'S NNA VEH AND SVC DLR. CHECKED FOR OPEN RECALLS FOUN NONE CRR-KA RECEIVED A CALL FROM C STATING THAT THE VEH BRAKES IS MAKING NOISE &

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6678640	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	10/21/2011	YE	AD	121500	OA
Edit | Del	CC-6678641	BRAKES	GEN. BRAKE COMPONENT(S)		03	10/21/2011	YI	AD	121500	OA

				OOW GOODWILL ASSISTANCE REQUEST						
Edit | Del	CC-6678642	BRAKES	GEN. BRAKE COMPONENT(S)	EXCESSIVE NOISE	03	10/21/2011	ZM	AD	121500	OA
Edit | Del	CC-6678643	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/21/2011	YX	AD	121500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 11:12 PM	CONVERSION	Changed Case Owner from Managed Services to **Suzanne Farlow**.
3/11/2012 5:15 PM	CONVERSION	Changed Case Owner from Vonya Lynch to **Managed Services**.
3/10/2012 9:21 AM	CONVERSION	Changed Case Owner from Managed Services to **Vonya Lynch**.
3/9/2012 2:53 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:20 PM	Bryan Fry	Created.

Surveys Surveys He

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created Date
	3238964	Bellomy Survey				LANDERS MCLARTY NISSAN		3/25/2016

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[redacted]

Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Melody Benedict [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	11/1/2011	Date/Time Opened	10/24/2011 1:00 AM
Supporting Documents	☐	Date/Time Closed	10/31/2011 1:00 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	TYNAN'S FT COLLINS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AR1NB6AC[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	50
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	25610	Beyond PT Warranty Months1	26

Dealer Access

Case Servicing Dealer	TYNAN'S FORT COLLINS NISSAN	Data Net	☐
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 10/24/2011 1:00 AM	Root Cause Code	SDSV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	2,075	Action Code	NP6A
Case Record Type	CA Closed Case [Change]	Document ID	CA7292137

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:46 PM)** ********** ET-MB RECEIVED FILE FROM ESC TL-AN FOR HANDLING. ET-MB CLD OVER TO DLRSHP S/W SA MELISSA WHO HAS BEEN WORKING ON THIS VEH. SA STAT C ISSUE OCCURED TWO WEEKS AGO. C'S WIFE CLAIM VEH STARTED TO REV UP ON ITS OWN AND ONCE BRAKE WAS PRESSED THE VEH WOULD NOT STOP. SA ST HAS HAD VEH FOR TWO WEEKS NOW AND IT CAN NOT BE DUPLICATED EVEN AFTER DRIVING VEH FOR 100 MILES. FIX OP MGR STATED NO CODES WERE FOUND.S STATED NO MORE GAS IN IN THE VEH AND THAT THE C HAS HAD A RENTAL FOR TWO WEEKS. SA SAID ITS TIME FOR C TO PICK UP VEH AND TO RETURN RENTAL. (ZMB177N ET-MB CLD C AND SPOKE WITH C ABOUT INCIDENT WITH THE VEH. C STATED WIFE WAS DRIVING AND THE VEH SPEED UP. THE RPM WENT FROM 20 MILE TO ABOUT 80 MILES HR AND THE VEH WOULD NOT STOP EVEN AFTER WIFE TRIED TO USE BRAKE. C STATED WIFE IS SCARED OF VEH AND DOES NOT REALLY WA C NEVER MENTION BUY BACK. ET-MB INFORM C THAT SA AT DLRSHP STATED THAT THERE WASN'T ANYTHING ELSE THAT CAN BE DONE SINCE ISSUE CAN NOT BE DUPLICATED. ET-MB ADV FOR C TO CONTACT DLRSHP TO MAKE ARRANGEMENT TO RETURN THE RENTAL CAR AND TO PICK UP THE VEH. C STILL STATED WIFE W SCARED TO DRIVE VEH AND NOT SURE WHAT TO DO WITH VEH. ET-MB STATED TO C THAT C SHOULD SPEAK WITH WIFE ABOUT OTHER OPTIONS BUT AT THE TIME VEH IS SAFE TO DRIVE. ET-MB ALSO OFFER C $250 SERVICE CREDIT THAT C ACCEPTED AS A GOODWILL GESTURE TO ENCOURAGE C TO RETURN TO DLR FOR SE AND MAINTANANCE. ALSO ADV TO C THAT VEH IS SILL UNDER WARRANTY AND IF ANY TROUBLE OCCURS AGAIN TO TAKE IT BACK TO DLRSHP SO TECHS CAN TRY DUPLICATE IT. ***** ET-MB ET-MB ADV C OF SERVICE CRDT TERMS & CONDITIONS. ADV OF 6 MONTHS OF DATE STARTING TODAY AND THAT IT EXPIRES IN 6 MONTI INFORM THAT A DEBIT CARD WILL BE SENT IN ABOUT 2-4 WEEKS. GAVE C DIRECT PHONE NUMBER AND FILE NUMBER IF C HAS ANY ADDITIONAL QUESTION. ********* @10/28-ZMB177N GWC ED REVIEWED FILE AND PROCESSED S/C IN THE AMOUNT OF $250 PER RCAS REQUEST. @10/31-ZED177N ****SUMMARY**** ET-MB RECEIVE TECHLINE FILE C ALLEGED VECHICLE STARTED TO HIGH IDLE AND THAT WHILE C TRIED TO BRAKE THAT THE VEH WOULD NOT STOP. C MANAGE TO PULL VEH OV IT FINALLY STOP. C WAS TOO AFRAID TO DRIVE VEH TO DLRSHP SO C HAD VEH TOW ONCE VEH WAS AT DLRSHP, DLR COULD NOT DUPLICATE ISSUE AND DLRSHP VEH FOR TWO WEEKS WHILE C HAD RENTAL. SRV DEPT TECH CONTACTED TECHLINE AND TECHLINE ADV THAT SINCE THIS ISSUE COULD NOT BE DUPLICATED AN IT IS CONSIDER UNATTENDED ACELERATION FOR SRVC DEPT TO CONTACT CONSUMER AFFAIRS TO OPEN A FILE. THIS FILE WAS SENT TO ARBS FOR REVIEW AND DETERMINE NO INJURY DUE TO VEH. THE FILE WAS TRANSFER TO ESCALATION TEAM. ET-MB CONTACTED SA MELISSA AND SA STATED SINCE VEH COULD NOT BE DUPLICATED THAT C SHOULD RETURN RENTAL AND PICK UP VEH. ET-MB SPOKE WITH C AND C ADV WIFE WAS SCARED TO DRIVE VEH. ET-MB INFORM C THAT DLR COULD NOT DUPLICATE ISSUE BUT C IS STILL UNDER WARRANTY AND IF ANY ISSUE REOCCURS AGAIN TO TAKE VEH BACK TO DLRSHP. ET-MB OFFER C A $250 GO GESTURE TO USE FOR OIL CHANGES OR ACCESSORIES. ET-MB ALSO GAVE C DIRECT PHN NUMBER TO CONTACT IF NEED BE. ET-MB CLD SA MELISSA BACK TO AD CONTACTED C AND ADV C TO CONTACT DLRSHP AND IF SA DOES NOT HEAR BACK FROM C THAT SA SHOULD CALL C TO ARRANGE FOR C TO BRING RENTAL BACK PICK UP VEH. @10/31-ZMB177N ET-MB CLOSING FILE SINCE TECH COULD NOT DUPLICATE ISSUE. @10/31-ZMB177N
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:43 PM)** FILE OPENED-ZJG000N 10/24/2011 OPEN PC056 PATH BCM CONFIG NTB10-108 08/27/10 09/20/10 CRR-JG RECEIVED CALL FROM C STATING THAT C IS HAVING AN ISS THE VEH. C STATED THAT OCT 14 C'S WIFE WAS DRIVING AND THE ACCELARATOR PEDAL WENT ON THE FLOOR. C'S WIFE TRIED TO STOP THE VEH BUT THE VEH STOPPING. C'S WIFE PUSHED THE BRAKES WITH BOTH FEET AND LUCKILY MANAGED TO PULL OVER BUT THE VEH WAS STILL MOVING. C STATED THAT THE VEH TOWED TO THE DLR. C ALSO STATED THAT C'S WIFE HAD TO GO TO THE DOCTOR BECAUSE C'S WIFE FELT A PAIN ON THE SOULDER TO THE ARM PROBABLY BEC THE STRESS ON THE INCIDENT. C STATED THAT THE VEH IS STILL AT THE DLR AND WAS ABLE TO SPEAK WITH SA-MELISSA BUT THE DLR CANNOT DUPLICATE THE WANTED NNA TO ASSIST C. CRR-JG INFORMED C THAT THE CONCERN WILL BE FORWARDED TO RCAS AND WILL RECEIVE A CALL BACK BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. CRR-JG ASKED FOR OTHER CONCERNS, C SAID NONE. CRR-JG PROVIDED C WITH CRR'S NAME, EXTENSION NUMBER AND FILE N CRR-JG LEAVING THE FILE OPEN. @10/24-ZJG000N ********** RCAS-BP SENDING FILE BACK TO CA DUE TO ISSUE BEING AN IIR. @10/24-ZBP179N ********** CRF CONTACTED C AND CONDUCTED INITIAL PROBE: @10/24-ZJG000N P-1) APPROXIMATE MILEAGE ON VEHICLE AT TIME OF ACCIDENT OR INCIDENT: C STATES 23800 DESCRIPTION OF THE ACCIDENT OR INCIDENT: A. WHO WAS INVOLVED? C STATES C'S WIFE B. WHAT HAPPENED? C STATES C'S WIFE WAS DRIVING AND THE VEH UP AND DOES NOT STOP RIGHT AWAY. C. WHAT AREAS OF THE VEHICLE ARE AFFECTED? C STATES SPEED CONTROL ELECTRONIC SYSTEM BUT THERE WAS NO COLLISSION D. WHEN DID IT HAPPEN? DOCUMENT DATE AND TIME. C STATES 2:00 PM, OCT 14 E. WHERE DID IT HAPPEN? DOCUMENT DETAILED DESCRIPTION OF LOCATION OF INCIDENT C STATES HGWY 34 F. HOW DID IT HAPPEN? @10/24-ZJG000N C STATES DID NOT KNOW HOW EXACTLY THE INCIDENT HAPPENED P-3) WH CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA: C STATES THAT C WANTED NNA TO ASSIST C AND MAKE SURE THE VEH IS SAFE TO DRIVE. CRR-JG APO TO C AND INFORMED C THAT C WILL RECEIVE A CALL BACK WITHIN 2 BUSSINESS DAYS. C UNDERSTOOD. CRR-JG THANKED C AND EXITING FILE. @10/24-ZJG000N SENDING IIR TO ARBS-PP FOR REVIEW. @10/26-ZAH022N ARBS-TP REVIEWED AND FORWARDED TO ETTL-AN FOR REVIEW. - @10/26-VPP049N -*-* CRR-AA RECEIVE FROM C STATING THAT C HAS BEEN WAITING FOR A CALLBACK SINCE 10/24 WHEREIN C WAS ADVISED THAT SOMEONE FROM NNA WILL CALL REGARING C'S FILE. FIRST VERIFIED INFORMATION ON FILE. C STATED NOTHING HAD CHANGED. CRR-AA CONFIRMED THAT THE FILE HAS BEEN ESCALATED TO THE RIGHT DEPT ALRE @10/27-ZAA999N AND BEING HANDLED IN TIMELY MANNER. CRR-AA INFORMED C THAT THE CALLBACK WAS SET UP TODAY 10/27/11. C MAY RECEIVE A CALLBACK THE DAY. C SATISFIED. CRR-AA OFFERED FURTHER ASSISTANCE. C DECLINED. CRR-AA PROVIDE C NAME, EXTENSION NUMBER 458128. CRR-AA EXITING THE FILE ZAA999N

Make Public

Created By: CONVERSION (3/10/2012 12:33 PM)
CRR-JG CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE CRR-JG CHECKED FOR PREVIOUS UNRELATED FILES FOUND: 7285201 CRR-JG VERIFIED C'S VIN, COMPLETE ADDRESS, DAY AND EVENING CONTACT NUMBERS, E-MAIL ADDRESS, CURRENT MILEAGE OF VEH ND HOW VEH WAS ACQUIRED, AND SVC DLR.? CRR-J CHECKED FOR OPEN RECALLS AND CAMPAIGNS FOUND:

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-6521103	POWERTRAIN	GEN. POWERTRAIN COMPONENT	UNABLE DIAGNOSE/DUPLICATE	10	10/24/2011	WT	BG	227000	OA
Edit | Del	CC-6521104	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10	10/24/2011	YX	BG	227000	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histor

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File View All

Attachment

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	CA7292137N.tif	302KB	5/19/2014 3:45 PM	Managed Services

Case History

Case Histor

Date	User	Action
3/11/2012 11:30 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Melody Benedict**.
3/11/2012 5:10 PM	CONVERSION	Changed **Case Owner** from Melody Benedict to **Managed Services**.
3/10/2012 9:38 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Melody Benedict**.
3/9/2012 3:26 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:24 PM	Bryan Fry	Created.

Surveys

Survey

No records to display

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

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Customize Page | Printable View | Help for this

[redacted]

Case Comments [4] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Sur

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Barbara Parker [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	10/31/2011	Date/Time Opened	10/24/2011 1:00 AM
Supporting Documents		Date/Time Closed	10/31/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	TOM PEACOCK NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	85,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD07UX8[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	49,000
Make	NISSAN	Beyond Basic Warranty Months1	73
Model Line	PICKUP	Beyond PT Warranty Miles1	25,000
Model Code	73418	Beyond PT Warranty Months1	49

Dealer Access

Case Servicing Dealer	TOM PEACOCK NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/26/2011
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 10/24/2011 1:00 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	2,075	Action Code	NT1E
Case Record Type	CA Closed Case [Change]	Document ID	CA7292154

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:42 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
Make Public		**Created By: CONVERSION (3/10/2012 12:46 PM)** FILE OPENED-ZJN999N 10/24/2011 C CALLED IN THE MASTER CYLINDER THAT WILL REPLACED ON C'S VEH FROM 2004 VEH. C STATED THAT DEALER AT TOM PEAC CALLED C AND TOLD C THAT ALREADY FOUND THE PART WHICH THE MASTER CYLINDER BUT C STATED THE PART IS OLDER FROM C'S VEH. @10/24-ZJN999N C S WOULD LIKE THE SAME YEAR OF MASTER CYLINDER TO PUT ON THE C'S VEH. C STATED VEH IS AT TOM PEACOCK NISSAN AND C SUPPOSED TO PICK UP THE VE TODAY. @10/24-ZJN999N C STATED DID NOT COMPLAIN ON THE DEALER BUT NISSAN DID NOT PUT THE RIGHT PART @10/24-ZJN999N ON C'S VEH. @10/24-ZJN999 JA INFORMED C THAT FILE WILL ESCALATE TO REGIONAL SPECIALIST FOR A REVIEW AND C WILL RECEIVE A CALL BY THE END OF THE NEXT BUSS DAY. C AGREE UNDERSTOOD. CRR-JA OFFERED FURTHER ASSISTANCE. C DECLINED. CRR-JA PROVIDED TO C NAME, EXT AND FILE NUMBER. TRANSFERRING FILE TO RCAS. LE FILE OPEN. @10/24-ZJN999N @10/24-ZJN999N ********** RCAS-BP CALLED TOM PEACOCK NISSAN ON 10/25/2011 AND SPOKE TO SA AND WAS INFORMED THAT T PART ORDERED IS THE CORRECT PART SINCE C HAS AN LIMITED EDITION VEHICLE. RCAS-BP UNDERSTOOD. @10/25-ZBP179N ********** @10/25-ZBP179N RCA CALLED C'S DAYTIME # [redacted] ON 10/25/2011 AT 3:00PM EST AND INQUIRED ABOUT THE ISSUE C IS HAVING WITH THE MASTER CYLINDER. C STATED THE DEALERSHIP HAD ORDERED A PART FOR C'S VEHICLE AND IT WAS NOT THE CORRECT MASTER CYLINDER SO THE DEALERSHIP THEN ORDERED A 2004 MASTER CYLINDER AND STATE IT IS THE CORRECT PART. RCAS-BP INFORMED C THAT THE DEALERSHIP STATED SINCE C'S VEHICLE IS A LIMITED EDITION AND THAT IS TH CORRECT PART. C STATED C HAS THE VEHICLE BACK TO THE DEALERSHIP TODAY (10/25/2011) SINCE C'S BRAKES ARE STILL NOT WORKING PROPERLY AND GO F TO THE FLOOR. RCAS-BP APOLOGIZED AND INFORMED C THAT RCAS-BP WILL NEED TO CONTACT THE DEALERSHIP IN REGARDS TO THE ISSUES AND INQUIRE IF BP CAN ASSIST FURTHER. C UNDERSTOOD AND INQUIRED WHERE C'S CALL WENT YESTERDAY SINCE C COULD NOT UNDERSTAND THE PERSON THAT TOOK C'S AND REQUESTED THAT C ONLY SPEAK TO AMERICAN SPEAKING AGENTS. RCAS-BP PROVIDED C WITH RCAS-BP PHONE NUMBER AND EXTENSION AND INFORMED THAT C WILL BE RECEIVING FOLLOW UPS FROM RCAS-BP. C UNDERSTOOD AND THANKED RCAS-BP. @10/25-ZBP179N ********** RCAS-BP CALLED TOM PEACOCK ON 10/26/2011 AND SM-ROY STATED THAT C'S VEHICLE HAS BEEN REPAIRED AND C WAS INFORMED THAT THE MASTER CYLINDER WAS FIRST MANUFACTURED IN BUT THAT C'S PART IS NEW. RCAS-BP THANKED SM-ROY FOR ASSISTANCE. @10/26-ZBP179N ********** RCAS-BP CALLED C'S DAYTIME # [redacted] ON 10/26/2 12:07PM EST AND C STATES C DOES NOT HAVE THE VEHICLE YET AND HAS NOT BEEN CONTACTED BY THE DEALERSHIP. RCAS-BP INFORMED C THAT THE DEALE SHOULD BE IN CONTACT WITH C TODAY IN REGARDS TO C'S VEHICLE. C STATED THAT IF THE SAME 2004 PART IS ON C'S VEHICLE THEN C WILL REFUSE TO PICK VEHICLE UP SINCE THE PART IS OLD AND NOT THE CORRECT PART SINCE THE HOSES ARE SMALLER THEN THE ONES THAT ARE ON C'S ORIGINAL PART. RCAS-BI INFORMED C THAT THE PART WAS DESIGNED IN 2004 BUT CAN ASSURE C THAT IT WAS MANUFACTURED NEW. C STATES THAT IT IS NOT THE CORRECT PART. RC INFORMED C THAT THE DEALERSHIP IS KNOWLEDGABLE OF PARTS AND REPAIRS AND SINCE THAT IS THE PART THAT WAS REPLACED ON C'S VEHICLE ACCORDI THE SA THAT IT IS THE CORRECT PART AND RCAS-BP CAN NOT ASSIST WITH THE PART ISSUE. C STATED THAT C WILL SEE ABOUT THAT AND WILL CONTACT THE DEALERSHIP IN REGARDS TO THE PART. RCAS-BP UNDERSTOOD. @10/26-ZBP179N ~~~

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-6523572	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	PARTS AVAILABILITY (BACKORDER)	QA	10/24/2011	YP	AD	122000	OA
Edit | Del	CC-6523573	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	10/24/2011	YX	AD	122000	OA
Edit | Del	CC-6523574	NISSAN PRODUCT INQUIRIES	FRONTIER	PROVIDED RECALL INFORMATION	QF	10/24/2011	VG	AZ	205000	OF

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
3/11/2012 11:30 PM	CONVERSION	Changed Case Owner from Managed Services to Barbara Parker.
3/11/2012 5:10 PM	CONVERSION	Changed Case Owner from Barbara Parker to Managed Services.
3/10/2012 9:38 AM	CONVERSION	Changed Case Owner from Managed Services to Barbara Parker.
3/9/2012 3:26 AM	CONVERSION	Changed Contact Name to [redacted]
3/1/2012 4:24 PM	Bryan Fry	Created.

Surveys

Surveys

No records to display

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Case [redacted]

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Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Gabrielle Tave [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	11/3/2011	Date/Time Opened	10/24/2011 1:00 AM
Supporting Documents		Date/Time Closed	11/3/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BOYLAND NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	74,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA08C08N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	38,000
Make	NISSAN	Beyond Basic Warranty Months1	78
Model Line	ARMADA	Beyond PT Warranty Miles1	14,000
Model Code	49818	Beyond PT Warranty Months1	54

Dealer Access

Case Servicing Dealer	BOYLAND NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	10/26/2011
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 10/24/2011 1:00 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	2,072	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA7292409

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:42 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** ********** RCAS-GT CLOSING FILE, DUE TO LACK OF CUSTOMER RESPONSE AND NO DIAGNOSTIC. SUMMARY: @11/03-ZGT345N C CALLED IN STATIN(THAT C WAS HAVING AN ISSUE WITH VEH BRAKES. RCAS-GT ADVISED C TO TAKE VEH IN FOR A DIAGNOSTIC. C AGREED. RCAS-GT CALLED C NUMEROUS TIMES A HAS NOT REC'D A RESPONSE BACK. RCAS-GT CONTACTED THE SVC DLR AND FOUND THAT C HAS NOT COME IN FOR A DIAGNOSTIC. CLOSING FILE. ********** @11/03-ZGT345N FILE OPENED-ZAC175N 10/24/2011 WENT TO HIT THE BRAKES AND THE LIGHT WENT ON AND CS VEH JERKS AND SHAKES THE PEDAL GOES DOWN TO THE FLOOR AND GRINDS. C STATES IT SOUNDS LIKE THE VEH WILL FALL APART. C SAID THIS HAPPENED TO CS WIFE THREE TIMES W THE KIDS IN THE VEH. C STATES C HAS ATTEMPTED TO CHANGE BRAKE PADS, REPROGRAM OF ABS AND BRAKE PADS AGAIN. THE DLR KEEPS TELLING C ITS BR/ PADS. C KEEPS GETTING THIS REPLACED AND THAT IS NOT THE ISSUE. THE LAST TIME C TOOK IT TO THE DLR A MONTH AGO IT WAS DIAGNOSED AND THE NRAK PADS WERE WORE OUT. THE FRONT END WAS ALSO RATTLING. C STATES THAT THIS IS RIDICULOUS AND THAT NOONE CAN FIND @10/24-ZAC175N THE PROBLEM STATES THAT THEIR IS AN ELECTRICAL ISSUE WITH THIS. C ALSO HAS A CLOSED RECALL THAT IS RELATED TO THIS CLSD PC039 ARM/TTN BRAKE PIN NTB10-0 . C SEEKING FOR A TECH TO LOOK FOR THE ISSUE BECAUSE THE DLR CANT. C STATES THAT C SPOKE WITH WILL ALLEN AND TONY ABOUT THIS . CRR AC APOLOGIZ TO C AND INFORMED C THAT A REGIONAL CONSUMER AFFAIRS SPECIALIST WILL CONTACT C AND THE DLR WITHIN THE NEXT BUSINESS DAY. C UNDERSTOOD AI DECLINED FURTHER ASSISTANCE @10/24-ZAC175N CRR AC PROVIDED C WITH NAME EXTENSION 458161 AND FILE NUMBER IN CASE C NEEDS TO CALL BACK. CRF TOLD C THAT NNA WILL DO WHAT NNA CAN TO HELP C OUT. C APPRECIATES IT. CRR AC EXITING FILE AND LEAVING FILE OPEN FOR RCAS GT TO CONTACT C BAC 10/25/2011 @10/24-ZAC175N ********** @10/25-ZGT345N RCAS-GT CALLED BOYLAND NISSAN ON 10/25 AT 2:30PM EST @10/25-ZGT345N SA-JASON ADVISEI RCAS-GT THAT THE LAST TIME C WAS IN ON 9/29 WHICH WAS FOR @10/25-ZGT345N AN OIL CHANGE. SA ADVISED RCAS-GT THAT C HAS ONLY COME IN ONE TIME COMPLAINING OF BRAKES WHICH WAS BACK IN JULY AND SVC DLR FOUND THE ISSUE TO BE THAT THE BRAKES WERE WARN AND WARPED SO SVC DLR REPLAC BRAKE PADS. SA ADVISED RCAS-GT TO HAVE C BRING VEH BACK INTO SVC DLR TO HAVE VEH DIAGNOSED. RCAS-GT UNDERSTOOD, CALL ENDED MUTUALLY. ********** @10/25-ZGT345N RCAS-GT CALLED C ON DAY# ON 10/25 AT 2:39PM EST @10/25-ZGT345N RCAS-GT ADVISED C THAT C WOULD NEED TO TAKE VI BACK TO SVC DLR TO HAVE VEH DIAGNOSED. C UNDERSTOOD AND AGREED. RCAS-GT ADVISED C THAT RCAS-GT WOULD FOLLOW UP WITH C IN 2 DAYS TO SEE I WAS ABLE TO TAKE VEH IN. RCAS-GT PROVIDED CONTACT INFORMATION AND FILE NUMBER. CALL ENDED MUTUALLY. RCAS-GT SETTING FOLLOW UP FOR 10/27 T CONTACT C. @10/25-ZGT345N ********** @10/25-ZGT345N RCAS-GT CALLED C ON DAY# ON 10/27 AT 12:34PM EST @10/27-ZGT345N RCAS-GT LEFT VMX REQUESTING A CALLBACK. RCAS-GT LEFT CONTACT AND THE FILE NUMBER. @10/27-ZGT345N ********** @10/27-ZGT345N RCAS-GT CALLED BOYLAND NI ON 11/1 AT 11:43AM EST @11/01-ZGT345N SA-DAN ADVISED RCAS-GT THAT DLR HAS REPLACED VEH AIRBAG UNIT TWICE. SA ADVISED RCAS-GT THAT AIRBAG UNI DO NOT JUST GO BAD ON THEIR OWN. SA ADVISED RCAS-GT THAT C IS SA-DAN'S NEIGHBOR AND C IS DRIVING VEH WITH AN OVERSIZED TRAILER THAT IS OVER RECOMMENDED TONGUE WEIGHT. SA-DAN ADVISED RCAS-GT THAT C IS A GOOD CUSTOMER BUT UNLESS C BRINGS IN A PRINTOUT WITH THE TONGUE WEIGHT,
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** SVC DLR CAN NOT ASSIST C. SA-DAN ADVISED RCAS-GT THAT C STILL HAS NOT BROUGHT VEH IN AND HAS NOT BEEN IN SINCE 9/29. RCAS-GT UNDERSTOOD, CAI ENDED MUTUALLY ********** @11/01-ZGT345N RCAS-GT CALLED C ON DAY# ON 11/1 AT 11:57AM EST @11/01-ZGT345N RCAS-GT LEFT VMX REQUESTINC CALLBACK. RCAS-GT LEFT CONTACT INFORMATION AND @11/01-ZGT345N THE FILE NUMBER. @11/01-ZGT345N ********** @11/01-ZGT345N RCAS-GT CALLED C ON DAY# ON 11/3 AT 9:07AM EST @11/03-ZGT345N RCAS-GT LEFT VMX REQUESTING A CALLBACK. RCAS-GT LEFT CONTACT INFORMATION AND THE FILE NUMBER
Make Public		**Created By: CONVERSION (3/10/2012 12:33 PM)** CRR-AC CHECKED FOR PREVIOUS RELATED FILES FOUND:NONE CRR-AC CHECKED FOR PREVIOUS UNRELATED FILES FOUND: 6827185, 7232307 CRR-AC VERIFIEI VIN, NAME, ADDRESS, DAY/EVENING PHONE NO., MILEAGE, EMAIL, AND SERVICE DEALER. CRR-AC CHECKED FOR OPEN CAMPAIGNS/RECALLS FOUND: NONE CRF RECEIVED CALL FROM C BECAUSE C STATES THAT CS BRAKES FAILED ON C. C

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6532142	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	10/24/2011	YE	AD	121500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 11:34 PM	CONVERSION	Changed Case Owner from Managed Services to Gabrielle Taye.
3/11/2012 5:17 PM	CONVERSION	Changed Case Owner from Jacqueline Thomas to Managed Services.
3/10/2012 9:41 AM	CONVERSION	Changed Case Owner from Managed Services to Jacqueline Thomas.
3/9/2012 3:31 AM	CONVERSION	Changed Contact Name to [redacted]
3/1/2012 4:25 PM	Bryan Fry	Created.

Surveys Surveys He

No records to display

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

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Customize Page | Printable View | Help for this F

[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Bobbie Calloway [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	9/19/2011	Date/Time Opened	8/31/2011 1:00 AM
Supporting Documents		Date/Time Closed	9/19/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DEALER
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	56,371		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BR18A78[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	20,371
Make	NISSAN	Beyond Basic Warranty Months1	81
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	19418	Beyond PT Warranty Months1	57

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN MEMPHIS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/31/2011 1:00 AM	Root Cause Code	SCRR
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	2,117	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7252406

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:45 PM)** FILE OPENED-ZSF176N 08/31/2011 THE C'S VEH THAT IS BACKORDERED FROM THE DLR. C STATED THAT C WAS DRIVING VEH ON 08/28/11 AND THE ANTI-LOCK BRA LIGHT CAME ON WHEN THERE WAS NO APPARENT REASON FOR IT TO. C TOOK VEH INTO NISSAN DLR AND WAS ADVISED THAT VEH HAS A FAULTY BRAKE BOOST ASSEMBLY. C PAID FOR COMPONENT BUT IT IS BO'D UNTIL 09/10/11 AND C FEELS UNSAFE DRIVING VEH WITH BRAKE ISSUES. ********** PART NAME: BRAKE BOOSTER ASSEMBLY PART NUMBER: 47210-ZS60C ORDER NUMBER: 148900 (INVOICE NUMBER) 2173807 (CUST NUMBER) DEALER NAME AND C (WHERE PARTS WERE ORDERED): DOBBS NISSAN - 3721 LOCATION OF THE VEHICLE: CURRENTLY IN CUSTOMER'S POSSESSION CAN THE VEHICLE BE DRIVEN? IF WHY? IT IS TECHNICALLY DRIVEABLE, BUT THE ISSUE HAS TO DO WITH THE BRAKES IN THE VEH SO C FEEL THAT FROM A SAFETY STANDPOINT THE C SHOULD NO DRIVING THE VEHICLE AT ALL. THE DATE THE VEHICLE BECAME INOPERABLE: AUGUST 28, 2011 WHETHER THE PART IS NEEDED DUE TO A WARRANTABLE FAILURI ACCIDENT: NO ********** CRR-SF ADVISED C TAHT ISSUE WOULD BE FORWARDED TO RCAS AND C WOULD RECEIVE A CALL BACK FROM AGEN THE END OF BUSINESS 09/01/11. C UNDERSTOOD. CRR-SF ASKED IF ADDITIONAL ASSISTANCE WAS REQUIRED BUT C DECLINED. CRR-SF PROVIDED C WITH FILW#, NAME, AND EXT AND IS TRANSFERRING FILE TO RCAS. @08/31-ZSF176N XXXXXXXXXXXXXXXXX @09/01-ZBC123N RCAS-BC CALLED DOBBS NISSAN 9017596100 AT 8:32AM S/M ALLAN STATES C LAST IN BACK IN 2010. S/M STATES SPEAK WITH S/A JOHN WHO STATES BRAKE BOOSTER NOT AVAILABLE. S/A STATES HAS CSC BUT ETA THAT S/A KNOWS OF..S/A STATES THINKS MID SEPTEMBER BEFORE DLR CAN GET ONE. S/A STATES REPAIRS ESTIMATED AT 850.00 PLUS STATES C WILL BE A PURCHASING BRAKE FLUSH. S/A STATES PURCHASED AN 02 OXYGEN SENSOR AND FAN BELT ON 12/10/10. S/A STATES RECALLS AND WARRANTY WORK PERFORM RCAS ASKED FOR PART#, S/A STATES PART# 47210-ZS60B @09/01-ZBC123N @09/01-ZBC123N XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX @09/01-ZBC123N RCAS-BC CHECKED NMPS AND WENT TO CI90 INPUT DLR CODE AND PART# AND ESTIMATE SHIP DATE IS FOR 09/02/11.RCAS-BC CHECKED CI53 FOR PD 10,ORDER NUMBER 16891732 ON CSC SINCE 08/30/11 @09/01-ZBC123N XXXXXXXXXXXXXXXXXXXXXX @09/01-ZBC123N RCAS-BC CALLED C ON DAYTIME PHONE 9012377122 A 9:07AM SPOKE WITH C AND INFORMED C THAT RCAS WAS PROVIDED PART NUMBER AND DOES SHOW IN NNA SYSTEM THAT PART IS ESTIMATED TO BE SHIPPED 09/02/11. RCAS INFORMED C THAT TUESDAY PART SHOULD BE AT DEALER. C STATES IS HAPPY TO HEAR THAT BUT IS CONCERNED WITH C SAFETY DUE TO THE IS BEING C BRAKES. C IS REQUESTING NNA PROVIDE C WITH A RENTAL OVER WEEKEND WHILE WAITING FOR REPAIRS. RCAS INFORMED C THAT RCAS WILL CONTAC DLR TO SEE IF A RENTAL IS AVAILABLE. RCAS INFORMED C THAT IF DLR IS UNABLE TO PROVIDE RENTAL RCAS WILL GIVE C AUTHORIZATION TO RENT A VEH AND WILL REIMBURSE. RCAS INFORMED C THAT RCAS WILL CONTACT C BACK WITH DECISION. C UNDERSTOOD AND THANKED RCAS. @09/01-ZBC123N XXXXXXXXXXXXXXXXXXX @09/01-ZBC123N RCAS-BC CALLED DOBBS 9017596100 AT 9:33AM ASKED FOR S/M ALLAN;LFT VMX REQUESTING RENTAL VEH BE PROVI FOR C OVER WEEKEND WHILE WAITNG ON BACKORDER BRAKE BOOSTER DUE TO SAFETY ISSUES. RCAS PROVIDED NAME PHONE EXT AND C NAME AND LAST 8 C VIN# @09/01-ZBC123N XXXXXXXXXXXXXXXXXXXXXXXXXXXX @09/01-ZBC123N RCAS-BC RECEIVED VMX FROM S/M ALLAN. RCAS CALLED DOBBS NISSAN 9017596100 10:20AM SPOKE WITH S/M ALLAN WHO STATES DOES HAVE RENTAL AVAILABLE FOR C BUT WANTED TO ADVISE RCAS THAT S/M SPOKE WITH NNA PARTS AND WAS INFORMED THAT PART WILL NOT BE RECEIVED FOR 5-10 DAYS AFTER SEPT.4,2011. RCAS UNDERSTOOD AND INFORMED S/M THAT RCAS HAS BEEN ADVISED TO PROVIDE RENTALS IF THE VE
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:45 PM)** H IS DOWN AT THE DEALER AND C IS WAITING FOR BACK ORDERED PARTS. S/M UNDERSTOOD AND RCAS INFORMED S/M THAT RCAS WOULD BE CONTACTING C T CONTACT DLR TO PICK UP RENTAL . S/M AGREED. @09/01-ZBC123N
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:41 PM)** XXXXXXXXXXX @09/01-ZBC123N RCAS-BC CALLED C [redacted] AT 10:30AM SPOKE WITH C AND INFORMED C THAT RENTAL IS AVAILABLE AND C CAN PICK IT UP. RCAS INFORMED C OF NEW INFORAMTION PROVIDED BY S/M ON C PART. C UNDERSTOOD. RCAS INFORMED C THAT RCAS WILL DO BEST TO KEEP C IN RENTAL UI PART ARRIVES. C UNDERSTOOD AND THANKED RCAS FOR ASSISTING @09/01-ZBC123N XXXXXXXXXXXXXXXXXXXXXXXXXXXX @09/01-ZBC123N RCAS-BC CALLED DOBBS NISSAN 9017596100 AT 3:17PM RECEIVED VMX....LFT VMX; PROVIDED NAME PHONE EXT AND C NAME AND LAST 8 OF VIN @09/08-ZBC123N RCAS-BC CALLED DOBBS NISSAN 9017596100 AT 3:20PM ASKED FOR PARTS SPOKE WITH PARTS MANAGER RICHARD WHO STATES PART IS NOT IN AND PART HAS BEEN CUSTOMER CARED. RCAS AGREED AND UNDERSTOOD. @09/08-ZBC123N XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX @09/08-ZBC123N RCAS-BC CALLED C ON DAYTIME PHONE 9012377122 AT 3:29PM SPOKE WITH C AND INFORMED C THAT AT THIS TIME PART HAS NOT COME IN. RCAS ASKED C HOW C WAS DOING WITH RENTAL VEH. C STA VEH IS RUNNING WONDERFUL. RCAS APOLOGIZED FOR INCONVENIENCE. C UNDERSTOOD AND THANKED RCAS FOR FOLLOWING UP WITH C. RCAS INFORMED C T RCAS WILL CHECK ON C AT THE BEGINNING OF NEXT WEEK C AGREED @09/08-ZBC123N RCAS-BC RECEIVED CALL FROM S/M ALLEN PART SHOULD BE SHIPPED IN TOMORROW. @09/08-ZBC123N RCAS-BC CALLED DOBBS NISSAN 9017596100 AT 4:40PM SPOKE WITH S/A ALLAN WHO STATES PART JUST CAME IN AND VEH WILL B READY TOMORROW... @09/13-ZBC123N XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX @09/13-ZBC123N RCAS-BC CALLED C ON DAYTIME PHONE 9012377122 AT 4:44PI SPOKE WITH C AND INFORMED C THAT PART HAS ARRIVED AND C SHOULD BE ABLE TO PICK VEH UP TOMORROW. C THANKED RCAS. RCAS INFORMED C THAT RC WILL ALLOW C ALL DAY TOMORROW AND WILL CHECK ON C AND REPAIRS ON FOLLOWING DAY. C UNDERSTOOD. @09/13-ZBC123N ********** @09/15-ZVH176N RCAS-VH CONTACTED C AT 112P ON DAY NUMBER. C STATED THAT C PICKED VEHICLE UP FROM THE DLR LAST EVENING, AND ON THE DRIVE HOME, THE BRAKES FELT LIKE THE PEDAL HAD TO BE PUSHED ALL THE WAY TO THE FLOOR FOR THE VEHICLE TO STOP. C STATED THAT C CONTACTED THE DLR AND THE DL

ADVISED THE C TO BRING VEHICLE BACK TO THE DLR FOR INSPECTION. C STATED THAT C SHOULD HAVE VEHICLE BACK TOMORROW. RCAS ADVISED C THAT RCS WILL FOLLOW UP WITH C ON MONDAY 9/19/11 TO MAKE SURE VEHICLE IS REPAIRED AND C IS HAPPY. C AGREED. @09/15-ZVH176N *** RCAS-ST CALLED C AT 4:55 E ON THE DAY NUMBER. @09/19-ZST176N C STATED THAT THE DLR INFORMED C THAT THE BRAKE LINE HAD AIR LEFT IN THE BRAKE LINE. THE DLR TOOK CARE OF T AIR LEFT IN THE BRAKE LINE. RCASASKED IF THERE IS ANY FURTHER ASSISTANCE NEEDED AT THIS TIME. C DECLINED. RCAS-ST CLOSED FILE. @09/19-ZST176N XXXXXXXXXXXX @09/29-ZBC123N-COMMENT RCAS-BC RECEIVED VMX FROM S/M ALLAN STATING NNA NOT WANTING TO PAY FOR C RENTAL BILL; RCAS CALLED S ALLEN 9017596161 AT 1:24PM LFT VMX INFORMING S/M TO FAX ENTIRE REPAIR ORDER AND INFORMATION PERTAINING TO RENTAL; PROVIDED NAM EPHONE EXT A FAX# C NAME AND LAST 8 OF VIN# @09/29-ZBC123N-COMMENT XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX @09/29-ZBC123N-COMMENT RCAS-BC RECEIVED VMX FR S/M ALLAN AT DOBBS ASKING ABOUT RENTALPAYMENT FOR C. RCAS EMAILED FOM-RK AND CSM-RD FOR FURTHER INSTRUCTIONS. RCAS ATTACHED DOCS AS WI FOR REVIEW.. @10/10-ZBC123N-COMMENT RCAS-BC CALLED DOBBS NISSAN 9017596100 AT 9:06AM LFT VMX FOR S/M ALLAN INFORMING S/M THAT RCAS HAS SUBMITTED DOCS TO FOM-RK AND CSM-RD FOR FURTHER @10/10-ZBC123N-COMMENT ASSISTANCE...PROVIDED NAME PHONE EXT AND C NAME LAST 8 OF VIN# @10/10-ZBC123N-COMMENT XXXXXXXXXXXXXXXXXXX

Make Public

Created By: CONVERSION (3/10/2012 12:41 PM)
XXXXXXXX @10/10-ZBC123N-COMMENT

Make Public

Created By: CONVERSION (3/10/2012 12:33 PM)
CRR-SF CHECKED FOR PREVIOUS RELATED FILES: NONE @08/31-ZSF176N CRR-SF CHECKED FOR PREVIOUS UNRELATED FILES: NONE CRR-SF VERIFIED C'S VIN, N ADDRESS, DAY/EVENING NUMBERS, MILEAGE, EMAIL, AND SERVICE DEALER. CRR-SF CHECKED FOR OPEN CAMPAIGNS/RECALLS: NONE CRR-SF RECEIVED INBOU CALL FROM C ASKING FOR HELP IN EXPEDITING A PART FOR

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6391063	BRAKES	ANTI-LOCK BRAKE SYSTEM	PARTS AVAILABILITY (BACKORDER)	QA	8/31/2011	YP	AD	118500	OA
Edit | Del	CC-6391064	BRAKES	BRAKE BOOSTER	PARTS AVAILABILITY (BACKORDER)	QA	8/31/2011	YP	AD	119000	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/11/2012 11:38 PM	CONVERSION	Changed Case Owner from Managed Services to Bobbie Calloway.
3/11/2012 6:48 PM	CONVERSION	Changed Case Owner from Bobbie Calloway to Managed Services.
3/10/2012 9:46 AM	CONVERSION	Changed Case Owner from Managed Services to Bobbie Calloway.
3/9/2012 3:40 AM	CONVERSION	Changed Contact Name to TODD TREIBLE.
3/1/2012 4:26 PM	Bryan Fry	Created.

Surveys

Surveys He

No records to display

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Customize Page | Printable View | Help for this F

[redacted]

Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [2] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Managed Services [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	8/17/2011	Date/Time Opened	8/8/2011 1:00 AM
Supporting Documents		Date/Time Closed	8/17/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	LAKE NISSAN SALES, INC
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	91,630		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA08A97N[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	55,630
Make	NISSAN	Beyond Basic Warranty Months1	88
Model Line	ARMADA	Beyond PT Warranty Miles1	31,630
Model Code	79217	Beyond PT Warranty Months1	64

Dealer Access

Case Servicing Dealer	LAKE NISSAN SALES	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/8/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/3/2015 7:40 PM	Root Cause Code (2)	
Days Closed	2,150	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA7233701

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: CONVERSION (3/10/2012 12:41 PM) ********** RCAS-MR CALLED C ON DAY#[redacted], NO ANSWER, LEFT VMX. RCAS-MR SETTING FOLLOW UP 8-15-11 @08/11-ZMR176N ********** RCAS-MR CALLED C ON DAY#[redacted], NO ANSWER, LEFT VMX. RCAS SETTING FOLLOW UP FOR 8-17-11 @08/15-ZMR176N *-********** RCAS-MR CALLED C ON DAY#[redacted], NO ANSWER, LEFT VMX. RCAS-MR IS CLOSING FILE PENDING C CALLBACK. @08/17-ZMR176N FILE OPENED-ZBR000N 08/08/2011 THAT WHEN C HITS THE BRAKE, THERE LIKE A HAMMERING SOUND ON THE VEH. C STATED THAT C HAD THE SAME ISSUE JUST 2 MONTHS AGO AND NISSAN SEND SOMEONE TO REPLACED THE ABS WHI COST $6000 AND NOW SAME ISSUE IS HAPPENING AGAIN. C WANTS THE VEH TO BE REPLACED, SAME MODEL BUT ONE THAT DOESNT HAVE ISSUE WITH THE BRA BECAUSE C IS NERVOUS ON WHAT MIGHT HAPPEN TO C AND C'S FAMILY, C STATED THAT C IS JUST CONCERN ON C'S FAMILY SAFETY. CRR-AR INFORMED C THAT WILL BE FORWARDED TO RCAS, C GOT DISC, CRR-AR ASKED TL IF FILE WILL BE FORWARDED AS A IIR, TL ADVISED NOT TO SINCE THEE WASNT ANY ACCIDENT OR COLLISION THAT HAPPENED. CRR-AR FORWARDING FILE TO RCAS BUT WASNT ABLE TO GIVE C FILE NUMBER AND EXTENSION SINCE C GOT DISCONNECTED. CRR KEPT FILE OPEN FOR RCAS. @08/08-ZBR000N ********** CRR-MD RECIEVED A CALL FROM ASKING FOR SUP CALL. CRR-MD TL GB TOOK THE CAL CRR-MD EXITING THE FILE. @08/08-ZIT999N - @08/08-ZIT999N ********** CRR-ST RECEIVED CALL FROM C INQUIRING ABC FOLLOW UP WITH RCAS AGENT. C STATED C HAS NOT RECEIVED A CALL AND C'S VEH IS UNSAFE TO DRIVE. C STATED EVERYDAY ISSUE IS NOT HANDLED THAT IS MORE DAY C HAS TO DRIVE AN UNSAFE VEH TO WORK. C STATED IF C DIES IN VEH DUE TO ISSUE MALFUNCTION WILL NISSAN BE RESPONSIBLE AND PAY C'S FAM IS UPSET ABOUT NOT RECEIVING CALL BACK. C WOULD LIKE TO RECEIVE A CALL TOMORROW BEFORE 3:00 P.M., THE TIME C HAS WORK CRR-ST ADVISED C CRR-S WOULD SEND AN INTERNAL EMAIL TO RCAS-MR CRR-ST SENDING EMAIL AND EXITING FILE. @08/09-ZST346N RCAS-MR CALLED C ON DAY#, NO ANSWER LEFT VMX RCAS-MR SETTING FOLLOW UP FOR 8-10-11 @08/09-ZMR176N *_*_*_*DUPLICATE FILE: 7236277 CRR-CA RECEIVED A CALL FROM C ASKING TO A SUPEERVISOR. CRR ASKED C WHY. C STATING THAT YESTEERDAY C SPOKE TO TL AND PROMISED C THAT C WILL RECEIVED A CALL FROM RCAS TODAY HOWEVER C HAVENT RECEIV CALL FROM RCAS ORT ANY SUPERVISOR. CRR-CA APOLOGIZED AND ADVISED C THAT CRR-CA WILL ESCALATE THE FILE TO RCAS SUPERVISOR SINCE THE FILE W ALREADY HANDLE BY RCAS. @08/10-ZCA000N CRR-CA APOLOGIZED TO C FOR THE INCONVIENCE. C STATING THAT C WILL JUST CALL THE CORPORATE AND HUNG @08/10-ZCA000N ********** @08/10-ZMR176N RCAS-MR RECEIVED EMAIL FROM FOM, FOM REQUESTED THE FOLLOWING INFO BE PUT INTO THE FILE. CUSTOMER NAME[redacted]VIN: 5N1BA08A97N[redacted] VEHICLE: 2007 ARMADA MILEAGE: 90,000 DEALER: LAKE NI @08/10-ZMR176N I HAVE INSTRUCTED MR. TALVOC TO SEE MICHELLE KENNEDY SERVICE ADVISOR, AT LAKE NISSAN AFTER 9:30AM TOMORROW MORNING (8/11). F WHAT I AM ABLE TO DETERMINE, I BELIEVE HE WILL NEED A BRAKE BOOSTER. I HAVE AUTHORIZED THE DEALERSHIP TO PUT HIM IN A RENTAL/LOANER VEHICLE A NISSAN-S EXPENSE WHILE THE VEHICLE IS DIAGNOSED (PREFERABLY AN ALTIMA, , MAXIMA BUT PLEASE ENSURE IT IS SOMETHING LA
Make Public	[redacted]	Created By: CONVERSION (3/10/2012 12:41 PM) RGER THAN A VERSA). PLEASE HAVE THE DEALERSHIP SEND ME A COPY OF THE RO ESTIMATE AT WARRANTY RATES FOR BOTH PARTS @08/10-ZMR176N AND LAI ONCE IT IS AVAILABLE (FAX 615.483.2280). @08/10-ZMR176N RCAS-MR IS SETTING FOLLOW UP FOR 8-15-11. RCAS-MR IS PENDING FOM'S FURTHER ISTRUCTIONS. @08/10-ZMR176N RCAS-MR CALLED LAKE NISSAN TO SPEAK WITH SM. SM-JEFF WAS UNAVALIABLE, RCAS-MR LEFT VMX FOR SM TO CALLBACK REGARDING C'S VE BEING INSPECTED. @08/11-ZMR176N
Make Public		Created By: CONVERSION (3/10/2012 12:31 PM) CRR-AR CHECKED PREVIOUS RELATED FILES FOUND: 7159054 @08/08-ZBR000N CRR-AR CHECKED PREVIOUS UNRELATED FILES FOUND: 5836711 CRR-AR VERIFIE NAME, VIN, ADDRESS, DAY AND ALTERNATE PHONE NUMBER, EMAIL ADDRESS, CURRENT MILEAGE, HOW THE VEH WAS ACQUIRED AND SVC DLR. CRR-AR CHECKI FOR OPEN RECALLS/CAMPAIGNS FOUND: NONE CRR-AR RECIEVED CALL FROM C STATING THAT VEH'S BRAKES LOCKS UP ON C. C STATED

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6806171	BRAKES	ANTI-LOCK BRAKE SYSTEM	PREMATURE WEAR/FAILURE	03	8/8/2011	WA	AD	118500	OA
Edit | Del	CC-6806172	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	8/8/2011	ZR	AD	118500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/9/2012 4:45 AM	CONVERSION	Changed Contact Name to [redacted]
3/1/2012 4:34 PM	Bryan Fry	Created.

Surveys Surveys He

No records to display

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

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[redacted]

Case Comments [4] | Case Categorizations [5+] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Britny Taylor [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	9/15/2011	Date/Time Opened	8/22/2011 1:00 AM
Supporting Documents		Date/Time Closed	9/15/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	3410_ QUIRK NISSAN, INC
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	44,370		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ08W77W[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	8,370
Make	NISSAN	Beyond Basic Warranty Months1	86
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07617	Beyond PT Warranty Months1	62

Dealer Access

Case Servicing Dealer	QUIRK NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	9/5/2011
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/22/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/3/2015 7:45 PM	Root Cause Code (2)	
Days Closed	2,121	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7245414

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Cor

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:42 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER. THANK YOU
Make Public		**Created By: CONVERSION (3/10/2012 12:46 PM)** --- @09/02-ZBT203N RCAS-BT PLACED OUTBOUND CALL TO C ON 9-7-11 @3:20P. RECHED C. C STATES C WILL HAVE C'S DAUGHTER CALL BECAUSE C DOES NOT SI ENGLISH. RCAS-BT THANKED C AND CALL WAS ENDED MUTUALLY. - RCAS-BT EMAILED SM-MV REQUESTING FOLLOW-UP WITH C. --- @09/07-ZBT203N NOTING: CEL NUMBER FOR C'S DAUGHTER IS ALTERNATE NUMBER. RCAS-BT PLACED OUTBOUND CALL TO C ON ALT NUMBER ON 9-8-11 @2:50P. REACHED C'S VMX. LEFT MSG CALLBACK CONTAINING NAME, EXT, AND FILE NUMBER. --- @09/08-ZBT203N CALLED SM MARK, SM STATES SM WILL CONTACT C'S DAUGHTER AND UPDATE. --- @0 REC'D VMX FROM C'S DAUGHTER REQUESTING TO CONTACT C; NO PHONE NUMBER ON VMX. REC'D EMAIL FROM SM-MARK STATING C'S DAUGHTER'S NUMBER IS DISCONNECTED. --- @09/13-ZBT203N RCAS-BT PALCED OUTBOUND CALL TO ALT NUMBER ON 9-13-11 @11:08A. REACHED C'S FATHER. RCAS-BT EXPLAINED THAT I NOT HAVE VALID NUMBER FOR C'S DAUGHTER. C STATES TO CALL BACK IN 5 MINS TO ALLOW FATHER TIME TO GET # OFF OF CALLER I.D. - CALLED AGAIN @11:2(FATHER PROVIDED: 315 744 8712. RCAS-BT THANKED C'S FATHER, AND CALL WAS ENDED MUTUALLY. -UPDATED PHONE NUMBER. @09/13-ZBT203N REC'D VMX FR DAUGHER CARMEN SETO. KNOWN AS C. C STATES TO CONTACT C BETWEEN 2-3:45P AS C IS NOT IN CLASS AT THIS TIME. --- @09/13-ZBT203N RCAS-BT PLACED O CALL TO C ON DAY NUMBER ON 9-13-11 @2:02P. REACHED RECORDING STATING C'S VMX IS NOT SET UP YET. UNABLE TO LEAVE MSG AT THIS TIME. --- @09/13-ZB BT PLACED OUTBOUND CALL TO C ON 9-15-11 @5:07P. REACHED C. C STATES THAT C STILL DOESN'T WANT TO TAKE THE VEH BACK TO THIS DLR. C STATES THAT LIKE THE DID NOT HELP. C STATES THAT C FEELS THE DEALER MIS-DIAGNOSED THE VEH. RCAS-BT INFORMED C THAT THAT IS SOMETHING THAT C WILL HAVE TO WITH THE VEH. C STATES THAT SO MANY PROBLEMS HAVE BEEN ADDING UP, AND C FEELS THAT DLR MISDIAGNOSED THE VEH. C STATES THAT C WANTS TO KN TALK TO AT THE DLR NEXT. RCAS-BT SUGGESTED THE GM OR OWNER. C UNDERSTOOD. C THANKED RCAS-BT AND STATES C WILL TAKE THIS UP WITH THE DLR. FURTHER ASSISTANCE. --- @09/15-ZBT203N
Make Public		**Created By: CONVERSION (3/10/2012 12:41 PM)** FILE OPENED-ZDC999N 08/22/2011 @08/22-ZDC999N CRR-DC ALSO PHONE NUMBER'S ON FILE IS FOR C'S DAUGHTER [redacted] C DOESN'T SPEAK ENGLISH. D SPEAKING FOR C (C IS DAUGHTER THRU OUT NOTES) VEH IS C'S 1ST NISSAN AND BOUGHT BACK IN 4/30/07 AND WAS HEARING BRAKE PROBLEMS FROM BEGINNI VEH WAS PURCHASED. AND THEN WAS A RECALL ON VEH THAT WAS CLOSED OUT FOR BRAKES. NOW C IS HAVING TO REPLACE ALL 4 ROTORS AS NOW THEY AR AND C IS OOW ON VEH. @08/22-ZDC999N CRR-DC C IS WANTING TO ALSO PLACE A COMPLANT AGAINST DEALERSHIP AS C FEELS @08/22-ZDC999N THE DEALERSI LISTENED TO C'S PROBLEMS OR CONCERNS AND WAS ALWAYS IGNORING THE ISSUE. CRR-DC STATED TO C THAT CRR TRANSFERING FILE TO RCAS AND RCAS V C BY THE END OF THE NEXT BUSINESS DAY AND C AGREED. @08/22-ZDC999N CRR-DC PROVIDED C WITH NAME, EXT. 458162, AND FILE NO# . CRR-DC OFFERRED ASSISTANCE. C WAS SATISFIED AND DECLINED ANY FURTHER ASSISTANCE. CRR-DC THANKED C FOR CALLING CONSUMER AFFAIRS. @08/22-ZDC999N CRR-DC TH FILE OVER TO RCAS REGION AND EXITING FILE. @08/22-ZDC999N --- RCAS-BT SPOKE WITH SM-MARK ON 8/23 @2:57P. SM STATES THAT 1 YEAR AGO, C NEEDED R DECLINED. AUG 8TH, C CAME IN COMPLAINING OF SOFT BRAKE PEDAL, UNABLE TO DUPLICATE. --- @08/23-ZBT203N RCAS-BT PLACED OUTBOUND CALL TO C ON 8 REACHED C'S VMX AND LEFT MSG FOR CALLBACK. --- @08/23-ZBT203N ********** @08/25-ZDC999N CRR-DC REC'D CALL FROM C'S DAUGHTER AND PER I AGENT HASN'T GOTTEN AHOLD OF C. CRRDC READ ABOVE NOTE FROM RCAS-BT AND C DAUGHTER STATED NEVER GOT THIS. CRR-DC APPOLIZED AND STATED SEND RCAS-BT AN EMAIL ADVISING OF PHONE CALL. C AGREED AND AT THIS POINT IS REALLY WANTING TO SPEAK TO A MANAGER. AS C DAUGTHER FEELS NISS ANSWERING THE CONCERNS ON THE VEH. @08/25-ZDC999N ********** @08/25-ZDC999N RCAS-BT PLACED OUTBOUND CALL TO C ON 8/25 @5:16; LEFT CALLBACK. CALLED ALT# @5:18; VMX IS NOT SET UP AT THIS TIME, UNABLE TO LEAVE MSG. --- @08/25-ZBT203N CRR-JM RECEIVED CALL FROM C.. @08/25-ZJS999N VERIFIED C-S NAME AND CHANGES ON C-S CONTACT INFORMATION.@08/25-ZJS999N C SAID THAT C HAS JUST RECEIVED A CALL FROM RCAS AND C MISSED IT. C UNDERSTOOD. @08/25-ZJS999N CRR-JM CALLED RESPONSIBLE AGENT, REACHED VMX, TRANSFERRED C TO VMX AND CRR-JM ALSO ADVISED C THAT CRR-JM WI INTERNAL MESSAGE TO AGENT HANDLING FILE.. C UNDERSTOOD CRR-JM OFFERED FURTHER ASSISTANCE, C DECLINED CRR-JM GAVE C NAME, EXTENSION AND NUMBER. CRR-JM EXITING FILE @08/25-ZJS999N -- RCAS-BT NOTING NO VMX REC'D FROM C. RCAS-BT PLACED OUTBOUND CALL TO C ON 8/30/11 @3:11P. REACHE LEFT MSG FOR CALLBACK. (PRIMARY #) *RCAS-BT PLACED OUTBOUND CALL TO C ON 8/30/11 @3:13P (ALT #) REACHED RECORDING STATING THAT C'S VMX IS NOT @08/30-ZBT203N RCAS-BT PLACED OUTBOUND CALL TO C ON DAY# ON 9-2-11 @4:45P. LEFT MSG FOR CALLBACK. *PLACED OUTBOUND CALL TO ALT NUMBER ON REACHED C'S DAUGHTER WHO WILL BE KNOWN AS C. C STATES THAT @ 30,000 MILES, A FRONT HUB, ROTORS, AND WHEELS. RCAS-BT INFORMED C THAT RCAS-CONTACT DLRSHIP AND HAVE DLR FOLLOW-UP WITH C. C THANKED RCAS-BT AND CALL WAS ENDED MUTUALLY.
Make Public		**Created By: CONVERSION (3/10/2012 12:32 PM)** CRR-DC CHECKED FOR PREVIOUS RELATED FILES: 2 678543 5924566 CRR-DC CHECKED FOR PREVIOUS UNRELATED FILES: NONE CRR-DC VERIFIED C'S VIN, NAMI DAY/EVENING PHONE NO., MILEAGE, EMAIL, AND SERVICE DEALER. CRR-DC CHECKED FOR OPEN CAMPAIGNS/RECALLS: NONE CRR-DC RECEIVED INBOUND CALL REGARDING THE SVC DEALERSHIP C USES.

Case Categorizations

Case Categori

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-6660926	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	OOW GOODWILL ASSISTANCE REQUEST	03	8/22/2011	YI	AD	121000
Edit | Del	CC-6660927	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	CORROSION/RUST	03	8/22/2011	ZG	AD	121000
Edit | Del	CC-6660928	BRAKES	REAR BRAKE (DISC/CALIPER/SHOE/DRUM)	OOW GOODWILL ASSISTANCE REQUEST	03	8/22/2011	YI	AD	124000
Edit | Del	CC-6660929	BRAKES	REAR BRAKE (DISC/CALIPER/SHOE/DRUM)	EXCESSIVE NOISE	03	8/22/2011	ZM	AD	124000
Edit | Del	CC-6660930	BRAKES	REAR BRAKE (DISC/CALIPER/SHOE/DRUM)	FINANCIAL ASSISTANCE REQUEST (CAMPAIGN/RECALL)	03	8/22/2011	ZO	AD	124000

Show 1 more » | Go to list (6) »

Open Activities

Open A

No records to display

Activity History

Activity

No records to display

Emails

Send an Email

No Emails Available

Customer Support Tools

Customer Suppor

No records to display

Check Activity

Check

No records to display

Forms

No records to display

Attachments

Attach File

Attacl

No records to display

Case History

Case

Date	User	Action
3/12/2012 12:34 AM	CONVERSION	Changed Case Owner from Managed Services to Britny Taylor.
3/11/2012 5:51 PM	CONVERSION	Changed Case Owner from Britny Taylor to Managed Services.
3/10/2012 10:37 AM	CONVERSION	Changed Case Owner from Managed Services to Britny Taylor.
3/9/2012 5:20 AM	CONVERSION	Changed Contact Name to [redacted]
3/1/2012 4:38 PM	Bryan Fry	Created.

Surveys

No records to display

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Case [redacted]

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Case Comments [4] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Term Jabriel Allah [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	11/11/2011	Date/Time Opened	11/8/2011 1:00 AM
Supporting Documents		Date/Time Closed	11/11/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	FUTURE NISSAN/SELF-MAINTAINED
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	72,307		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD07W37C[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	36,307
Make	NISSAN	Beyond Basic Warranty Months1	87
Model Line	PICKUP	Beyond PT Warranty Miles1	12,307
Model Code	83417	Beyond PT Warranty Months1	63

Dealer Access

Case Servicing Dealer	FUTURE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	11/10/2011
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 11/8/2011 1:00 AM	Root Cause Code	SNCE
Last Modified By	CONVERSION, 3/12/2012 12:35 AM	Root Cause Code (2)	
Days Closed	2,064	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA7304635

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:42 PM)** FOLLOW-UP IS DUE ON OR BEFORE NNA CONSUMER AFFAIRS IS CURRENTLY IN REVIEW OF C'S CASE AT THIS TIME. PLEASE PROVIDE DIAGNOSTIC DETAILS WHE AVAILABLE. ABS SYSTEM CONCERNS.
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** @11/11-ZJA818N
Make Public		**Created By: CONVERSION (3/10/2012 12:43 PM)** FILE OPENED-ZPD345N 11/08/2011 DLR BECAUSE OF THE ABS BRAKES SYSTEM ISSUE. C STATED THAT C DRIVES IN A SNOWY COUNTRY AND THIS IS A SAFETY IS FOR C. THE VEH MAY SLID OFF INTO SOMETHING DURING THE WINTER. THE INDEPENDENT DLR INFORMED C THAT THE VEH MAY BE PART OF THE RECALL. C WE THE NNA DLR AND SHOWED THE RECALL INFORMATION BUT C'S VIN FALLS OUT OF THE RECALL DUE TO A A COUPLE OF LETTER AND NUMBER. C STATED THAT T VEH IS SHOWING THE SAME SYMPTOMS THE OTHER VEHICLES RECALLED ARE SHOWING. C IS ASKING FOR ASSISTANCE. CRR-PD CONFIRMED THAT THERE'S NO OPEN RECALL ON THE VEH. @11/08-ZPD345N CRR-PD INFORMED C THAT NNA CAN LOOK INTO POSSIBLE FINANCIAL ASSISTANCE BUT C NEEDS TO BRING THE VE A NNA DLR FOR A DIAGNOSIS. C STATED THAT C IS ALREADY ON C'S WAY TO THE DLR TO FOLLOW CRR-PD'S INSTRUCTIONS. BUT C WANTS TO NOTE THAT THIS I URGENT AND C WILL STILL HAVE THE VEH FIXED EVEN IF C WILL HAVE TO PAY OUT OF C'S POCKET. CRR-PD INFORMED C THAT THE FILE WILL BE TRANSFERRED RCAS. CRR-PD INFORMED C THAT RCAS WILL REVIEW THE FILE, CALL DLRSHIP & CALL C BY THE END OF NEXT BUSINESS DAY. C UNDERSTOOD. CRR-PD OFFERE FURTHER ASSISTANCE. C DECLINED. CRR-PD PROVIDED C WITH FILE NUMBER, NAME AND EXTENSION NUMBER. CRR-PD FORWARDING FILE TO RCAS AND LEAVI THE FILE OPEN. @11/08-ZPD345N >>>>

		ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST						
Edit | Del CC-6577271	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	11/8/2011	YX	AD	118500	OA
Edit | Del CC-6577272	NISSAN PRODUCT INQUIRIES	FRONTIER	PROVIDED RECALL INFORMATION	QF	11/8/2011	VG	AZ	205000	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	CA7304635N.tif	163KB	5/19/2014 11:36 PM	Managed Services

Case History

Case History He

Date	User	Action
3/12/2012 12:35 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Jabriel Allah**.
3/11/2012 6:41 PM	CONVERSION	Changed **Case Owner** from Jabriel Allah to **Managed Services**.
3/10/2012 10:38 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Jabriel Allah**.
3/9/2012 5:23 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:38 PM	Bryan Fry	Created.

Surveys

Surveys He

No records to display

^ Back To Top

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

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0[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Trish Page [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	11/21/2011	Date/Time Opened	10/13/2011 1:00 AM
Supporting Documents		Date/Time Closed	11/22/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,800		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA0NE5BN[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	44
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26611	Beyond PT Warranty Months1	20

Dealer Access

Case Servicing Dealer	BOB HOWARD NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 10/13/2011 1:00 AM	Root Cause Code	SCSD
Last Modified By	Bharath Tadipatri, 4/3/2015 8:02 PM	Root Cause Code (2)	
Days Closed	2,053	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7284348

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:46 PM)** PORT FILED? C STATES NO P-16) HOW MANY OCCUPANTS WERE IN THE VEHICLE AT THE TIME OF THE INCIDENT? C STATES TWO P-17) DOCUMENT THE NAME, ADDRESS, PHONE NUMBERS, HEIGHT, AND WEIGHT OF EACH OCCUPANT IN THE OWNER'S VEHICLE. A. DRIVER'S NAME: (IF SAME AS OWNER, TYPE *OWNER*) C ST [redacted] RIGHT REAR PASSENGER'S NAME: C STATES C'S DAUGHTER, 3YR OLD IN CAR SEAT P-18) WHICH OF THE VEHICLE OCCUPANTS WITNESSED ALL PART OF THE INCIDENT? A. DRIVER C STATES YES E. RIGHT REAR PASSENGER: C STATES YES P-19) WHICH OF THE VEHICLE OCCUPANTS WERE USING A SEATBE DRIVER C STATES YES E. RIGHT REAR PASSENGER: C STATES IN CAR SEAT P-20) WAS ANYONE INJURED? C STATES NO P-21) WERE THERE ANY OTHER WITNESSI ALL OR PART OF THE INCIDENT? C STATES YES, UNKNOWN INFO P-22) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY? C STATES YES, LBV INSURANCE, FRIEND TO NEIGHBORHOOD, NO DAMAGED, NO FILE P-23) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT? C STATES NO P-24) WAS THERE PROPERTY DAMAGED OTHER THAN THE OWNER'S VEHICLE? C STATES YES A. PROPERTY OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER: C STATES CARL SYLVESTER, 3340 NW 172ND TERRANCE, EDMOND, OK 73012 B. DETAILED DESCRIPTION OF PROPERTY: C STATES C WENT OVER CEMENT WALL AND PIECES CAM OFF, YARD HAS WHEEL PRINT. D .REQUEST COPIES OF ANY ESTIMATES TO REPAIR THE PROPERTY DAMAGE: C STATES C DOESN'T HAVE ESTIMATE ***END PROBE @10/17-VPP049N ARBS-TP ASKED C WHAT C IS REQUESTING. C STATES C WANTS VEHICLE BOUGHT BACK AND NISSAN CAN SELL FOR ALMOST NEW. ADVISED C N NOT IN A POSITION TO REPURCHASE C'S VEHICLE AT THIS TIME. ADVISED C NNA CAN INSPECT VEHICLE. C STATES C IS IN A RENTAL. ADVISED C NNA DOESN'T PROVIDE RENTALS DURING INSPECTION PROCESS. ADVISED C IF C GETS A RENTAL, WHEN INSPECTION RESULTS ARE COMPLETE IF RESULTS SHOW A MANUFACTURING ISSUE THEN NNA WOULD LOOK AT C'S RENTAL, IF INSPECTION RESULTS SHOW NO MANUFACTURING ISSUE THEN C WOULD BE RESPONSIBLE F RENTAL. ADVISED C INSPECTION PROCESS TAKES 4-5 WEEKS. C
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:46 PM)** FILE OPENED-ZWO345N 10/13/2011 CRR-WO RECEIVED CALL FROM C STATED THAT WHEN C IS BACKING UP ON C'S GARAGE C HIT ON A LITTLE WALL BECAUSE THI BRAKE IS NOT RESPONDING, AND C'S VEH GOT STUCK. C STATED THAT C CALLED A ROADSIDE ASSISTANCE. C PROBLEM IS WHEN C TOOK C'S VEH TO THE DLR, T DLR CAN'T FIND THE PROBLEM. C STATED THAT C IS NOT COMFORTABLE DRIVING C'S VEH ANYMORE. CRR-WO ASK C: APPROXIMATE MILEAGE ON VEHICLE AT TIM ACCIDENT OR INCIDENT: ___6800 MILES @10/13-ZWO345N DESCRIPTION OF THE ACCIDENT OR INCIDENT: __A.WHO WAS INVOLVED: C AND C'S 3YRS DAUGHTER __B.WHAT HAPPENED: THE BRAKE IS NOT RESPONDING __C.WHAT AREAS OF THE VEHICLE ARE AFFECTED: REAR BUMPER SLIGHTLY SCRATCH D.WHEN DID IT HAPPEN? DOCUMENT DATE AND TIME: 10/12/11 10:00 AM __E.WHERE DID IT HAPPEN: AT C'S GARAGE __F.HOW DID IT HAPPEN: C IS REVERSING AND THE BRAKE DI NOT RESPONSE WHAT THE CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA: C DOESN'T WANT THE VEH ANYMORE. CRR-WO INFORMED C THAT A REPRESENTATIVE WILL CALL C WITHIN TWO BUSINESS DAYS TO ASK A SERIES OF DETAILED QUESTIONS. C INSIST. C STATED THAT C NEEDS A NEW VEH TODAY. WANTS TO TALK TO A SUP. CRR-WO TRANSFER CALL TO SUP. @10/13-ZWO345 ***TL-GB TOOK OVER. C STATED THAT C CAN'T WAIT FOR 4 DAYS WITH NO VEH. @1 ZWO345N TL-GB OFFERED TO REIMBURSE C FOR RENTAL, $35/DAY. C STATED THAT C NEEDS A @10/13-ZWO345N @10/13-ZWO345N ***TL-AH SENDING IIR TO ARBS FOR REVIEW. @10/14-ZAH022N ARBS-TP REC'D AND WILL REVIEW. - @10/14-VPP049N ARBS-TP CALLED C ON 10/14/11 AT 3:43PM CST ON DAY# AND LEFT VMX WITH CONTACT INFO, HANDLING FILE AND REQUEST FOR RETURN CALL. ARBS-TP CALLED C ON 10/14/11 AT 3:44PM CST ON EVE# AND LEFT VMX WITH CONTACT INFO, HANDLING FILE AND REQUEST FOR RETURN CALL. - @10/14-VPP049N ARBS-TP REC'D VMX FROM C. ARBS-TP CALLED C TO COMPLETE PROBE. P-4) DRIVER'S NAME ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH: C STATES [redacted], EDMOND, OK [redacted], C 405-315-7021, DOB 04/28/61 P-5) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH: C STATES SAME AS DRIVER P-6) VEHICLE IDENTIFICATION NUMBER IF NOT OBTAINED BY THE CRR: P-7) VEHICLE LICENSE PLATE NUMBER: C STATES UNKNOWN P-8) STATE IN WHICH VEHICLE IS CURRENT REGISTERED: C STATES OK P-9) WAS VEHICLE PURCHASED NEW OR USED? C STATES NEW P-10) CONFIRM AND VALIDATE THE DETAILS OF THE INCIDENT: A. WHC INVOLVED? C STATES ONLY C'S VEHICLE B. WHAT HAPPENED? C STATES C WAS BACKING OUT OF DRIVEWAY. C STATES C BACKS UP A LITTLE TO THE LEFT THEN FORWARD. C STATES C WAS BACKING UP AND DOESN'T GO TO FAST. C STATES C'S DRIVEWAY IS NOT A LONG DRIVEWAY. C STATES C PUMPED BRAKES AND NOT IS HAPPENING, PUMPING AND THERE IS NO PRESSURE, FOOT WENT TO FLOOR, PUMP PUMP PUMP AND VEHICLE DIDN'T STOP. C STATES C'S VEHICLE WENT ACR STREET, UP 3 OR 4* UP LITTLE WALL, THEN DOWN DITCH IN NEIGHBOR'S YARD. C STATES VEHICLE DIDN'T DO ANYTHING. C. WHAT AREAS OF THE VEHICLE ARE AFFECTED? C STATES C DOESN'T THINK ANY BODY DAMAGE. D. WHEN DID IT HAPPEN? C STATES 10/12/11 AROUND 10:00AM E. WHERE DID IT HAPPEN? C STATES DRIVEWAY P-11) DETAILED DESCRIPTION OF WEATHER (VISIBILITY) AT TIME OF INCIDENT. C STATES BEAUTIFUL DAY P-12) ESTIMATED SPEED OF VEHICLE AT TIME INCIDENT: C STATES MAYBE NOT EVEN 10MPH, GOING VERY SLOW, MAYBE BETWEEN 5 AND 10MPH P-13)HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED? C STATES NO. C STATES C DOESN'T THINK BODY DAMAGE AND DLR DID NOT FIND ANY PROBLEMS WITH VEHICLE. P-14) CURRENT LOCATION OF VEH INCLUDING COMPANY NAME, CONTACT NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES AT BOB HOWARD NISSAN P-15) WAS A POLICE REPORT AND/OR FIF
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:44 PM)** STATES THAT IS NOT ACCEPTABLE. ADVISED C IF C WANTS NNA TO INSPECT VEHICLE THAT IS HOW LONG THE PROCESS TAKES. C STATES C SPOKE WITH A LAW ARBS ASKED C IF C IS REPRESENTED BY AN ATTORNEY AGAINST NISSAN. C STATES NO. C STATES C KNOWS PPL WHO ARE INTERNET EXPERTS AND WILL TELL TI WHOLE WORLD THE PROBLEMS WITH C'S VEHICLE. ARBS ASKED C IF C WANTS NNA TO INSPECT VEHICLE. C STATES YES. ADVISED C ARBS WILL CONTACT C WITH

24-48HRS WITH INSPECTION DATE. C STATES TIME FRAME IS TO LONG AND C WILL SPEAK WITH SOME ONE HIGHER UP. ADVISED C ARBS IS AUTHORIZED TO SPEA THIS ISSUE. ADVISED C IF C CONTACTS NNA THAT ARBS-TP WILL BE INFORMED AND CALL C BACK. ADVISED C ARBS WILL CALL C WITH INSPECTION DATE. - @10/1 VPP049N ARBS-TP SUBMITTED DTS INSPECTION REQUEST TO CSM-CH FOR REVIEW. - @10/17-VPP049N ARBS-TP REC'D UPDATE FROM ET-CH ADVISING C CALLED EXEC LINE AND PROVIDED [redacted] @10/17-VPP049N ARBS-TP CALLED C. ADVISED C ARBS IS CALLING C AS C HAS CALLED INTO EXEC LINE REVIEWED WITH C THAT WHEN C CONTACTS NNA ARBS-TP WILL CALL C. ARBS REVIEWED WITH C INSPECTION PROCESS TAKES 4-5 WEEKS. C STATES C DOESN'T WANT TO WASTE ANYMORE TIME TALKING TO ARBS-TP AND STATES WILL FIND SOMEONE HIRE UP TO TALK TO ABOUT CUSTOMER SERVICE AND ENDED CALL. - @10/17-VPP049N ARBS-TP REC'D UPDATE FROM DTS-GN SUBMITTING INSPECTION DATE 10/25/11. ARBS-TP REC'D UPDATE FROM DTS-GN ADVISING DLR HAS BEEN INFORMED OF INSPECTION DATE. - @10/18-VPP049N ARBS-TP CALLED C ON 10/18/11 AT 2:47PM CST ON DAY# AND LEFT VMX WITH CONTACT INFO AND REQUEST F RETURN CALL TO REVIEW INSPECTION DATE. ARBS-TP CALLED C. ADVISED C INSPECTION ON C'S VEHICLE IS ON 10/25/11 AND DLR HAS ALREADY BEEN INFORMED INSPECTION DATE. - @10/18-VPP049N ARBS-TP REC'D UPDATE FROM ET-PH THAT C HAS CONTACTED NISSAN BY EMAIL. - @10/24-VPP049N ARBS-TP CALLED C. AD C ARBS REC'D UPDATE THAT C HAS CONTACTED NISSAN BY EMAIL. ARBS ASKED IF C HAD ANY QUESTIONS. C WANTED TO KNOW ABOUT INSPECTION PROCESS. ADVISED C OF PROCESS AND INFORMED C THAT RESULTS WILL TAKE ABOUT 4WKS FROM INSPECTION DATE. C ASKED IF C WILL HAVE RESULTS TOMORROW. AD C ARBS MAY HAVE PRELIMINARY RESULTS BUT FINAL RESULTS TAKE ABOUT 4WKS. C STATES C WANTS PRELIMINARY RESULTS. C ASKED IF INSPECTOR WOULD CONCTACT C. ADVISED C ARBS WILL REQUEST INFO FROM INSPECTOR AND CONTACT C. - @10/24-VPP049N ARBS-TP CALLED DTS-GN TO REVIEW INSPECTION. - @10/24-VPP049N TOKYO LOG SV111008 EXEC-PH RECEIVED EMAIL FROM C THAT WAS SENT TO NML. EMAIL STATES THE FOLLOWING: I AM A OWNER OF A 2011 AR PLATINUM WITH ONLY 6800 MILES AND I AM ABOUT TO GO VERY PUBLIC, BECAUSE THE CUSTOMER PEOPLE AT NISSAN DON'T CARE ABOUT THEIR CLIENTS. MY BRAKES DID NOT WORK AT ALL LAST WEEK BACKING OUT OF MY DRIVEWAY.I FEEL LUCKY I ENDED UP IN MY NEIGHBORS YARD DROPPING FROM A 2 FEET DROP, NOT KILL ANYONE AND EITHER MY 3 YEARS OLD OR MY SELF BUT FOR SURE WE HAD BEEN HAVING NIGHTMARES SINCE. @10/24-ZPH999N THE DEALERSHIP DID N FIND ANYTHING THEY WANT ME TO DRIVE IT AGAIN, THE NISSAN CUSTOMER AFFAIRS SPECIALIST AND THE CUSTOMER SPECIALIST, TRES PAGE, THAT IS ASSIGNE MY FILE IS REALLY NOT CUSTOMER ORIENTED!!!! I CAN NOT UNDERSTAND PEOPLE LIKE THAT ARE IN CUSTOMER SERVICE... OBVIOUSLY I AM NOT HAPPY ABOUT NISSAN, I REQUEST THAT MY CAR IS BEING BOUGHT BACK.

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Created By: CONVERSION (3/10/2012 12:42 PM)

I DON'T HAVE MUCH TIME TO WASTE AND EITHER IF YOU AT INVESTORS RELATIONS, I AM WELL AWARE OF BUSINESS TIME, BUT I WILL MAKE SURE TO PASS MY S AROUND IF NO ACTION IS BEING TAKEN ON YOUR BEHALF IN THE NEXT 24 HOURS. - EXEC-PH KEEPING FILE RESPONSIBILITY WITH ARBS-TP. - @10/24-ZPH999N AR TP REC'D CALL FROM DTS-GN WHO ADVISED DTS WILL CONTACT C TOMORROW AFTERNOON AFTER INSPECTION. - @10/24-VPP049N ARBS-TP CALLED C. ADVISED DTS WILL CONTACT C TOMORROW AFTERNOON. C ASKED IF DTS HAD C'S CELL PHONE NUMBER. ADVISED C DTS HAS BOTH OF C'S PHONE NUMBERS. - @10/24-VPP049N ARBS-TP REC'D UPDATE FROM DTS-TN ADVISING THAT DTS SPOKE WITH C, PROVIDED PRELIM INSPECTION RESULTS, ANSWERED ALL C'S QUESTIONS A ADVISED RENTAL WILL NEED TO BE RETURNED. - @10/26-VPP049N ARBS-TP CALLED C. REVIEWED WITH C THAT DTS SPOKE WITH C. C STATES C WANTS COPY OF REPORT. ADVISED C REPORT IS INTERNAL DOCUMENT. ADVISED C ARBS WILL SEND LETTER WITH INSPECTION RESULTS. C UNDERSTOOD. ADVISED C ARBS WILL C WHEN RESULTS ARE COMPLETE. - @10/26-VPP049N <<<<<>>>>> GWC-JL: THIS IIR FILE HAS BEEN PROCESSED & A COPY HAS BEEN SENT TO PRODUCT LIABILITY REVIEW. <<<<<>>>>> @11/02-ZJL739N RCAS-MT RECIEVED EMAIL FROM SM- KRISTAL WHICH READS: @11/03-ZMT999N RCAS-MT, DO YOU KNOW ANYTHING ABOUT IT-S A 2011 ARMADA THAT C CLAIMS HAS BRAKE ISSUES. VIN #5N1BA0NE5BN606518. I NEED TO TALK TO SOMEONE ABOUT THE RENTAL CAR @11/03-ZMT999N RCA RESPONDED ADVISED THAT THE RESPONSIBLE AGENT WILL BE CONTACTED TO GIVE SM A CALL TO DISCUSS C. @11/03-ZMT999N RCAS-MT EMAILED ARBS-TP DU ARBS-TP BEING THE RESPONSIBLE AGENT FOR THE FILE. @11/03-ZMT999N - ARBS-TP CALLED SM KRISTAL. REVIEWED WITH SM NNA DOESN'T PAY FOR RENTAL DURING INSPECTION PROCESS. ADVISED SM C WAS TOLD BY ARBS THAT IF C GETS A RENTAL AND INSPECTION RESULTS SHOW A MANUFACTURING CONCERN TH NNA WOULD LOOK AT RENTAL, IF INSPECTION RESULTS WHO NO MANUFACTURING ISSUE THEN C WOULD BE RESPONSIBLE FOR RENTAL. SM STATES C WAS TOL NNA WOULD COVER 4DAYS. ADVISED SM C WAS NOT ADVISED THAT BY CA AS THERE ARE NO NOTES IN FILE ABOUT PROVIDING 4 DAYS RENTAL. ADVISED SM ARE STILL WAITING FINAL INSPECTION REPORT. SM UNDERSTOOD. - @11/04-VPP049N ARBS-TP REC'D UPDATE FROM PL-TB INFORMING THAT NO PRODUCT PROBLEMS WERE FOUND WITH VEHICLE DURING INSPECTION. ARBS-TP CALLED C ON ARBS-TP CALLED C ON 11/22/11 AT 2:20PM CST ON DAY# AND LEFT VMX WITH CONTACT AND REQUEST FOR RETURN CALL TO REVIEW INSPECTION REQUEST. ARBS-TP CALLED C. ADVISED C NO PRODUCT PROBLEMS WERE FOUND WITH VEHICLE DUR INSPECTION. C STATES C DOESN'T AGREE WITH THAT. ADVISED C ARBS WILL MAIL C A LETTER. ARBS-TP MAILED LETTER. CLOSED FILE. @11/22-VPP049N

Make Public

Created By: CONVERSION (3/10/2012 12:33 PM)

PREVIOUS RELATED FILE FOUND: NONE @10/13-ZWO345N PREVIOUS UNRELATED FILE FOUND :NONE CRR-WO VERIFIED C'S VIN, NAME, COMPLETE ADDRESS, DA EVENING CONTACT NUMBERS, E-MAIL ADDRESS, CURRENT MILEAGE OF VEH AND HOW VEH WAS ACQUIRED. CHECKED FOR OPEN RECALLS FOUND: NONE

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6610675	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/13/2011	YX	AD	121500	OA
Edit | Del	CC-6610676	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	10/13/2011	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/12/2012 12:36 AM	CONVERSION	Changed Case Owner from Managed Services to Trish Page.
3/11/2012 6:32 PM	CONVERSION	Changed Case Owner from Trish Page to Managed Services.
3/10/2012 10:39 AM	CONVERSION	Changed Case Owner from Managed Services to Trish Page.
3/9/2012 5:25 AM	CONVERSION	Changed Contact Name to [redacted]
3/1/2012 4:39 PM	Bryan Fry	Created.

Surveys Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Managed Services [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	9/6/2011	Date/Time Opened	8/22/2011 1:00 AM
Supporting Documents		Date/Time Closed	9/2/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	999,999		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N3AA08C88N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	939,999
Make	INFINITI	Beyond Basic Warranty Months1	58
Model Line	QX56	Beyond PT Warranty Miles1	929,999
Model Code	86518	Beyond PT Warranty Months1	34

Dealer Access

Case Servicing Dealer	INFINITI HOFFMAN ESTATES	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/22/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/3/2015 7:48 PM	Root Cause Code (2)	
Days Closed	2,134	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7245874

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:41 PM)** FILE OPENED-ZSJ185N 08/22/2011 FILE: DLR AND SM-JOE ON VACATION. ARBS JM SPOKE TO SA-JASON. SA STATES THAT VEH CAME TO DLR AS C ALLEGES BRAKE PEDAL WENT TO FLOOR. SA STATES VEH WAS INSPECTED AND THERE WERE NO CODES AND NO PROBLEM FOUND. VEH WAS GIVEN BACK TO C. SA STATES THER WAS NO ACCIDENT. @08/22-ZSJ185N RCAS-SE CALLED C AT 1826 IN ORDER TO ADVISE C OF ARBS DECISION. RCAS LEFT VMX WITH DETAILED INFO IN ORDER TO RECEIVE CALL BACK. RCAS-SE CREATING FOLLOW UP DATE 08/23/2011 @08/22-ZSJ185N ********** @08/23-ZSJ185N RCAS-SE SPOKE WITH C AND ADVISE C BRING VEH IN AS ADVISED BY FOM AND SM. C FOLLOW UP WITH RCAS WHEN INVESTIGATION IS COMPLETED. RCAS-SE CLOSING FILE UNTIL C CALLS BACK WITH RESULTS. @08/23-ZSJ185N ********** RCAS-SE RECEIVED CALL FROM C . RCAS ADVISE C THAT C VEH WILL NEED A DTS SINCE RETAILER KEEPS CALLING TECHLINE AND TECHLINE IS NOT ABLE TO ASSIST C. C ADVISE RCAS THAT VEH HAS BEEN AT RETAILER FOR 3 DAYS. C WOULD LIKE TO KNOW WHEN DTS GOING TO COME LOOK AT VEH. RCAS ADVISE C , RCAS WILL FOLLOW UP. RCAS NEED TO CALL RETAILER IN ORDER TO FIND OUT MORE INFO. RCAS-SE CREATING FOLLOW UP DATE 09/06/2011 @09/01-ZSJ185N ********** RCAS-SE CLOSING FILE SINCE RCAS FOUND ANOTHER FILE OPEN FOR SAME C. FILE # 72461 RCAS WILL CONTINUE WORKING WITH C ON FILE 7246164. @09/02-ZSJ185N
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:34 PM)** RCAS-SE CHECKED FOR PREVIOUS FILES:7211218 RCAS-SE VERIFIED C-S NAME,ADDRESS,PHONE NUMBER, EMAIL ADDRESS, MILEAGE, VIN, AND SERVICING DLR. RCAS-SE CHECKED FOR RECALLS/CAMPAIGNS:NONE RCAS-SE RECEIVED EMAIL FROM FOM INSTRUCTING RCAS TO CONTACT C IN REGARDS C CONCERNS TO SE IS SATISFIED WITH ARBS DECISION.RCAS READ IN PREVIOUS

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6668844	PRODUCT INQUIRIES (INF)	QX56	GENERAL INQUIRY	QF	8/22/2011	ZR	AR	269000	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/9/2012 5:31 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:39 PM	Bryan Fry	Created.

Surveys Surveys He

No records to display

Back To Top Always show me more records per related list

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Case
02650111

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Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [2] | Case History [5] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Glenda McDonald [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	9/30/2011	Date/Time Opened	8/23/2011 1:00 AM
Supporting Documents		Date/Time Closed	9/30/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	KINGSTON NISSAN
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	34,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AR18B08[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	09718	Beyond PT Warranty Months1	47

Dealer Access

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

Related Items

Approved Check Requests	$999.06	Goodwill Offered	✓
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/23/2011 1:00 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	2,106	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	CA7246531

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments H

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:46 PM)** DONE THIS PREVIOUS TO REPAIR. C STATED C TOOK VEH TO INDEP. ON 8/30/11 FOR DIAGNOSIS, INDEP STATED TO C THAT ROTORS WERE TURNED AND NOT REPLACED, THAT ROTORS WERE NOT TURNED CORRECTLY, & ALSO NEEDS MASTER CYLINDER. C HAD INDEP ORDER PART FOR REPAIR AS C FEELS NISSAN IS N(HELPING WITH CONCERN. C STATES C CALLED POUKIPSEE NISSAN ON 8/30/11 WHO TOLD C THAT C WTTY WAS OVER BY 2 DAYS AND THEY WOULD NOT HONOR W STATES POUKIPSEE NISSAN IS OVER 40 MILES AWAY, BUT C WILL TAKE VEH THERE IF THEY WILL HONOR C WTTY. C FEELS WTTY SHOULD BE HONORED AS AT TIM ORIGINAL BRAKE REPAIR, VEH WAS STILL UNDER WTTY. C DOES NOT WANT TO DEAL WITH KINGSTON NISSAN ANYMORE, C WANTS TO FEEL GOOD ABOUT NISSAN AGAIN, C IS IN MARKET FOR NEW NISSAN VEH, C REQUESTING THAT VEH WTTY BE HONORED OR THAT C BE ALLOWED TO HAVE REPAIRED AT INDEP. AND BE REIMBURSED BY NISSAN.C IS OVER BASIC WTTY BY 11 DAYS RCAS-GM ADVISED C TO HOLD OFF REPAIR AT INDEP SO THAT RCAS-GM CAN WORK ON ASSISTING C REQUEST. RCAS-GM CALLED KINGSTON FOR SERVICE INFO. LEFT VMX FOR SM-ANTHONY ********** @08/31-ZGM346N RCAS-GM CALLED POUGHKEEF NISSAN, SPOKE TO SM-JL WHO ADVISED C TO BRING VEH IN FOR DIAGNOSIS. @08/31-ZGM346N RCAS-GM CALLED C WITH ADVISE TO TAKE TO POUG.NISSAN, C ST WITH LONG WKEND COMING C WONT BE ABLE TO TAKE FOR DIAG UNTIL TUES SEPT 6 @08/31-ZGM346N RCAS-GM ADVISED C TO C/B WHEN DIAGNOSIS COMPLETE @08/31-ZGM346N ********** RCAS-GM RCVD CALL FROM SM-AD AT KINGSTON, STATES C IS EXCELLENT C, DOES ALL SERVICE AT KINGSTON, SM-AD STATES S DID RIDE ALONG WITH C REGARDING BRAKES, SM-AD WITH C, COMPARED C BRAKES WITH NEW VEH, EXPLAINED BRAKES WILL NOT FEEL THE SAME, C UNSATISFI @08/31-ZGM346N SM-AD ADVISED RCAS-GM TO CALL SM-AD TECH REP LEE CROSS AT 781-733-3680 TO MAKE APPOINTMENT WITH C FOR TECH RIDE ALONG WITH AD FEELS THIS MAY APPEASE C, SM-AD DOES NOT WANT TO LOSE C - SM-AD STATES C IS EXCELLENT SVC RCAS-GM CHECKED & WAS ABLE TO VERIFY 2 PATHFIN PURCHASES IN ZCA1 RCAS-CS ADVISED RCAS-GM TO CONTACT SM-AD AT KINGSTON TO CALL C - ADVISE SM-AD TO PICK UP C, GIVE LOANER TO C, BRING C VEH I TO DLRSHP & CALL TECHLINE. AS TECHLINE IS TO REQUEST LEE CROSS TECH REP. @08/31-ZGM346N ********** @08/31-ZGM346N RCAS-GM CALLED SM-AD AT 11:18A.M. LEFT VMX @08/31-ZGM346N ********** RCAS-GM CALLED SM-AD AT 6:00PM LEFT VMX @09/06-ZGM346N ********** RCAS-GM RCVD CALL FROM SM-, RE:LEE CROSS,RCAS ADVISED SM-AD THAT TECHLINE TO BE CALLED IN ORDER TO REQUEST LEE CROSS, SM-AD ADVISED TECHLINE WILL NOT BE ABLE TO DO ANYTHING, NOTHING IS WRONG WITH BRAKES, C NEEDS AN 'OFFICIAL' FROM NISSAN TO 'RIDE ALONG' OR AT LEAST EXPLAIN THE BRAKES ARE FINE. @09/07-ZGM: SM-AD ADVISED RCAS-GM TO EMAIL CMS-RC TO REQUEST VISIT FROM LEE CROSS. RCAS-GM SENT EMAIL TO RHONDA CALICO AT 1:10PM @09/07-ZGM346N ******** RCAS-CS CONTACTED C ON DAY NUMBER ON FILE AT 2:22 PM EST. SPOKE WITH C. RCAS-CS ASKED C IF C HAS TAKEN VEH TO POUGHKEEPSIE NISSAN TO HAVE A FORMAL DIAGNOSIS OF C'S CONCERN. C STATED THAT C HAS NOT TAKEN C'S VEH TO DLRSHP FOR A DIAGNOSIS. RCAS-CS ADVISED C THAT WITHOUT A FORMAL DIAGNOSIS FROM A NISSAN DLRSHP STATING THE ISSUE WITH THE VEHICLE, RCAS-CS WOULD BE UNABLE TO ASSIST C WITH REPAIRS. C STATED THAT C HAS TA THE VEHICLE TO AN IRF WHERE C WAS INFORMED THAT THERE IS SOMETHING WRONG WITH THE BRAKES AND THAT NISSAN SHOULD FIX IT. RCAS-CS ADVISED C UNFORTUNATELY NISSAN CAN NOT ACCEPT A DIAGNOSIS FORM AN IRF. C UNDERSTOOD. RCAS-CS ADVISED C THAT RCAS-CS WOULD BE MORE THAN HAPPY TO INTO ASSISTANCE WITH REPAIRS TO C'S VEHICLE BUT C MUST HAVE A DIAGNOSIS. C UNDERSTOOD. C STATED THAT C HAS PURCHASED 5 NISSAN VEHICLES AND C IS LOOKING FOR
Make Public	[redacted]	**Created By: CONVERSION (3/10/2012 12:43 PM)** NISSAN TO DO THE RIGHT THING. C STATED THAT C WOULD LIKE TO KNOW IF THIS WILL BE COVERED UNDER WARRANTY PRIOR TO HAVING THE VEHICLE DIAGNC AS C HAS BROUGHT THE BRAKE ISSUE TO NISSAN ATTENTION PRIOR TO WARRANTY EXPIRATION. RCAS-CS ADVISED C THAT RCAS-CS CAN NOT GIVE C A DEFINIT ANSWER AS TO WHETHER THIS REPAIR WOULD BE COVERED OR NOT BECAUSE ACCORDING TO KINGSTON NISSAN, THE BRAKES ARE PERFORMING NORMALLY. (UNDERSTOOD. RCAS-CS EXPLAINED TO C THAT THIS IS WHY NISSAN IS RECOMMENDING A SECOND DIAGNOSIS AT ANOTHER DLRSHP. @09/07-ZCS176N C STATEL C SHOULD NOT HAVE TO PAY FOR THE DIAGNOSIS BECAUSE C HAS TRIED TO HAVE THE ISSUE RESOLVED. RCAS-CS ADVISED C THAT RCAS-CS WILL REIMB C FOF DIAGNOSIS AT POUGHKEEPSIE NISSAN WHETHER THE ISSUE IS COVERED OR NOT. RCAS-CS ADVISED C THAT NISSAN VALUES OUR CUSTOMERS AND THAT RCAS LOOK INTO FINDING THE ASSISTANCE THAT C IS SEEKING. C UNDERSTOOD. RCAS-CS ADVISED C THAT IN ORDER TO LOOK INTO ASSISTANCE, NISSASN HAS TO BI TO FIND IF THERE IS ANYTHING WRONG. RCAS-CS ADVISED C THAT RCAS-CS WILL CONTACT POUGHKEEPSIE NISSAN IN ORDER TO MAKE DLRSHP AWARE OF C'S CONCERN AND HAVE THE DLRSHP CONTACT C TO SET UP AN APPOINTMENT TO HAVE THE VEHICLE DIAGNOSED. C UNDERSTOOD. RCAS-CS ADVISED C THAT RCA WILL CONTACT C ON 9/9/11 TO ALLOW TIME FOR DIAGNOSIS. C UNDERSTOOD. RCAS-CS PROCEEDING TO CONTACT POUGHKEEPSIE NISSAN. ********** @09/07-ZCS RCAS-CS CONTACTED SM-JL WITH POUGHKEEPSIE NISSAN AT 3:16 PM EST. SPOKE WITH SA. RCAS-CS WAS ADVISED THAT SM-JL IS BUSY AT TIME OF CALL AND TI SM-JL ASKED THAT RCAS-CS CALL SM-JL BACK IN 15 MINUTES. RCAS-CS AGREED. RCAS-CS CONTACTING SM-JL AT 3:45 PM EST. ********** @09/07-ZCS176N RCAS-C CONTACTED C ON DAY NUMBER ON FILE AT 4:57 PM EST. SPOKE WITH C. RCAS-CS ASKED C IF C HAS HAD AN APPOINTMENT TO HAVE THE VEH DIAGNOSED. C STA THAT C HAS NOT BEEN CONTACTED TO SET UP A DIAGNOSIS APPOINTMENT. RCAS-CS ADVISED C THAT RCAS NEEDS A DIAGNOSIS IN ORDER TO PROCEED WITH LOOKING INTO ASSISTANCE. C STATED THAT NISSAN SHOULD COVER REPAIRS UNDER WARRANTY. C STATED THAT C DOES NOT WISH TO HAVE A DIAGNOSIS ANI FOR NISSAN TO MAKE A DECISION. RCAS-CS ADVISED C THAT RCAS-CS WILL REIMB C FOR THE DIAGNOSIS. @09/09-ZCS176N C BECAME VERY UPSET AND TERMIN CALL. RCAS-CS PROCEEDING TO CONTACT DLRSHP. ********** @09/09-ZCS176N RCAS-CS CONTACTED SM-JL AT POUGHKEEPSIE NISSAN. SPOKE WITH SA-CHARLIE. RCAS-CS ASKED SA-C TO CONTACT C TO SET UP AN APPOINTMENT TO HAVE C'S BRAKE CONCERN DIAGNOSED. SA-C STATED THAT SA-C HAS SPOKEN WITH C AN THAT SA-C IS AWARE OF C'S CONCERN. SA-C STATED THAT SA-C WILL CONTACT C AND SET UP AN APPOINTMENT. RCAS-CS THANKED SA-C FOR ASSISTANCE. RC.

SETTING FOLLOW-UP DATE TO 9/13/11. ********** @09/09-ZCS176N RCAS-GM CALLED POK.NISSAN TO ASK IF C HAS SET APPOINTMENT FOR DIAGNOSIS. SERVICE DE
STATED C HAS NEVER BEEN TO THIS DEALERSHIP. @09/13-ZGM346N RCAS-GM CALLED BACK & SPOKE TO SA-CHARLIE WHO STATES SA-C CALLED C AT DAY# AND
NO ANSWER OR MACHINE TO LEAVE MESSAGE, RCAS-GM GAVE SA-C C'S ALT# SA-C IS TO CALL C TO SET APPT FOR DIAGNOSIS. @09/13-ZGM346N RCAS-GM SETTI
FOLLOW UP FOR 9/15/11 @09/13-ZGM346N @09/13-ZGM346N ********** RCAS-SM PLACED OUT BOUND CALL AT 1:57 PM EST AND SPOKE WITH SA-CHARLIE.SA-

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Created By: CONVERSION (3/10/2012 12:41 PM)
ADV RCAS-SM THAT SA SPOKE WITH C AND C ADV SA-C THAT C TOOK THE VEH INTO ANOTHER SHOP AND WAS TOLD THAT C NEEDS TO HAVE THE BOSTER AND T
MASTER CYLINDER REPLACED.SA-C ADV RCAS THAT C STATED THAT C WAS GOING TO CALL RCAS-GM TODAY.RCAS THANKED SA-C. @09/15-ZSM176N **********
SM PLACED OUT BOUND CALL TO C ON DAY AND SPOKE WITH C AT 2:15 PM EST.C STATED THAT C TOOK THE VEH INTO IRF AND HAVE THE VEH INSPECTED. C STA
THAT C WAS TOLD THAT THE BOOSTER AND THE MASTER CYLINDER NEEDED REPLACED AND THAT THE VEH ISNT SAFE TO DRIVE DUE TO THE BRAKES.RCAS-SM
UNDERSTOOD.@09/15-ZSM176N RCAS-SM ADV C TO SEND IN THE DIAGNOSTIC FROM THE INDEPENDENT TO RCAS-GM.C UNDERSTOOD AND THANKED RCAS.RCAS
SETTING FOLLOW UPDATE FOR 09/19/11 ********** RCAS-GM CALLED C AT 5:59PM TO ASK FOR DIAGNOSIS, C STATED C SENT FAX TO 615-267-7984, RCAS
ADVISED THE NUMBER SHOULD BE 7983, C STATES C WILL RESEND IN A MINUTE. @09/19-ZGM346N RCAS-GM RCVD FAX & CALLED C TO ADVISE. RCAS ADVISED C
RCAS WILL START PUTTING TOGETHER DOCS FOR SUBMISSION FOR ASSISTANCE. @09/19-ZGM346N INDE SAID FLUID WAS LEAKING BRAKE FLUID INTO POWER
BOOSTER CAUSING MAIN PROBLEM. @09/19-ZGM346N ********** RCAS-GM SUBMITTED GOODWILL REQUEST FORM & ALL DOCS TO FOM-EW & CC'T
RC SETTING FOLLOW UP FOR 9/23/11 @09/20-ZGM346N @09/20-ZGM346N XXXX @09/23-ZMT176N RCAS-MT CALLED C ON HOME BUMBER INFORMED C THAT DOCS H
BEEN RECIEVED AND HAVE BEEN SENT FOR PROCESSING C THANKED RCAS-MT RCAS-MT IS SETTING FOLLOW UP DAY FOR 9-27-11 @09/23-ZMT176N **********
RCAS-GM CALLED C DAY# AT 6:30PM, SPOKE TO C TO ADVISE REIMBURSEMENT WAS APPROVED FOR $999.06, THAT RCAS WILL SUBMIT PAPERWORK ON 9/28/11 A
CALL C BACK ON 10/5/11 WITH AN UPDATE OF CHECK ISSUANCE. @09/27-ZGM346N C UNDERSTOOD AND WAS GRATEFUL. @09/27-ZGM346N ********** RCAS-GM
SUBMITTING CHECK REQUEST 9/28/11 @09/28-ZGM346N @09/28-ZGM346N *** _____ ***** _____ ******** _____ ****** @09/28-ZGM346N THE FOLLOWING ARE
DETAILS OF THE REIMBURSEMENT. NAME OF DLRSHIP: ___MAVIS DISCOUNT TIRE INVOICE NUMBER: _____269526 INVOICE DATE: _____09/16/2011 MILEAGE:
_____35523 PART NAME/NUMBER: __5827/MASTER CYL. 6610/BRAKE SYS FLUSH 6827/POWER BOOSTER PART AMOUNT: __5827/$249.99 6610/$69.00 6827/$42
LABOR AMOUNT: _____$180.00 SHOP SUPPLIES: _____N/A SUBTOTAL: _____$923.99 TAX AMOUNT: _____$75.07 TOTAL AMOUNT: _____$999.06 RCAS-GM
SUBMITTING CHECK REQUEST: @09/28-ZGM346N ALL DOCUMENTS RECEIVED & VERIFIED. REIMBURSEMENT HAS BEEN APPROVED BY CSM-RC FOR C RETENTION
CUSTOMER LOYALTY. @09/28-ZGM346N RCAS-GM CALLED C DAY# AT 12:19PM TO ADVISE REIMBURSEMENT CHECK WAS APPROVED ON 9/29/11 AND C SHOULD BE
RECEIVING WITHIN 2-4 WEEKS, IF NOT RCVD BY 4WEEKS TO CALL RCAS BACK. RCAS CLOSING FILE AS NO FURTHER ACTION IS NEEDED. @09/30-ZGM346N

Make Public

Created By: CONVERSION (3/10/2012 12:41 PM)
VEH, C STATES VEH HAS NEVER

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Created By: CONVERSION (3/10/2012 12:41 PM)
FILE OPENED-ZRC137N 08/23/2011 AND DID NOT THINK THAT SURVEY WOULD BE GOOD ENOUGH FOR C CONCERN. C STATED THAT C BROUGHT C VEH TO A NISSA
DEALERHSIP FOR C 30,000 MILE MAINTENECE. C WAS ADVISED C THAT C BRAKES NEEDED C BRAKE PADS CHANGED. C STATED THAT C REPLACED THE BRAKE PA
STATED THAT WHEN C BROUGHT TH EVEH HOME, C NOTICED THAT THE BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR, WHEN BEFORE C BRAKE PEDAL DID NO
TO ALL THE WAY TO THE FLOOR, WHEN PRESSED. C STATED THAT C BROUGHT THE VEH BACK TO THE NISSAN DEALERHSIP, AND THE DEALERHSIP ADVISED C TH
NOTHING WAS WRONG WITH THE VEH. C STATED THAT C BROUGHT THE VEH BACK TO THE @08/23-ZRC137N DEALERSHIP A SECOND TIME, AND SPOKE TO THE SM
ANTHONY, WHO ADVISED C THAT THIS ISSUE WITH TH BRAKE PEDAL WAS DUE TO THE FCAT THAT C PATHFINDER, IS AN OLDER PATHFINDER, AND NOT A NEW VE
STATED THAT C WENT INTO A NEW PATHFINDER, AND FOUND THAT THE BRAKE PEDALS IN THE NEW PATHFINDERS DID NOT DEPRESS ALL TH EWAY. C STATED TH
IS A VER LOYAL C, AND IS A BUSINESS MAN, AND CANNOT WAST C TIME GOING BACK TO C DEALERHSIP VARIOUS TIMES, IF NNA WILL NOT PAY FOR C TIME, AND G
MONY. C STATED THAT C WILL NOT GO BACK TO THIS DEALERHSIP, BECASUE C CANNOT DEAL WITH THE DEALERHISP ANYMORE. C STATED THAT C WILL NEVER G
BACK TO THIS NISSAN DELAERHISP, AND WOULD NOT EVEN LIKE TO BE IN CINTACT WITH THE DEALERHIP ANYMORE. CRR-RC ADVISED C THAT CRR-RC WOULD HA
TO TRANSFER C FILE TO AN RCAS AGENT IN REGARDS TO C DEALER COMPLAINT. CRR-RC ADVISED C THAT THE RCAS AGENT WOULD GIVE C A CALL BY THE END
THE NEXT BUSINESS DAY, C UNDERSTOOD, AND STATED THAT C DOES NOT WANT A CALL FORM THE DEALERHSIP. @08/23-ZRC137N CRR-RC OFFERED FURTHER
ASSISTANCE, C DECLINED. CRR-RC PROVIDED C WITH FILE #, EXTENSION#, AND CRR'S NAME. CRR-RC WILL TRANSFER FILE TO AN RCAS AGENT. @08/23-ZRC137N
********** @08/24-ZAS999N RCAS-ALS ASSISTING WITH FILE AT THIS TIME. @08/24-ZAS999N RCAS-ALS CALLED C ON DAYTIME TELEPHON
8:32 A.M. AND THE NUMBER IS FOR A ELDERLY RESIDENTIAL SERVICE. WHOMEVER ANSWERED THE PHONE STATES THAT THERE IS NO ONE LIVING THERE BY THI
NAME. THERE IS NO OTHER NUMBER TO CALL. @08/24-ZAS999N RCAS-ALS PENDING RETURN CALL FROM C, CLOSING FILE. @08/24-ZAS999N **********
CRR-DM RECEIVED CALL FROM C REGARDING THE FOLLOW-UP FOR C'S CASE. CRR INFORMED C THAT RCAS TRIED CALLING C'S CONTACT # BUT RCAS WAS NOT
TO REACH C. CRR CONFIRMED C'S CONTACT # AND C EVEN PROVIDED AN ALT#. C STATED WHO EVER CALLED WAS NOT TELLING THE TRUTH BECAUSE THIS WAS
CONTACT # OF C. C WOULD LIKE TO TALK TO A SUPERVISOR. CRR INFORMED C THAT RCAS IS ALREADY HANDLING THE FILE. C SAID C DONE CARE AND DEMANDS
SPEAK TO SUPERVISOR. CRR-DM LEAVING THE FILE TO BE FORWARDED TO TL-GB. @08/30-ZDM345N - TL-GB TOOK OVER. C STATED THAT C WAS SUPPOSED TO G
CALL FROM RCAS BUT NEVER DID. C STATED THAT C PROVIDED THE CORRECT PHONE NUMBER BUT RCAS IS SAYING THAT THE NUMBER ON FILE IS INCORRECT.
STATED THAT C WOULD LIKE TO BE CONTACTED TODAY AND WOULD LIKE C'S ISSUE RESOLVED. TL-GB INFORMED C THAT TL-GB WILL ESCALATE C'S CONCERN T
RCAS SUPERVISOR AND C SHOULD GET A CALL WITHIN 4-8 BUSINESS HOURS. TL-GB VERIFIED C'S DAY/EVENING NUMBER. TL-GB EXITING THE FILE. @08/30-ZGB99
********** @08/31-ZGM346N RCAS-GM CALLED C ON DAY PHONE AT 8:30AM. LEFT MESSAGE W/SECRETARY. C TO CALL BACK @08/3
ZGM346N ********** @08/31-ZGM346N RCAS-GM SPOKE TO C, C STATES C WAS STILL UNDER WTY ON 7/20/11 WHEN C HAD BRAKE WORK DONE AT
KINGSTON NISSAN. SINCE REPAIRS C STATES BRAKES HAVE NOT WORKED PROPERLY, BRAKE PEDAL GOES TO THE FLOOR TO STOP

Make Public [redacted]

Created By: CONVERSION (3/10/2012 12:32 PM)
CRR-RC CHECKED FOR PREVIOUS RELATED FILES: NONE CRR-RC CHECKED FOR PREVIOUS UNRELATED FILES: NONE CRR-RC VERIFIED C'S NAME, ADDRESS, DA
EVENING PHONE NUMBERS, EMAIL ADDRESS, SVC DLR, CURRENT MILEAGE AND HOW VEHICLE ACQUIRED. CRR-RC CHECKED FOR OPEN RECALLS / CAMPAIGNS F
NONE @08/23-ZRC137N CRR-RC RECEIVED A CALL FROM C STATING THAT C RECEIVED A SURVEY IN THE MAIL,

Case Categorizations

Case Categorizations H

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conce
Edit | Del	CC-6394790	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	8/23/2011	YY	BF	223500	OC
Edit | Del	CC-6394791	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	CHARGING/PRICING CRITICISM	QC	8/23/2011	ZD	BF	223500	OC

Open Activities

Open Activities H

No records to display

Activity History

Activity History H

No records to display

Emails

Send an Email

Emails H

No Emails Available

Customer Support Tools

Customer Support Tools H

No records to display

Check Activity

Check Activity H

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Nar
	CR0067510	357299	9/30/2011		Approved	$999.06	26GDWIL	Northeast Goodwill	[redacted]	[redacted]

Forms

Forms H

No records to display

Attachments

Attach File | View All | Attachments H

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	CA7246531N.tif	600KB	5/20/2014 2:13 AM	Managed Services
Edit | View | Del	CA7246531N.tif	600KB	4/1/2014 2:08 PM	Managed Services

Case History

Case History H

Date	User	Action
3/12/2012 1:13 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Glenda McDonald**.
3/11/2012 4:26 PM	CONVERSION	Changed **Case Owner** from Beverly Bansek to **Managed Services**.
3/10/2012 11:02 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Beverly Bansek**.
3/9/2012 6:35 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:47 PM	Bryan Fry	Created.

Surveys

Surveys H

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Adam Fichtel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date	10/5/2011	Case Origin	Letter / Fax
Follow Up Date	10/12/2011	Date/Time Opened	10/4/2011 1:00 AM
Supporting Documents		Date/Time Closed	10/12/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	1Problem	Vehicle Maintained Location	MARSHALL MOTOR CO INC
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV4AC[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	50
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32410	Beyond PT Warranty Months1	26

Dealer Access

Case Servicing Dealer	BRIGGS AUTO GROUP	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/5/2011
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type	M60	Case Type	
Survey Request Date	110906	Receipt Date	
Survey-Source	C	Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 10/4/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	2,094	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7277321

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:42 PM)** FOLLOW-UP IS DUE ON OR BEFORE 10/05/11 THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.
Make Public		**Created By: CONVERSION (3/10/2012 12:42 PM)** EELS NORMAL, APPROXIMATELY 1/2 PEDAL AND VERY LITTLE SPONGINESS. TRYING TO CONVINCE ME THAT CONDITION IS NORMAL REMINDES ME OF MY TUNDR. TH E GAS PEDAL PROBLEM I HAD WITH IT, ONLY IT WOULDN;T GO.THE BRAKES ARE A SAFETY ISSUE AND IT SHOULD BE FIXED ———— @10/05-ZAF123N SRCAS-A REVIEWED FILE AND CALLED C. NO ANSWER. SRCAS-AF LEFT VMX AND WILL CLOSE FILE UNTIL C CALLS BACK. @10/05-ZAF123N ***** CRR-TS VERIFIED NAME AND ADDRESS OF C. @10/06-ZTA000N CRR-TS RECEIVED A CALL FROM TOMLINS SCOTT OF THE NISSAN DEALERSHIP. SM-TS STATED THAT THE DEALER DID DLRS BES FIX THE BRAKES BUT C WONT TAKE THE DEALERSHIP WORD OF IT. SM-TS REQUESTED TO BE TRANSFERED TO EXT 457219. SM-TS ALSO STTED THAT THE DEALERSHIP DID EVERYTHING TO MAKE C HAPPY BUT C IS NOT SATISFIED. CRR-TS TRANSFERRED SM-TS TO RCAS EXT NUMBER. @10/06-ZTA000N ———— @10 ZAF123N SRCAS-AF FOLLOWED UP WITH C. NO ANSWER. SRCAS-AF LEFT VMX AND WILL CLOSE FILE UNTIL C CALLS BACK. @10/06-ZAF123N CRR-RE TOOK INBOU CALL FROM C REGARDING BRAKE CONCERN- AS STATED IN NOTES C STATES BRAKE PEDAL GOES DOWN RO STOPS AND DEALER STATES THIS IS NORMAL- C ST C HAS HAD SEVERAL VEH MOST OF THEM NISSANS AND HAS NEVER HAD A BREAK GO TO FLOOR AND BE NORMAL-- C STATES DEALE REPLACED MASTER_ CYLIN AND THIS HAS NOT FIXED C CONCERN- C WANTS BRAKES FIXED AND DOES NOT WANT TO HEAR ABOUT THIS IS NORMAL-- C WANTS BRAKES FIXED - PER C-- @10 PRE276N @10/06-PRE276N CRR RE SENDING EMAIL TO SRCAS -AF FOR FURTHER FOLLOW UP- @10/06-PRE276N ———— @10/07-ZAF123N SRCAS-AF FOLLOWED WITH C AT 4:32PM ET AT #[redacted]. @10/07-ZAF123N SRCAS-AF RE VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE#, SRCAS-AF CHE FOR OPEN RECALLS/CAMPAIGNS: NONE @10/07-ZAF123N C STATES C IS NOT ACCEPTING THE ANSWER C'S SERVICING DEALER GAVE TO C. SRCAS-AF ADVISED C THAT C CAN TAKE VEH TO ANOTHER DEALER FOR A SECOND OPINION. C STATES C WILL DO SO. SRCAS-AF UPDATED SERVICING DEALER. SRCAS-AF WILL FOLLO WITH C ON 10/12/2011. @10/07-ZAF123N ———— @10/12-ZAF123N SRCAS-AF FOLLOWED UP WITH C AT 5:43PM ET AT #[redacted]. @10/12-ZAF123N C STATES HAS ISSUE FIXED. SRCAS-AF CLOSING FILE. @10/12-ZAF123N
Make Public		**Created By: CONVERSION (3/10/2012 12:32 PM)** THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY NO OTHER C.A.R. EXISTS FOR THIS VIN IF THEY SPENT AS MUCH FIXING THE VEHICLE AS THEY DO TRYING TO CONVINCE ME THE BRAKES ARE NORMAL (EXTREMELY SPONGY PEDAL AT T IMES) IT WOULD BE FIXED, BRAKE PED. WILL SOMETIMES BE REALLY SPONGY AND GO WAY DOWN WHILE DRIVING AND LITTLE ADDITIONAL EFFORT THE PEDAL GOES TO THE STOP. OTHER TIMES BRAK PEDAL F

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6567518	AUDIO/VIDEO/NAVI	CASSETTE PLAYER	NON-WARRANTY ITEM GOODWILL ASSISTANCE REQUEST	11	10/5/2011	VF	AA	100000	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/12/2012 1:21 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Adam Fichtel**.
3/11/2012 5:14 PM	CONVERSION	Changed **Case Owner** from Rebecca Morton to **Managed Services**.
3/10/2012 11:07 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Rebecca Morton**.
3/9/2012 6:47 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:48 PM	Bryan Fry	Created.

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No records to display

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Glenda McDonald [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date	9/6/2011	Case Origin	Letter / Fax
Follow Up Date	9/7/2011	Date/Time Opened	9/6/2011 1:00 AM
Supporting Documents		Date/Time Closed	9/7/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	1Problem	Vehicle Maintained Location	KINGSTON NISSAN
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	34,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AR18B08[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	09718	Beyond PT Warranty Months1	47

Dealer Access

Case Servicing Dealer	KINGSTON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type	M60	Case Type	
Survey Request Date	110720	Receipt Date	
Survey-Source	C	Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 9/6/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	2,129	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA7256752

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public		Created By: CONVERSION (3/10/2012 12:41 PM) | Last Modified By: CONVERSION (3/10/2012 12:41 PM) WENT IN FOR A 30,000 MILE CHECK & THEY REPLACED THE BRAKE PADS. SINCE THEN T HE PEDAL HAS WAY TOO MUCH TRAVEL (PLAY) & WILL GO ALMOST TO THE FLOOR. THE SE RVICE MANAGER SAID THAT WAS *NORMAL*. ********** RCAS-CS RECEIVED AND REVIEWED FILE. AFTER CONSULTATION WITH RCAS-GM, RCAS-CS CLOSING FILE AS CURRENT RELATED FILE 7246531 IS BEING WORKED BY RCAS-GM. RCAS-CS NOTIFYING RCAS-GM OF NEW INFORMATION. ********** @09/07-ZCS17
Make Public		Created By: CONVERSION (3/10/2012 12:31 PM) THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY C.A.R. CA7246531 WAS OPEN WHEN THIS C.A.R. WAS CREATED CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 5006 BRAKE PEDAL - TOO MUCH PLAY - GOES ALMOST TO FLOOR *NOT SAFE*. I HAVE PURCHASED (5) NEW PATHFINDERS AND HAVE ALWAYS BEEN PLEASED WITH THE QUA LITY OF THE VEHICLE. MY 2008 WAS PURCHASED AT KINGST AND HAS BEEN GREAT. I

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6647190	NISSAN PRODUCT INQUIRIES	PATHFINDER	CRITICISM	QF	9/7/2011	ZH	AZ	207500	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/12/2012 1:21 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Glenda McDonald**.
3/11/2012 6:50 PM	CONVERSION	Changed **Case Owner** from Beverly Bansek to **Managed Services**.
3/10/2012 11:07 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Beverly Bansek**.
3/9/2012 6:47 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:48 PM	Bryan Fry	Created.

Surveys Surveys He

No records to display

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Keian Anonuevo [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Email
Follow Up Date	8/26/2011	Date/Time Opened	8/24/2011 1:00 AM
Supporting Documents		Date/Time Closed	8/26/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	0		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA08A87N[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	87
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	49217	Beyond PT Warranty Months1	63

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN CHANDLER	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/24/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	2,141	Action Code	NE8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7247797

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:46 PM)** FILE OPENED-ZKA999N 08/24/2011 CRR-KA VERIFIED C'S NAME, EMAIL ADDRESS, CONTACT NUMBER, ADDRESS, VIN AND RESPONSIBLE DLR. CRR-KA CHECKED FO OPEN RECALL FOUND: NONE @08/24-ZKA999N C'S EMAIL READS, YESTERDAY THE BRAKES WENT OUT IN MY 2007 ARMADA WHILE MY WIFE WAS DRIVING HOME FF WORK! I TEST DROVE THE ARMADA AND IT SEEMED TO ONLY HAVE ABOUT 20% BRAKE POWER AND IT SOUNDED LIKE THE ABS WAS KICKING IN EVERYTIME I HIT T BRAKES. I CHECKED IT OUT AND COULD NOT VISUALLY FIND ANYTHING WRONG. I WENT ONLINE AND @08/24-ZKA999N FOUND SEVERAL FORUMS ABOUT ARMADA BRAKE PROBLEMS. MANY PEOPLE HAVE HAD THE SAME PROBLEMS. SOME SAID TO TURN THE ARMADA OFF AND THEN START IT AGAIN (WHICH I DID) AND WHEN I STARTED IT AGAIN THE BRAKES WORKED FINE. THERE WAS ALOT OF INFO ABOUT THIS PROBLEM AND THERE BEING A PROBLEM WITH THE COMPUTER SOFTWAR AND THAT THERE IS A SOFTWARE UPDATE AVALIBLE. MOST PEOPLE HAVE HAD THIS PROBLEM MORE THAN ONCE SO I TOOK OUR ARMADA TO THE DEALER TODA AND THEY SEEMED TO KNOW ALL ABOUT IT. I WAS TOLD THAT IN 2007 THE SOFTWARE WAS UPDATED BUT SOME EARLY 2007 ARMADAS DID NOT AND MINE IS ONE THESE EARLY 2007 MODELS BUILT IN 2006. SO THEY ARE UPDATING THE SOFTWARE NOW BUT ARE CHARGING ME $110.00 TO DO SO. I CANNOT BELIEVE THAT SU SERIOUS MANUFACTURE DEFECT WAS NOT MADE INTO A RECALL AND THAT I HAD TO FIND OUT ABOUT THIS PROBLEM THE HARD WAY. CAN YOU IMAGINE WHAT WOULD HAVE HAPPENED IF MY WIFE HAD BEEN IN HEAVY TRAFFIC OR ON THE FREEWAY DOING 65 MPH WHEN THIS HAPPENED? FURTHER I CANNOT BELIEVE TH HAVE TO PAY $110.00 TO HAVE A PROBLEM FIXED THAT IS OBVIOUSLY A MANUFACTURING DEFECT THAT NISSAN HAD TO WRITE A SOFTWARE DEFECT FOR. I AM ASKING THAT NISSAN TAKE CARE OF THIS $110.00 CHARGE FOR ME CRR-KA CALLED C. CRR-KA LEFT VMX MESSAGE. CRR-KA ADVISED C THAT CRR-KA WOULD LI ASK SOME INFORMATION REGARDING C'S CONCERN. CRR-KA ADVISED C TO CALL CRR-KA AT EXT 457331. CRR-KA PROVIDED C WITH FILE NUMBER AND NAME. CR LEAVES THE FILE OPEN. ********** @08/24-ZKA999N CRR-KA CALLED C. CRR-KA LEFT VMX MESSAGE. CRR-KA ADVISED C THAT CRR-KA WOULD L TO ASK SOME INFORMATION REGARDING C'S CONCERN. CRR-KA ADVISED C TO CALL CRR-KA AT EXT 457331. CRR-KA PROVIDED C WITH FILE NUMBER AND NAME KA EXITING THE FILE. ********** @08/25-ZKA999N CRR-KA CALLED C. CRR-KA LEFT VMX MESSAGE. CRR-KA ADVISED C THAT CRR-KA WOULD LIKE TO ASK INFORMATION REGARDING C'S CONCERN. CRR-KA ADVISED C TO CALL CRR-KA AT EXT 457331. CRR-KA PROVIDED C WITH FILE NUMBER AND NAME. CRR-KA EXITI THE FILE. ********** @08/25-ZKA999N CRR-KA CALLED C. CRR-KA LEFT VMX MESSAGE. CRR-KA ADVISED C TO CALL CRR-KA. CRR-KA WOULD LIKE TO AS MORE INFORMATION FROM C. CRR-KA CLOSING THE FILE DUE TO 3 CALL ATTEMPTS. @08/26-ZKA999N @08/26-ZKA999N
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:33 PM)** *****E-MAIL FILE LOGGED***** PREVIOUS RELATED FILE(S) FOUND:_NONE PREVIOUS UNRELATED FILE(S) FOUND:_NONE EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM METHOD OF CONTACT: E-MAIL DATE RECEIVED: 08/23/11 DATE CREATED:_08/24/11

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6428466	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	8/24/2011	YX	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email | Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/12/2012 1:32 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Keian Anonuevo**.
3/11/2012 6:25 PM	CONVERSION	Changed **Case Owner** from Keian Anonuevo to **Managed Services**.
3/10/2012 11:14 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Keian Anonuevo**.
3/9/2012 7:04 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:51 PM	Bryan Fry	Created.

Surveys

Surveys He

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created Date
	3234255	Bellomy Survey				AUTONATION NISSAN CHANDLER		3/25/2016

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[redacted]

Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [2] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Managed Services [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date	8/11/2011	Case Origin	Letter / Fax
Follow Up Date	8/12/2011	Date/Time Opened	8/11/2011 1:00 AM
Supporting Documents		Date/Time Closed	8/12/2011 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	1Problem	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	0		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD09W79C[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	59
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	63319	Beyond PT Warranty Months1	35

Dealer Access

Case Servicing Dealer	NISSAN OF MIDDLETOWN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	8/12/2011
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type	M60	Case Type	
Survey Request Date	110707	Receipt Date	
Survey-Source	W	Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	Bryan Fry, 8/11/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	2,155	Action Code	NE4C
Case Record Type	CA Closed Case [Change]	Document ID	CA7238061

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Private	✓	Created By: CONVERSION (3/10/2012 11:43 PM) FOLLOW-UP IS DUE ON OR BEFORE 08/12/11 THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER FIRST CONTACT. PLEASE THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.
Make Public		Created By: CONVERSION (3/10/2012 12:40 PM) They put on new rotors & I had to pay for labor & brake pads when I was having problem with brakes & ABS since 800 miles on truck. Steering, the radio, shifting in transmission, an still go to floor. Problems I have w/ truck never seems to stay fixed. Transmission was fixed onc e now giving problem again ABS has been problem from 800 mile. Many times. Som takes from 3 days to 10 days. To get truck back. Brakes if you put l ittle pressure on them at stop light they go right to floor. Your people did i t them self put can't seem to fix it. It doe happen to other trucks we tri ********** RCAS-LP CALLED C LEFT VMX AT 10:07 AM PROVIDED NAME, NUMBER, EX FILE # RCAS-LP CLOSING FILE PENDING C CONTACT @08/12-ZLP176N
Make Public		Created By: CONVERSION (3/10/2012 12:31 PM) THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY NO OTHER C.A.R. EXISTS FOR THIS VIN They never had the parts or to contact Nissan tech. always seem to do ubt what was the problem. Answer NPF could not duplicate customer concern at t his time. Got a lot of that but after repeated return they correct some errors.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-6481048	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	MULTIPLE REPAIR ATTEMPTS	03	8/12/2011	YE	AD	120000	OA
Edit | Del	CC-6481049	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	8/12/2011	YX	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
3/9/2012 7:10 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:52 PM	Bryan Fry	Created.

Surveys Surve

No records to display

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Case Comments [2] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Sur

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Marie Richelle Lucernas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	2/9/2012	Date/Time Opened	2/8/2012 1:00 AM
Supporting Documents		Date/Time Closed	2/8/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	INDEPENDENT/ADVANTAGE NISSAN
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	P	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	43,473		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ08W87W[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	7,473
Make	NISSAN	Beyond Basic Warranty Months1	78
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07817	Beyond PT Warranty Months1	54

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 2/8/2012 1:00 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	1,975	Action Code	RT8D
Case Record Type	CA Closed Case [Change]	Document ID	CA7375067

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments H

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:55 PM)** FILE OPENED-ZMU999N 02/08/2012 C TOOK VEH TO ADVANTAGE NISSAN LAST THURSDAY FOR BRAKE REPAIR AND C GOT VEH YESTERDAY. C WAS TOLD BY SA TO NNA CONSUMER AFFAIRS TO BE REIMBURSED FOR TEH CAR RENTAL AND C ASKED FOR REIMBURSEME3T. C AVAILED OF CAR RENTAL SERVICE FROM 2/2 TO 2/7 A AMOUNTED TO $296.70.CRR-ML ASKED FOR THE PART THAT WAS REPAIR. C SAID THE BRAKE ACTUATOR. C RR-ML ADVISED THAT PART REPAIRED IS SAME WITH A ACTUATOR RELAY THEN PART IS COVERED VSC AND CRR-ML CAN SUBMIT REIMBURSEMENT REQUEST FOR MAXIMUM OF $175 PER BREAKDOWN (UP TO $35/DAY MAXIMUM OF 5DAYS). C WSAID WAS NOT CHARGE FOR THE REAPIR. CRR-ML ADVISD BECAUSE VSC HAS $0 DEDUCTIBLE. C SAID OKAY. CRR-ML ADVISED TO FAC F AND POP TO 6159673396. C ASKED IF CAN EMAIL.. CRR-ML ADVISED NO. CRR-ML ADVISED DOCS WILL BE REVIEWED. C PAID FOR RENTAL USING CREDIT CARD ANI COMPANY IS ENTERPRISE. CRR-ML OFFERED FURTHER ASSISTANCE, C DECLINED. CRR-ML GAVE C NAME, EXTENSION AND FILE NUMBER. CRR-ML CLOSING FILE. @02/08-ZMU999N *** CRR-ML RECEIVED DOCS FROM C TODAY AND IS BEING REVIEWED BY CRR-ML.E CRR-ML LEAVE FILE OPEN. @02/08-ZMU999N ** CRR-ML CALL ADVANTAGE NISSAN TO VERIFY THE PART THAT WAS REPAIRED AS ACTUATOR ASSY SHOWS NOT COVERED UNDER VSC IN THE VSC COMPONENT GUIDE LIST CR CALLED THE PART DEPARTMENT AT 5169351813 12:45PST. JOHN TOOK THE CALL AND SAID THAT PART REPAIRED WAS THAT ABS ACTUATOR RELAY ALL. CRR-ML THANKED AND ENDED THE CALL WITH JOHN. CRR-ML REFERRING FILE TO TL-MR FOR GOODWILL REIMBURSEMENT OF $175 AND HAS SENT AN ITERNAL MESSAGE ATTACHED DOCS. CRR-ML LEAVE FILE OPEN. @02/08-ZMU999N *** CRR-ML CONTACTED C AT DAYTIME# 13:29PST. C'S HUSBAND HECTOR TOOK CALL AND SAID WIF NOT AVAILABLE (REFERRED AS C). CRR-ML ADVISED POP'S NOT INCLUDED IN THE DOCS THAT WIFE SENT TODAY AND ASKED TO FAX POP AT 6159673396. C SAID AND WILL TELL WIFE. CRR-ML GAVE NAME, FILE AND EXT#. CRR-ML LEAVE FILE OPEN. CHANGED FOLLOW UP DATE TO 2/9/12. @02/08-ZMU999N ********* @02/08-ZVT CRR-VT ASKED C FOR ANY CHANGES OF C'S CONTACT INFORMATION, C SAID NONE. CRR-VT RECEIVED A CALL FROM C STATING REQUESTING TO TALK TO CRR-M CRR-VT ASKED C FOR THE FILE NUMBER, C PROVIDED 7375067. CRR-VT REVIEWED THE FILE AND INFORMED C THAT CRR-ML HAVE RECEIVED THE DOCS BUT CRR WOULD NEED THE POP. C SAID THAT C HAVE SENT THE POP ALONG WITH OTHER DOCS. CRR-VT PUT C ON HOLD. CRR-VT CONFIRMED FROM CRR-ML THAT THE D WERE RECEIVED BUT THE POP WILL STILL BE NEEDED BY CRR-ML. CRR-VT INFORMED C ABOUT THE CONFIRMATION. C SAID THAT C ALREADY SENT THE POP. C STATED THAT IS THE POP THAT WAS PROVIDED BY THE ENTERPRISE. CRR-VT OFFERED TO TRANSFER THE CALL TO CRR-ML. C AGREED. @02/08-ZVT176N CRR-VT OFFERED FURTHER ASSISTANCE, C DECLINED. CRR-VT PROVIDED C CRR'S NAME, FILE # AND CRR'S EXTN NUMBER (458177). CRR-VT EXITING THE FILE. @02/08-ZV **** CALL TRANSFERRED FROM CRR-VT. CRR-ML RECEIVED CALL FROM C TODAY. CRR-ML VERIFIED THAT C'S CONTACT INFORMATION HAS NOT CHANGED. C SAID INCLUDED IN THE DOCS THAT C FAXED IN TODAY. @02/08-ZMU999N CRR-ML ADVISED NO POP IS INCLUDED. C SAID HAS NO OTHER POP. CRR-ML ADVISED C TO FA CREDIT CARD STATEMENT. C NOT HAPPY AND SAID THAT ENTERPRISE RENTAL AGREEMENT SHOULD BE ENOUGH. CRR-ML APOLOGIZED TO C AND ADVISED THAT IS NEEDED TO PROCEED WITH REIMBURSEMENT REQUEST. C SAID WILL SEND CREDIT CARD STATMENT AND WILL TALK TO SUPERVISOR LATER ON. C HUNG UP. ML CLOSING FILE. @02/08-ZMU999N
Make Public	■	**Created By: CONVERSION (3/10/2012 7:52 PM)** RELATED FILE: NON-RELATED FILE: CRR-ML VERIFIED C'S NAME,ADDRESS, PHONE AND ALT#, VIN, MILEAGE, EMAIL ADDRESS, RESP DLR, PURCHASED PRE-OWNEI OF NNA VEH OWNED. CRR-ML CHECKED FOR OPEN RECALL/CAMPAIGN:_NONE CRR-ML RECEIVED CALL FROM C TODAY.

Case Categorizations

Case Categorizations H

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conce
Edit | Del	CC-6769154	SECURITY PLUS	PRE-OWNED PREFERRED PLAN	REQUEST FOR REIMBURSEMENT UNDER PLAN	QB	2/8/2012	WG	BL	242500	OB
Edit | Del	CC-6769155	SECURITY PLUS	PRE-OWNED PREFERRED PLAN	PLAN PARAMETERS INQUIRY (MONTHS/MILEAGE)	QB	2/8/2012	YR	BL	242500	OB
Edit | Del	CC-6769156	SECURITY PLUS	PRE-OWNED PREFERRED PLAN	GENERAL INQUIRY	QB	2/8/2012	ZR	BL	242500	OB
Edit | Del	CC-6769157	BRAKES	GEN. BRAKE COMPONENT(S)		03	2/8/2012	YX	AD	121500	OA

POOR OR
IMPROPER
OPERATION

Open Activities Open Activities H

No records to display

Activity History Activity History H

No records to display

Emails Send an Email Emails H

No Emails Available

Customer Support Tools Customer Support Tools H

No records to display

Check Activity Check Activity H

No records to display

Forms Forms H

No records to display

Attachments Attach File Attachments H

No records to display

Case History Case History H

Date	User	Action
3/11/2012 8:45 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Marie Richelle Lucernas**.
3/11/2012 7:19 PM	CONVERSION	Changed **Case Owner** from Marie Richelle Lucernas to **Managed Services**.
3/10/2012 6:34 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Marie Richelle Lucernas**.
3/10/2012 5:01 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys Surveys H

No records to display

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[redacted]

Case Comments [11] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Suzanne Farlow [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	2/3/2012	Date/Time Opened	1/16/2012 1:00 AM
Supporting Documents		Date/Time Closed	2/3/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MOORE NISSAN
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,500		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA0ED5BN[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	34
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36511	Beyond PT Warranty Months1	10

Dealer Access

Case Servicing Dealer	MOORE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	1/19/2012
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 1/16/2012 1:00 AM	Root Cause Code	SNSH
Last Modified By	CONVERSION, 3/11/2012 8:48 PM	Root Cause Code (2)	SNFA
Days Closed	1,980	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	CA7355472

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:50 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
Make Public		**Created By: CONVERSION (3/10/2012 7:56 PM)** E AND EXTENSION NUMBER. CRR-SD SENT ESCALATION REQUEST TO TL-KT. @01/26-ZSD999N ********** RCAS-SF CALLED C AT DAY/ALT 8:01AM EST AND LEFT VMX ASKING FOR CALLBACK. @01/27-ZSF176N ********** RCAS-SF RECEIVED IB CALL FROM C STATING THAT C HAS GETTING *BULL***** FROM NISSAN AND THE C HAS BEEN TOLD THAT THE PARTS ORDERS HAVE BEEN CANCELLED AND TOLD THAT PARTS HAVE BEEN BACKORDE THERE IS ABSOLUTELY NO REASON THAT THESE PARTS FOR A NEW VEHICLE SHOULD NOT BE AVAILABLE WHEN THE C NEEDS IT. C STATES THAT THIS HAS BEE FOURTH OR FIFTH TIME THE VHICLE HAS BEEN INTO THE DLR FOR THIS REPAIR AND NNA KNOWS THIS IS THE LAST ATTEMPT. C STATED THAT C IS MAD THAT DT COMING TO THE DLR TO MAKE THE REPAIR TODAY AND STATES THAT HOW CAN THE DTS SEE OVER THE TELEPHONE TO MAKE THE DETERMINATION THAT THE M CYLINDER NEEDS REPLACED. C STATES C IS TIRED OF BEING JERKED AROUND BY NNA AND WANTS THE DLR TO TAKE A MASTER CYLINDER OFF A VEH AT THE D PARKING LOT AND REPLACE IT ON THE C'S VEH. C STATES THAT WHEN THE 30 DAYS THE VEH IS OUT OF SERVICE IS UP C WILL IF LEGAL START CHARGING NNA F COST OF KEEPING THE C'S VEH. C STATES THAT NNA ACTS LIKE NNA GOT THE C'S MONEY AND NOW NNA DOES NOT CARE WHAT HAPPENS. RCAS-SF ASKED C W WAS UPSET THAT DTS WOULD NOT BE COMING OUT TO MAKE THE REPAIR IF THE PART IS IN TODAY, BECAUSE WHEN C HAD FIRST SPOKEN TO THE C C STATED WANTED THE SM TO COMPLETE THE REPAIR AND NOT WAIT FOR DTS TO COME OUT. (RCAS-SF NOTES THAT DTS-SJ ORIGINALLY AGREED TO COME TO THE DLR CH OFFERED FURTHER ASSISTANCE. C DISCONNECTED. @01/27-ZCH111N CRR-CH EXITING FILE. @01/27-ZCH111N ******** TL-JS CALLED & SPOKE TO CSM-RD REG FILE. CSM-RD STATES THAT CSM-RD HAS SPOKEN TO DTS-STACY REGARDING VEH & ISSUE COULD NOT YET BE DUPLICATED. HOWEVER A MORE THOROUGH INS OF MECHANICAL, HYDRALIC & ELECTRICAL COMPONENTS WILL BE PREFORMED BY DTS-STACY.@01/27-ZJS201N CSM-RD STATES THAT IF ANY ISSUES ARE FOUN WILL BE REPAIRED. IF NO ISSUE ARE FOUNF THEN OF COURSE NO REPAIRS WILL BE NECESSARY. @01/27-ZJS201N TL-JS UNDERSTOOD. ********** @01/27-ZJS201 CALLED C PER C'S REQUEST FOR SUPERVISOR CALL BACK. C STATES AFTER DTS INSPECTION THE ISSUE STILL REMAINS WITH BRAKES, WITH PEDAL GOING TO WHILE BRAKING. @01/27-ZJS201N C STATES THAT THE DTS SIGNED OFF ON VEH AS NO REPAIRS NEEDED. ********** @01/27-ZJS201N C STATES THE VEH IS CURRE WITH C & THERE IS NO APPOINTMENT FOR ANOTHER DTS INSPECTION. TL-JS APOLOGIZED TO C AS TL-JS WAS UNDER DIFFERENT IMPRESSION OF SITUATION WI TL-JS ADVISED C TL-JS WOULD MAKE SOME CALLS TO GATHER FURTHER INFO & CALL C BACK. MAKE THE REPAIRS TO C'S VEH BY FITTING IT INTO HIS SCHEDULE ONLY A COUPLE OF DAYS NOTICE.) C STATED THAT DTS TOLD THE C THAT THE SM WAS JUST A SM NOT A TECHNICIAN SO C FINDS IT INTERESTING THAT NOW D ALLOWING THE SM TO MAKE THE REPAIR. RCAS-SF STATED THAT RCAS WAS UNSURE WHY DTS CANCELLED THE INSPECTION AND REPAIR AND ASKED THE SM T COMPLETE IT BUT RCAS WOULD CONTACT DTS-SJ TO CONFIRM THAT IT WAS BECAUSE ALL OF THE PARTS FOR THE REPAIR MAY NOT BE IN TODAY. C STATED TH SICK OF THIS AND STATED THAT RCAS OBVIOUSLY DOES NOT KNOW ANYTHING SO C WANTS TO SPEAK TO A SUPERVISOR. RCAS-SF ADVISED THAT TL-JS WILL C THE C DURING THE BUSINESS DAY TODAY.
Make Public		**Created By: CONVERSION (3/10/2012 7:56 PM)** @01/27-ZSF176N RCAS-SF CALLED SM-CHRIS AT 9:35AM EST AND SPOKE TO SM WHO ADVISED THAT THE MASTER CYLINDER ASSY DID NOT ARRIVE AT THE DLR T AND IS NOT EXPECTED IN UNTIL 2/1. SM STATED THAT C TOLD THE SM THAT EVEN WHEN THE VEH IS REPAIRED C WILL NOT ACCEPT IT BACK UNTIL DTS-SJ COME THE DLR AND MAKES A *FINAL INSPECTION OF THE VEHICLE*. RCAS-SF ADVISED THAT DTS WOULD BE CONTACTED FOR INFO ON WHY APPT WAS CANCALLED INI AND DETERMINE WHEN THE DTS CAN COME OUT TO DLR TO INSPECT COMPLETED REPAIRS. SM UNDERSTOOD AND IS KEEPING RCAS-SF POSTED ON PART ARRI @01/27-ZSF176N RCAS-SF CONTACTED DTS-SJ AT 9:45AM EST AND LEFT VMX ASKING ABOUT CANCELLATION OF DTS APPT ON 1/27 AND POTENTIAL RESCHEDULI THE APPT FOR IMMEDIATELY AFTER THE REPAIRS TO THE VEH ARE COMPLETED. @01/27-ZSF176N ********** RCAS-SF RECEIVED VMX FROM DTS-SF ASKI CALLBACK. RCAS-SF CALLED DTS-SJ AND WAS ADVISED THAT DTS WOULD LIKE TO MEET WITH THE C ANYTIME TODAY BETWEEN 11AM AND 1PM IF THE C WAS A RCAS-SF CALLED C AT 10:14AM EST AND ADVISED C, WHO STATED C WOULD BE AT THE DLR AT 11AM. RCAS-SF CALLED DTS-SJ TO ADVISE AND ASKED DTS TO KI POSTED. ********** @01/27-ZSF176N TL-JS WAS INFORMED BY RCAS-SF THAT C IS CURRENTLY MEETING WITH DTS AGENT. ********** @01/27-ZJS201N TL-J CALL C PER C'S REQUEST FOR ESCALATION CALL BACK IN AFTERNOON. @01/27-ZJS201N ********** TL-JS SENT INTERNAL MEMO TO CSM-RD TO REVIEW FILE FOR ADDITIONAL INFO OR INSTRUCTIONS. ********** @01/27-ZJS201N CRR-CH RECEIVED CALL FROM C. CRR-CH VERIFIED C'S INFORMATION. C STATED C NEEDED TO S WITH RCAS-SF. CRR-CH ATTEMPTED TO TRANSFER C HOWEVER REACHED VMX. C DID NOT WANT TO LEAVE A VMX. CRR-CH ADVISED C OF FOLLOW UP DATE. CR ADVISED C THAT CRR WOULD SEND INTERNAL EMAIL TO RCAS-SF IN REQUEST TO CONTACT C. C ACCPETED. CYLINDER IN THE VEH IN THE FIRST PLACE - AND N PART IS NOT IN, AND THE DTS IS NOT COMING OUT TO THE DLR ON 1/27. C STATES THAT AS SOON AS THE VEH IS OUT OF SERVICE FOR 30 DAYS THAT IT. RCAS-S WHAT C WANTED RCAS TO DO FOR THE C AND C STATED C WANTED C'S VEH FIXED. RCA-SF ADVISED THAT RCAS-SF IS NOT A TECHNICIAN AND CANNOT FIX THE BUT THAT DTS IS COMING OUT TO THE DLR TO FIX THE VEH AND C STATED THAT THE SM AT THE DLR SHOULD HAVE BEEN ALLOWED TO MAKE THE DETERMINAT REPLACE THE MASTER CYLINDER ON THE VEH WAY BACK WHEN. C WANTS TO KNOW WHEN THE VEH WILL BE FIXED. ********** @01/26-ZSF176N RC CALLED SM-CHRIS WHO ADVISED THAT ALL PARTS FOR THE REPAIR HAVE BEEN ORDERED AND ARE IN WITH THE EXCEPTION OF THE MASTER CYLINDER. THIS M MAY NOT COME INTO THE DLR TOMORROW AND/OR SAT, AS THE SERVICE DEPT IS OPEN ON SAT. RCAS-SF TO CONTACT DLR ON 1/27 AFTER 10AM TO DETERMIN

ARRIVED. @01/26-ZSF176N CRR-SD RECEIVED CALL FROM C, VERIFIED ALL INFORMATION HAS NOT CHANGED FROM THE LAST TIME C CALLED. C STATED C WANT SPEAK TO THE SUPERVISOR OF RCAS-SF. CRR-SD ASKED WHAT IS THE REASON WHY C WANT TO ESCALATE THE CONCERN TO AN RCAS SUPERVISOR. C STATEI ISSUE HAS BEEN ONGOING FOR A LONG TIME NOW AND C HAVENT HEARD FROM RCAS-SF FOR TODAY. C STATED EVERYTIME C LOOKS FOR A SUPERVISOR, A SUPERVISOR IS ALWAYS NOT AVAILABLE. CRR-SD REITERATED TO C THE NOTATION OF RCAS-SF TODAY (AS SEEN ABOVE). C STATED C WONT PICK UP THE VEH UNTIL SOMEONE FROM NNA INSPECTS THE VEH. C STATED C'S BEEN EXPERIENCING THE BRAKE ISSUE FOR 5 TIMES NOW SINCE C HAD THE VEH. CRR-SD ADVISI CRR-SD WILL SEND AN ESCALATION REQUEST AND WILL HEAR FROM AN RCAS SUP WITHIN 4-8 BUSINESS HOURS. C AGREED. CRR-SD OFFERED FURTHER ASSIS DECLINED. CRR-SD PROVIDED C WITH FILE NUMBER, NAM

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C UNDERSTOOD, THANKED TL-JS & ENDED CALL. ********** TL-JS CALLED CSM-RD & CSM-RD CONFERENCED DTS-STACY ON CALL AS WELL. TL-JS ADVISED CSM-I STACY THAT C FEELS BRAKE ISSUE IS STILL OCCURRING & C WANTS VEH FIXED OR TRADED OFF. @01/27-ZJS201N CSM-RD STATES THAT NNA WANTS C 100% & S VEH & NNA WILL PREFORM ANOTHER BRAKE INSPECTION ON VEH IS C IS AGREEABLE. DTS-STACY STATES THAT DTS-STACY HAS NO PROBLEM RE-INSPECTING \ C'S PIECE OF MIND. @01/27-ZJS201N TL-JS UNDERSTOOD & ADVISED CSM-RD & DTS-STACY THAT TL-JS WOULD FOLLOW UP WITH C & & FUTHER OFFER TO REINS VEH AGAIN. @01/27-ZJS201N ********** @01/27-ZJS201N TL-JS CALLED WITH OFFER TO REINSPECT VEH BRAKES SYSTEM AGAIN IF C WAS AGREEABLE. @01/27- C STATES AS FAR AS C IS CONCERNED THE FINAL INSPECTION HAS BEEN PREFORMED ON VEH & THE DTS HAS RELEASED VEH WITH NO CONCERNS. @01/27-ZJS STATES C WILL PURSUE OTHER AVENUES & DISCONNECTED CALL. ********** @01/27-ZJS201N TL-JS CALLED CSM-RD TO INFORM CSM-RD OF SITUATION. CSM-STA HAVE MADE OUR POSITION KNOWN TO C & C HAS CHOSEN TO PURSUE OTHER OPTIONS. CSM-RD ADVISES TO RCAS-SF COMPLETE RHR FOR VEH & SUBMIT. TL-J UNDERSTOOD. ********** @01/27-ZJS201N TL-JS SENT INTERNAL MEMO TO RCAS-SF TO HAVE RHR COMPLETED BY 1/30. ********** @01/27-ZJS201N @01/27-ZSF176 SF CALLED DLR FOR MOST CURRENT RO AND SM-CHRIS FAXED RO 179746 TO RCAS-SF ON 1/27 ********** RCAS-SF COMPLETED RHR AND IS SUBMITTING F REVIEW AT THIS TIME. ********** RCAS-SF RECEIVED VMX FROM C REQUESTING CALLBACK. @01/28-ZSF176N DRTS-RC REC'D RHR DOCS SENT TO ARBS-VS REVIEW @01/30-ZRC999N ARBS-VS NOTES BASED ON THE RHR PROVIDED AND A GOOD FAITH REVIEW OF THE C CONCERNS, IT DOESN'T APPEAR THAT THE VEHI HAD AN UNREASONABLE NUMBER OF REPAIRS. ARBS NOTES THAT NSN HAS HONORED OUR WARRANTY. ARBS DOESN'T FEEL A REPURCHASE IS WARRANTED A TIME. ARBS SENT E-MAIL TO RCAS ADVISING OF RESPONSE TO RHR REVIEW. ARBS ASKED RCAS TO FOLLOW UP WITH ARBS WHILE WORKING FILE AND BEFORE ARBS SUGGEST RCAS OFFER DTS TO COME OUT AGAIN TO LOOK AT VEH AND ECW-BRAKES. @01/30-ZVS932N ********** RCAS-SF CALLED C PHONE AT 10:44AM EST AND SPOKE TO C WHO ADVISED THAT THE VEH HAS BEEN TRADED IN FOR A FORD AT THIS TIME. C STATES THAT C WILL CONTINUE TO PI THIS ISSUE THOUGH NISSAN THOUGH AS C IS SEEKING COMPENSATION FOR THE 10K THE C LOST ON THE TRADE IN ON THE FORD VEHICLE. C STATES THAT SOI HAD BEEN PULLING A TRAILER WITH THE TRUCK PRIOR TO THE C PURCHASING IT TOO AND THE C IS UNHAPPY ABOUT THAT AS WELL. @02/01-ZSF176N RCAS-SF C THAT RCAS-SF COULD SEEK A ONE MONTH REIMB FOR THE TIME THE VEH WAS OUT OF SERVICE - OR POTENTALLY A TWO MONTH REIMB - BUT RCAS NEEDS APPROVAL.C STATES THAT NNA CAN DO WHATEVER IT WANTS AND IF NNA CAN MAKE A GOOD FAITH OFFER THE C WILL ACCEPT IT. RCAS-SF ADVISED THAT APP WOULD BE SOUGHT ON BEHALF OF THE C AND C UNDERSTOOD. @02/01-ZSF176N ********** @02/01-ZSF176N RCAS-SF CALLED SM-CHRIS T ASCERTAIN HOW LONG THE VEH WAS IN THE DLR DURING THE REPAIR TIME AND THE SM ADVISED A TOTAL OF 22 DAYS, WITH THE CUSTOMER PUT IN A RENTAL THE TIME. RCAS-SF THANKED SM FOR THE INFO AND SEEKING APPROVAL FOR ONE/TWO MONTH REIMB AT THIS TIME. @02/01-ZSF176N ********** RCAS-SF RE CSM-RD RESPONSE: DENIED. @02/01-ZSF176N **********

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********** RCAS-SF CALLED C AT DAY PHONE AT 1:45PM EST TO ADVISE OF CSM DENIAL FOR ONE MONTH REIMB ON THE CAR PAYMENT. C UNDERSTOOD BUT WAS NOT HAPPY WITH THE DECISION. C THANKED RCAS FOR TRYING AND RCAS-SF ADVISED THAT IF THERE IS ANYTHING RCAS IN THE FUTURE, THE C HAS RCAS CONTACT INFO. C UNDERSTOOD.RCAS-SF CLOSING FILE AT THIS TIME. @02/03-ZSF176N ********** ********** @02/03-ZSF176N SUMMARY - C CONTACTED NNA WITH COMPLAINT THAT THE VEH WAS INTO THE DLR MULTIPLE TIMES FOR BRAKE IS THE DLR WAS UNABLE TO DIAGNOSE OR REPAIR THE ISSUES. DTS WAS CONTACTED FOR ASSISTANCE FOR THE REPAIRS, AND CAME OUT TO THE DLR FOR INSP BUT C DID NOT ALLOW THE REPAIRS TO BE DONE ON THE VEH. C WANTED TO BE PUT INTO ANOTHER VEH, SOS RHR WAS SUBMITTED FOR REIVIEW AND SUSEQU DENIED. UPON CALLING C TO ADVISE OF DENIAL, C STATED VEH HAD ALREADAY BEEN TRADED IN. C SOUGHT REIB FOR ONE/TWO MONTHLY CAR PAYMENTS AND AGAIN DENIED. C WAS ADVISED AND RCAS-SF IS CLOSING FILE. @02/03-ZSF176N

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FURTHER QUESTIONS OR COMMENTS, FEEL FREE TO CALL NISSAN CONSUMER AFFAIRS AT 1-800-647-7261 AND REFERENCE YOUR FILE NUMBER. THANK YOU AG CONTACTING US AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. CRR-KA ADVISED C THAT AN INTERNAL MESSAGE WILL BE SENT TO RCAS. CRR-K EXITING THE FILE. ********** @01/18-ZKA999N CRR-AS RECEIVED CALL FROM C CRR-AS CONFIRMED THAT NO CONTACT INFORMATION HAS CHANGED. CRR-AS C THAT C WANTS TO CHECK ON THE STATUS OF THE FILE @01/18-ZAE999N CRR-AS ADVISED C THAT THE FILE IS ON THE PROCESS OF REVIEWING THE FILE ALREA RCAS JUST REVIEWED THE FILE TODAY. CRR-AS ADVISED C TO WAIT FOR THE CALL OF RCAS BY THE END OF THE NEXT BUSINESS DAY CRR-AS C HANG UP CRR- EXITING FILE @01/18-ZAE999N ********** RCAS-SF CALLED C AT DAY PHONE AT 1:42PM EST AND SPOKE TO C. THAT THE ROTORS WERE WARPED ON THE VEH WHEN IT WAS PURCHASED AT 700 MILES. C TOOK THE VEH INTO THE DLR AND THE DLR TURNED THE ROTORS - I REPLACE THEM FIRST. C RETURNED TO DLR AND HAD THEM REPLACE THE ROTORS ENTIRELY. C STATES THAT SM-CHRIS HAS DONE EVERYTHING CHRIS CAN D HAS CONTACTED TECHLINE AND WHATEVER HAS BEEN ADVISED HAS NOT WORKED. C STATES THAT C JUST WANTS THE VEH FIXED AND BACK, AS THE VEH HAS THE DLR FOR ALMOST A WEEK NOW. C STATES THAT C WILL NOT BE WAITING A WEEK FOR DTS TO COME OUT AND INSPECT THE VEH. RCAS-SF ADVISED DLR SM CONTACTED FOR INFO AND RCAS-SF WILL FOLLOW UP WITH THE C ASAP. RCAS-SF CALLED SM-CHRIS AT MOORE ON 1/18. SM- STATES THAT THE VEH BRAKE PEI DOWN TO THE FLOOR (WHEN GOING 70MPH). THE VEH BRAKE LINES WERE BLED FOR AIR AND DTS-SJ ADVISED THAT TESTS NEEDED TO BE RUN ON THE ABS SY THE DLR SM RAN THEM AND SUBMITTED THE TO TECH LINE FOR ANALYSIS. SM-CHRIS STATES THAT THE VEH ISSUE WITH THE BRAKE PEDALS TYPICALLY ONLY AT HIGH SPEEDS - AND NOT ALWAYS. THE BRAKE PEDAL WILL GO COMPLETELY TO THE FLOOR, BUT WHEN PUSHED AGAIN, IT WILL BE FINE. SM STATES THAT TH MAY LIE WITH THE MASTER CYLINDER - OR THAT IT INVOLVES SOME HYDRAULICS IN THE VEH. SM IS UNSURE. RCAS-SF TO FOLLOW UP WITH SM-CHRIS ON 1/19 T DETERMINE STATUS OF TECHLINE DTS ANAYSIS OF TESTING. @01/18-ZSF176N ********** RCAS-SF CALLED SM-CHRIS WHO ADVISED THAT S EMAILED THE ABS INFO TO DTS SJ AND THE SM IS CURRENTLY WAITING ON INFO FORM THE DTS AT THIS TIME. RCAS-SF ASKED SM TO CONTACT RCAS WHEN INF OBTAINED AND SM AGREED. RCAS-SF SET FOLLOW UP WITH C FOR 1/20 @01/19-ZSF176N ********** @01/20-ZSF176N RCAS-SF CALLED C AT EST AND WAS ADVISED BY THE C THAT C IS A MECHANIC AND C STATED C IS TIRED OF WAITING FOR THE VEH TO BE REPAIRED CORRECTLY. C STATES C FEELS CHRIS IS DOING EVERYTHING POSSIBLE TO COMPLETE THE REPAIRS BUT THAT THE SM'S HANDS ARE TIED BY NISSAN. C STATES THAT C'S VEH HAS BEEN AT TH FOUR TIME NOW FOR THE SAME TYPE OF ISSUE AND THAT RCAS *KNOWS* WHAT FIVE REPAIR ATTEMPTS MEANS. C STATES THAT IF C HAS TO CONTACT AN ATT THAT C WILL BE DOING SO. C STATED THAT NISSAN KNOWS THE MASTER CYLINDER IN THE VEH NEEDS REPLACEMENT BUT THAT NNA IS UNWILLING TO AUTHOR REPAIR AT THIS TIME AND THAT THE TECHLINE ANALYSIS OF THE VEH OVER THE PHONE IS NOT EFFECTIVE. C STATED THAT IF THE ISSUE IS NOT FIXED ASAP, TH WANTS TO BE PUT IN ANOTHER VEH. RCAS-SF ASKED IF C WAS SEEKING REPURCHASE BY NNA AND C STATED NO, THAT C JUST WANTS TO SWAP VEHS. RCAS-S ADVISED THAT DLR SALES/FINANCE DEPT WOULD HAVE TO BE CONTACTED FOR THAT BY THE C AND C ADVISED THAT C WOULD NOT PAY ANOTHER PENNY FOR THE VEH IN. RCAS-SF ADVISED THAT DLR SM WOULD BE CONTACTED FOR INFO AND C WANTED IMMEDIATE FOLLOW UP. RCAS-SF ADVISED THAT RC

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AS-SF WOULD CONTACT THE C BACK AS SOON AS INFO IS OBTAINED NO LATER THAN 1/24 @01/20-ZSF176N **********

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FILE OPENED-ZKC999N 01/16/2012 ROTORS PUT ON VEH AT TIME OF PURCHASE AND NOW IS EXPERIENCING ISSUES WITH THE BRAKE PEDAL.C STATES THE PED GOW UP OR DOWN HALFWAY THEN IF PRESSED AGAIN WILL MOVE THE COMPLETE DIRECTION. C STATES THE DLRSHP SPOKE WITH A TECH AND WAS ADVISED T HAD SOMETHING TO DO WITH THE ABS SENSOR BUT THE VEH HAS NOT BEEN REPAIRED. C IS REQUESTING ASSISTANCE IN GETTING THIS ISSUE TAKEN CARE OF ADVISED C THAT CRR WOULD FORWARD C'S CONCERN TO A REGIONAL CONSUMER AFFAIRS SPECIALIST AND AN AGENT WOULD BE IN CONTACT WITH C BY THE THE NEXT BUSINESS DAY, C STATES C WANTS A CALL TODAY OR WANTS FILE ESCALATED TO ARBITRATION. CRR ADVISED C THAT CRR WILL NOT BE ABLE TO MA RCAS AGENT GET IN CONTACT WITH C TODAY BUT IF C GAVE NISSAN THE OPPORTUNITY TO REVIEW C'S CONCERNS A RGIONAL SPECILAIST WILL CONTACT C BY OF THE NEXT BUSINESS DAY. C AGREES CRR-KC THANKED C FOR CONTACTING NISSAN CONSUMER AFFAIRS, PROVIDED NAME, EXT.458183 AND FILE#_AND CALL ENDED CRR-KC C ALSO STATES THE PARTS WERE ORDERED LAST WEEK FOR VEH AND THE VEH HAS STILL NOT BEEN REPAIRED C STATES C WANTS TO KNOW T STATUS AND WHAT THE ACTUAL ISSUE WITH VEH IS CRR-KC SENDING FILE TO RCAS @01/16-ZKC999N **** CRR-KC RECEIVED INBOUND CALL FROM C ON 1/17/12 C UPSET C HAS NOT RECEIVED A CALL BACK, CRR APOLOGIZED ADVISING OUR SYSTEMS WERE DOWN SO UNFORTUNATELY CRR WAS UNABLE TO ADVISE C OF WI AGENT DIDNT CALL. CRR SPOKE TO RCAS-RM AND WAS ADVISED TO ADVISE SUPERVISOR AND HAVE A CALL BACK MADE TO C ON 1/18/12. @01/18-ZKC999N *****E FILE LOGGED***** CASE #: 00871390 EMAIL ADDRESSED TO: NNACONSUMERAFFAIRS@NISSAN-USA.COM METHOD OF CONTACT: E-MAIL DATE RECEIVED: 01/17/12 CREATED:_01/18/12 C'S EMAIL READS, FIRSTNAME : [redacted] LASTNAME [redacted] EMAIL : [redacted] HOMEPHONE [redacted] ADDRESS1 [redacted] ADDRESS2 : CITY : BESSEMER STATE : AL @01/18-ZKA999N ZIP[redacted] WNER : TRUE MAKE : NISSAN SOURCE : NISSANCONTACTUS VIN : 1N6BAOED5B[redacted] EALERSTATE : AL DEALERNAME : MOORE NISSAN COMMENTS : YOUR COMPANY WAS CONTACTED YESTERDAY OVER AN UNSAFE VEHICLI WAS BOUGHT IN SEPTEMBER OF 2011 IT HAS BRAKE PROBLEMS SOMEONE WAS SUPPOSED TO CALL TODAY NO ONE HAS EVEN CONTACTED THE DEALERSHIP YI CUSTOMER SERVICE LADY SAYS OH THE COMPUTERS ARE DOWN SORRY ABOUT YOUR LUCK DO YOU REALLY WANT ME TO DRIVE A TRUCK THAT HAS ALMOST N BRAKES????ITS BEEN IN 5 TIMES OVER THE SAME THING IN 3 AND A HALF MONTHS CRR-KA SENDING EMAIL RESPONSE WHICH READS, @01/18-ZKA999N THANK Y CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR 2011 NISSAN TITAN. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUA HAVE CAUSED YOU. A REVIEW OF OUR RECORDS INDICATE THAT YOUR FILE HAS BEEN ESCALATED TO OUR REGIONAL OFFICE. WE WILL SEND INTERNAL MESSA THE SPECIALIST HANDLING YOUR FILE TO NOTIFY ABOUT YOUR CONCERN. FILE# 7355472 HAS BEEN UPDATED TO DOCUMENT YOUR INQUIRY. IF YOU HAVE ANY

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RCAS-SF CALLED DLR SM- CHRIS WHO STATED THAT SM HAS REPEATEDLY TRIED TO EMAIL THE TEST RESULTS FOR THE ABS TO DTS-SJ FOR REVIEW AND WAS FORMATTED CORRECTLY EACH TIME. DTS ADVISED THE DLR TO FAX IN THE INFO BUT STATED THAT DTS IS IN TENN CURRENTLY AND WOULD NOT BE ABLE TO R THE INFO UNTIL MID-WEEK NEXT WEEK. RCAS-SF ASKED HOW RCAS-SF CAN ASSIST OR EXPEDITE ANYTHING AND DETERMINED THAT RCAS-SF TO CONTACT DTS SEE IF DTS CAN AUTHORIZE MASTER CYLINDER REPAIR FOR THE VEH WITHOUT REVIEWING THE ABS DATA AND RELYING ON THE EXPERTISE OF SM INFO AND DETERMINATION. RCAS-SF CALLED DTS-SJ, WHO IS CONTACTING RCAS BACK SHORTLY. @01/20-ZSF176N ********** RCAS-SF NOTES STATED THE FOLLOWING REPAIR ATTEMPTS FOR THE VEH: - 9/15 - 9/21: C STATES BRAKE VIBRATION; DLR RESURFACED ROTORS BUT C STATED NO ACCEPTANC RESURFACED ROTORS ON NEW VEH. DLR REPLACED ROTORS FOR C SATISFACTION AT DLR COST - 12/26-12/27: BRAKE RELATED ISSUES - 1/3 - 1/3: BLEEDING OF BRAKES AND VERIFYING NO AIR IN THE LINES - CURRENT DLR ISSUE @01/20-ZSF176N ********** RCAS-SF CALLED DTS-SJ WHO ADVI THE EARLIEST THE DTS CAN BE OUT TO THE DLR IS ON 1/27 BUT THAT DTS WILL CALL THE DLR-SM TO GATHER ADDITIOANL INFO TO SEE WHAT CAN BE ATTEMPT TERMS OF REPAIRS TO THE C'S VEH. RCAS-SF TO CONTACT C TO ADVISE THAT TYPICALLY IT TAKES 2-3 WEEKS TO GET A DTS OUT TO THE DLR BUT THAT DTS IS TO EXPEDITE THE PROCESS AND BE OUT TO THE DLR NO LATER THAN 1/27. @01/20-ZSF176N @01/20-ZSF176N @01/20-ZSF176N RCAS-SF CALLED DLR SM-CHRIS V STATED THAT THE SM HAS BEEN IN CONTACT WITH DTS WHO ADVISED THE ORDERING IN OF THE PARTS FOR THE REPAIR INCLUDING THE MASTER CYLINDER. S SM HAS BEEN IN CONTACT WITH THE C AND THAT DTS-SJ ALSO CONTACTED THE C TO ADVISE OF REPAIR/INSPECTION STATUS. RCAS-SF TO FOLLOW UP WITH C

@01/23-ZSF176N ********** RCAS-SF RECEIVED IB CALL FROM C REQUESTING CALLBACK @01/25-ZSF176N ********** RCAS-SF CALLED C 12:27PM EST AND SPOKE TO C ADVISING OF THE SM AND DTS TO BE IN CONTACT WITH THE C. C STATES THAT DTS HAS NEVER BEEN IN CONTACT WITH THE C AS RCAS-SF ADVISED THAT RCAS WOULD SEND REMINDER TO DTS TO CONTACT THE C. C UNDERSTOOD. @01/25-ZSF176N ********** RCAS-SF CONTAC WITH REMINDER TO CONTACT THE C ABOUT THE VEH ISSUES. C STATED THAT IF DTS DOES NOT CONTACT THE C PRIOR TO THE DTS INSPECTION, C ALSO STATE DOES NOT WANT NNA TO JUST START THROWING PARTS AT THE VEH EITHER. C STATES THAT THE VEHICLE HAS BEEN OUT OF SERVICE ENOUGH TIME NOW THA DOES NOT CARE AT THIS POINT HOW THE ISSUE IS RESOLVED - WHETHER THE VEH IS FIXED OR IF NNA WOULD REPURCHASE IT OR THE C IS PUT INTO ANOTHEF THIS POINT. RCAS-SF EMPATHIZED AND STATED THAT RCAS SENT REMINDER TO DTS FOR CALL AND SET FOLLOW UP WITH THE C FOR 1/26 @01/25-ZSF176N ********** RCAS-SF RECEIVED MESSAGE FROM DTS RE: C'S FILE: WE ARE WAITING FOR A MASTER CYLINDER TO ARRIVE TO THE DEALER. SINCE TI INCIDENT HAS ONLY BEEN DUPLICATED ONCE BY THE SM, WE WILL BE REPLACING THE MASTER CYLINDER, ABS C/U, AND BRAKE BOOSTER. AS I TOLD THE CUST WE WILL RETURN HIS VEHICLE TO HIM AS SOON AS THESE PARTS HAVE BEEN REPLACED/VEHICLE TEST DRIVEN. RCAS-SF CALLED C AT DAY PHONE AT 11:28AM PHONE RANG BUSY. RCAS-SF CALLED C AT DAY PHONE AT 11:30AM EST AND SPOKE TO C WHO ADVISED THAT THE C IS NOT HAPPY WITH THE WAY THIS BEING H C STATES THAT C WANTS THE VEH FIXED BUT NOW THE MASTER CYLINDER IS NOT GOING TO BE INTO THE DLR ON FRIDAY AS ORIGIANLLY SCHEDULED. C ST

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ATES THAT NNA HAS DRAGGED THEIR FEET IN REGARDS TO LETTING THE SM MAKE THE DETERMINATION TO REPLACE THE MASTER

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CRR-KC CHECKED FOR PREVIOUS RELATED FILES FOUND:NONE CRR-KC CHECKED FOR PREVIOUS UNRELATED FILES FOUND:NONE CRR-KC VERIFIED C'S NAME, ADDRESS, DAY & ALTERNATE PHONE NUMBERS, MILEAGE CRR-KC CHECKED FOR OPEN RECALLS FOUND:NONE CRR-KC RECEIVED CALL FROM C STATING THAT HAS BEEN AT THE DLRSHP 4 TIMES DUE TO ISSUES WITH C'S BRAKES. C STATES THAT THE VEH HAD TO HAVE NEW

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-6704322	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	MULTIPLE REPAIR ATTEMPTS	03	1/16/2012	YE	AD	120000	OA
Edit | Del	CC-6704323	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	1/16/2012	YX	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
3/11/2012 8:48 PM	CONVERSION	Changed Case Owner from Managed Services to **Suzanne Farlow**.
3/11/2012 7:48 PM	CONVERSION	Changed Case Owner from Vonya Lynch to **Managed Services**.
3/10/2012 6:37 PM	CONVERSION	Changed Case Owner from Managed Services to **Vonya Lynch**.
3/10/2012 5:04 PM	CONVERSION	Changed Contact Name to [redacted]
		Created.

Surveys

Survey

No records to display

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0[redacted]

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Case Comments [2] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Alexis Vida Zapanta [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	2/9/2012	Date/Time Opened	2/9/2012 1:00 AM
Supporting Documents		Date/Time Closed	2/9/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	P	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	68,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA07C28N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	32,000
Make	NISSAN	Beyond Basic Warranty Months1	75
Model Line	TITAN	Beyond PT Warranty Miles1	8,000
Model Code	48818	Beyond PT Warranty Months1	51

Dealer Access

Case Servicing Dealer	VIVA NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 2/9/2012 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,974	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA7376107

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:55 PM)** FILE OPENED-ZVZ000N 02/09/2012 CRR-AZ RECEIVED A CALL FROM C STATING THAT C WOULD LIKE TO KNOW IF C'S VEH IS PART OF ANY RECALL RELATED TO THE SYSTEM OF THE VEH. @02/09-ZVZ000N CRR-AZ INFORMED C THAT C'S VEH DOES NOT HAVE ANY OPEN RECALL AND THAT RECALLS ARE VIN SPECIFIC. HOWEVER IS EXPERIENCING ANY PROBLEMS WITH THE VEH C SHOULD BRING THE VEH TO THE DLRSHP FOR A DIAGNOSIS AND FURTHER ASSISTANCE. C UNDERSTOOD. @0 ZVZ000N CRR-AZ INFORMED C OF THE RECALL HISTORY OF THE VEH. @02/09-ZVZ000N CLSD PC039 ARM/TTN BRAKE PIN NTB10-030 02/22/10 03/17/10 06/03/10 2061 R1010 NIS FUEL LEVEL SNDR NTB10037 02/23/10 00/00/00 08/26/10 2061 CRR-AZ INFORMED C THAT CRR-AZ DOES NOT HAVE THE INFORMATION IF THE RECALL FOR BRAKE PIN IS RELATED TO THE ABS PROBLEM. CRR-AZ REFERRED C TO THE DLRSHP FOR TECHNICAL QUESTIONS. C UNDERSTOOD. @02/09-ZVZ000N CRR-AZ OFFERED TO TRABSFER THE CALL TO THE DLRSHP, C DECLINED. CRR-AZ OFFERED FURTHER ASSISTANCE, C DECLINED. CRR-AZ PROVIDED CRR'S NAME, FILE NUMBER, AND EXTENSION NO. CRR-AZ CLOSED THE FILE. @02/09-ZVZ000N
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:52 PM)** CRR-AZ CHECKED PREVIOUS RELATED FILES FOUND: NONE CRR-AZ CHECKED UNRELATED FILES FOUND: NONE CRR-AZ VERIFIED C'S NAME, VIN, ADDRESS, DAY , ALTERNATE PHONE NUMBER, EMAIL ADDRESS, CURRENT MILEAGE, HOW THE VEH WAS ACQUIRED, MILEAGE WHEN C PURCHASED THE VEH AND THE SVC NNA DLRSHP. CRR-AZ CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND: NONE

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6696160	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	2/9/2012	YX	AD	118500	OA
Edit | Del	CC-6696161	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	2/9/2012	ZR	AD	118500	OA
Edit | Del	CC-6696162	NISSAN PRODUCT INQUIRIES	TITAN	PROVIDED RECALL INFORMATION	QF	2/9/2012	VG	AZ	258500	OF
Edit | Del	CC-6696163	NISSAN PRODUCT INQUIRIES	TITAN	GENERAL INQUIRY	QF	2/9/2012	ZR	AZ	258500	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 8:52 PM	CONVERSION	Changed **Case Owner** from **Managed Services** to **Alexis Vida Zapanta**.
3/11/2012 7:55 PM	CONVERSION	Changed **Case Owner** from Alexis Vida Zapanta to **Managed Services**.
3/10/2012 6:41 PM	CONVERSION	Changed **Case Owner** from **Managed Services** to **Alexis Vida Zapanta**.
3/10/2012 5:06 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys Surveys He

No records to display

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	William Crockett [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	3/13/2012	Date/Time Opened	3/7/2012 1:00 AM
Supporting Documents		Date/Time Closed	3/13/2012 4:08 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN/ IRF
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	P	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	60,695		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AA07DX8N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	24,695
Make	NISSAN	Beyond Basic Warranty Months1	79
Model Line	TITAN	Beyond PT Warranty Miles1	695
Model Code	21718	Beyond PT Warranty Months1	55

Dealer Access

Case Servicing Dealer	MOSSY NISSAN KEARNY MESA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	3/12/2012
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 3/7/2012 1:00 AM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	1,941	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA7397299

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: William Crockett (3/13/2012 4:07 PM)** CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED AT THIS TIME. **RCAS-WC SUMMARY** C CONTACTED NNA REQUESTING ASSISTANCE WITH MISC REPAIRS. NNA DENIED ASSISTANCE AS THE VEH IS OVER 24K MILES OOW AND A GOOD SERVICING CUST.
Make Private	✓	**Created By: William Crockett (3/13/2012 4:06 PM)** PLACED CALL TO C @ 4PM CST. SPOKE TO C. RCAS ADVISED C THAT NNA HAS REVIEWED C'S FILE AND REQUEST FOR ASSISTANCE. RCAS ADVISED C THAT NNA IS NOT IN A POSITION TO ASSIST WITH THE REPAIRS AS THE VEH IS OVER 24K MILES OOW. C STATED C WILL NOT EVER PURCHASE ANOTHER NSN VEH. RCAS APOLOGIZED FOR THE BAD NEWS. C STATED V GO TO THE DLR AND PAY TO HAVE THE VEH REPAIRED. CALL ENDED.
Make Public		**Created By: William Crockett (3/12/2012 10:07 AM)** UPON REVIEW...NNA IS NOT IN A POSITION TO ASSIST WITH THE REPAIRS AS THE VEH IS MORE THAN 24K MILES OOW AND NOT A GOOD SERVICING CUSTOMER.
Make Public		**Created By: William Crockett (3/12/2012 10:05 AM)** Placed call to Pacific NSN at 10am. Spoke to SA-Dennis as SM was not avail. Rcas asked about c's svc history with the dlrshp. SA stated c's last visit was in 2010. SA stated c has paif out of pocket for one oil change and a battery. SA stated c is not a good candidate for goodwill.
Make Public		**Created By: William Crockett (3/12/2012 10:00 AM)** Placed call to dlr @ 9:44am cst. Spoke to SM-Michael. SM stated transmission hose does not have a warrantable failure. SM stated none of the recommended repairs are covered b warranty and this customer is not a good servicing customer at the dealer. May 2010 - Oil change was last visit before now. All recommended repairs are 3yr/36k mile parts and veh over 24k miles oow. Pricing is $510 for transmission hose repair and flush, $140 for 0-ring, $361 for power steering hose, $788 for a/c condensor repair. SM stated was not able to diagnose c's rattle concern as the veh is not driveable. SM stated once veh is drivable the rattle concern can be diagnosed.
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:49 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER. PLEASE CALL WILLIA WITH NNA @ 6157257240 REGARDING SVC HISTORY AND DIAGNOIS
Make Public		**Created By: CONVERSION (3/10/2012 7:54 PM)** FILE OPENED-ZAC111N 03/07/2012 VEH SINCE C PURCHASED IT. C STATED THAT VEH IS CURRENTLY BEING TOWED TO MOSSY NISSAN IN KEARNY MESA BECUASI TRANSMISSION BLEW AS C WAS DRIVING. C STATED THAT VEH IS AFFECTING C'S WORK PRODUCTIVITY AS C USES VEH FOR WORK PURPOSES. C STATED THAT C TAKEN VEH TO MULTIPLE DLRSHPS AND THEY ARE UNABLE TO FIND ANY PROBLEMS WITH VEH. C ALSO STATED THAT SOON AFTER PURCHASING VEH, C HAD TO REPLACE RADIATOR, HEATER CORD, THE ABS BRAKE SENSOR WENT OUT, THERE'S A RATTLE IN THE VEH, AND DLR PUT A CLAMP ONT HE HEAT SHIELD SENSOR. ALSO THE A/C DOES NOT WORK. C ADVISED THAT VEH HAS BEEN TO DLRSHP IN LAST 30 DAYS FOR A/C BEING OUT, AND DLR JUST PUT FRION AND SAID IT WAS F BUT C STATED THAT THAT DID NOT FIX PROBLEM. C IS TIRED OF DEALING WITH VEH THAT HAS GIVEN C NOTHING BUT PROBLEMS AND WOULD LIKE SOME RESOLUTION FROM NNA. CRR-AMC ADVISED C THAT CRR-AMC WILL TRANSFER FILE TO RCAS WHO WILL CONTACT C BY END OF BUSINESS, 3/8/12. C UNDERSTOC AND THANKED CRR-AMC FOR TIME AND ASSISTANCE. CRR-AMC OFFERED FURTHER ASSISTANCE, C DECLINED. CRR-AMC PROVIDED C WITH NAME, EXT., AND FIL CRR-AMC TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @03/07-ZAC111N *** CRR-AMC RECEIVED VMX FROM C STATING C HAS NOT BEEN CONTACT BY RCAS YET AND WOULD LIKE A FOLLOW-UP CALL ABOUT SITUATION. @03/09-ZAC111N CRR-DW RECEIVED A CALL FROM C STATING THAT C WANTED TO CHECK STATUS OF C'S FILE CRR-DW ADVISED C THAT C'S FILE WAS SENT TO RCAS FOR FOLLOW UP ON 03-08-12 C STATED THAT C DID NOT RECEIVE CALLBACK C STATE THAT C WANTED TO HAVE C'S FILE ESCALATED BECAUSE C NEEDS TO KNOW WHAT NISSAN WILL DO TO HELP C WITH C'S VEH C STATES THAT C'S VEH IS STILL I SHOP AND C NEEDS C'S VEH CRR-DW ADVISED C THAT CRR-DW WOULD SEND ESCALATION EMAIL FOR C C STATED OK CRR-DW ADVISED C 4-8 HRS CALLBACK TI STATED BEST CBR# WAS 619 788 2361 CRR-DW ASKED C IF C HAD ANY OTHER CONCERNS C STATED NONE CRR-DW GAVE NAME,EXT,FILE# CRR-DW THANKED C I CALLILNG NISSAN @03/09-ZWD555N CRR-DW EXITING FILE NO FURTHER ASSISTANCE NEEDED @03/09-ZWD555N - RCAS-WC PLACED CALL TO C @ 1:12PM CST. SI TO C. RCAS VERIFIED NAME, ADDRS, PHONE. RCAS ADVISED C THAT NNA IS REVIEWING C'S FILE AND WANTED TO SPEAK TO C. C STATED C PURCHASED THE VE PREOWNED AND HAS HAD NUMEROUS CONCERNS WITH VEH MOST OF WHICH WERE COVERED BY WARRANTY. C STATED C'S VEH IS AT THE DLR NOW AND C IS I RENTAL. C STATED C WAS GIVEN A LIST OF RECOMMENDED REPAIRS FOR TRANSMISSION OIL COOLANT HOSE, A/C HOSE AND SOME OTHER HOSES. C UNDERST THAT THE HOSES ARE NOT COVERED BY WARRANTY AND ASKS THAT NNA OFFER SOME GOODWILL TO HELP COVER THE REPAIRS. RCAS ADVISED C THAT NNA V GATHER INFO FROM THE DLR AND EXPLORE THE POSSIBILITY OF GOODWILL ASSISTANCE. RCAS DID EXPLAIN THAT ASSISTANCE IS NOT GUARANTEED. C UNDERSTOOD. RCAS PROVIDED DIRECT PHONE AND FILE # AND ADVISED NNA WILL FOLLOW UP WITHIN 2 DAYS. @03/09-ZWC123N - @03/09-ZWC123N RCAS-WC

PLACED CALL TO DLR @ 1:38PM CST. SPOKE TO SA-JEFF AS SM IS NOT IN. RCAS ASKED ABOUT C'S RECENT DIAGNOSIS AND SVC HISTORY. SA STATED VEH CAMI LEAKING TRANSMISSION FLUID ALL OVER THE PLACE. TECH FOUND TRANSMISSION OIL HOSE IS LEAKING BADLY. TECH RECOMMENDS REPLACING ALL 3 TRANS HOSES. TECH ALSO FOUND A/C HOSE LEAKING, POWER STEERING HOSE LEAKING, AND A SMALL LEAK FROM THE OIL COOLER O-RING. SA STATED SA WITLL CHE WITH TECH TO SEE IF THE TRANS OIL HOSE HAS A WARRANTABLE FAILURE AND CALL RCAS BACK TODAY. RCAS THANKED SA FOR THE UPDATE AND CALL ENDEI @03/09-ZWC123N

Make Public

Created By: CONVERSION (3/10/2012 7:53 PM)
CRR-AMC CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE CRR-AMC CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE CRR-AMC VERIFIED NAM ADDRESS, PHONE EMAIL, MILEAGE, SVC DLR, HOW ACQUIRED VEH. CRR-AMC CHECKED FOR OPEN RECALLS FOUND: NONE CRR-AMC RECEIVED CALL FROM C STATING THAT C HAS HAD NOTHING BUT PROBLEMS WITH

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6780757	NISSAN PRODUCT INQUIRIES	TITAN	GENERAL INQUIRY	QF	3/7/2012	ZR	AZ	258500	OF
Edit | Del	CC-6780758	HEATER/AIR CONDITIONING	GEN. AC/HEATING COMPONENT	GENERAL INQUIRY	QA	3/7/2012	ZR	AJ	159000	OA
Edit | Del	CC-6780759	HEATER/AIR CONDITIONING	GEN. AC/HEATING COMPONENT	MULTIPLE REPAIR ATTEMPTS	11	3/7/2012	YE	AJ	159000	OA
Edit | Del	CC-6780760	HEATER/AIR CONDITIONING	GEN. AC/HEATING COMPONENT	POOR OR IMPROPER OPERATION	11	3/7/2012	YX	AJ	159000	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Follow Up		✓	3/13/2012	CONVERSION	3/13/2012 4:07 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/13/2012 4:08 PM	William Crockett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/11/2012 8:58 PM	CONVERSION	Changed **Case Owner** from Managed Services to **William Crockett**.
3/11/2012 3:49 PM	CONVERSION	Changed **Case Owner** from William Crockett to **Managed Services**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [5] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Stacey Turner [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	1/20/2012	Date/Time Opened	1/6/2012 1:00 AM
Supporting Documents		Date/Time Closed	1/20/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SHEEHY NISSAN/INDEPENDENT
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	88,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA08CX7N[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	52,000
Make	NISSAN	Beyond Basic Warranty Months1	90
Model Line	ARMADA	Beyond PT Warranty Miles1	28,000
Model Code	79817	Beyond PT Warranty Months1	66

Dealer Access

Case Servicing Dealer	SHEEHY NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	1/11/2012
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 1/6/2012 1:00 AM	Root Cause Code	SNFA
Last Modified By	Bill Hughes, 10/24/2012 5:06 PM	Root Cause Code (2)	SCNR
Days Closed	1,994	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	CA7349052

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:49 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
Make Public		**Created By: CONVERSION (3/10/2012 7:56 PM)** CRR-JM OFFERED FURTHER ASSISTANCE, C DECLINED CRR-JM GAVE C NAME, EXTENSION AND FILE NUMBER.?? CRR-JM EXITING FILE @01/10-ZJS999N *** RCAS-S REVIEWED AND DATANET FILE. @01/10-ZST176N RCAS-ST CALLED THE DLRSHIP AT 3:30 EST @01/10-ZST176N RCAS SPOKE TO SA-ANDREW. SA INFORMED RCAS C NEEDS A BRAKE BOOSTER REPLACED ON C VEH. RCAS ASKED FOR C SERVICING HISTORY. SA INFORMED RCAS THAT C DOES SERVICE AT THE DLRSHIP. RCAS ASEKD FOR THE WARRANTY RATES. SA PLACED RCAS ON HOLD TO TALK TO SM. SM WAS NOT ABLE TO TALK TO SM DUE TO SM N A MEETING. SA PROVIDED RCA WITH WARRANTY RATES. 385.07 FOR PARTS AND 207.90 FOR LABOR. RCAS THANEKD SA FOR THE INFO. @01/10-ZST176N *** RCAS-ST VERIFIED OTHER VEH. @01/ ZST176N 1N6BA07B66N 576455 06.0 TTN @01/10-ZST176N *** RCAS-ST SUBMITTED GOODWILL FORM TO FOM-DH. @01/10-ZST176N *** RCAS-ST CALLED C AT 4:02 E THE DAY NUMBER. @01/10-ZST176N RCAS INFORMED C THAT RCAS WILL LOOK INTO SEEING IF NNA WILL BE IN THE POSITION TO ASSIST. C THANKED RCAS. RCA INFORMED C THAT RCAS CANT PROMISE C ANYTHING. C UNDERSTOOD. RCAS SETTING FOLLOW UP FOR 1/13. @01/10-ZST176N *** RCAS-STY RECIEVED EMAIL FR FOM-DH. NNA WILL COVER THE REPAIR. @01/13-ZST176N RCAS-ST EMAILED SM-SHAWN. @01/13-ZST176N *** RCAS-ST CALLED C AT 3:35 EST ON THE DAY NUMBE @01/13-ZST176N RCAS LEFT VMX FOR C TO CALL RCAS BACK AT 1-800-343-6913 EXT 457255. RCAS SETTING FOLLOW UP FOR 1/18. @01/13-ZST176N *** RCAS-ST C C AT 2:55 EST ON THE DAY NUMBER. @01/18-ZST176N RCAS LEFT VMX FOR C TO CALL RCAS BACK AT 1-800-343-6913 EXT 457255. RCAS SETTING FOLLOW UP FOR @01/18-ZST176N *** RCAS-ST CALLED C AT 6:21 EST ON THE DAY NUMBER. @01/20-ZST176N RCAS LEFT C A VMX FOR C TO CALL RCAS BACK AT 1-800-343-6913 EX 457255. CAS CLOSED FILE. *****SUMMARY***** @01/20-ZST176N C CALLED IN SEEKING ASSISTANCE WITH THE BRAKE BOOSTER. RCAS GATHER INFO AND REVIEWI WITH FOM-DH. NNA WIL COVER THE REPAIR. C IS AWARE OF THE OFFER. RCAS CALLED C 3 TIMES AND NO RETURN CALLS. RCAS CLOSED FILE. @01/20-ZST176N
Make Public		**Created By: CONVERSION (3/10/2012 7:55 PM)** FILE OPENED-ZRS111N 01/06/2012 2007 ARMADA. C STATES THAT C HAS BEEN HAVING ISSUES SINCE AUGUST 2011. C STATES THAT THE BRAKES HAVE BEEN GOI OUT ON C'S VEH. C STATES THAT THIS HAPPENS ON AND OFF, NOT AT ANY CERTAIN TIMES. C STATES THAT C HAS HAD C'S VEH INTO GOODYEAR AND MISTER TI AND THESE PLACES HAVE NOT BEEN ABLE TO DUPLICATE THE BRAKES GOING OUT. C STATES THAT WHEN THIS HAPPENS THE ABS LIGHT COMES ON AND THE BRAKES GO TO THE FLOOR. C STATES THAT WHEN C TURNS OFF THE VEH AND RESTARTS VEH THE BRAKES ARE AGAIN OKAY. C STATES THAT THIS ISSUE HAS HAPPENED A FEW TIMES WHEN DRIVING. C STATES THAT C HIT A CURB ONCE WHE C'S @01/06-ZRS111N BRAKES DIDN'T WORK. C ALSO STATES THAT THIS HAPPI WHEN C,S WIFE WAS IN THE VEH WITH C'S CHILDREN. C STATES THAT C HAS NOT HAD AN ACTUAL DIAGNOSTICS DONE C IS JUST ASKING QUESTIONS FROM THE GOODYEAR AND MISTER. C STATES THAT C HAS CLOSE FRIEND AT INFINTI DLR THAT TOLD C THAT THE ARMADA HAS HAD ISSUES WITH THE BRAKES. C ALSO ST. THAT C WENT TO THE SHEEHY DLR SHP AND SPOKE TO SW-ANDREW, C STATED THAT SW-ANDREW TOLD C THAT SW-ANDREW THOUGHT IT WAS THE BRAKE BOOSTER. C STATES THAT THIS HAS BEEN AN ON GOING ISSUE FOR THREE MONTHS. C STATED THAT C WAS TOLD THAT THE BRAKE BOOSTER WOULD COST 10 TO BE REPAIRED. C DIDN' T REMEMBER WHICH DLR TOLD C THAT. CRR-RS TOLD C THAT C WOULD NEED A RECENT DIAGNOSTIC. C STATED C WAS HAVING TROU GETTING THAT DUPLICATED. CRR TOLD C THAT CRR COULD TRANSFER FILE TO RCAS. C DIDN'T WANT TO DO THAT. C STATED THAT C THINKS C WOULD LIKE TO C'S VEH TO SHEEHY NISSAN TO SEE IF SHEEHY COULD DUPLICATE CONCERN. @01/06-ZRS111N CRR-RS TOLD C THAT C HAD AN OPEN RECALL ON C'S VEH. THE RECALL WAS R1010 NIS FUEL LEVEL. CRR TOLD C THAT CRR WOULD BE GLAD TO TRANSFER C TO SHEEHY NISSAN TO GET C'S DIAGNOTIC AND RECALL PERFORI CRR TOLD C THAT AFTER C GETS THE DIAGNOSTIC TO CALL CRR BACK AND CRR WOULD SEE IF WE COULD ASSIST C WITH FINANCIAL ASSISTANCE. CRR TOLD C FINANCIAL ASSISTANCE IS ON A CASE BY CASE BASIS. C UNDERSTOOD CRR-RS GAVE C CRR'S NAME, EXT#, AND FILE NUMBER. CRR-RS THANKED C FOR BEING A NISSAN CUSTOMER. CRR-RS WARM TRANSFERRED C TO SW-ANDREW AT SHEEHY NISSAN CRR-RS CLOSED FILE PENDING C GETTING C'S DIAGONOSTIC. @01/06-ZRS111N ********** @01/09-ZRD000N-COMMENT CRR-RD RECEIVED INBOUND CALL FROM C. CRR-RD CONFIRMED C'S ADDRESS AND OTHER CONTACT INFORMATION. CRR-RD RECEIVED CALL FROM C STATING THAT DATED JAN 7, 2012 C TOOK THE VEH TO SHEENY NISSAN AND THE VEH WAS INSPECTED AND C W ASSISTED BY SA ANDREW. C ALSO STATED THAT THE ESTIMATED COST IS ABOUT BELOW THOUSAND DOLLARS. CRR-RD ASKED C HOW MANY VEH C HAS AND SERVICING MAINTENANCE DLR CRR-RD ASKED C WHAT ASSISTANCE C IS ASKING FROM NNA C STATES C HAS NO MONEY FOR FIXING THIS ISSUE AND C'S WIFE ALMOST IN ACCIDENT CAUSE OF THIS FAILURE VEH PART CRR-RD INFORMED C THAT RCAS AGENT WILL BE CALLING C FOR UPDATES BY THE END OF NEXT BUSI DAY, C UNDERSTOOD. CRR-RD ASKED FOR FURTHER ASSISTANCE, C DECLINED CRR-RD PROVIDED C WITH CA FILE NUMBER, AGENT NAME AND EXTENSION. CRI FORWARDING CA FILE TO RCAS. @01/09-ZRD000N-COMMENT CRR-ER RECEIVED CALL FROM DLRSHP WANTING TO SPEAK TO RCAS-ST. CRR-ER TRANSFERRED C TO RCAS-ST VOICEMAIL. @01/09-ZER000N *** @01/10-ZJS999N CRR-JM RECEIVED CALL FROM C'S SA-ANDREW, HEREON REFERRED TO AS C. C SAID THAT C HAS E TRYING TO GET A HOLD OF RCAS-ST. @01/10-ZJS999N C SAID THAT C CANNOT REACH RCAS, CRR-JM ADVISED SA THAT FILE IS FOR FOLLOW UP TODAY, CRR-JM ADVISED C THAT RCAS USUALLY CALLS BY END OF THE BUSINESS DAY. CRR-JM ADVISED C THAT CRR-JM WILL TRY TO REACH RCAS FIRST, CRR-JM CALLED RCA EXT, REACHED VMX. CRR-JM ADVISED C THAT CRR-JM WILL TRANSFER C TO EXTENSION OF RCAS AND CRR-JM WILL ALSO SEND INTERNAL MSG TO RCAS FOR R TO CALL C BACK REGARDING FILE STATUS. C UNDERSTOOD.C GAVE

Make Public Created By: CONVERSION (3/10/2012 7:55 PM)
: 410-760-3500.

Make Public Created By: CONVERSION (3/10/2012 7:52 PM)
CRR-RS CHECKED FOR PREIVOUSLY RELATED FILES FOUND: NONE @01/06-ZRS111N CRR-RS CHECKED FOR PREVIOUSLY UNRELATED FILES FOUND: NONE CRR-VERIFIED C'S VIN, NAME, ADDRESS, BOTH DAY/EVENING PHONES, EMAIL SVC DLRSHP, MILEAGE, AND NEW OR PREOWNED STATUS. CRR-RS CHECKED FOR OPEN RECALLS FOUND: OPEN R1010 NIS FUEL LEVEL. CRR-RS RECEIVED A CALL FROM C THAT WAS HAVING PROBLEMS WITH C'S BRAKES ON C'S

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6689100	BRAKES	BRAKE BOOSTER	NON-WARRANTY ITEM GOODWILL ASSISTANCE REQUEST	03	1/6/2012	VF	AD	119000	OA
Edit | Del	CC-6689101	NISSAN PRODUCT INQUIRIES	ARMADA	PROVIDED RECALL INFORMATION	QF	1/6/2012	VG	AZ	268000	OF
Edit | Del	CC-6689102	BRAKES	BRAKE BOOSTER	OOW GOODWILL ASSISTANCE REQUEST	03	1/9/2012	YI	AD	119000	OA
Edit | Del	CC-6689103	BRAKES	BRAKE BOOSTER	POOR OR IMPROPER OPERATION	03	1/9/2012	YX	AD	119000	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/11/2012 9:11 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Stacey Turner**.
3/11/2012 7:11 PM	CONVERSION	Changed **Case Owner** from Stacey Ostrander to **Managed Services**.
3/10/2012 6:58 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Stacey Ostrander**.
3/10/2012 5:16 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys

Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Mary Wright-Nason [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date	2/27/2012	Case Origin	Letter / Fax
Follow Up Date	3/1/2012	Date/Time Opened	2/27/2012 1:00 AM
Supporting Documents		Date/Time Closed	3/1/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	1Problem	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	0		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W09W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	75
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07619	Beyond PT Warranty Months1	51

Dealer Access

Case Servicing Dealer	GLENN NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	2/28/2012
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type	M60	Case Type	
Survey Request Date	120130	Receipt Date	
Survey-Source	C	Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 2/27/2012 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bill Hughes, 8/12/2012 10:05 AM	Root Cause Code (2)	
Days Closed	1,953	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA7389545

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Private	✓	Created By: CONVERSION (3/10/2012 11:49 PM) FOLLOW-UP IS DUE ON OR BEFORE 02/28/12 THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.
Make Public		Created By: CONVERSION (3/10/2012 7:55 PM) Y WENT TO THE FLOOR. I WAS NOT HAPPY. I REALLY LIKED THE MURANO UNTIL I HAD 2 INCIDENTS WITH THE BRAKES. I WANT TO FEEL SAFE. MY CAR DOES NOT SOUND THE SAME, BUT I WAS TOLD THIS WAS A NORMAL S OUND OF A *TRUCK* RCAS MWN CALLED C AND THE DAYTIME WAS A BUSINESS LINE @02/28-ZMW000N RCAS MWN CALLED THE 2ND LINE AND THE NUMBER IS DISCONNECTED, RCAS MWN WILL SEND OUT NO CONTACT LETTER @02/28-ZMW000N ********** ********** @03/01-ZSF308N ********** MT SF RECEIVED REQUEST FOR CONTACT ATTEMPT LETTER TO BE MAILED TO CUSTOMER. M MAILED LETTER TO CUSTOMER. MT SF SENDING EMAIL TO AGENT TO CLOSE FILE. @03/01-ZSF308N
Make Public		Created By: CONVERSION (3/10/2012 7:53 PM) THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY NO OTHER C.A.R. EXISTS FOR THIS VIN I HAD MY CAR SERVICED 10/28/11, AFTER PICKUP, THE MASTER CYLINDER WENT OUT ON MY WAY HOME. I HAD SERVICE DONE ON 1/28/12, ON MY WAY HOME THE SAME THING HAP PENED WAS THOUGHT IT WAS THE MASTER CYLINDER, BUT WAS LATER TOLD ACCUATOR (SP). THIS WAS IRONIC THAT THE SAME EVENT HAPPENED, I HIT THE BRAKES A THE

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6749518	BRAKES	ANTI-LOCK BRAKE SYSTEM	PREMATURE WEAR/FAILURE	03	2/28/2012	WA	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	CA7389545N.tif	77KB	5/19/2014 12:19 PM	Managed Services

Case History

Case History He

Date	User	Action
3/11/2012 9:15 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Mary Wright-Nason**.
3/11/2012 7:25 PM	CONVERSION	Changed **Case Owner** from Jennifer Lanning to **Managed Services**.
3/10/2012 7:02 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Jennifer Lanning**.
3/10/2012 5:19 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys

Surveys He

No records to display

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0311[redacted]

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Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [1] | Case History [3] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Melissa Ortiz [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date	2/1/2012	Case Origin	Letter / Fax
Follow Up Date	2/27/2012	Date/Time Opened	2/2/2012 1:00 AM
Supporting Documents	☐	Date/Time Closed	2/27/2012 1:00 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	CST00009410
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,700		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AE2KP0B9[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	QUEST	Beyond PT Warranty Miles1	0
Model Code	55211	Beyond PT Warranty Months1	4

Dealer Access

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

Related Items

Approved Check Requests	$32,266.10	Goodwill Offered	✓
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 2/2/2012 1:00 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	1,956	Action Code	RL5F
Case Record Type	CA Closed Case [Change]	Document ID	CA7369989

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:56 PM) | Last Modified By: CONVERSION (3/10/2012 7:56 PM)** EXTENDED SERVICE CONTRACT1,344.00 TOTAL PURCHASE PRICE35,353.35 USAGE CHARGE(496.00) GAP INSURANCE(476.00) EXTENDED SERVICE CONTRACT(1,34 LIEN PAYOFF (32,266.10) TOTAL DEDUCTIONS (34,582.30) REFUND 771.05 TOTAL1,750.00 @02/17-ZMO179N TOTAL C REFUND: 2,521.05 LOAN PAYOFF 32,266.10 @02/1 ZMO179N - ARBS-MO SENT REPURCHASE OFFER TO ATTORNEY VIA EMAIL. @02/17-ZMO179N - ARBS-MO REC'D A COPY OF THE SIGNED REPURCHASE AGREEMENT @02/21-ZMO179N - ARBS-MO AWATING COPY OF CURRENT REGISTRATION. ARBS SENT EMAIL TO C'S ATTY STATING ARBS IS STILL AWAITING THE REGISTRATION. @02/21-ZMO179N - ARBS-MO REC'D COPY OF REGISTRATION. @02/21-ZMO179N - ARBS-MO REQUESTING CHECK IN THE AMOUNT OF 32,266.10 MADE PAYABLE TO N NNA REPURCHASING VEHICLE DUE TO 2 REPAIRS AND DAYS OUT OF SERVICE FOR NO START IN CA FILE 7369989. @02/21-ZMO179N -ARBS-MO REQUESTING CHEC THE AMOUNT $2,521.05 MADE PAYABLE TO ATTORNEY AND C IN CA FILE 7385095. @02/21-ZMO179N - ARBS-MO SUBMITTED MORLEY CASE 189118 VIA FED EX 798086046657. @02/22-ZMO179N - ARBS-MO CLOSING FILE. NO FURTHER ASSISTANCE NEEDED AT THIS TIME.@02/27-ZMO179N VEH IS SCHEDULED TO BE SURRENDERED ON 3/2/12. @02/27-ZMO179N
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:55 PM)** FILE OPENED-ZDR123N 02/02/2012 PA'S AUTOMOBILE LEMON LAW ACT, MAGNUSON-MOSS ACT, UNIFORM COMMERCIAL COSE AND UNFAIR TRADE PRACTICES ACT CONFRIM RECEIPT OF THIS LETTER AND CONTACT ATTORNEY AT FIRST CONVIENCE. ****DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CUSTOME CUSTOMER SHOULD CALL PLEASE REFER CUSTOMER TO THEIR ATTORNEY*** @02/02-ZDR123N >>> DRTS-DR REC'D RO'S FROM DLR. @02/02-ZDR123N >>> DRTS-D SENT COMPLETE RHR TO ARBS-MO. @02/02-ZDR123N 1 @02/03-ZMO179N ARBS-MO PROVIDING TIME FOR REPAIR ORDERS AND RHR TO BE PREPARED.@02/03-ZM - ARBS-MO NOTES REPAIR HISTORY AS FOLLOWS: 10/31/11- 4,962 MILES - C STATED WHEN GAS 1/4 TANK OR LESS, VEH HAS TROUBLE STARTING, ESPECIALLY IF C INCLINE AND FACING DOWN. C STATED HAD TO PUSH BRAKE IN ALL THE WAY AND USE E-BRAKE TO STOP. DLR STATED WHEN GAS IS AT 1/4 TANK AND ON INCLINI WILL NOT REGISTER IN FUEL PUMP. ADVISED C NOT TO HAVE 1/4 TANK OF GAS IN VEHICLE. DLR ALSO NOTED BRAKES ARE WORKING PROPERLY. @02/15-ZMO179 11/21/11- 5,251 MILES - TECH CONFIMED CONDITION, PER TECHLINE, ENGINEER REPLACED FUEL SENDING UNIT. C STATED HOOD DEFLECTOR DEFORMED AND FL MATS FADED. TECH REPLACED DEFLECTOR AND MATS. @02/15-ZMO179N ARBS-MO REVIEWED PREVIOUS CA FILES:3 CAFILE 7301505 C CALLED IN STATING VEHIC WAS TAKING TO DLRSHIP BECAUSE VEH CUT OFF AND STALLED ON A HILL. DLRSHIP ADVISED C TO KEEP 1/4 GAS IN THE TANK UNTIL AND ENGINEER COULD LOOK VEHICLE. SM-STEVE CONFIRMED VEH WAS AT DLRSHIP AS C DEMANDED TO BE PUT IN A RENTAL. DTS SCHEDULED INSPECTION FOR 11/14/12. ON 11/15/11 C WAS I IN VEHICLE TRYING TO GET TANK DOWN TO 1/4 TANK SO INSPECTOR WOULD BE ABLE TO DUPLICATE CONCERN. SM-STEVE STATED C WOULD BE PUT BACK INTO LOANER UNTIL INSPECTION THAT HAS BEEN PUSHED BACK TO 11/28/11. ENGINEER FROM JAPAN CAME OUT AND ADVISED DLR TO REPLACE FUEL PUMP. FILE WAS CLOSED BECAUSE OF LACK OF CONTACT AFTER INSPECTION. CAFILE 7354804 C CALLED IN STATING WIFE ALMOST ROLLED OFF HILL AND WOULD BE THIRD REPA ATTEMPT ON 1/13/12. VEH WAS TAKING TO THE DLRSHIP ON 1/19/12 WHEN VEHICLE HAD HAD 1/4 TANK OF GAS, VEH WHAS BEEN AT DLRSHIP SINCE THEN. FILE WA CLOSED ON 2/2/12 DUE TO ATTORNEY DEMAND. @02/15-ZMO179N - ARBS-MO CONTACTED SM-STEVE AND ASKED WHETHER VEHICLE WAS STILL AT DLRSHIP. SM STATED YES, C REFUSES TO DRIVE VEH. C IS CURRENTLY IN A RENTAL. @02/15-ZMO179N - ARBS-MO SENT ATTY LAURA APPLEGATE AN OFFER FOR A $5,000 INCLI TO RESOLVE MATTER. ARBS STATED A COMING PART REDESIGN WITLL CORRECT THE ISSUE, BUT UNTIL SUCH TIME, THE CLIENT WILL NEED TO KEEP MORE THAN TANK OR A VOLUNTARY REPURCHASE PER THE TERMS OF THE PA LEMON LAW VIA EMAIL. @02/15-ZMO179N - ARBS-MO REC'D EMAIL FROM ATTY STATING ATTORI WOULD LIKE REPURCHASE FIGURES TO BE CALCULATED AS C IS INTERESTED IN GETTING OUT THE VEH BUT MAY HAVE NEGATIVE EQUITY. @02/17-ZMO179N - AR MO CALCULATIONS AS FOLLOWS: @02/17-ZMO179N BASE PRICE INCLUDING SALES TAX $33,369.70 DOC FEE75.00 REGISTRATION& LICENSE FEE56.15 GAP INSURANCE476.00 TIRE FEE5.00 TITLE FEES27.50
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:52 PM)** PREVIOUS FILES FOUND: 7354804, 7301505 NO OPEN RECALLS >>> DRTS-DR REC'D LETTER FROM THE OFFCIE OF DAVID J. GORBERG & ASSOCIATES, PC ON 2/01/1 DATED 1/27/12 TO NNA, INC. SENT VIA US MAIL. LETTER STATES: ATTORNEYS OFFICE REPRESENTS C UNDER ANY AND ALL OF THE FOLLOWING CLAIMS:

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6779279	DEPARTMENT PERSONNEL	CA PERSONNEL (NISSAN)	THIRD-PARTY ESCALATION	QF	2/2/2012	VP	BT	260500	OF
Edit | Del	CC-6779280	FUEL/INTAKE SYSTEM	FUEL TANK	MULTIPLE REPAIR ATTEMPTS	07	2/21/2012	YE	AI	152500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Dat
Edit	CST00009410	DRT Resolution	JN8AE2KP0B[redacted]	IP					

Check Activity

Check Activity He

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Na
	CR0073163	378872	2/22/2012		Approved	$32,266.10	24BUYBACK	Nissan North Central Buyback/Trade	NISSAN MOTOR	ACCEPTANCE C(

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	CA7369989N.tif	1.78MB	5/19/2014 12:20 PM	Managed Services

Case History

Case History He

Date	User	Action
3/11/2012 9:17 PM	CONVERSION	Changed Case Owner from Managed Services to **Melissa Ortiz**.
3/10/2012 5:20 PM	CONVERSION	Changed Contact Name to [redacted]
		Created.

Surveys

Surveys He

No records to display

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Case Comments [2] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [3] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]1
Executive Referral	[redacted]	Case Owner	Marie Woodruff [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date	2/15/2012	Case Origin	Letter / Fax
Follow Up Date	3/2/2012	Date/Time Opened	2/14/2012 1:00 AM
Supporting Documents		Date/Time Closed	3/2/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	1Problem	Vehicle Maintained Location	KENNY ROSS
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CW1BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	33
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31411	Beyond PT Warranty Months1	9

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type	M60	Case Type	
Survey Request Date	111231	Receipt Date	
Survey-Source	W	Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 2/14/2012 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bill Hughes, 8/3/2012 12:25 PM	Root Cause Code (2)	
Days Closed	1,952	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA7380096

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:54 PM)** HINK ITS DANGEROUS! ********** RCAS-MW C HAS APPOINTMENT FOR RECALL TODAY. C IS GOING TO TALK TO DLR PERTAINING TO THE BRAI HAS BEEN TO DLR 3 TIMES PERTAINING TO THIS. C GAVE RCAS-MW PERMISSION TO SPEAK WITH DLR PERTAINING TO THIS CONCERN. RCAS-MW WAS ADVISED TH HAS ONLY HAD VEH AT DLR ONE TIME FOR THE CONCERN WITH THE BRAKES. RCAS-MW ADVISED DLR THAT C WILL BE ONSITE AT 1 PM EST TODAY 2/15/12 RCAS-M WAS ADVISED BY SM-MB THAT THIS CONCERN WITH THE BRAKES WILL BE ADDRESSED WHEN C CONES TO DLR SHP TODAY. RCAS-MW SETTING FOLLOW UP FOR 2/16/12 TO CONTACT C @02/15-ZMW176N ********** RCAS-MW CALLED DLR AND WAS ADVISED THAT VEH IS OPERATING NORMAL RCAS-MW SPOKE WITH AND C STATED THAT C DLR IS GOING TO CONTACT THE MAKER TO TRY AND FIND HOW TO ADJUST BRAKE PEDAL TO C'S WISHES. RCAS-MW ADVISED C THAT RCA WILL FOLLOW UP WITH THIS AND CALL C ON 2/22/12 TO ADVISE WHAT DLR HAS FOUND OUT ABOUT ADJUSTING THE BRAKE PEDAL RCAS-MW SETTING FOLLOW UP 2/22/12 TO CONTACT DLR AND C @02/16-ZMW176N ********** @02/21-ZMW176N RCAS-MW SPOKE WITH SM AND WAS ADVISED THAT DLR IS CALLING TECHLINE IN ORDER TO OBTAIN MORE INFORMATION ABOUT ADJUSTING THE BRAKE PEDAL FOR THE C. ********** RCAS-MW CALLED C AND ADVISED TH RCAS-MW IS AWAITING MORE INFORMATION FROM DLR SHP AND RCAS-MW WILL CALL C ON 2/24/12 OF ANY UPDATE. @02/21-ZMW176N RCAS-MW SETTING FOLLO TO CONTACT DLR AND C PERTAINING TO THIS CONCERN, SETTING FOLLOW UP FOR 2/24/12 @02/21-ZMW176N ********** RCAS-MW SPOKE WITH AND WAS ADVISED THAT DLR SHP SPOKE WITH C ON MONDAY AND WAS ADVISED BY C THAT EVERYTHING WAS FINE WITH VEH AT THAT POINT. RCAS-MW CALLED 724 843 9205 ON 2/24/12 AT 11:12 AM EST RCAS-MW WAS NOT ABLE TO LEAVE MESSAGE FOR C DUE TO NO ANSWERING MACHINE AVAIL. RCAS-MW LET PHONE RIN 15 TIMES PRIOR TO DISCONNECTING CALL. RCAS-MW SETTING FOLLOW UP FOR 2/28/12 @02/24-ZMW176N ********** RCAS-MW CALLED C O 843 9205 ON 2/28/12 AT 9:26 AM EST. RCAS-MW LEFT A VMX WITH NAME FILE NUMBER AND EXT. RCAS-MW SETTING FOLLOW UP FOR 3/2/12 TO FOLLOW UP WITH C. @02/28-ZMW176N ********** RCAS-MW CALLED C ON 724 843 9205 ON 3/2/12 AT 8:57 AM EST @03/02-ZMW176N RCAS-MW C ADVISED THAT ADVISED THAT THE DLR STATED THAT THERE WAS NOTHING FURTHER THAT COULD BE DONE. C ALSO STATED THAT C IS CONCERNED AND FEELS THAT THIS IS S NOT CORRECT. C STSTES THAT THE DLR SHP IS NOT FRIENDLY C FEELS THAT ONCE THE SALE WAS MADE THAT NOW THE DLR IS STAND OFFISH. RCAS-MW ADVIS IF C NEEDED ASSISTANCE IN THE FUTURE TO CALL AND THAT CONCERN CAN BE LOOKED AT IN THE FUTURE. RCAS-MW CLOSING FILE DUE TO NO FURTHER ACTI NEEDED. @03/02-ZMW176N
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:52 PM)** THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON A CUSTOMER SATISFACTION SURVEY NO OTHER C.A.R. EXISTS FOR THIS VIN CUSTOMER HAS REQUEST THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 5122 BRAKES NOT GOOD! STILL NOT BETTER! BRAKES ARE NOT BEEN GOOD SINCE IT WAS NEW! I HA BEEN THERE 3 TIMES - STILL NOT SATISFACTORY! BRAKES ARE VERY SOFT. PEDAL GOES ALMOST TO THE FLOOR! I T

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6765905	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	2/15/2012	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 9:17 PM	CONVERSION	Changed **Case Owner** from **Managed Services** to **Marie Woodruff**.
3/10/2012 5:20 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys Surveys He

No records to display

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Mary Wright-Nason [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	2/3/2012	Date/Time Opened	1/24/2012 1:00 AM
Supporting Documents		Date/Time Closed	2/3/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	3809_ LOVE NISSAN, INC
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	74,335		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN08W97C[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	38,335
Make	NISSAN	Beyond Basic Warranty Months1	86
Model Line	XTERRA	Beyond PT Warranty Miles1	14,335
Model Code	04217	Beyond PT Warranty Months1	62

Dealer Access

Case Servicing Dealer	LOVE NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 1/24/2012 1:00 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,980	Action Code	NT2B
Case Record Type	CA Closed Case [Change]	Document ID	CA7362165

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:56 PM)** FILE OPENED-ZMO999N 01/24/2012 CRR-MM C STATES THAT SA CJ INFORMED C TO CALL NNA FOR ASSISTANCE SINCE THE ABS ACTUATOR MODULE NEEDS TO BE REPLACED AND IT WOULD COST $1600 TO GET IT DONE. CRR-MM INFORMED C THAT RCAS WILL REVIEW THE FILE AND WILL CALL C BACK BEFORE THE END OF TH NEXT BUSINESSDAY. C UNDERSTOOD. CRR-MM ASKED FUTHER ASSISTANCE, C DECLINED.???????????? CRR-MM PROVIDED NAME, EXT NUMBER AND FILE NUMBE C.? CRR-MM TRANSFERRING FILE TO RCAS, LEAVING FILE OPEN. @01/24-ZMO999N RCAS MWN SPOKE WITH SA AND SA STATED THAT SA ALREADY SPOKE WITH FC AND HAD AGREED ON A 50/50 SPLIT RCAS-MWN WILL CLOSE FILE AS ISSUE HAS BEEN DEALT WITH @01/25-ZMW000N ******** CRR-SC CONFIRMED THAT NO CONTAC INFORMATION HAD CHANGED. CRR-SC IS INFORMED BY C THAT THE REPAIR DID NOT HELP. DLR CONFIRMED THIS AFTER TAKING A RIDE WITH C IN VEH. SINCE RE DID NOT HELP C NEARLY HAD A COLLISION. CRR-SC INFORMED C THAT CRR WOULD CONTACT RCAS AGENT RESPONSIBLE WHO WOULD CONTACT C BY THE END THE BUSINESS DAY ON 2/1/12. C UNDERSTOOD. CRR-SC EXITING FILE. @01/31-ZSC111N RCAS MWN SPOKE WITH DEALERSHIP SM STEVE AND THE TECHNICIAN IS CALLING TECH LINE FOR ADVICE @02/01-ZMW000N RCAS MWN CALLED C AT 230 ON DAYTIME NUMBER AND LEFT A VOICEMAIL WITH RCAS MWN CONTACT INFORMATION OF 18003436913 EXT 458151 @02/01-ZMW000N RCAS MWN CALLED C'S EVENING NUMBER ALSO WITH CONTACT INFORMATION OF 18003436913 EXT 458151 AND SETTING FOLLOW UP FOR TOMORROW BUT IF C DOES CALL PLEASE TRANSFER OVER AND DOCUMENT A GOOD TIME TO CALL C BACK AS RCAS MWN VOICEMAIL IS INOPERABLE AT THIS TIME @02/01-ZMW000N FOLLOW UP SCHEDULED FOR 02/02/12 @02/01-ZMW000N RCAS MWN SPOKE WITH C AND C'S CONCERN THE VEH ISNT SAFE AT THIS TIME AND C DOESNT WANT C'S FAMILY DRIVING THE VEHICLE @02/01-ZMW000N C IS HOPING TO GET THE VEH FIXED C STATED HOW WONDERFULLY NICE AND PROFFESIONAL WITH C @02/01-ZMW000N ********** RCAS MWN SPOKE WITH FOM D SM STEVE AND SM STEVE SPOKE WITH TECH LINE AND DID A DIFFERENT BLEEDING PROCEDURE, CLEANED OUT ALL BRAKE LINES, AND DID TECH LINES PROCED @02/02-ZMW000N SM STEVE ALSO SAID THAT C NEEDS NEW BRAKE PADS AND ROTORS @02/02-ZMW000N RCAS MWN SPOKE WITH SM STEVE AND SM STEVE STA THAT VEH HAS BEEN FIXED AND C IS HAPPY WITH VEHICLE AND C WILL FOLLOW UP WITH C @02/03-ZMW000N RCAS MWN APOLIGIZED TO C C UNDEERSTOOD SUMMARY C HAD ISSUE WITH CAR AND SA PUT IN ACTUATOR MODULE WITH A 50/50 SPLIT WITH C AND THAT DIDNT FIX C'S CAR, SM-STEVE TALKED TO TECH LINE FIXED VEH AND C HAS VEH AND IS HAPPY WITH VEH BUT DOESNT REALLY TRUST DEALERSHIP, FEELS LIKE MAYBE THE VEH NEVER NEEDED AN ACTUATOR MODU @02/03-ZMW000N
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:52 PM)** CRR-MM CHECKED FOR RELATED FILES.???????????????????????????? RELATED: NONE. UNRELATED: NONE.???????????????????????????? CRR-MM UPDATED NAME, ADDRESS, DAY TIME AND NIGHT PHONE NUMBER, EMAIL ADDRESS AND CURRENT MILEAGE.?? CRR-MM C VERIFIED VIN #. CHECKED FOR OPEN RECALLS, FOUND NONE.????? CRR-MM NUMBER OF NISSAN/INFINITI: 1. @01/24-ZMO999N

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6730490	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	1/24/2012	YI	AD	118500	OA
Edit | Del	CC-6730491	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	1/24/2012	YX	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 9:37 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Mary Wright-Nason**.
3/11/2012 7:44 PM	CONVERSION	Changed **Case Owner** from Jennifer Lanning to **Managed Services**.
3/10/2012 7:15 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Jennifer Lanning**.
3/10/2012 5:27 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys Surveys He

No records to display

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[redacted]

Case Comments [2] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Bob Laflin [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	3/5/2012	Date/Time Opened	3/2/2012 1:00 AM
Supporting Documents		Date/Time Closed	3/7/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	P	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	46,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AR18B28C[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	10,000
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	09818	Beyond PT Warranty Months1	47

Dealer Access

Case Servicing Dealer	MASSAPEQUA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 3/2/2012 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bill Hughes, 2/15/2013 6:00 PM	Root Cause Code (2)	
Days Closed	1,947	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA7392975

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:55 PM)** FILE OPENED-ZMC177N 03/02/2012 C ADDED THAT C'S AIRBAGS DID NOT DEPLOY AND C'S BRAKES DID NOT WORK. CRR-CSC APOLOGIZED AND ASKED THE FOLLO' QUESTIONS. APPROXIMATE MILEAGE ON VEHICLE AT TIME OF ACCIDENT OR INCIDENT; C STATED THE VEH IS AROUND 46878. DESCRIPTION OF THE ACCIDENT OR INCIDENT: A WHO WAS INVOLVED? C STATED THAT THERE WERE 4 CARS INVOLVED ON THE ACCIDENT. C ADDED THAT C IS INSIDE THE CAR WITH SOMEONE SITTI NEXT TO C. @03/02-ZMC177N B. WHAT HAPPENED? C STATED THAT VEH1 WAS HIT BY VEH 2 AND VEH 3 HIT THE BRAKES BUT STILL SLAMMED AT VEH2. C ADDED T C HIT THE BRAKES BUT IT DID NOT WORK. C ALSO MENTIONED THAT THE TIRES WERE LOCKED AND C HIT VEH 3. C ADDED THAT THE AIRBAGS DID NOT DEPLOY DURING THE INCIDENT. C. WHAT AREAS OF THE VEHICLE ARE AFFECTED? C STATED THE THE VEHICLE ARE THE ENTIRE FRONT BUMPER, RADIATOR, LIGHTS, HOO FRONT SPOILER, SIDE DOORS. WHEN DID IT HAPPEN? DOCUMENT DATE AND TIME. C STATED FEBUARY 15, 2012 AT AROUND 7:51 AM . @03/02-ZMC177N E. WHERE IT HAPPEN? DOCUMENT DETAILED DESCRIPTION OF LOCATION OF INCIDENT C STATED IT HAPPENED IN NY. AT METAL BROOK PARK WAY TRAVELING NORTH. F.H DID IT HAPPEN? C STATED THAT VEH1 WAS HIT BY VEH 2 AND VEH 3 HIT THE BRAKES BUT STILL SLAMMED AT VEH2. C ADDED THAT C HIT THE BRAKES BUT IT DID WORK. C ALSO MENTIONED THAT THE TIRES WERE LOCKED AND C HIT VEH 3. C ADDED THAT THE AIRBAGS DID NOT DEPLOY DURING THE INCIDENT. WHAT THE CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA: @03/02-ZMC177N C STATED C WANTS TO FIND OUT THE REASON WHY C'S AIRBAGS AND BRAKE DID NOT WORK DURING THE INCIDENT.C ADDED THAT C WANT TO KNOW C'S OPTION ABOUT THE VEH. @03/02-ZMC177N CRR-CSC INFORMED C THAT A NISSAN/INFINITI REPRESENTATIVE WILL CALL C WITHIN TWO BUSINESS DAYS TO ASK C ASERIES OF DETAILED QUESTIONS. THE CALL SHOULD ONLY TAKE ABOUT 20 MINUTES.CR CSC VERIFIED THE BEST NUMBER TO REACH C. C PROVIDED 917 447 8495. @03/02-ZMC177N CRR-CSC EXITING FILE. @03/02-ZMC177N TL-AH SENDING IIR TO ARBS FOR REVIEW,. @03/05-ZAH022N - ARBS-BL: TAKING OVER FILE RESPONSIBILITY @03/05-ZBL444N - @03/07-ZBL444N ARBS-BL: PLACED CALL TO C AND DISCUSS INCIDENT. C ADVISED THAT NO INJURIES WERE SUSTAINED BY DRIVER OR PASSENGER. - ARBS-BL; EXPLAINED TO C THAT AIRBAGS WILL NOT DEPLOY IN LOW SP 10-15 MPH COLLISIONS NOR WILL THE ABS BRAKING SYSTEM ACTIVATE AT LOW SPEEDS. - ARBS-BL;ADVISED C AFTER EXPLANATION OF THE VARIOUS RESTRAINT SYSTEMS AND ABS SYSTEMS THAT ARBS WILL SEND C A CONSUMER SAFETY BROCHURE THAT WILL BETTER EXPLAIN THE RESTRAINT SYSTEM OPERATION. - C THANKED ARBS AND ENDED CALL. - ARBS-BL: BROCHURE SENT TO C. - ARBS-BL: CLOSING FILE. NO FURTHER ACTION REQUIRED. @03/07-ZBL444N
Make Public	☐	**Created By: CONVERSION (3/10/2012 7:52 PM)** CRR-CSC CHECKED FOR PREVIOUS RELATED FILES FOUND: @03/02-ZMC177N CRR-CSC CHECKED FOR PREVIOUS UNRELATED FILES FOUND: CRR-CSC VERIFIED (NAME, VIN, ADDRESS, MILEAGE, BOTH PHONE NUMBER EMAIL, HOW THE VEH WAS ACQUIRED AND SVC DLR. CRR-CSC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @03/02-ZMC177N CRR-CSC RECEIVED A CALL FROM C. C STATED THAT C HAD AN ACCIDENT 2 WEEKS AGO.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6708705	RESTRAINT SYSTEM	LEFT FRONT AIRBAG	NONDEPLOYMENT	14	3/2/2012	YG	BK	262500	OA
Edit | Del	CC-6708706	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	NONDEPLOYMENT	14	3/2/2012	YG	BK	263000	OA
Edit | Del	CC-6708707	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/2/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 9:41 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Bob Laflin**.
3/11/2012 8:00 PM	CONVERSION	Changed **Case Owner** from Bob Laflin to **Managed Services**.
3/10/2012 7:20 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Bob Laflin**.
3/10/2012 5:30 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys Surveys He

No records to display

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

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Case 03[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Barbara Parker [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	2/10/2012	Date/Time Opened	2/6/2012 1:00 AM
Supporting Documents		Date/Time Closed	2/10/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GO NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	P	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,858		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BR18B88C[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	75
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	19718	Beyond PT Warranty Months1	51

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN 104	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	2/10/2012
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 2/6/2012 1:00 AM	Root Cause Code	SNFA
Last Modified By	CONVERSION, 3/11/2012 9:43 PM	Root Cause Code (2)	
Days Closed	1,973	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA7373090

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/10/2012 11:50 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
Make Public		**Created By: CONVERSION (3/10/2012 7:55 PM)** RCAS-BP CLOSING FILE. C REQUESTED ASSISTANCE WITH ABS REPAIRS. FOM-KL DENIED C ASSISTANCE. @02/10-ZBP179N FILE OPENED-ZVZ000N 02/06/2012 CRR RECEIVED A CALL FROM C STATING THAT C WOULD LIKE TO KNOW IF C'S VEH IS PART OF ANY RECALL. @02/06-ZVZ000N CRR-AZ INFORMED C THAT C'S VEH DOE HAVE ANY OPEN RECALL AND THAT RECALLS ARE VIN SPECIFIC. CRR-AZ INFORMED C THAT THE VEH HAS 3 WARRANTY EXTS. THOUGH. X61B FUEL LVL SNDG UN WRNTY EXTN 03/31/14 72,000 _SRS FRNT CRASH SENSOR WARRANTY EXT 03/31/18 999,999 _RADIATOR WITH A/T COOLER WRNTY EXT 03/31/16 80,000 @02/06-ZVZ CRR-AZ EXPLAINED TO C THAT THE WARRANTY EXTS. ARE CAMPAIGNS BY NNA FOR KNOWN NNA VEH'S PROBLEMS. C STATED THAT C IS HAVING SOME PROBLE WITH THE ANTI-LOCK BRAKING SYSTEM AND C WOULD LIKE TO KNOW WHY THE REPAIRS WILL NOT BE COVERED UNDER WARRANTY. CRR-AZ EXPLAINED TO C TH THE ABS IS SUPPOSED TO BE COVERED UNDER THE BASIC WARRANTY WHICH EXPIRED 03/31/11. C UNDERSTOOD. CRR-AZ OFFERED FURTHER ASSISTANCE, C DECLINED. CRR-AZ PROVIDED CRR'S NAME, FILE NUMBER, AND EXTENSION NO. CRR-AZ CLOSED THE FILE. @02/06-ZVZ000N ********** C SC RECIEVED A CALL FROM C. CONFIRMED THAT NO CONTACT INFORMATION HAS CHANGED. CRR-SC IS INFORMED BY C THAT THE VEH IS HAVING SOME SERIOU ISSUES. ABOUT A WEEK AGO C HAD NOTICED THAT WHEN C WAS DRIVING HOME ALL OF THE LIGHTS ON THE DASH WERE ON AND THE SPEEDOMETER WAS NOT WORKING. @02/08-ZSC111N CRR-SC IS ALSO TOLD THAT A FEW DAYS LATER C NOTICED THAT WHILE DRIVING WHEN C TRIED TO ACCELERATE THE VEH WOULD RANDOMLY SHUT OFF THEN TURN BACK ON. C IS DEEPLY CONCERNED. CRR-SC TOOK THE VEH TO THE DLR TO HAVE IT DIAGNOSED AND THE DLR INFORMED C THE ABS CONTROL MODULE AND STATED THAT THIS WAS WHAT WAS CAUSING ALL OF C'S PROBLEM. C WAS QUOTED A REPAIR PRICE OF OVER 1950 DOLLARS. SC INFORMED C THAT CRR COULD PASS THE FILE ON TO AN RCAS AGENT WHO WOULD ACT AS A POINT OF CONTACT BETWEEN C, NISSAN AND THE DLR. @02/08 ZSC111N CRR-SC INFORMED C THAT RCAS WOULD CONTACT C BY THE END OF THE BUSINESS DAY ON 2/9/12. C UNDERSTOOD. CRR-SC GAVE C NAME, FILE NO A EXT. CRR-SC EXITING FILE AND SETTING FOLLOW UP FOR 2/9/12 @02/08-ZSC111N CRR-SC NOTING THAT C IS SEEKING FINANCIAL ASST. @02/08-ZSC111N ********** @02/09-ZBP179N RCAS-BP CALLED GO NISSAN 104TH ON 02/09/12 AT 1:21PM EST AND SM-BEN STATED THAT C NEEDS THE ABS CONTROL MODULE THAT C HAS ONLY BEEN TO THE DEALERSHIP THIS ONE TIME AND NO OTHER HISTORY. RCAS-BP UNDERSTOOD AND THANKED SM-BEN FOR ASSISTANCE. @02/09 ZBP179N ********** RCAS-BP SENT FOM-KL A GOODWILL REQUEST ON 02/09/12. @02/09-ZBP179N ********** RCAS-BP RECEIVED AN EMAIL FROM FOM-KL STATI ASSISTANCE. @02/09-ZBP179N ********** RCAS-BP CALLED C'S DAYTIME #[redacted] ON 02/09/12 AT 3:17PM EST AND LEFT A MESSAGE FOR C TO CALLBAC @02/09-ZBP179N ********** RCAS-BP CALLED C'S DAYTIME # 720 989 4108 ON 02/09/12 AT 3:18PM EST AND LEFT A MESSAGE FOR C TO CALLBACK. @02/09-ZBP ********** RCAS-BP CALLED C'S DAYTIME # 303.984.8465 ON 02/10/12 AT 11:18AM EST AND INFORMED C THAT NNA IS NOT IN THE POSITION TO ASSIST WITH REPAIRS SINCE C IS OOW. C STATED THAT C IS VERY DISAPPOINTED WITH THE DECISION SINCE C ONLY HAS 27000 MILES. RCAS-BP APOLOGIZED AND EMPATHIZ WITH C BUT INFORMED C THAT C'S VEHICLE IS OOW BY 11 MONTHS AND DUE TO THAT INFORMATION NNA IS NOT WILLING TO ASSIST. C UNDERSTOOD. @02/10-ZBP179N **********
Make Public		**Created By: CONVERSION (3/10/2012 7:53 PM)** CRR-AZ CHECKED PREVIOUS RELATED FILES FOUND: NONE CRR-AZ CHECKED UNRELATED FILES FOUND: NONE CRR-AZ VERIFIED C'S NAME, VIN, ADDRESS, DAY ALTERNATE PHONE NUMBER, EMAIL ADDRESS, CURRENT MILEAGE, HOW THE VEH WAS ACQUIRED, MILEAGE WHEN C PURCHASED THE VEH AND THE SVC NNA DLRSHP. CRR-AZ CHECKED FOR OPEN RECALLS/CAMPAIGNS FOUND: NONE @02/06-ZVZ000N

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6735247	BRAKES	ANTI-LOCK BRAKE SYSTEM	WARRANTY COVERAGE INQUIRY	QA	2/6/2012	WZ	AD	118500	OA
Edit | Del	CC-6735248	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	2/6/2012	YX	AD	118500	OA
Edit | Del	CC-6735249	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	2/6/2012	ZR	AD	118500	OA

Edit | Del CC-6735250	NISSAN PRODUCT INQUIRIES	PATHFINDER	PROVIDED RECALL INFORMATION	QF	2/6/2012	VG	AZ	207500	OF
Edit | Del CC-6735251	NISSAN PRODUCT INQUIRIES	PATHFINDER	GENERAL WARRANTY COVERAGE INQUIRY	QF	2/6/2012	VJ	AZ	207500	OF

Show 1 more » | Go to list (6) »

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/11/2012 9:43 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Barbara Parker**.
3/11/2012 7:57 PM	CONVERSION	Changed **Case Owner** from Barbara Parker to **Managed Services**.
3/10/2012 7:21 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Barbara Parker**.
3/10/2012 5:31 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys Surveys He

No records to display

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Case 031[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Angie McVey [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date	10/31/2011	Case Origin	Letter / Fax
Follow Up Date	1/30/2012	Date/Time Opened	11/2/2011 1:00 AM
Supporting Documents		Date/Time Closed	1/26/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Attorney	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,762		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN08U29C[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	62
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	04119	Beyond PT Warranty Months1	38

Dealer Access

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

Related Items

Approved Check Requests	$4,750.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 11/2/2011 1:00 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	1,988	Action Code	RL9D
Case Record Type	CA Closed Case [Change]	Document ID	CA7299770

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case

Action	Public	Comment
Make Public	☐	**Created By: CONVERSION (3/11/2012 10:57 PM)** OPEN RECALLS/CAMPAIGNS: NONE PRIOR FILES: 6902772, 7039069, 7287371 >>> DRTS-ZK REC'D LETTER FROM KROHN & MOSS, LTD ON 10/31/11, DATED 10/27/11. L OFFICE NOW REPRESENTS C IN CLAIMS PURSUANT TO LEMON LAW, UNIFORM COMMERCIAL CODE, UNFAIR TRADE PRACTICES ACT, & THE MAGNUSON-MOSS WAI ALLEGED NONCONFORMITIES INCLUDE: HVAC SYSTEM, BRAKES, BODY & TRIM,
Make Public	☐	**Created By: CONVERSION (3/11/2012 10:56 PM)** ATTORNEY DEMAND/CASH SETTLEMENT DUE TO THE FOLLOWING: VEHICLE HAD REPEAT CONCERNS WITH THE A/C BLOWING WARM. ALL CONCERNS APPEAR TO CASH SETTLEMENT WAS FOR CUSTOMER INCONVENIENCE IN THE AMOUNT OF $4,750. FEDEX LABEL [redacted] NCLUDED. ~ FILE PENDING APPROVAL. @01/04 OPENED-ZZK176N 11/02/2011 TRANSMISSION, ENGINE, & ALL OTHER COMPLAINTS SPECIFIED OR NOT. -- DO NOT CONTACT THIS C OTHER THAN WITH INFO TO EFF CURRENT REPAIRS; IF SHOULD CALL IN, PLEASE REFER TO ATTY. -- @11/02-ZZK176N COURTESY NISSAN OF TAMPA / 3445 / 813 870 3333 -- @11/02-ZZK176N DRTS-Z COURTESY NISSAN OF TAMPA / 3445 / 813 870 3333 SD-RICHARD; LEFT VMX REQ RO'S & CALL BACK. CALLED 2:02PM EST. -- @11/02-ZZK176N DRTS-ZK REC'D COUR TAMPA / 3445 RO'S; RHR IN PROGRESS. -- @11/02-ZZK176N DRTS-ZK CALLED COURTESY NISSAN OF TAMPA / 3445 VERIFIED WORK DONE ON RO#204963 WITH SA-M NEEDS TO SPEAK TO SA-HYDIE WHO IS OUT FOR THE DAY TO VERIFY DAYS DOWN ON RO#208944. CALLED 4:45PM EST. -- @11/03-ZZK176N --ARBS-JH NOTES EMAI FROM CUSTOMER'S ATTY-BRENT WIKGREN WANTING TO DISCUSS A SETTLEMENT. ARBS-JH FORWARDED EMAIL TO ARBS-AM. @11/04-ZJH907N -- DRTS-ZK CALLE NISSAN OF TAMPA / 3445 / 813 870 3333 & SPOKE TO SA-HYDIE; STATES VEH WAS DONE ON 8/29; C PICKED UP VEH ON 31ST, THEREFORE DAYS DOWN WAS 19 INS CALLED 5:30PM EST. -- @11/07-ZZK176N DRTS-ZK RHR COMPLETE; DOCS TO ARBS-AM. -- @11/07-ZZK176N *ARBS-AM: REVIEW OF AVAILABLE INFORMATION REVEA FOLLOWING: -4 VISITS FOR A/C BLOWS WARM FOR 15 SECONDS: 1=8/8/11 @20,126 MILES=SOP 2 = 8/19/11 @20,544 MILES = INSTALLED SOP (SERVO/ACTUATOR) 3 = @21,307MILES = NO DUPE; 4 = 10/11/11 @21,762 MILES = FOUND SHORT REPLACE SERVO/ACTUATOR -3 VISITS FOR TRANS. SLIP: 1 = 9/13/10 @12,589 = NO DUPE, 2 = NO DUPE, 3 = 10/11/11 @21,762 = NO DUPE. -THERE WAS ALSO A COMPLAINT OF BRAKES SOFT WITH NO DUPLICATION; GLOVE BOX WARPED 1-SOP, 2=REPLACE MOLDING LOOSE 1-SOP, 2=REPLCD MOLDING; 1 VISIT FOR THE BATTERY AND CA GOODWILLED A BATTERY REPLACEMENT IN A PREVIOUS FILE. -PREVIOUS FILE N STATED THAT DTS-TO WAS INVOLVED IN THE LAST RECORDED REPAIR ON 10/11/11. _____ -IT APPEARS THE CONCERNS HA RESOLVED AND DO NOT CONTINUE TO EXIST. -VEHICLE WAS OUTSIDE 24 MONTHS PRIOR TO RECEIPT OF ATTORNEY LETTER. -VEHICLE VISITED DEALER 3 X'S IN SCHEDULED MAINTENANCE AND A TIRE ISSUE ONLY. -ONLY 2 VISITS IN ALL OF 2010. IT DOES NOT APPEAR THERE IS A BUSINESS CASE TO SUPPORT REPURCHAS AT THIS TIME. ARBS OFFERED $2,750 INCLUSIVE TO SETTLE. @11/28-ZAM175N *ARBS-AM: RECEIVED A COUNTER DEMAND OF $9,500 AND RESPONDED WITH AN OF FILE PENDING RESPONSE FROM C'S ATTORNEY. @12/01-ZAM175N *ARBS-AM: RECEIVED AN EMAIL FROM THE C'S ATTORNEY ASKING FOR $5,250 ARBS RESPONDI THAT $4,750 FOR THE A/C BLOWING WARM FOR THE 1ST 15 SECONDS SEEMED MORE THAN REASONABLE AND ASKING FOR AN EXPLAINATION OF WHY THE ATTO SHOULD BE OFFERED. FILE PENDING ATTORNEY RESPONSE. . @12/05-ZAM175N *ARBS-AM: ATTORNEY SENT ACCEPTANCE OF $4750 AND ARBS EMAILED THE REL ADVISED A COPY OF THE SIGNED RELEASE AND A COPY OF THE CURRENT VALID REGISTRATION WOULD BE NEEDED TO PROCESS THE SETTLMENT CHECK. - FILE PENDING RECEIPT OF THE REQUESTED INFORMATION. @12/09-ZAM175N *ARBS-AM: RECEIVED A COPY
Make Public	☐	**Created By: CONVERSION (3/11/2012 10:56 PM)** OF THE SIGNED RELEASE AND REGISTRATION. CHECK REQUEST WILL BE MADE AFTER SHUT DOWN. @12/28-ZAM175N *ARBS-AM: PROCESSING CHECK REQUEST I TO ARBS MG-BG AS FOLLOWS:

Case Categorizations

Case Cate

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory C
Edit | Del	CC-6808083	BODY	MOLDING/EMBLEMS/ACCESSORY	BROKEN/CRACKED	QA	11/2/2011	ZB	AB	107500
Edit | Del	CC-6808084	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/2/2011	YX	AD	121500
Edit | Del	CC-6808085	ENGINE MECHANICAL	ENGINE ASSEMBLY	POOR OR IMPROPER OPERATION	06	11/2/2011	YX	AG	138000
Edit | Del	CC-6808086		GEN. AC/HEATING COMPONENT		11	11/2/2011	YX	AJ	159000

	HEATER/AIR CONDITIONING		POOR OR IMPROPER OPERATION						
Edit | Del CC-6808087	POWERTRAIN	AUTOMATIC TRANSMISSION	POOR OR IMPROPER OPERATION	10	11/2/2011	YX	BG	224500	

Open Activities Ope

No records to display

Activity History Acti

No records to display

Emails Send an Email

No Emails Available

Customer Support Tools Customer Su

No records to display

Check Activity Ch

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payabl
	CR0075770	371771	1/5/2012		Approved	$4,750.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

No records to display

Attachments Attach File View All A

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	CA7299770N.tif	2.22MB	5/20/2014 4:59 AM	Managed Services

Case History C

Date	User	Action
3/11/2012 8:27 PM	CONVERSION	Changed Case Owner from Managed Services to Angie McVey.
3/11/2012 3:19 PM	CONVERSION	Changed Contact Name to [redacted]
		Created.

Surveys

No records to display

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Case Comments [4] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [2] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Managed Services [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	1/26/2012	Date/Time Opened	12/13/2011 1:00 AM
Supporting Documents		Date/Time Closed	1/26/2012 1:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	INDEPENDENT
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER8BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	42
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32311	Beyond PT Warranty Months1	18

Dealer Access

Case Servicing Dealer	HUDIBURG NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	12/15/2011
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 12/13/2011 1:00 AM	Root Cause Code	SCIN
Last Modified By	Bill Hughes, 8/29/2012 3:34 PM	Root Cause Code (2)	
Days Closed	1,988	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	CA7329424

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/11/2012 10:58 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
Make Public		**Created By: CONVERSION (3/11/2012 10:58 PM)** FILE OPENED-ZRU000N 12/13/2011 CRR-RU RECEIVED CALL FROM C STATING THAT C IS HAVING AN ISSUE WITH C'S VEH C STATED THAT THE BRAKES OF THE VEH SQEAKING, C STATED THAT C ALSO NOTICED THAT THERE IS AN OILY SUBSTANCE WHICH C SUSPECTS AS THE BRAKE FLUID LEAKING, C STATED THAT C TOOK T VEH ON C'S DLRSHIP AND C WAS INFORMED THAT DLRSHIP CANNOT DETERMINE WHAT THE PROBLEM IS, C STATED THAT THE DLRSHIP SUSPECTS C IS LYING AE THE ISSUE SINC DLRSHIP CANNOT FIND THE PROBLEM ON THE VEH, C STATED THAT C WANTS NNA TO LOOK INTO THE PROBLEM SINCE IT IS A SAFETY ISSUE AN WANTS NNA TO FIX THE ISSUE ON THE VEH ASAP. CRR-RU INFORMED C THAT CRR-RU WILL FORWARD C'S CONCERN TO RCAS FOR FURTHER ASSISTANCE AND C SHOULD EXPECT A CALL FROM RCAS BY THE END OF THE NEXT BUSINESS DAY FOR AN UPDATE ON C'S CONCERN CRR-RU OFFERED FURTHER ASSISTANCE, C DECLINED. CRR-RU PROVIDED C WITH THE REFERENCE NUMBER, EXTENSION NUMBER AND NAME. CRR-RU LEAVING FILE OPEN. @12/13-ZRU000N RCAS-MT CALL TO SPEAK WITH C(10:07AM EST, DAY AND EVE#) RCAS-MT WAS ADVISED THE NUMBER WAS DISCONNECTED. RCAS-MT TO SEND POSTCARD @12/14-ZMT999N RCA CLOSING FILE PENDING C CALLBACK @12/14-ZMT999N * @12/15-ZJD999N CRR-JD RECEIVED A CALL FROM C. C STATED C NEVER RECEIVED A CALLBACK FROM TH AGENT AND C WANTED TO FOLLOW UP ON THE FILE. CRR-JD VERIFIED C ADDRESS AND UPDATE PHONE NUMBE[redacted]@12/15-ZJD999N CRR-JD ADVISED THAT RCAS-MT TRIED CONTACTING C BUT THE PHONE ON THE FILE IS[redacted] WHICH IS DISCONNECTED. CRR-JD ADVISED C THAT CRR-JD WILL TRY TO GE RCAS-MT FOR C. @12/15-ZJD999N CRR-JD TRIED EXT 457... REACHED VMX CRR-JD ADVISED C THAT CRR-JD WILL SEND INTERNAL MESSAGE TO RCAS FOR UPDAT CRR-JD ADVISED C THAT CRR ALREADY UPDATED C'S CONTACT INFO. CRR-JD OFFERED FURTHER ASSISTANCE, C STATED NONE CRR-JD GAVE C NAME AND EXTENSION NUMBER. CRR-JD EXITING THE FILE @12/15-ZJD999N RCAS-MT CALLED TO SPEAK WITH C(12:53PM EST, DAY#) C STATED THAT C IS HAVING CONCERN WITH BRAKS. C STATED THAT VEH WON'T BRAKE UNTIL THE PEDAL IF HALFWAY TO THE FLOOR. C STATED VEH SEEMS TO BE READY TO SHU T OFF AT TIMES. C STATED THAT ADA NISSAN DID NOT ADDRESS CONCERN CORRECTLY AND WILL BE GOING TO HUDIBURG TO ADDRESS CONCERNS. C STATED SM AT HUDIBURG SAID C CAN COME IN ANYTIME, C WILL BE AT DLR BETWEEN 12/16/11 AND 12/19/11. @12/15-ZMT999N RCAS-MT UNDERSTOOD AND WILL CALL DLR CONCERNING C' VEH. C UNDERSTOOD AND THANKED RCAS-MT. C ENDED CALL @12/15-ZMT999N RCAS-MT CALLED DLR TO SPEAK WITH SM(1:07PM EST) SM UNAVAILABLE, SETTIN FOLLOW UP DATE FOR 12/16/11 @12/15-ZMT999N RCAS-MT CALLED DLR TO SPEAK WITH SM(11:34PM EST) SM UNAVAILABLE, WILL FOLLOW UP ON 12/19/11 @12/16 ZMT999N RCAS-MT CALLED DLR TO SPEAK WITH SM(9:44AM EST) SM UNAVAILABLE, SETTING FOLLOW UP DATE FOR 12/20/11 @12/19-ZMT999N RCAS-MT CALLED D TO SPEAK WITH SM-RAY(9:18AM EST) SM ADVISED THAT C HAS NOT BEEN TO THE DLR SINCE THE VEH WAS PURCHASED AND NEEDS TO BRING THE VEH IN. RCAS UNDERSTOOD. CALL ENDED MUTUALLY @12/20-ZMT999N RCAS-MT CALLED TO SPEAK WITH C(9:25 AM EST, DAY#) RCAS-MT ASKED IF C WAS ABLE TO TAKE INTO C STATED NO BUT WILL TAKE VEH IN THIS WEEK TO BE INSPECTED. RCAS-MT UNDERSTOOD. C THANKED RCAS-MT FOR TEH CALL. CAL ENDED MUTUALLY @12/2 ZMT999N SETTING FOLLOW UPDATE FOR 12/23/11 @12/20-ZMT999N RCAS-MT CALLED TO SPEAK WITH C(9:47AM EST,(DAY AND EVE#) @12/23-ZMT999N NO ANSWE LEFT VMX WITH NAME EXT AND FILE#SETTING FOLLOW UP DATE FOR 12/28/11 @12/23-ZMT999N
Make Public		**Created By: CONVERSION (3/11/2012 10:57 PM)** CHECKED PREVIOUS RELATED FILES FOUND: NONE @12/13-ZRU000N CHECKED PREVIOUS UNRELATED FILES FOUND: NONE CRR-RU VERIFIED C'S NAME, VIN, ADDRESS, DAY AND ALTERNATE PHONE NUMBER, EMAIL CURRENT MILEAGE,# OF NISSAN/IFINITI VEH OWNED, HOW THE VEH WAS ACQUIRED, AND SVC DLR. CHE FOR OPEN RECALLS/CAMPAIGNS FOUND: NONE @12/13-ZRU000N
Make Public		**Created By: CONVERSION (3/11/2012 10:56 PM)** RCAS-MT REVIEWED FILE AND WILL FOLLOW UP WITH C PER FOLLOW UP DATE @12/27-ZMT999N RCAS-MT CALLED TO SPEAK WITH C(9:18AM EST, DAY#) C STATE THAT HAS NOT BEEN ABLE TO TAKE VEH TO THE DLR AND WILL TAKE VEH SOON. RCAS-MT UNDERSTOOD AND ADVISED C TO FAX IN DIAGNOSTIC ARFTER VISIT T DLR. C UNDERSTOOD. RCAS-MT PROVIDED FAX#. C THANKED RCAS-MT. CALL ENDED MUTUALLY. @12/28-ZMT999N SETTING FOLLOW UP DATE FOR 01/03/12 @12/ ZMT999N RCAS-MT REVIEWED FILE. WILL CONTACT C PER FOLLOW UP DATE @01/02-ZMT999N RCAS-MT CALLED TO SPEAK WITH C(10:20AM EST, DAY#) C STATED C HAS APPOINTMENT SCHEDULED FOR 01/05/12. RCAS-MT UNDERSTOOD. C THANKED RCAS-MT FOR THE CALL. CALL ENDED MUTUALLY. SETTING FOLLOW UP DA FOR 01/06/12 @01/03-ZMT999N RCAS-MT CALLED DLR TO SPEAK WITH SM-RAY(9:25AM EST) @01/05-ZMT999N SM STATED THAT CAS NO APPOINTMENT SCHEDULE RCAS-MT WILL FOLLOW UP ON 01/06/12 @01/05-ZMT999N RCAS-MT CALLED TO SPEAK WITH C(9:58AM EST, DAY AND EVE#) NO ASNWER, LEFT VMX WITH NAME, E AND FILE# SETTING FOLLOW UP DATE FOR 01/11/12 @01/06-ZMT999N RCAS-MT CALLED TO SPEAK WITH C(9:56AM EST, DAY AND EVE#) NO ASNWER, LEFT VMX WI NAME, EXT AND FILE# SETTING FOLLOW UP DATE FOR 01/13/12 @01/12-ZMT999N RCAS-MT CALLED TO SPEAK WITH C(9:48AM EST, DAY#) C STATED THAT C HAS N TAKEN VEH TO THE DLR YET, C STATED THAT VEH NOW @01/13-ZMT999N HESTITATES ON OCCASION. C STATES VEH HESTITATES AND THEN TAKES OFF. RCAS-M VISED CTO EXPRESS THE CONCERN WHEN VEH IS TAKEN TO THE DLR TO BE DIAGNOSED. C UNDERSTOOD AND THANKED RCAS-MT FOR THE CALL. CALL ENDED MUTUALLY. @01/13-ZMT999N SETTING FOLLOW UP DATE FOR 01/18/12 @01/13-ZMT999N RCAS-0MT CALLED TO SPEAK WITH SM(9:36AM EST) RCAS-MT ASKED IF C SCHEDULED APPOINMENT. SM STATED NO. RCAS-MT UNDERTSTOOD CALL ENDED MUTUALL @01/18-ZMT999N RCAS-MT CALED TO SPEAK WITH C(9:44PM EST, DA

AND EVE#) NO ANSWER, LEFT VMX WITH NAME ,EXT AND FILE# SETTIGN FOLLOW UP DATE FOR 01/23/12 @01/18-ZMT999N RCAS-MT CALED TO SPEAK WITH C(9:44 EST, DAY AND EVE#) NO ANSWER, LEFT VMX WITH NAME ,EXT AND FILE# SETTIGN FOLLOW UP DATE FOR 01/26/12 @01/23-ZMT999N RCAS-MT CALED TO SPEAK W (11:00PM EST, DAY AND EVE#) NO ANSWER, LEFT VMX WITH NAME ,EXT AND FILE# CLOSING FILE DUE TO ,ULTIPLE ATTEMPTS TO SPEAK WITH C, WITH NO RESPO PENDING C CALLBACK @01/26-ZMT999N

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6857815	BRAKES	GEN. BRAKE COMPONENT(S)	PREMATURE WEAR/FAILURE	03	12/13/2011	WA	AD	121500	OA
Edit | Del	CC-6857816	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	12/13/2011	YX	AD	121500	OA
Edit | Del	CC-6857817	BRAKES	GEN. BRAKE COMPONENT(S)	EXCESSIVE NOISE	03	12/13/2011	ZM	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/11/2012 3:26 PM	CONVERSION	Changed Contact Name to [redacted]
		Created.

Surveys

Surveys He

No records to display

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[redacted]

Case Comments [4] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [0] | Case History [3] | Surv

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Bristow [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	12/2/2011	Date/Time Opened	11/10/2011 1:00 AM
Supporting Documents	☐	Date/Time Closed	12/2/2011 1:00 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	FRED BEANS NISSAN
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	53,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ08W47[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	17,000
Make	NISSAN	Beyond Basic Warranty Months1	79
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07817	Beyond PT Warranty Months1	55

Dealer Access

Case Servicing Dealer	FRED BEANS NISSAN	Data Net	☐
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/14/2011
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$1,202.58	Goodwill Offered	✓
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	[redacted]
		Contact Name	

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date	0	Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	CONVERSION, 11/10/2011 1:00 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	2,043	Action Code	NT2B
Case Record Type	CA Closed Case [Change]	Document ID	CA7306295

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: CONVERSION (3/11/2012 10:58 PM)** FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER. PLEASEA DVISE
Make Public		**Created By: CONVERSION (3/11/2012 10:58 PM)** PREVIOUS FILES FOUND: RELATED - NONE UNRELATED - NONE CRR-RM VERIFIED AND UPDATE C-S NAME, VIN, ADDRESS, MILEAGE, DAY AND ALT PHONE E-MAIL ADDRESS AND RESPONSIBLE DLR. CRR -RM RECEIVED CALL FROM C.
Make Public		**Created By: CONVERSION (3/11/2012 10:57 PM)** FILE OPENED-ZRR999N 11/10/2011 CRR-RM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES :_ONE OPEN R0902 MURANO INTAKE DUCT NTB09-03 @11/10-ZRR999N CRR-RM ADVISED C THE STATUS ON THE RECALL C STATED THAT C HAS ISSUE WITH THE VEH AND C STATED THAT 2 WEEKS AGO C HAD ISSUE WITH TH ANTI-BRAKE SYSTEM THAT C PAID FOR THE REPAIR WHICH IS FOR ABOUT $1602.58 AND C STATED THAT IS ASKED FOR A COMPENSATION FOR THE REAPIR THAT DONE TO C'S VEH THAT C PAID FOR. @11/10-ZRR999N CRR-RM ADVISED C THAT WILL TRANSFER FILE TO A REGIONAL SPECIALIST AND C WILL @11/10-ZRR999N CONTACTED THE NEXT BUSINESS DAY. @11/10-ZRR999N CRR-RM OFFERED FURTHER ASSISTANCE, C DECLINED CRR-RM GAVE C NAME, EXTENSION AND FILE NUMBER. @11/10-ZRR999N CRR-RM LEAVING FILE OPEN AND FORWARD TO RCAS @11/10-ZRR999N ***** RCAS-MB CALLED C AT 5:12PM ON DAY#, LEFT VMX WITH CONTACT INFO. TRIED EVE# AT 5:14PM, LEFT VMX WITH CONTACT INFO. RCAS SETTING FOLLOWUP FOR 11/15/11 @11/11-ZMB123N ********* RCAS-MB CALLED C AT 2:24PM ON DAY#, C STATED THAT C HAS A 2007 MURANO THAT C HAD TO PAY FOR REPLACEMENT OF THE ABS ACTUATOR AND C IS SEEKING REIMBURSEMENT. F ADVISED C THAT RCAS CANNOT GUARANTEE REIMBURSEMENT AT THIS TIME, HOWEVER, RCAS CAN LOOK INTO THE POSSIBILITY OF A REIMBURSEMENT. RCAS ADVISED C THAT RCAS WILL BE IN CONTACT WITH DLR TOG GATHER INFO, AND RCAS @11/15-ZMB123N WILL RETURN CALL TO C ON 11/18/11, C AGREED. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-MB SETTING FOLLOWUP FOR 11/16/11 FOR DLR CONTACT,. @11/15-ZMB123N ********* RCAS-MB CALLED FRED BEANS NISSAN, SPOKE TO SM-LOU. SM STATED THAT C IS A DECENT C, COMES AND DOES MOST LOF'S AND MAINTENANCE RECOMMENDED ITEMS. SM STATED V REPAIRED AND PAID FOR, AND C ALSO BRINGS IN C'S 05 PTH FOR RECENT SERVICE. SM RECOMMENDED REIMBURSEMENT OF POSSIBLY HALF. RCAS THANKED S AND DISCONNECTED. @11/16-ZMB123N RCAS-MB TO SEND EMAIL TO FOM-DVB ON 11/17/11 @11/16-ZMB123N ****** RCAS-MB SENT EMAIL TO FOM-DVB, SETTING FOLLOWUP FOR 11/18/11 @11/17-ZMB123N *** *** @11/18-ZMB123N RCAS-MB NOTING FOMDVB APPROVED REIMBURSEMENT OF NNA OF 1200 AND DLR OF 400. RCA CALELD C AT 6:39PM ON DAY#, RCAS ADVISED C THAT RCAS DOES NOT YET HAVE A DECISION, AND RCAS WILL BE IN COTNACT WITH DLR TO RECONFIRM SOME I ON 11/21/11, C STATED OK. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-MB SETTING FOLLOWUPF OR 11/21/11 @11/18-ZMB123N ********* RCAS-MB CALLED C FRED BEANS NISSAN, SPOKE WITH SM-DOUG, SM STATED THAT SM WILL AGREE TO REIMBURSE FOR $400 WHILE $1200 FROM NNA WILL BE REIMBURSI SM AGREED, STATED THAT SM WOULD BE IN CONTACT WITH FOM, HOWEVER FOM IS ON VACATION AND WILL SEND EMAIL TO FOM. RCAS ADVISED DLR TO ADVIS OF DECISION, SM AGREED. THANKED RCAS AND DISCONENCTED. @11/21-ZMB123N ******** RCAS-MB CALLED C AT 4:01PM ON DAY#, C STATED DLR CONTACTED C THAT DLR WAS REIMBURSING C $400 AND NNA $1200 REIMBURSEMENT TO C. RCAS CONFIRMED NEWS. RCAS ALSO ADVISED C THAT IN ORDER FOR REIMBURSEI TO TAKE PLACE, RCAS WOULD @11/22-ZMB123N NEED C TO FAX RO, POP AND PROOF OF OWNERSHIP. C UNDERSTOOD. RCAS GAVE FAX# (615) 967-2603. C STATI WAS ON VACATION AND THAT C WOULD NOT BE ABLE TO FAX UNTIL 11/28/11. RCAS ADVSIED C TAHT RCAS WOULD CALL ON 11/29/11 TO FOLLOWUP ON FAX, C AGREED. RCAS OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-MB SETTING FOLLOWUP FOR 11/29/11 @11/22-ZMB123N
Make Public		**Created By: CONVERSION (3/11/2012 10:57 PM)** RCAS-MB RECEIVED DOCS, TO PROCESS CHECK ON 11/30/11, SETTING FOLLOWUP FOR 11/30/11 @11/29-ZMB123N RCAS-MB BEGINNING CHECK PROCESS: FOLLO ARE THE DETAILS OF THE REIMBURSEMENT: NAME OF THE DLRSHP: FRED BEANS NISSAN MILEAGE: 53497 DATE OF INVOICE: 11/08/11 PART NAME/NUMBER: 4766(CB666/ACTUATOR ASSY-A PART AMOUNT: 1243.92 @11/30-ZMB123N LABOR AMOUNT: 267.95 SHOP SUPPLIES: 0.00 (100.00-100.00?RENTAL AND DISCOUNT FOR RENTAL?) SUBTOTAL: 1511.87 TAX AMOUNT: 90.71 TOTAL AMOUNT: 1602.58 RCAS-MB SUBMITTING CHECK REQUEST FOR 1202.58 PER FOM-DVB: DLR TO REIMBUR: $400, NNA TO REIMBURSE REMAINDER (1602.58-400.00=1202.58) @11/30-ZMB123N ***** RCAS-MB CALLED C AT 9:19AM ON DAY#, LEFT VMX, TRIED EVE# AT 9:21AM, VMX. RCAS SETTING FOLLOWUP FOR 12/02/11 @11/30-ZMB123N <>>> SRCAS VERIFIED AND READY FOR PROCESSING <>>> @11/30-ZJS176N ***** **** @12/02-ZMB1 RCAS-MB CALLED C AT 5:52PM ON DAY#, RCAS ADVISED C THAT CHECK FROM NNA WAS APPROVED, AND C SHOULD RECEIVE IN ABOUT 2 TO 4 WEEKS. C THANKE RCAS. RCAS OFFERED FURTHER ASSISTANCE, C DECLIEND. RCAS-MB CLOSING FILE. @12/02-ZMB123N

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6831046	BRAKES			03	11/10/2011	YI	AD	118500	OA

			ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST						
Edit | Del	CC-6831047	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	11/10/2011	ZR	AD	118500	OA
Edit | Del	CC-6831048	NISSAN PRODUCT INQUIRIES	MURANO	PROVIDED RECALL INFORMATION	QF	11/10/2011	VG	AZ	206500	OF
Edit | Del	CC-6831049	NISSAN PRODUCT INQUIRIES	MURANO	GENERAL INQUIRY	QF	11/10/2011	ZR	AZ	206500	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Nam
	CR0074921	367181	12/2/2011		Approved	$1,202.58	26GDWIL	Northeast Goodwill	[redacted]	[redacted]

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/11/2012 9:48 PM	CONVERSION	Changed **Case Owner** from Managed Services to **Michael Bristow**.
3/11/2012 6:13 PM	CONVERSION	Changed **Contact Name** to [redacted]
		Created.

Surveys

Surveys He

No records to display

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[redacted]

Case Comments [23] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Denise Caldwell [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/28/2012	Date/Time Opened	3/13/2012 1:42 PM
Supporting Documents		Date/Time Closed	3/29/2012 10:53 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	SCHEDULING FOLLOW UP FOR 3/16/12.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Independent
# Vehicles Owned	3	Previous Repair Date	2/14/2012
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	79,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA08C38[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	43,000
Make	NISSAN	Beyond Basic Warranty Months1	79
Model Line	ARMADA	Beyond PT Warranty Miles1	19,000
Model Code	49618	Beyond PT Warranty Months1	55

Dealer Access

Case Servicing Dealer	JERRY SEINER NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject			
Created By	Denise Caldwell, 3/13/2012 1:42 PM	Root Cause Code	SCLT
Last Modified By	System Account NNAINT, 3/29/2012 7:14 PM	Root Cause Code (2)	
Days Closed	1,925	Action Code	NE6A
Case Record Type	CA Closed Case [Change]	Document ID	CA7591249

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Denise Caldwell (3/29/2012 10:52 AM) Contacted the c to follow up to the c's DTS inspection. The c stated that the c is still not satisfied because the c does not feel the veh is safe to drive. Advised the c that the veh was inspected by the DTS and there were no faults in the ABS system. The c's then asked that the c's husband be talked to. Spoke with the c's husband who stated that the c's husband v trade the veh in and put a big sign on the veh that states that the veh shouldn't be purchased and never purchase another Nissan. Apologized to the c's husband for the c's husband's feelings. Advised that unfortunately the DTS and the dlrshp has done what is necessary to inspect the veh and no faults were found. Spoke with the c again and advise that the c has contact info for Exec should the c need to follow up with Exec directly. *** Closing the c's file as no further action is needed. The DTS was unable to duplicate the c's concern with the brake system. The c has been informed.
Make Public		Created By: Denise Caldwell (3/28/2012 9:04 AM) Received the inspection details from DTS-TO. The inspection details are as follows: Inspected this 2008 Armada today and here are the results: • Customer stated the complaint has been occurring since 30 days after purchase • Customer did state they never took the vehicle to any other dealer to have inspected but continued to drive the vehicle • Initial test drive of the vehicle found no abnormalities • Performed diagnostics and found no fault codes related to the ABS system • Inspected mechanical brakes and found "select Ceramic" brake pads on all four wheels, pads and rotors measured within spec range, master cylinder retaining nuts did not appear original, no leaks from any lines • Re-torque all fasteners to spec and test drove once again monitoring wheel speed sensors verifying no abnormalities exist
Make Public		Created By: Denise Caldwell (3/27/2012 3:49 PM) Received a call from DTS-TT regarding the c's concern. Was advised that the c's concern could not be duplicated and that the veh's brake system is working as designed. DTS-TT forwarded additional documentation that have been attached to the file. DTS-TT did speak with the c and advised that the Independent repair facility did not provide any additional information about why the veh's master cyclinder was replaced and the front brakes with ceramic pads. DTS-TT advised that a conclusion will be provided. Thanked DTS-TT. The cal ended mutually.
Make Public		Created By: Denise Caldwell (3/23/2012 2:37 PM) Contacted SM-Jason Napier at the dlrshp to inform of the DTS inspection for the c on March 27th at 10:00AM. SM-Jason understood. The call ended mutually.
Make Public		Created By: Denise Caldwell (3/23/2012 1:39 PM) DTS inspection confirmed for 3/27/12 at 10:00 AM.
Make Public		Created By: Denise Caldwell (3/23/2012 10:42 AM) Left the c a vmx requesting date and time from the c for the DTS inspection.
Make Public		Created By: Denise Caldwell (3/23/2012 9:03 AM) Email from DTS-TT regarding the c's concern. Advised to schedule an appointment for the c to meet with the DTS for next week beginning 3/26/12.
Make Public	[redacted]	Created By: Denise Caldwell (3/23/2012 8:38 AM) Forwarded the c's pictures to the DTS.
Make Public		Created By: Denise Caldwell (3/23/2012 7:59 AM) Recieved c's photos of diagnostic computer reading.
Make Public		Created By: Denise Caldwell (3/21/2012 3:15 PM) Contacted the c and informed the c that the c's concern would need to be duplicated because an inspection would not yeild any results if the DTS is unable to duplicate the concern. stated that is what the problem is and has been ongoing since the c purchased the veh, when the veh lost braking power the c would have to shut the veh off and and back on but by time the veh got to the dlrshp the computer would not store any info. The c stated that Midas the independent repair facility hooked up a computer to the c's veh in January and would problem occurred the c took a picture of what was on the computer screen but stated Midas could not assist with the issue. The c stated that the c is experiencing the same issue as

		2004-2005 veh descriptions that the c has found on the web. The c stated that the c will email the picutre of the computer screen today. Thanked the c and advised that upon receivin picture the info will be forwarded to the DTS. Thanked the c. The call ended mutually.
Make Public		**Created By: Denise Caldwell (3/21/2012 3:02 PM)** C left a vmx for Exec-DC.
Make Public		**Created By: Denise Caldwell (3/20/2012 11:54 AM)** EXEC-DC LEFT A VMX FOR THE C. THE C WILL BE ADVISED THAT A NISSAN DLRSHP WILL NEED TO DUPLICATE THE C'S CONCERN AND HAVE IT DOCUMENTED IN OI TO DETERMINE WHAT THE ISSUE IS WITH THE VEH.
Make Public		**Created By: Denise Caldwell (3/20/2012 11:23 AM)** EXEC-DC CALLED AND SPOKE WITH ARRON AT MIDAS WHO ASSISTED THE C WITH THE REPAIR OF THE FRONT HUB ASSEMBLY AND THE RECALIBER OF THE FRON ROTORS. AARON STATED THAT THE C'S COMPLAINT HAS BEEN TO THE TECHINICIAN THAT THE PEDAL GOES LOW AND FADES OUT WHEN BRAKING. AARON ADVIS THAT ARRON JUST TOOK OVER THE MIDAS STORE AND DOES NOT HAVE A LOT OF KNOWELEDGE OF THE C'S VHE. AARON ADVSIED THAT THE VEH HAS ONLY BEE THE FACILITY TWICE. THANKED AARON FOR THE INFO. THE CALL ENDED MUTUALLY.
Make Public		**Created By: Denise Caldwell (3/20/2012 10:18 AM)** EXEC-DC CALLED AND SPOKE SETH AT THE INDEPENDENT REPAIR FACILITY AND WAS ADVISED THAT EXEC-DC NEEDED TO SPEAK WITH THE MANAGER AARON.
Make Public	[redacted]	**Created By: Denise Caldwell (3/19/2012 2:01 PM)** EXEC-DC SENT DTS REQUEST TO CSM-CH.
Make Public		**Created By: Denise Caldwell (3/19/2012 12:35 PM)** EXEC-DC WILL REQUEST A DTS FOR THIS C'S BRAKE CONCERN.
Make Public		**Created By: Denise Caldwell (3/19/2012 12:34 PM)** EXEC-DC SPOKE WITH TECHLINE.
Make Public		**Created By: Denise Caldwell (3/19/2012 12:27 PM)** EXEC-DC CALLED AND SPOKE WITH SA-SPENCER AT THE DLRSHP. SA-SPENCER ADVISED THAT THE C HAS NOT BROUGHT THE VEH INTO THE DLRSHP SINCE 3/26/ FOR THE CAMPAIGN FOR THE BRAKE PIN. SA-SPENCER STATED THAT THERE ARE NO OTHER R.O.s CONCERNING THE C'S BRAKE CONCERN. THANKED SA-SPENCE THE CALL ENDED MUTUALLY.
Make Public		**Created By: Denise Caldwell (3/16/2012 3:09 PM)** EXEC-DC LEFT THE C A VMX REGARDING THE R.O. THAT THE C FAXED OVER.
Make Public		**Created By: Denise Caldwell (3/16/2012 3:07 PM)** EXEC-DC RECEIVED THE C'S FAX OF INDEPENDENT REPAIR ORDER FOR THE BRAKE REPAIR THAT WAS DONE.
Make Public		**Created By: Denise Caldwell (3/14/2012 3:45 PM)** EXEC-DC CALLED AND SPOKE WITH THE C. THE C ADVISED THAT THE BRAKES ON THE VEH GO OUT AT RANDOM TIMES WHILE DRIVING. THE C STATED THAT THE DOES NOT HAVE ANY BRAKING POWER AND THAT THE VEH MUST BE TURNED ON AND OFF BEFORE THE BRAKE SYSTEM RESETS ITSELF. THE C STATED THAT THE HAS PAID $3000 WITH AN INDEPENDENT REPAIR FACILITY IN AN ATTEMPT TO RECTIFY THE ISSUE. THE C STATED THAT THE C HAS NOT TAKEN THE VEH BACK TO DLRSHP SINCE JANUARY (SIXTY DAYS AGO). THE C STATED THAT THE DLRSHP HAS NOT BEEN ABLE TO DIAGNOSE OR DUPLICATE THE C'S CONCERN. ADVISED TH THAT EXEC-DC WOULD NEED TO GET THE REPAIR ORDERS FROM THE DLRSHP SO THAT EXEC-DC COULD FORWARD TO THE DTS WHEN REQUESTING A DTS INSPECTION. THE C STATED THAT THE REPAIR ORDERS WILL COME FROM THE INDEPENDENT REPAIR FACILITY SINCE THAT IS WHERE THE REPAIR WORK WAS DO THE C STATED THAT THE C WOULD FAX THE INFO TO EXEC-DC. THANKED THE C. APOLOGIZED TO THE C THAT THE C IS HAVING THE BRAKING CONCERN WITH THI VEH. ADVISED THE C THAT ONCE THE DOCUMENTS ARE RECEIVED EXEC-DC WILL REQUEST A DTS INSPECTION. THE C UNDERSTOOD. THANKED THE C. THE CALL ENDED MUTUALLY.
Make Public		**Created By: Denise Caldwell (3/14/2012 12:42 PM)** EXEC-DC RECEIVED A VMX FROM THE C.
Make Public		**Created By: Denise Caldwell (3/14/2012 10:55 AM)** EXEC-DC LEFT THE C A VMX REGARDING THE C'S BRAKE CONCERN WITH THE C'S 2008 ARM.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6871245	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	3/20/2012	YX	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	30KB	3/27/2012 3:49 PM	Denise Caldwell

Case History

Case History He

Date	User	Action
3/29/2012 10:53 AM	Denise Caldwell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.

3/27/2012 8:19 AM	Denise Caldwell	Changed **Follow Up Date** from 3/27/2012 to **3/28/2012**.
3/23/2012 1:40 PM	Denise Caldwell	Changed **Follow Up Date** from 3/26/2012 to **3/27/2012**.

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Surveys Surveys He

No records to display

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[redacted]

Case Comments [13] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [3] | Case History [5+] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kelly Maier [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/5/2012	Date/Time Opened	3/21/2012 3:34 PM
Supporting Documents	☐	Date/Time Closed	4/4/2012 2:38 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	multiple issue in the veh. customer feels that the veh is not safe to drive the veh. c stated that their is alot of issue. Battery was Bad. brake. bearing and suspension w working properly. which was fixed under warranty.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	HOOMAN NISSAN OF LONG BEACH
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AA07DX9[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	56
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	21719	Beyond PT Warranty Months1	32

Dealer Access

Case Servicing Dealer	HOOMAN NISSAN OF LONG BEACH	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	3/22/2012
Responsible District	08	Dealer Instructions	Customer Contact

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	3/23/2012	Vehicle Service Contract	
RHR Completed	3/28/2012	VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject			
Created By	Marc Paulo Dimaranan, 3/21/2012 3:34 PM	Root Cause Code	SNSH
Last Modified By	Bharath Tadipatri, 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	1,919	Action Code	NT4E
Case Record Type	CA Closed Case [Change]	Document ID	CA7668539

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments H

Action	Public	Comment
Make Public	☐	**Created By: Kelly Maier (4/4/2012 2:37 PM)** RCAS-KI called C 04/04/12 @[redacted] 2:24pm. RCAS-KI advised c that review has been completed. RCAS-KI advised c that as this time NNA is not in a position to take vel complete loan payments on veh. C states that c has been in contact with others who have been in the same situation. C asked if c could have a swap out. RCAS-KI advised c that this option was reviewed at the sam RCAS-KI advised NNA not in position to assist c with request at this time. C states that c understands. But c does not believe that this is normal. C states that c will discuss this with husband and c may decide to give veh back to DLR any way. C states that continue with veh payments if this is what c has to do. RCAS-KI advised c that NNA will continue to honor the manufacturing warranties on veh. C states that c appreciates RCAs-KI calling c back with information. Call ended. RCAS-KI closing file. No further assistance needed.
Make Public	■	**Created By: Candace Campbell (4/4/2012 9:56 AM)** ARBS-CC reviewed possible VPP request with RCAS-KI. Arbs notes NNA will not be in a position to offer C a VPP at this time.
Make Public	☐	**Created By: Kelly Maier (4/4/2012 9:56 AM)** RCAS-KI notes that as ticking noise is injector noise and considered normal there are no current concerns for veh. No DTS inspection is needed at this time. Should c have further cc c can call back for consideration for DTS inspection at that time.
Make Public	☐	**Created By: Kelly Maier (4/4/2012 9:54 AM)** RCAS-KI called Hooman Nissan 04/04/12 @ 800 973 3689 @ 9:40am. Spoke to SM-Mike. RCAS-KI was asdvised that veh did come to DLR for ticking noise. SM-Mike listened to nc identified as injector noise. SM-MIke advised that this noise was confirmed as normal with 3 like veh so c could hear the like noise. RCAS-kI notes no RO was written up for noise concern. RCAS-KI notes veh denied for repurchase. RCAS-KI reviewing file with ARBS-CC for possible VPP.
Make Public	☐	**Created By: Candace Campbell (4/2/2012 8:30 AM)** ARBS-CC rec'd and rev'd RHR. Arbs notes the following repair history: 9/8/11 - 24,438 miles - 9 days 1) A/C door recall 2) brake pin recall 3) cup holder coming apart; replaced cup holder 1/16/12 - 28,440 miles - 1 day *veh will not start; replaced battery 2/14/12 - 29,372 miles - 5 days 1) automatic shift lever will not come out of park; replaced shifter 2) customer states veh is leaking oil; leak from transmission pan, reseal transmission pan 3) humming noise when making right and left turns; replaced right wheel hub assembly 4) thumping noise when driving over bumps; replaced both front shocks 2/25/12 - 29,677 miles - 11 days * brake pedal going to floor; replaced master cylinder assembly, bled brake system, vehicle now stops normally ARBS-CC notes 1 unrelated previous file, no techline files, and warranty history aligns with repair history. ARBS-CC notes NNA is not in a position to repurchase or replace the veh at this time because the veh has not been subject to an unreasonable number of repairs for warrantable co that impair the use, value, or safety of the veh, nor has the veh been out of service for an unreasonable number of days. Arbs recommends a DTS inspection for any current concerns may have.
Make Public	☐	

	Created By: Kelly Maier (3/30/2012 12:19 PM) RCAS-KI received call from c. C states that c just wanted RCAS-KI to know that c will be taking veh back to DLR for Diangostic on ticking sound c states c heard from engine.
Make Public	**Created By: Kelly Maier (3/29/2012 11:23 AM)** RCAS-KI called C 03/29/12 @ [redacted] @11:19am. RCAS-KI advised that all information has been gathered and is currently being reviewed. RCAS-KI advised c that RCAS-KI guarentee that NNA will assit in taking veh back. C states that c knows that review is a hassle but c appreciates everything. RCAS-KI advised c of follow up on or before 04/05/12. C agreed.
Make Public	**Created By: Kelly Maier (3/28/2012 9:05 AM)** RCAS-KI submitted RHR for review
Make Public	**Created By: Kelly Maier (3/27/2012 11:58 AM)** RCAS-KI called Surf city Nissan 03/27/12@ 714 500 6000 @11:56am. Spoke to SA-Matt. RCAS-KI asked for all RO's to be faxed. SA-Matt agreed. 3 RO's including PDI available.
Make Public	**Created By: Kelly Maier (3/23/2012 9:57 AM)** RCAS-KI called Hooman Nissan 03/23/12 @ 800 973 3689 @ 9:54am. Spoke to SM-Mike. RCAS-KI asked for all RO's for veh to be sent to RCAS-KI fax @ 615 967 3674. SM-Mike RCAS-KI to receive docs in 1 hour.
Make Public	**Created By: Kelly Maier (3/22/2012 12:59 PM)** RCAS-KI called C 03/22/12 @ [redacted] @ 12:25pm. cstates that c's main concern is safety. C states that c does not feel safe driving veh. C states that the first time repair was r shifter would not move into drive. C states that the transmisison was leaking leaking. C states bearings needed to be replaced. C stats taht parts of the suspension needed to be repla states that c did not get light for oil change or that veh was leaking oil. C states that veh was at dlr for a week for repair. C states about 2 weeks later c was on highway and brakes wo work 100%. c states that veh would not decelerate. c state that c was scared for c and family. c states brake was floored. c states that c was not able to stop at stop sign. c states tha immediately put c into a rental to replace brake master cylinder. C states that c has only just been able to start driving veh again because c is so scared to drive veh. RCAS-KI asked c what is c looking for NNA to do. C states that c is looking for a inspection to make sure veh is not a default veh. RCAS-KI advised c that c can go to dlr for multipoint inspection but due to veh not having any current concerns inspection will moset come up with no information c wants. C states that c just wants to return veh to dlr. RCAS-KI advised c that RCAS-KI can look into this for c. RCAS-KI advised c that RCAS-KI cannot guarentee NNA will be able to take veh back but case will be reviewed. RCAS-KI advised c that review can take up to 10 business days. RCAS-KI advised c of follow up for 03/29/12
Make Public	**Created By: Kelly Maier (3/22/2012 12:21 PM)** RCAS-KI called Hooman Nissan 03/22/12 @ 800 973 3689 @12:01pm. Spoke to SM-Mike. RCAS-KI was advised that veh has come to dlr for many warranty repairs, however veh is currently having concern. Veh ws last at dlr 02/25/12 for brake master cylinder repair at 29677miles. SERVICING DEALER: 5285 HOOMAN NISSAN LONG BEACH RO: *22014 02/14/12 PNC CODE DESC: 56110 FRONT SHOCK ABSORBER MILES: 29372 CLAIM TYPE: STANDARD WARRANTY CLAIM STATUS: PAID SERVICING DEALER: 5285 HOOMAN NISSAN LONG BEACH RO: *22017 02/14/12 PNC CODE DESC: 40202 PT-FRONT WHEEL HUB MILES: 29372 CLAIM TYPE: STANDARD WARRANTY CLAIM STATUS: PAID SERVICING DEALER: 5163 SURF CITY NISSAN RO: *15074 09/08/11 PNC CODE DESC: 68430 CUP HOLDER ASSY MILES: 24438 CLAIM TYPE: STANDARD WARRANTY CLAIM STATUS: PAID SERVICING DEALER: 5285 HOOMAN NISSAN LONG BEACH RO: *22011 02/14/12 PNC CODE DESC: 34103 CONTROL ROD MILES: 29372 CLAIM TYPE: STANDARD WARRANTY CLAIM STATUS: PAID SERVICING DEALER: 5285 HOOMAN NISSAN LONG BEACH RO[redacted] PNC CODE DESC: 11110 PT-OIL PAN MILES: 29372 CLAIM TYPE: STANDARD WARRANTY CLAIM STATUS: PAID
Make Public	**Created By: Marc Paulo Dimaranan (3/21/2012 3:47 PM)** crr-md received call from c that c is having issue with the brakes on the veh and this was bieng address multiple times. crr-md c feels that the veh unsafe and c states that any of warning display is not working c stated that this is c's first nissan and c maintains the veh thru the nissan dealer c stated that c wants to have the vehicle checked By NNA because c is afraid of driving the vehicle safety crr-md advised c that file will be transferred to rcas for review. crr-md advised c to expect a call within the next business day. c understood. crr-md offered further assistance, c declined. crr-md provided name, ext and file number. crr-md leaving file open, transferring resp to rcas

Case Categorizations

Case Categorizations H

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conce
Edit | Del	CC-6873449	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	3/21/2012	YE	AD	121500	OA
Edit | Del	CC-6873450	INSTRUMENTATION	WARNING DISPLAY	POOR OR IMPROPER OPERATION	11	3/21/2012	YX	AT	184500	OA

Open Activities

Open Activities H

No records to display

Activity History

View All

Activity History H

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review RHR Determination	[redacted]	✓	4/2/2012	Kelly Maier	8/3/2012 3:09 AM
Edit | Del	[redacted]		✓	4/2/2012	Candace Campbell	8/3/2012 3:09 AM

Emails

Send an Email

Emails H

No Emails Available

Customer Support Tools

Customer Support Tools H

No records to display

Check Activity

Check Activity H

No records to display

Forms H

Forms

No records to display

Attachments

Attach File | View All | Attachments H

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	248KB	8/3/2012 3:09 AM	Kelly Maier
Edit | View | Del		170KB	8/3/2012 3:09 AM	Kelly Maier
Edit | View | Del		160KB	8/3/2012 3:09 AM	Kelly Maier

Case History

Case History H

Date	User	Action
4/4/2012 2:38 PM	Kelly Maier	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/29/2012 11:23 AM	Kelly Maier	Changed **Follow Up Date** from 3/29/2012 to **4/5/2012**.
3/22/2012 12:59 PM	Kelly Maier	Changed **Follow Up Date** from 3/22/2012 to **3/29/2012**.

Show more » | Go to list »

Surveys

Surveys H

No records to display

^ Back To Top

Always show me more records per related list

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Case
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Case Comments [29] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [2] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Tim Harris [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/21/2012	Date/Time Opened	4/5/2012 9:47 AM
Supporting Documents		Date/Time Closed	6/7/2012 10:09 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,200		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA0ED5BN[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	34
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36311	Beyond PT Warranty Months1	10

Dealer Access

Case Servicing Dealer	MURPHY MOTORS	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	4/9/2012
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N6BA0ED5BN[redacted]		
Created By	Jeselle Dela Vega, 4/5/2012 9:47 AM	Root Cause Code	SCFA
Last Modified By	System Account NNAINT, 6/7/2012 7:10 PM	Root Cause Code (2)	
Days Closed	1,855	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	CA7723882

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Glenda McDonald (5/21/2012 2:07 PM) RCAS-GM called C at 2:59 pm EST a[redacted]& spoke to C[redacted]) to advise the ECW was issued & C will receive within 30 days, should C not receive within 30 days RCAS back, C understood & states C picked up the veh & so far so good, C thinks the sensor is what was wrong & hopes this does fix the veh. C is very appreciative of everything N has done for C, RCAS advised that should C need assistance in the future to please call NNA back, C understood.
Make Public		RCAS-GM asked if RCAS could assist C further, C states no, RCAS advised C that RCAS will close case today but should C not receive the ECW letter in 30 days or if the veh starts to display same concern to call RCAS back. C understood. RCAS-GM closing case
		Created By: Glenda McDonald (5/21/2012 11:50 AM) RCAS-GM re-submitted RCAS-TH request for ECW letter, as RCAS-GM received email from CSM-CH approving ECW. ********** The following are RCAS-TH notes copied from day of offering ECW to C:
Make Public		Created By: Tim Harris (5/7/2012 2:06 PM) rcas-th called c's home# at approx 15:03 est. rcas-th offered c a steering, suspension and brake ecw. rcas-th advised dc that the ecw will be good for 100k miles or 7 years from the i service date, whichever comes first. c stated c would like to speak lto c's wife. rcas-th advised c that rcas-lth will follow-up with ,c in 2-23 business days. rcas-th creating follow-up date of 5/10/12
Make Public	[redacted]	**Created By: Tim Harris (5/18/2012 4:42 PM)** RCAS-GM rcvd email reply from CSM-CS approving ECW letter. Setting follow up to 5/21/12
Make Public	[redacted]	**Created By: Glenda McDonald (5/18/2012 2:22 PM)** RCAS-GM sent email to RCAS-AC to ask if RCAS-AC has received email from CSM authorizing ECW letter yet
Make Public		**Created By: Tim Harris (5/17/2012 2:51 PM)** RCAS-GM called C at 3:45 pm EST a[redacted]& spoke to C (Mr.Murphy) to advise the ECW letter was not issued yet, RCAS is waiting for the correct person to issue letter, ad there was a little confusion on whom was to issue letter, RCAS apologized & advised that RCAS will call back on Monday 5/21/12 to advise if letter has been issued yet, C understood & agreed. RCAS verified C's mailing address, System is correct. Setting follow up to 5/18/12 to assure the email RCAS-AC sent to CSM-CH has been answered & the request for ECW is correct & being sent to C.
Make Public		**Created By: Amanda Cedeno (5/15/2012 3:52 PM)** rcas-ac assisting rcas th The ecw was rejected because it needs csm approval rcas-ac sent csm ch an email to approve the ecw per fom rcas-ac called the c at 4 49 pm est on 870.863.8090 and spoke with the c. rcas read the conditions of the ecw.

	c understood and feels alot safer with this wrrnty. rcas-ac adv c of a follow up by 5/17/2012
Make Public	**Created By: Michelle Bills (5/15/2012 3:43 PM)** ******CORRECTION**** Rcas documented wrong case....rcas did not contact c.
Make Public	**Created By: Michelle Bills (5/15/2012 3:34 PM)** Rcas contacted c at 4:32 est to advise of terms and conditions: "We are so sorry to hear about your experience with your [part (e.g., transmission)]. As Nissan is committed to quality, we would like to restore your confidence in our brand by offerin coverage beyond your warranty on your [part] for 7 years from your vehicle's in-service date or when your vehicle's mileage reaches 100,000; whichever occurs first." Component Groups: steering/brake/suspension
Make Public	**Created By: Tim Harris (5/10/2012 9:52 AM)** rcas-th submitted request for steering, brake and suspension ecw rcas-th creating follow-up date of 5/15/12
Make Public	**Created By: Tim Harris (5/10/2012 9:49 AM)** rcas-th called c's home# at approx 10:44 est. c stated c's veh is still at the dlrshp being repaired. rcas-th asked if c would like to go forward with c's ecw request. c stated c would like the steering, braking and suspension ecw. rcas-th advised c that c wuld receive a letter indicating c has received the ecw and approx 30 days later c will receive a package detailing the components covered in the ecw. c understood. rcas-th advised c that rcas-th will contact c in 2-3 business days with respect to the repair of c's veh. c understood. rcas-th creating follow-up date of 5/15/12
Make Public	**Created By: Tim Harris (5/7/2012 2:06 PM)** rcas-th called c's home# at approx 15:03 est. rcas-th offered c a steering, suspension and brake ecw. rcas-th advised dc that the ecw will be good for 100k miles or 7 years from the i service date, whichever comes first. c stated c would like to speak lto c's wife. rcas-th advised c that rcas-lth will follow-up with ,c in 2-23 business days. rcas-th creating follow-up date of 5/10/12
Make Public	**Created By: Tim Harris (5/7/2012 1:55 PM)** rcas-th received authorization to offer steering, brake and suspension ecw from fom-bs.
Make Public	**Created By: Tim Harris (5/4/2012 12:29 PM)** rcas-th requested steering, suspension and brake ecw to fom-bs. rcas-th creating follow-up date of 5/7/12
Make Public	**Created By: Tim Harris (5/1/2012 3:06 PM)** rcas-th changing follow-up date to 5/4/12 to request steering, suspension and braking ecw
Make Public	**Created By: Tim Harris (5/1/2012 3:05 PM)** rcas-th called c's home# at approx 15:57 est. c stated c has been informed that a part has been ordered that should fix the problem. c stated c would like some sort of extended warra cover the braking system going forward. rcas-th advised c that rcas-th will attempt to put something together that would bolster c's confidence in the veh. rcas-th advised c tbt rcas-th will contact c in 1 week. rcas-th creating follow-up date of 5/8/12
Make Public	**Created By: Tim Harris (5/1/2012 2:56 PM)** rcas--th called sm-sue ellis at approx 15:53 est. sm-ellis advise rcas-th that sa-billy murphy was able to identify electrical spikes in c's veh braking system. sm-ellis advised rcas-th that techline was contacted. sm-ellis advised rcas-th that a part has been ordered and should be in soon. rcas-th thanked sm-ellis for the input.
Make Public	**Created By: Tim Harris (4/27/2012 3:05 PM)** rcas-th called c's day# at approx. 05:30 est. c stated c has been contacted by sm-sue ellis and c stated the svc dept will be keeping c's veh over the weekend to attempt to pull a code rcas-th advised c that rcas-th will follow-up with c on 4/30/12 or 5/1/12. c understood. rcas-th creating follow-up date of 5/1/12
Make Public	**Created By: Tim Harris (4/25/2012 11:34 AM)** rcas-th called c's day# at approx 12:50 est. rcas-th left vmx requesting a callback from c to discuss c's veh concern. rcas-th communicated name, phone # and ext 458114. rcas-th creating follow-up date of 4/27/12
Make Public	**Created By: Tim Harris (4/25/2012 11:32 AM)** rcas-th called sm-sue ellis and was advised that c's veh concern has yet to be duplicated.sm-ellis advised rcas-th that svc dept has put approx 200 miles on the veh and no codes ha been pulled. sm-eelis stated sm-ellis is considering having c' come in and drive the veh with a tech to determine if there's possible user error. rcas-th thanked sm-ellis for the input.
Make Public	**Created By: Tim Harris (4/20/2012 12:26 PM)** rcas-th called c's day# at approx 13:24 est. rcas-th advised c that c's veh is being diagnosed. c stated c communicated to sm-ellis that the ,concern may be the master cylinder. rcas-l advised c that rcas-th will contact c in 2-3 business days. c understood. ras-th creating follow-up date of 4/25/12
Make Public	**Created By: Tim Harris (4/20/2012 12:21 PM)** rcas-th called sm-sue ellis at approx 13:15 est. sm-ellis advised rcas-th that c's veh is still being dagnosed. sm-ellis stated tech is driving c's veh as much as possible in an attempt to duplicate c's concern. rcas-th thanked sm-ellis for the input.
Make Public	**Created By: Tim Harris (4/17/2012 3:51 PM)** rcas-th called c's day# at approx 16:49 est. c syted c's veh has been at svc dlr since 4/13/12. c stated c is not in a rush to get th veh. c stated c just wants the veh to pull a code soo that the veh can be repaired. rcas-th advised c that rcas-th will contact the dlr and follow-up with c in 2-3 business days. c undrstood. rcas-th creating follow-up date of 4/20/12
Make Public	**Created By: Tim Harris (4/13/2012 9:23 AM)** rcas-th called c's at (870)315-3790 at approx 10:09 est. c stated c 's wife was in a drive through and the veh brakes went to the floor. rcas-th advised c to take the veh back to the svc dept to have the veh diagnosed. c understood. rcas-th creating follow-up date of 4/17/12
Make Public	**Created By: Tim Harris (4/13/2012 9:21 AM)** rcas-th called sm-sue ellis at aprox 10:19 est. rcas-th advised sm-sue ellis that rcas-th received a voicemail from c indicating that c's brakes failed. sm-ellis advised rcas-th that sm-ellis will contact c and hav the veh brought in to be diagnosed. rcas-th thanked sm-ellis.
Make Public	**Created By: Marilee Arnold (4/13/2012 8:44 AM)** crr-ma received call from c requesting to speak with rcas agent as soon as possible because c has now experienced another brake failure with the veh. crr-ma informed c that crr-ma send agent an internal message to call c back. c understood and agreed crr-ma offered further assistance. c declined crr-ma sent internal message
Make Public	**Created By: Tim Harris (4/11/2012 1:06 PM)** ras-th called c's day# at approx 14:04 est. rcas-th left vmx requesting a callback to discuss c's veh concerns. rcas-th communicated name, phone# and ext 458114. rcas-th creating follow-up date of 4/16/12
Make Public	**Created By: Tim Harris (4/11/2012 1:02 PM)** rcas-th called sm-sue ellis at approx 14:00 est. sm-ellis advised rcas-th that c' veh abs engaged and is working properly. sm-ellis advised rcas-th that c has not brought the veh into th for a follow-up. rcas-th thanked sm-ellis for the input.
Make Public	**Created By: Tim Harris (4/9/2012 4:11 PM)** rcas-th called c's day# at ap;rox 17:00 est. c stated c's wife sopped at a stop light and c's veh brakes began grinding and pulsating as though the veh did not want to stop. c stated c s

down vehiocle and the problem could not be replicated. c stated c took the veh ,to svc dept and the cncern could not be duplicated. c stated c will be taking the veh back to svc dlr on or 4/10/12.

rcas-th advised c that rcas-th wil contact c in 2-3 business days ,for follow-up after gathering information. c understood.
ras-thcommunicated name, phone# and ext 458114.
c understood.
rcas-th creating follow-up date of 4/11/12

Make Public [redacted]

Created By: Jeselle Dela Vega (4/5/2012 10:00 AM)
crr-jd received a call from c's husband john referred as c.
c stated c have a problem with the vehicle. c stated c's wife went to work and went to a red light. c stated the brakes was pulsing and
continued and pulsing and grinding. c stated the vehicle is at the dealer
in Murphy motors. c stated c wanted ca about the complaint and when c purchased the vehicle c chose Nissan because of the trusted brand. c stated c's wife was crying and afraid tc
the vehicle. c stated c wanted to know what Nissan can do for c as a resolution.
crr-jd informed c that c's vehicle has 1 open recalls
OPEN PC117 TTN ARM RECV DRIER NTB12-032
crr-jd asked c what Nissan can do to resolve the issue.
c stated when c bought the vehicle c did not purchased a vsc. c stated c purchased the vehicle for the reputation. c stated c's main concern is down the road when the vehicle is alree
oow the issue will cost a lot of money for c.
crr-jd asked c number of Nissan/Infiniti vehicle
c stated 1
crr-jd asked c where is the veh maintained or serviced.
c stated nissan
crr-jd advised c that the file will be transferred to rcas because the request is over crr-jd's empowerment.
crr-jd advised c the case will be transferred to rcas to try to resolve the issue for c. crr-jd advised c that rcas will get in contact with c by the end of the next business day.
c understood.
crr-jd offered further assistance, c stated none
crr-jd offered name, case and extension number
crr-jd making file follow up date 04/09/12
crr-jd transferred the file to rcas.

crr-jd asked c where is the vehicle maintained or serviced.
c stated Nissan

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6889916	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	4/5/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	4/9/2012	Tim Harris	5/21/2012 11:45 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Da
Edit	CST00012162	Goodwill ECW	1N6BA0ED5BN[redacted]	Rejected	Service Experience	Brad Spencer	FOM		
Edit	CST00012454	Goodwill ECW	1N6BA0ED5BN[redacted]	Processed	Service Experience	Craig Hiscock	CEM	Kim Corlew	5/21/2012

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	ECW7723882.pdf	223KB	6/7/2012 10:09 AM	Kim Corlew

Case History

Case History He

Date	User	Action
6/7/2012 10:09 AM	Kim Corlew	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
6/7/2012 10:09 AM	Kim Corlew	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to CA.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [2] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [4] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Karen Domer [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	4/25/2012	Date/Time Opened	4/25/2012 2:04 AM
Supporting Documents	☐	Date/Time Closed	4/25/2012 9:22 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CU4BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31311	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	FERMAN NISSAN OF NEW PORT RICHEY	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	4/25/2012
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent	3/29/2012	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	W	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	System Account NNAINT, 4/25/2012 2:04 AM	Root Cause Code	SCNR
Last Modified By	System Account NNAINT, 4/25/2012 7:08 PM	Root Cause Code (2)	
Days Closed	1,898	Action Code	NL4C
Case Record Type	CA Closed Case [Change]	Document ID	CA7819364

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public		Created By: Marilyn Hoskinson (4/25/2012 9:19 AM) rcas called c[redacted] there was a recording you have reached a number that has been disconnected or is no longer in service.... called c 941-923-1181 and spoke with Lilly anc was working on a machine, stated to Lilly that rcas was calling to thank c for sending in the survey and if c had any further questions c could call rcas back. 800 343 6913 ext 458173. rcas closing file pending call back.
Make Public		Created By: System Account NNAINT (4/25/2012 2:04 AM) VEHICLE CAME IN FOR A BREAK ISSUE, WHEN I TRIED TO LEAVE THE DEALER AFTER THE WORK WAS DONE, BRAKE PEDAL WENT TO THE FLOOR. ALSO DRIVER SE ANOING SOUNDS WHILE DRIVING, AND IT'S GETTING WORSE. SAME WITH EXHAUST RATTLE IT'S TILL THERE VERY LOUD.BREKE SYSTEM FAIL

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-6911320	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	MULTIPLE REPAIR ATTEMPTS	03	4/25/2012	YE	AD	120000	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Forn

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
4/25/2012 9:22 AM	Marilyn Hoskinson	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
4/25/2012 2:04 AM	System Account NNAINT	Created.

Surveys

Surve

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created I
	3187548	Bellomy Survey				FERMAN NISSAN OF NEW PORT RICHEY		2/19/201

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kelli Souders [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/16/2012	Date/Time Opened	5/3/2012 2:51 PM
Supporting Documents		Date/Time Closed	5/16/2012 4:06 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	There was no accident, so this is not an IIR.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NEIL HUFFMAN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,600		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	5N1AR1NB1B[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	38
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	25411	Beyond PT Warranty Months1	14

Dealer Access

Case Servicing Dealer	NEIL HUFFMAN NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	5/4/2012
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F01327	Goodwill Processed	0
IIR Date		VCAN	
RHR Started	5/10/2012	Vehicle Service Contract	
RHR Completed	5/10/2012	VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] /IN: 5N1AR1NB1E[redacted]		
Created By	Dennis Martinez, 5/3/2012 2:51 PM	Root Cause Code	SCBR
Last Modified By	System Account NNAINT, 5/16/2012 7:09 PM	Root Cause Code (2)	
Days Closed	1,877	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA7912575

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case C

Action	Public	Comment
Make Private	✓	Created By: Kelli Souders (5/16/2012 4:05 PM) ~~~~~~~~Summary~~~~~~~~~~ C called NAN for assistance on repairing veh that suddenly accelerates. Dlr unable to duplicate issue. C requested repurchase that was denied. C was advised and states will be tra veh is unsafe. Closed file. ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ Rcas-kls placed call to c on home# at 5pm. Advised c that NNA is not is position to repurchase veh at this time. C advised that c will probably be trading veh in as veh is unsafe to dr understood. ~~~~~~~~~~~~~~~~~~~~~~~~~~ Closing file
Make Private	✓	Created By: Angie McVey (5/11/2012 10:34 AM) | Last Modified By: Kelli Souders (5/16/2012 4:00 PM) arbs-am: Reveiw of provided information shows no warranty repairs have ever been performed on the vehicle. It is unclear as to why the customer was put into a rental as with any I never be provided; and with any unsubstantiated claim a rental should not be provided beyond the diagnosis. It is recommended the vehicle be returned to the customer immediately repairs to be made. -- After careful evaluation, NNA will not be able to offer repurchase as it appears that there have not been an unreasonable number of service attempts. Arbs recommends working with the dealer and the customer to see if the concern can be duplicated. It does not appear that anyone has taken a test drive with the customer to see if can duplicate the concerns and there is no evidence that shows that the dealer has asked probing questions to try to be able to duplicate the concern. (such as if there are a set of c circumstances that are present when the alleged concern occurs -- or asking customer to bring the vehicle in while the concern is occurring)
Make Public		Created By: Richard Chozinski (5/11/2012 8:06 AM) DRTS-RC rec'd RHR, RHR assigned to ARBS-AM for review.
Make Private	✓	Created By: Kelli Souders (5/10/2012 1:46 PM) RHR submitted and CSM-JS notified with info
Make Private	✓	Created By: Kelli Souders (5/9/2012 12:15 PM) Rcas-kls received RO's to file RHR.
Make Private	✓	Created By: Kelli Souders (5/8/2012 2:14 PM) Rcas-kls emailed SM-Preston for RO's to file RHR.
Make Private	✓	Created By: Kelli Souders (5/7/2012 4:48 PM) Rcas-kls received c's vmx. ~~~~~~~~~~~~~~~~~~~~~~~~~~ Rcas-kls placed call to c on home# at 5:35pm. Advised c that dlr cannot duplicate veh concern. C states that c wants NNA to put c into a new veh because c is not taking blame for i accident. Advised that Rcas-kls can review for repurchase of veh and it can take up to 10 business days. C understood and agreed to follow up of no later than 5/18/12
Make Private	✓	Created By: Kelli Souders (5/7/2012 11:38 AM) Rcas-kls received call from FOM-FN stating that no DTS will be coming out unless c requests a repurchase and ARBS recommends one to. ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ Rcas-kls placed call to c on home# at 12:35pm. Left vmx requesting call back. Kepping follow up.
Make Private	✓	Created By: Kelli Souders (5/4/2012 2:38 PM) Rcas-kls emailed SM-Preston with IIR info ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ Rcas-kls placed call to c on home# at 3:25pm. Advised c that Rcas-kls needed to ask some questions pertaining to what had happened. Rcas-kls filled out and submitted IIR form ar may be contacted within the next 2 business days by another dept for further questioning. C understood and advised c that Rcas-kls will keep eye on file so if Rcas-kls needs to cont can do so. C understood and agreed to follow up of 5/8/12

Make Private ✓ **Created By: Dennis Martinez (5/3/2012 3:02 PM) | Last Modified By: Kelli Souders (5/4/2012 2:30 PM)**
C's best contact # is thru c's mobi[redacted]
CRR-DM exiting file.

Make Private ✓ **Created By: Dennis Martinez (5/3/2012 2:58 PM) | Last Modified By: Kelli Souders (5/4/2012 2:30 PM)**
CRR-DM received a call from c stating that c already had multiple incident that the veh is accelerating on its own even if c is depressing the brake pedal to the floor. C said c almost last week. C brought the veh to a dlr for diagnosis but unfortunately the dlr was unable to diagnose the problem. The dlr told c to call nna about the problem. C wants c's car to be fix told c that c's concern will be escalated to RCAS and c will be receiving a call from RCAS before the end of the next business day. C understood.
CRR-DM offered further assistance, c declined.
CRR-DM provided c with name, case number, and ext number.
CRR-DM forwarding file to rcas.
CRR-DM exiting the file.

Case Categorizations

Case Categ

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Co
Edit | Del	CC-6921975	BRAKES	GEN. BRAKE COMPONENT (S)	UNABLE DIAGNOSE/DUPLICATE	03	5/3/2012	WT	AD	121500
Edit | Del	CC-6921976	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	POOR OR IMPROPER OPERATION	03	5/3/2012	YX	AD	121000
Edit | Del	CC-6921977	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	GENERAL INQUIRY	QC	5/3/2012	ZR	BF	223500

Open Activities

Open

No records to display

Activity History

View All

Activi

Action	Subject	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	RHR -[redacted]- 7912575	✓	5/11/2012	Angie McVey	5/15/2012 8:16 AM
Edit | Del	RHR -[redacted]- 7912575	✓	5/11/2012	Kelli Souders	5/11/2012 8:07 AM
Edit | Del	Follow Up Action Required	✓	5/10/2012	Kelli Souders	5/11/2012 7:58 AM
Edit | Del	Follow Up Action Required	✓	5/4/2012	Kelli Souders	5/7/2012 9:05 AM
Edit | Del	Call	✓	5/3/2012	Kelli Souders	5/4/2012 7:45 AM

Emails

Send an Email

No Emails Available

Customer Support Tools

Customer Supp

No records to display

Check Activity

Chec

No records to display

Forms

Action	Form	Request Type	Created By	Created Date
Edit | Del	F01327	IIR	Kelli Souders, 5/4/2012 2:21 PM	5/4/2012

Attachments

Attach File View All

Att

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	249KB	5/10/2012 1:44 PM	Kelli Souders
Edit | View | Del		65KB	5/10/2012 1:42 PM	Kelli Souders
Edit | View | Del		320KB	5/10/2012 1:42 PM	Kelli Souders

Case History

Cas

Date	User	Action
5/16/2012 4:06 PM	Kelli Souders	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
5/16/2012 4:06 PM	Kelli Souders	Closed.
5/16/2012 4:05 PM	Kelli Souders	Changed **Follow Up Date** from 5/18/2012 to **5/16/2012**.
5/11/2012 8:08 AM	Richard Chozinski	Changed **DRT Support Status** from Rejected to **DRT Assigned**.

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Surveys

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Suzanne Farlow [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/21/2012	Date/Time Opened	5/7/2012 11:10 AM
Supporting Documents	☐	Date/Time Closed	5/19/2012 8:53 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,643		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER0AC[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	47
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32110	Beyond PT Warranty Months1	23

Dealer Access

Case Servicing Dealer	TOWNSEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/7/2012
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] VIN: 1N6AD0ER0AC[redacted]		
Created By	Suzanne Farlow, 5/7/2012 11:10 AM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 5/19/2012 7:09 PM	Root Cause Code (2)	
Days Closed	1,874	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA7926716

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case

Action	Public	Comment
Make Private	✓	**Created By: Suzanne Farlow (5/19/2012 8:52 AM)** Summary - C contacted RCAS with complaint that additional problems with the veh's brakes were occurring as well as strange vibrations when the veh is given gas. RACS opened a assisted c before) and had c contact a different dlr in the area, who made adjustments to the idle to resolve one issue and was not able to fix the other issue as it is a normal operati of the veh. RCAS cmade repeated calls to confirm repair with the c which were not returned.
Make Private	✓	**Created By: Suzanne Farlow (5/18/2012 11:54 AM)** RCAS notes no return calls or vmxs from the c. RCAS-SF called c at day phone [redacted]0 at 12:53pm est and left vmx advising that dlr was contacted and repair to the c's veh is completed. RCAS advised that if the c needs fu the future to contact RCAS at 800 343 6913 x458174. RCAS closing file.
Make Private	✓	**Created By: Suzanne Farlow (5/16/2012 1:33 PM)** RCAS-SF called c at day phone [redacted] at 2:33pm est and left vmx asking for callback to 800 343 6913 x458174.
Make Private	✓	**Created By: Suzanne Farlow (5/12/2012 12:23 PM)** RCAS called c at day phone [redacted] at 1:23pm est and left vmx asking for callback to 800 343 6913 x458174.
Make Private	✓	**Created By: Suzanne Farlow (5/10/2012 2:02 PM)** RCAS-SF received ib call from SM-Bob who advised that the c had the veh into the dlr and the dlr determined that the brake fade the c was experiencing was normal. Issue was con and is the same. The dlr did however fix the idle for the c to alleviate the other issues with the shaking and vibration. SM stated that c was satisfied. RCAS called c at day phone [redacted] at 3:00pm est and left vmx asking for callback to 800 343 6913 x458174.
Make Private	✓	**Created By: Suzanne Farlow (5/7/2012 11:59 AM)** RCAS-SF called SM-Bob at 12:56pm est and left vmx advising that c would be into the dlr for oil change and diag on the brake and vibration issues. RCAS asked for callback to 800 if there are any questions on this case.
Make Private	✓	**Created By: Suzanne Farlow (5/7/2012 11:50 AM)** RCAS-SF received ib call from c at 11:55am est stating that the c is having additional problems with the veh's brakes. C states that when c is coming to a sudden stop, the c has to r almost down to the floor to get the veh to stop and this cannot be the way the veh is supposed to function. In addition, when the veh is in overdrive and given the gas, the veh shakes and makes strange vibrations. C states that c had the veh last into the dlr on February 2012 and was advised by JB Nissan that there are no codes showing and the veh needs no repairs for these issues. RCAs a bring the veh to a different dlr for a second opinion and RCAs could ensure the SM was aware of the c's issues. C understood and advised that c would contact Townsend Nissan to request that these issues are looked at during the c's next oil change. RCAs advised that SM would be notified and set follow up with c for 5/10.

Case Categorizations

Case Cate

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

Edit | Del CC-6935505	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	POOR OR IMPROPER OPERATION	03	5/16/2012	YX	AD	121000
Edit | Del CC-6940001	INTERIOR (NON-ELECTRIC)	GAS PEDAL (PEDAL/LINKAGE/CABLE/SPRING)	POOR OR IMPROPER OPERATION	18	5/19/2012	YX	AU	188000

Open Activities Ope

No records to display

Activity History Acti

No records to display

Emails Send an Email

No Emails Available

Customer Support Tools Customer Su

No records to display

Check Activity Che

No records to display

Forms

No records to display

Attachments Attach File A

No records to display

Case History C

Date	User	Action
5/19/2012 8:53 AM	Suzanne Farlow	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/18/2012 11:54 AM	Suzanne Farlow	Changed **Follow Up Date** from 5/18/2012 to **5/21/2012**.
5/16/2012 1:34 PM	Suzanne Farlow	Changed **Follow Up Date** from 5/16/2012 to **5/18/2012**.

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[redacted]

Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

[redacted] Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jesenia Cerna [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/15/2012	Date/Time Opened	5/7/2012 12:56 PM
Supporting Documents	☐	Date/Time Closed	5/15/2012 11:10 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BAY RIDGE NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	57,000	Related Vehicle Make	Nissan
Current Mileage	57,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ08W67W[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	21,000
Make	NISSAN	Beyond Basic Warranty Months1	89
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07617	Beyond PT Warranty Months1	65

Dealer Access

Case Servicing Dealer	BAY RIDGE NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	5/8/2012
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	[redacted]
		Contact Name	

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AZ08W67W[redacted]		
Created By	Miko Arden Literal, 5/7/2012 12:56 PM	Root Cause Code	SCMV
Last Modified By	Veronica Moody, 4/12/2015 9:36 PM	Root Cause Code (2)	
Days Closed	1,878	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA7927463

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comment

Action	Public	Comment
Make Public	☐	Created By: Jesenia Cerna (5/15/2012 11:07 AM) Rcas=JC made an outbound call to C on [redacted] at 11:59 am/est. Rcas=JC spoike to C and was informed that C took veh back on Thursday, but was told there was nothing wr stated that C had insurance diagnosing veh and nen concern is found, C stated would notify NNA. Rcas understood and informed woul dclose case out. C understood an dthanked R Call ended. ****** Rcas=Jc closing case as no further assistance is needed. **********C was having concern with brakes. Dlr stated nothing wrong. C is have veh diagnosed by insurance. **********
Make Public	☐	Created By: Jesenia Cerna (5/14/2012 2:11 PM) Rcas=JC made an outbound call to C on [redacted] at 3:08 pm/est. Rcas=JC left a vxm for C to contact Rcas=jc an provided 1800#, ext#, and name. Call ended. **** Rcas=Jc setting follow up for 05/15/12. ***
Make Public	☐	Created By: Jesenia Cerna (5/8/2012 2:45 PM) Rcas=jc made an outbound call to Bay Ridge Nissan at 2:16 pm/est and spoke to ASM-Vinny. Vinny informed that C/S veh did not stop in time, the pedal goes to the floor, and that th back on a hill. Vinny stated that dlr found nothing wrong, but that if C still has concern, C can go back to the dlr and ask for either Santo or Vinny. Call ended. ****** Rcas=Jc made an outbound call to C on [redacted] at 3:33 pm/est. Rcas=Jc spoke to man and asked for C. Man stated to wait a minute and call was disconnected. Rcas tried ag spoke to C, who apologized as call was lost because C was at work. Rcas understood. C stated that C's veh will no longer start manually, only remotely. Rcas advised that C go back and ask for either Santo or Vinny and either will look at C's veh. C understood. Rcas offered further assistance. C asked fro callback on Monday. Rcas agreed. C thanked Rcas=Jc. C ********** Rcas=Jc setting follow up for 05/14/12. ****
Make Public	☐	Created By: Miko Arden Literal (5/7/2012 1:00 PM) crr-ml verified c's information. crr-ml received call from c, c stated that c's having issues with c's veh. c stated that c brought the veh to an nna dlr but the dlr was not able to fix c's problem. c stated that sometimes does not work but the dlr was not able to fix the issue. crr-ml told c that crr-ml created a case number for c, and c's case will be escalated to the rcas and the rcas will give c a call by the end of the next business day for possible further as c understood. crr-ml offered further assistance, c declined crr-ml provided c name, ext number and case number. crr-ml exiting the case.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-6924657	BRAKES	GEN. BRAKE COMPONENT(S)	EXCESSIVE NOISE	03	5/7/2012	ZM	AD	121500	OA
Edit | Del	CC-6924658	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	5/7/2012	WT	AD	121500	OA

Open Activities

Open Activities

No records to display

Activity History Activity Histor

No records to display

Emails Send an Email Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachment

No records to display

Case History Case Histor

Date	User	Action
5/15/2012 11:10 AM	Jesenia Cerna	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/14/2012 2:11 PM	Jesenia Cerna	Changed **Follow Up Date** from 5/14/2012 to **5/15/2012**.
5/8/2012 2:46 PM	Jesenia Cerna	Changed **Follow Up Date** from 5/8/2012 to **5/14/2012**.

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[redacted]

Case Comments [6] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [2] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Lillian Juarbe-Reyes [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/21/2012	Date/Time Opened	6/1/2012 10:34 AM
Supporting Documents	☐	Date/Time Closed	6/21/2012 12:32 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Kearny Mesa Infiniti
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	45,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N3ZA0NEXAN[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	INFINITI	Beyond Basic Warranty Months1	48
Model Line	QX56	Beyond PT Warranty Miles1	0
Model Code	83210	Beyond PT Warranty Months1	24

Dealer Access

Case Servicing Dealer	KEARNY MESA INFINITI	Data Net	✓
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	6/1/2012
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 5N3ZA0NEXA[redacted]		
Created By	Janelle Shelton, 6/1/2012 10:34 AM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	1,841	Action Code	NT4E
Case Record Type	CA Closed Case [Change]	Document ID	CA8397317

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Kevin Sabo (6/21/2012 12:32 PM) rcas-ks called c on home number at 130p est. rcas left vmx. rcas-ks called c on mobile number at 132p est. rcas spoke to mr bahoura. c stated that the wife may want to speak to rcas. rcas adv c that if c's wife would like to discuss this further back. rcas provided name and number.
Make Public		Created By: Shea Milner (6/20/2012 11:16 AM) Rcas-sm received call from c requesting to speak with rcas-mm. Rcas adv c that rcas-mm is unavailable. C stated that c was supposed to hear back from a supervisor but has yet to understood. c stated that c is trying to appeal the decision. rcas attempted to resolve issue by providing consumer mailing address but c was persistent on supervisor call back. rcas that rcas will re-escalate the case. c thanked rcas.
Make Private	✓	Created By: Miguel Montanez (6/5/2012 10:31 AM) rcas-mm placed call to c on [redacted] at 11:24am est. rcas-mm unable to leave vmx. rcas-mm placed call to c on [redacted] at 11:26am est. rcas-mm spoke to c. c states that c has contacted attorney and attorney feels that infiniti should hav repurchased this veh when c requested so. rcas-mm informed c that if attorney f that attorney can get veh bought back then c has option to pursue this independently, but Infiniti's position as of the last RHR review is that infiniti is NOT in position to voluntarily repurchase this veh. c understood and requested to have case escalated. rcas-mm informed c that c will rcv follow up within 24 hours. c understood and requested call on (619) 944
Make Private	✓	Created By: Miguel Montanez (6/4/2012 5:04 PM) rcas'-mm placed call to c[redacted] at 6:03pm est. rcas-mm left message for c to call back.
Make Private	✓	Created By: Miguel Montanez (6/4/2012 8:51 AM) rcas-mm noting that rcas-mm recently denied c's rhr request on 05/05/12 in case#[redacted] == rcas-mm checked VROI and found that on 05/08 c took veh in for noise and rtlr found that sway bushing were cause and torqued the bolts, which eliminated the noise. == rcas-mm sending communication to sm-tw inquiring if any new concerns have arose with c's veh and if rtlr has addressed these concerns.
Make Public		Created By: Janelle Shelton (6/1/2012 10:38 AM) rcas-js received call from c stating that spoke with rtlr and rtlr told c to contact inf. ca in reference to the lemon laws. rcas informed c that nna has no info on lemon laws. rcas asked c c was requesting from inf. c stated that is requesting for inf. to exchange c's veh. rcas asked c what are c's concerns? c stated that c's concerns are with c's brakes. c stated that c ha apply lots of pressure to stop veh. c stated that has taken veh to rtlr so many times with this same concern, which rtlr attempts to correct, but issue arises again. c was asked what w current miles of veh, but c wasn't sure, since husband was driving veh. c declined further assistance, but asked if rcas-js will be c's point of contact. rcas adv c that another rcas ager be assisting & provided c the first name of rcas-mm. c was adv that a follow up will be provided by end of business day monday. c understood & was given name, number, ext & cas case transferred & follow up for 06/04

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6953853	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	6/1/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR Template- Region Infiniti West Region Case[redacted].doc	151KB	8/8/2012 10:09 PM	Miguel Montanez
Edit | View | Del	[redacted]	970KB	8/8/2012 10:09 PM	Miguel Montanez

Case History

Case History He

Date	User	Action
6/21/2012 12:32 PM	Kevin Sabo	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
6/21/2012 12:32 PM	Kevin Sabo	Closed.
6/20/2012 11:17 AM	Shea Milner	Changed **Case Owner** from Brian Kirsh to **Lillian Reyes**.
6/20/2012 11:17 AM	Shea Milner	Changed **Escalated By ID** from 005F0000001ymUd to **005F0000001zQjc**.

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Surveys

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[redacted]

Case Comments [23] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [1] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Rhonda Calico [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/28/2012	Date/Time Opened	6/12/2012 9:07 AM
Supporting Documents		Date/Time Closed	5/1/2013 1:50 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	55,598		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN08W18[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	19,598
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	04218	Beyond PT Warranty Months1	47

Dealer Access

Case Servicing Dealer	SHEEHY NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	6/13/2012
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	6/21/2012	Vehicle Service Contract	
RHR Completed	6/21/2012	VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1AN08W18[redacted]		
Created By	Anna Kharinina Fontanilla, 6/12/2012 9:07 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	1,527	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA8676987

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	■	**Created By: Michael Bardwell (5/1/2013 1:50 PM)** TL closing case per direction from CSM-Cristin
Make Public		**Created By: Rhonda Calico (6/28/2012 10:15 AM)** FOS-RC file review with RCAS-JC. This customer has verbally abused and berated NNA's employee for the past two weeks. C demands are unreasonable and his behavior is unacceptable. He has been equally abusive to the SM and dealership staff. In his most recent conversation the evening of 6/27/12 he threatened the DTS when the 7/11 vehicle inspe occurs. FOS-RC has asked the case be put in FOS name and removed from RCAS tasks. FOS has asked RCAS not to speak with cs until 7/11 vehicle inspection. FOS will arrange f DTS/FOM/SM to be united for the 7/11 inspection. Police will be summoned if necessary. Veh concerns are out of warranty. ECW issued to interest of cs satisfaction; demands are unreasonable; c refused to return loaner until told charges would be at his expense and c refuses to pick up his vehicle until after 7/11 inspection. Dealer may charge storage fees. FC informed RCAS not to tolerate future abusive calls and to advise the cs if the abuse continues she will disconnect the call. This man has brought RCAS-JC to tears and we won't toler that.
Make Public		**Created By: Jacklyn Capers (6/28/2012 8:49 AM) | Last Modified By: Jacklyn Capers (6/28/2012 8:49 AM)** RCAS-JGC rec'd call from SM in regards to veh concern. RCAS advised SM of c's comments and SM stated that SM has been contacting c since the veh repair and advising c to brir veh back. SM states that c brought the veh in last night (6/27/12) and dropped it off, but did not take the c's veh back with c. SM states that c could be charged storage fees if c does pick up the veh. RCAS-JGC advised SM that DTS is going to come to the dlr and SM states that the SM is aware and will be awaiting DTS to inspect the veh. RCAS thanked SM and call ended mutu
Make Public		**Created By: Jacklyn Capers (6/27/2012 5:03 PM)** RCAS-JGC rec'd 2 vmx from c. *** RCAS-JGC rec'd email from DTS: 7/11 at 9:30 for veh inspection time. *** RCAS-JGC contacted c at 5:34p est at [redacted]. RCAS advised c that RCAS has been in contact with the dlr. RCAS inquired if c has picked up the veh. C states that c was waitir hear from RCAS to fax the ECW letter. RCAS advised c that RCAS cannot fax that letter and that the letter has to be mailed. RCAS advised c that RCAS can only mail the letter. C st that RCAS has the capability and RCAS advised that this cannot be done, but will be mailed to the address provided. RCAS-JGC further advised c that RCAS has rec'd word that a Nissan specialist can come out, as a c courtesy, to inspect the veh on 7/11/2012. C states that a specialist was already contacted and came out to look at the veh. RCAS advised that a specialist was contacted by phone and not in person. C states that c is insulted that c is being requested to take the back. RCAS advised c that RCAS can cancel the appt and c stated that c will be out of town but will leave the veh at the dlr until the inspection is made. RCAS-JGC advised c that c needs to take the loaner veh back. C states that the dlr never told c that c needed to bring the veh back. C states that the SM did not even know that c ha loaner veh. C states that c is insulted. C states that c wants RCAS to contact the dlr and advise the dlr that the c will bring the veh back, but this is the first that the c has heard of this C states that c will not be picking up the RCAS advised c that RCAS will contact the dlr and contact c back on 6/28/2012. C understood and call ended mutually. *** RCAS-JGC attempted to contact the SM but was advised the dlr is closed. *** RCAS-JGC setting follow up date and exiting case.
Make Public	■	**Created By: Jacklyn Capers (6/26/2012 3:16 PM)** RCAS-JGC spoke with SM-Shawn who states the c is refusing to bring back the loaner veh. RCAS advised that a DTS will be coming out as RCAS has rec'd the go ahead to send th request. SM wants to know who will be covering the cost of the rental. RCAS advised SM to have the c bring back the rental veh as NNA is not going to cover the cost of the rental ve states that SM has already advised c. RCAS advised SM that RCAS will be in contact with c and advise c to bring the veh back. SM thanked RCAS and call ended mutually. *** RCAS-JGC sending DTS request per FOS request. *** RCAS-JGC contacted c at 4:06p est at 4102998702 and reached c's vmx. RCAS left msg, requesting call back to 1.800.343.691, ext 457257. RCAS further advised c that RCAS will contact with c on 6/28/2012, pending c contact back.

		*** RCAS-JGC setting follow up and exiting case.
Make Public		**Created By: Derek Tackett (6/26/2012 2:26 PM)** ARBS-DT rec'd additional RHR. ARBS-DT remailed RCAS-JC asking if any additional assistance was needed as RHR had been previously reviewed.
Make Public	[redacted]	**Created By: Rhonda Calico (6/26/2012 2:11 PM)** FOS-RC file review. RCAS to submit DTS vehicle inspection request to assist customer and dealer with final resolution.
Make Public		**Created By: Jacklyn Capers (6/25/2012 2:30 PM)** RCAS-JGC noting vmx was left, by c, prior to RCAS calling c. RCAS documenting vmx. *** RCAS-JGC spoke with TL-JS who stated ECW information cannot be faxed, but only mailed. C will have to wait for the ECW letter in the mail as there is no other means for c to recei documentation. *** RCAS-JGC leaving the follow up date set and exiting case.
Make Public		**Created By: Jacklyn Capers (6/25/2012 11:10 AM)** RCAS-JGC contacted c at 11:30a est at [redacted] RCAS advised c that c's veh request has been processed and NNA is not in the position to offer a vehicle replacement as the v does not appear to have been subject to an unreasonable number of repair attempts. C states that c wants to know what a reasonable amount of attempts are. C states that the issue brakes and the veh should not be having this type of issue. RCAS advised c that RCAS does understand that this issue is frustrating and NNA would like to offer c an ECW in regards veh concern that would cover this component area of veh, separate from rotors and pads, for 7 years or 100,000 miles. C stated c has a VSC that is similar and c states that NNA is r not giving c anything. C stated the bottom line is that NNA is not going to cover the repurchase or replacement. C states, in order for c to be happy, c would like to NNA to cover pads rotors, on this veh, for 7 years or 100,000 miles. RCAS advised RCAS cannot offer that to c. C states that is what c would like. RCAS readvised c that NNA is not in a position to cove items on this veh. C states that c had brake pads and rotors done, when this concern first began, and c would like to be reimbursed for this as this was determined not to be the issue RCAS-JGC advised c that RCAS will contact dlr, in regards to this issue and, if c really did not need brake pads and rotors, RCAS will look into c's request. RCAS advised that, shoul pads and rotors really need to have been replaced, RCAS cannot assist with this reimbursement. C states that c wants an answer today and RCAS advised that RCAS cannot provid answer as RCAS needs to get in contact with the dlr. RCAS advised c that RCAS will be in contact with the dlr and contact c by cob 6/26/2012. C states that c understands. C states the minimum that c would like to have an email stating that there is an ECW on these components. RCAS advised c that RCAS cannot email any c, but that the ECW inform will be mailed to c. C states c does not want to wait. C states that c would like to have the ECW information faxed to c. RCAS apologized to c and stated that RCAS cannot fax that information, but will inquire if the information can be faxed. C states c wants to know today. RCAS again advised c that RCAS will be in contact with c on 6/26/2012 in regards to c's requests, but is not in a position to give an answer today. C requested RCAS to advise C what number RCAS will be calling. RCAS advised c that RCAS cannot give out numbers, bu have c confirm which number c would like RCAS to contact. C state[redacted]CAS thanked c and call ended mutually. *** RCAS-JGC submitting request for ECW and requesting information regarding faxing the letter of coverage instead of mailing. *** RCAS-JGC emailing FOM, setting follow up date to 6/26/2012 to contact c, and exiting case.
Make Public		**Created By: Jacqueline Cruz (6/25/2012 10:45 AM)** crr-jc received a call from c asked if any of the contact information has changed, c said no c stated that c has been waiting for a call back and wants to know the status of the case. crr-jc informed c that the case was escalated to rcas and rcas has been working with the cas rcas will call c with in the day. crr-jc provided rcas ext # and advised c that crr-jc will send an internal message to rcas and will state that c wants a call back with in the day. c understo crr-jc asked if there are any other concerns c said no crr-jc gave name and ext # to c crr-jc advised c that the case # is still the same crr-jc exiting the case
Make Public		**Created By: Jacklyn Capers (6/25/2012 10:02 AM)** RCAS-JGC rec'd email from FOS: ECW is a good offer and is supported by NER.
Make Public	[redacted]	**Created By: Jacklyn Capers (6/22/2012 4:24 PM)** RCAS-JGC rec'd email from ARBS and submitted ECW request to FOS. *** RCAS-JGC setting follow up to 6/25/2012 to check for response in regards to veh ECW. *** RCAS-JGC exiting case.
Make Public		**Created By: Derek Tackett (6/21/2012 5:02 PM)** ARBS-DT in review of RHR and notes customer has requested vehicle replacement due to brake related concerns. ARBS-DT notes the following repair history: 09/13/10 - 34,975 miles - Customer complained of high pitched noise from under vehicle while in reverse - Dlr replaced front brake pads and resurfaced rotors. 05/16/12 - 55,598 miles - Customer requested Dlr replace rear brake pads and turn rotors - Dlr replaced pads and machined rotors. 05/29/12 - 56,044 miles - Customer stated brake pedal sunk when pressing brakes - Dlr could not duplicate. 05/30/12 - 56,901 miles - Customer stated brake pedal sunk to floor when pressed - Dlr replaced brake booster assy. ARBS-DT notes no further repair history. Based on provided repair orders, NNA is not in the position to offer a vehicle replacement as the vehicle does not appear to have been subje an unreasonable number of repair attempts. ARBS-DT recommended RCAS offer customer an ECW on the vehicle brakes as a onetime goodwill gesture. RCAS follow up requested
Make Public		**Created By: Barbara Parker (6/21/2012 2:09 PM)** DRTS-BP rec'd RHR, RHR assigned to ARBS-DT for review.
Make Public		**Created By: Jacklyn Capers (6/21/2012 2:05 PM)** RCAS-JGC rec'd RO's from dlr and attached to case. *** RCAS-JGC completed RHR and attached to case. *** RCAS-JGC submitting RHR for review and setting follow up to 6/27/2012.
Make Public	[redacted]	**Created By: Jacklyn Capers (6/20/2012 3:25 PM)** RCAS-JGC contacted dlr and spoke with SA-Sandy. RCAS explained that RCAS has been requesting the RO's for this veh case and has not rec'd the RO's. RCAS inquired if SA cou please send the veh RO's. SA states the case RO file was given to SA-Andrew and should have been sent. RCAS advised that RCAS has not rec'd. SA states that SA will send RO's RCAS and apologized. RCAS thanked SA and call ended. *** RCAS-JGC emailing FOM in regards to the need for veh RO's. *** RCAS-JGC setting follow up to 6/21/2012 and exiting case.
Make Public		**Created By: Jacklyn Capers (6/19/2012 9:23 AM)** RCAS-JGC contacted dlr at 10:16a est at 4107603500 and spoke with SA-Andrew (SM is at meeting 6/19 & 6/20). SA states that the fax, at the dlr is not working and SA does not kn what to do. RCAS advised SA to take the RO's to sales and fax from a different machine and c states that c will do so. RCAS advised SA to contact RCAS when completed. SA state SA will. Call ended mutually. *** RCAS-JGC setting follow up date to 6/20/2012 to complete RHR and exiting case.
Make Public		**Created By: Jacklyn Capers (6/18/2012 3:27 PM)** RCAS-JGC rec'd fax with only 2 of the RO's. *** RCAS-JGC rec'd vmx from Andrew requesting call back. *** RCAS-JGC contacted dlr at 4:09p est at [redacted] and spoke with SA-Andrew. SA states the c will not bring back the veh back and SA wants to know when the c will hear back fr NNA. RCAS advised that NNA will get back to c no later than 6/27/2012. RCAS further requested the rest of the RO's to be faxed to 615.984.5232. SA states that SA will send them immediately. RCAS thanked SA and call ended. *** RCAS-JGC setting follow up date to 6/19/2012 to check for RO's and complete RHR.
Make Public		**Created By: Jacklyn Capers (6/15/2012 11:12 AM)** RCAS-JGC rec'd call from ASM-Andrew. ASM states ASM was returning RCAS' call. RCAS advised c is requesting veh buyback in regards to c's veh concern and RCAS needs all R faxed. ASM states the dlr has been working really hard trying to figure out the issue with this veh's brakes. ASM states that TECHLINE advised to remove brake line switch and the reinstall. ASM states this caused pressure to build. ASM states TECH LINE was recontacted and dlr was advised to have the brake booster replaced and this is not correcting the iss ASM states TECH LINE has no alternate solutions and this veh has been at the dlr since 6/5/2012. ASM states this is the second attempt at fixing the veh concern and began on 5/30/012-6/1/2012. ASM states ASM will send over veh RO's and continue to work on the veh until instructed no to do so. RCAS thanked ASM and call ended mutually. *** RCAS-JGC contacted TECH LINE and was advised there is duplication but no solution at this time. TECH LINE suggested RCAS contact DTS, but that TECH LINE will work with dlr DTS request comes through. RCAS thanked TECH LINE and call ended mutually. ***

	RCAS-JGC submitting email to FOS in regards to veh concern. *** RCAS-JGC setting follow up to 6/18/2012 to verify RO's have been rec'd and exiting case.
Make Public	**Created By: Jacklyn Capers (6/14/2012 3:53 PM)** RCAS-JGC contacted dlr at 4:49p est at 4107603500 and spoke to SA-Sandy. RCAS requested all veh RO's be sent to 615.984.5232. SA states RO's will be sent on 6/15/2012. RCA thanked SA and call ended mutually. *** RCAS-JGC setting follow up to 6/15/2012 and exiting case.
Make Public	**Created By: Jacklyn Capers (6/13/2012 4:53 PM)** RCAS-JGC contacted c at 5:32p est at [redacted] and spoke with c. RCAS verified that c was calling in due to an issue c is having an issue with c's veh brakes. C states veh has b the dlr 4 times for the same issue: 1st: rear pads - sucking up brake fluid 2nd: could not duplicate 3rd: 5/30/12-could not duplicate 4th: brake booster was put on the veh. C states the veh is currently at the dlr currently with the same issue. C states c would like to have the veh replaced. C states c purchased the v new and veh currently has 56,000 miles on the veh and wants a different veh as c feels unsafe. RCAS-JGC advised c that RCAS will complete the replacement request however this request takes up to 10 business days. RCAS advised that RCAS will assist c, in the interim, to fi veh repair solution. C states c does not want a veh repair solution. C states c just wants the veh replacement request put in. RCAS advised RCAS will complete request for c, howeve RCAS cannot promise c anything at this point. RCAS inquired if c has had the veh to any other Nissan dlr. C stated no. RCAS thanked c and advised RCAS will be in contact with no than 6/27/2012 with a decision from NNA. RCAS provided RCAS contact information. C understood and call ended mutually. *** RCAS-JGC setting follow up to 6/14/12 to contact dlr and exiting case.
Make Public	**Created By: Jacklyn Capers (6/13/2012 4:31 PM)** SA states c has been at dlr for a total of 14 ro's and 15 days. SA states the c is a REALLY good c and has all regular maintenance. SA states, on 5/30/2012, c came in for oil change complained of veh brake pedal not operating properly. SA states tech was unable to duplicate concern until veh was left cold. Tech then started veh and had to depress the brake pe the floor and noted brakes did not engage. SA states the tech replaced brake booster and veh was operating properly when veh left. SA states c has not been to dlr, with any issue, s replacement of brake booster. RCAS thanked SA and call ended mutually.
Make Public	**Created By: Anna Kharinina Fontanilla (6/12/2012 9:24 AM)** crr-aa received a call from c stating that that the veh is currently at the dlr due to brake issue that the dlr still was not able to resolve. c descibed that when c was stepping on the brak the brake was not working. c stated that c already took the veh back 5 or 6x to the dlr but after numerous repairs the was still not resolve. c stated that c was assisted by SA andrew f 54913 from the dlr. c stated that c would like to seek further assistance from nna ca to have the veh fixed permanently. crr-aa apologize for any inconvenience this may have caused c. crr-aa advised c that crr-aa could not promise anything, however crr-aa informed c that file would be escalated to RCAS for review. crr-aa also informed c that c would be receiving a from RCAS by tomorrow, before the end of the business day. c understood. crr-aa provided c with file number,name and extension number. crr-aa transferring the file to RCAS and le the file open for follow up.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6983823	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	6/12/2012	YE	AD	121500	OA
Edit | Del	CC-6983824	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	6/12/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	6/25/2012	Jacklyn Capers	6/25/2012 1:08 PM
Edit | Del	RHR Review [redacted]		✓	6/21/2012	Derek Tackett	6/25/2012 9:54 AM
Edit | Del	RHR Review [redacted]		✓	6/21/2012	Jacklyn Capers	6/21/2012 2:09 PM
Edit | Del	Call		✓	6/13/2012	Jacklyn Capers	6/19/2012 9:26 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Da
Edit	CST00013418	Goodwill ECW	5N1AN08W18C[redacted]	Processed	Multiple Repair Issue	Rhonda Calico	FOM	Kim Corlew	6/25/2012

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F02446	DTS Request	Jacklyn Capers, 6/26/2012 2:59 PM	6/26/2012

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	ECW8676987.pdf	228KB	7/10/2012 9:02 AM	Kim Corlew
Edit | View | Del	RHR[redacted]7.docx	28KB	6/28/2012 10:08 AM	Jacklyn Capers
Edit | View | Del	RO[redacted].pdf	819KB	6/28/2012 10:08 AM	Jacklyn Capers

Case History

Case History He

Date	User	Action
5/1/2013 1:50 PM	Michael Bardwell	Changed Case Record Type from CA to CA Closed Case.

		Changed **Status** from Open to **Closed**.
		Closed.
6/28/2012 10:08 AM	Jacklyn Capers	Changed **Case Owner** from Jacklyn Capers to **Rhonda Calico**.
6/26/2012 3:16 PM	Jacklyn Capers	Changed **Follow Up Date** from 6/26/2012 to **6/28/2012**.

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No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Emily Ballard [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/19/2012	Date/Time Opened	6/13/2012 7:43 AM
Supporting Documents		Date/Time Closed	6/19/2012 12:49 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle does not slow down when slowly applying brakes.		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AE2KP3C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	QUEST	Beyond PT Warranty Miles1	0
Model Code	55312	Beyond PT Warranty Months1	4

Dealer Access

Case Servicing Dealer	TOWN NORTH NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: JN8AE2KP3C[redacted]		
Created By	Emily Ballard, 6/13/2012 7:43 AM	Root Cause Code	PPP
Last Modified By	Bharath Tadipatri, 4/3/2015 7:55 PM	Root Cause Code (2)	PCPP
Days Closed	1,843	Action Code	NE6A
Case Record Type	CA Closed Case [Change]	Document ID	CA8682768

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Emily Ballard (6/19/2012 12:48 PM)** crr-eb closing and exiting case-no further assistance needed.
Make Private	✓	**Created By: Emily Ballard (6/19/2012 12:47 PM)** crr-eb contacted the c on the cs home number at:[redacted]. crr-eb spoke with the c and asked the c if the c was planning on taking the cs veh to the dlr any time soon? c stated "no." crr-eb was informed by the c that the c does not feel as if there is anything wrong with the cs brakes, c stated that when comparing the cs veh to another veh...the brakes seem to be clumpy. crr-eb understood and notified the c that crr-eb just wanted to be clear on the cs veh conditions and was glad to hear the veh is operating fine. crr-eb advised the c that if the c has any questions or concerns to feel free to contact crr-eb. c understood and agreed. crr-eb provided direct contact number. crr-eb thanked the c and then ended the call.
Make Private	✓	**Created By: Emily Ballard (6/15/2012 11:43 AM)** crr-eb setting follow-up for 6.19.12.
Make Private	✓	**Created By: Emily Ballard (6/15/2012 11:42 AM)** crr-eb contacted the c on the cs home number at:[redacted] crr-eb spoke with the cs wife (known as c). crr-eb advised the c that crr-eb has received information in regards to the c having a concern with the cs brakes not being responsive fast enough. crr-eb was informed by the c that the c also owns a toyota highlander and that the c has compared the cs brake responsiveness with the brakes in the toyota and has noticed that the has to apply more pressure on the cs brakes. crr-eb understood and asked if the c has spoken with a nissan dlr in regards to the cs brakes? c stated "no." crr-eb was advised by the c that the c plans to take the cs veh into the dlr pretty soon because the c is due for the three month service check up. crr-eb understood. crr-eb asked the c if the c plans to take the veh to the dlr within the next two weeks? c states "yes." crr-eb advised the c that crr-eb would like to leave the c with crr-eb contact number in case the c has any questions and notified the c that crr-eb will follow back up with the c next we see what would be a good time for the c to take the cs veh to the dlr. c understood and agreed. crr-eb thanked the c and provided c with contact number and ended the call.
Make Private	✓	**Created By: Emily Ballard (6/13/2012 2:21 PM)** crr-eb contacted the c on the cs home number at:[redacted]. crr-eb spoke with the c and asked the c if now was a good time to speak with the c? crr-eb was informed by the c that the c can not actually speak on the phone at the moment and will need to get called back because the c has a house full of sick family members. cr apologized. crr-eb asked the c what was a good time to speak with the c? crr-eb was given friday. crr-eb understood and thanked the c . crr-eb then ended the call.
Make Private	✓	**Created By: Emily Ballard (6/13/2012 7:45 AM)** crr-eb notes the cs actual verbatim comments in case: Vehicle does not slow down when slowly applying brakes. Veh requires a lot of pressure in order to slow down or stop vehicle which would eventually lead to early wear and tear on brakes.
Make Private	✓	**Created By: Emily Ballard (6/13/2012 7:44 AM)** crr-eb received a customer survey from tl-ha crr-eb checked for previous cases and found: none

crr-eb checked for open recalls and campaigns and found: none
verified cs name, address, mileage, day and evening phone numbers
crr-eb creating case due to:
customer writing in on an online survey in regards to the cs veh brakes.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-6993013	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	6/19/2012	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	6/19/2012	Emily Ballard	6/19/2012 12:50 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
6/19/2012 12:49 PM	Emily Ballard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/15/2012 11:43 AM	Emily Ballard	Changed **Follow Up Date** from 6/15/2012 to **6/19/2012**.
6/13/2012 2:21 PM	Emily Ballard	Changed **Follow Up Date** from 6/13/2012 to **6/15/2012**.

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Surveys

Surveys He

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Case Comments [9] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sur

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Rhonda Goodwin [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/5/2012	Date/Time Opened	6/21/2012 5:36 PM
Supporting Documents	☐	Date/Time Closed	7/5/2012 5:56 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	48,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN08U68[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	12,000
Make	NISSAN	Beyond Basic Warranty Months1	75
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	04768	Beyond PT Warranty Months1	51

Dealer Access

Case Servicing Dealer	LITHIA NISSAN OF EUGENE	Data Net	✓
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	6/25/2012
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 5N1AN08U68[redacted]		
Created By	Gendon Cocharo, 6/21/2012 5:36 PM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	1,827	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	CA8792000

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments H

Action	Public	Comment
Make Public		Created By: Rhonda Goodwin (7/5/2012 5:56 PM) rcas-rrg calld c on day contac[redacted] at 6:54pm est rcas-rrg spoke to c who states the c has the veh and c is satisfied, c thanked rcas, rcas closed file summary: c complained the entire instrumental panel went out and wanted nna to repair, sm stated c abs module needed replaced, fom approved, c had veh repaired, c satisfied. rc closed file
Make Public		Created By: Rhonda Goodwin (7/2/2012 4:49 PM) rcas-rrg called dlrshp and spoke to sm-ka who states the dlrshp was awaiting a part which came in today and the service dept will be complete with the repair on today, rcas will call on 7/5/12
Make Public		Created By: Rhonda Goodwin (7/2/2012 4:45 PM) rcas-rrg called c on day contact[redacted] at 5:44pm est rcas-rrg asked for c and was advised rcas was unable to leave a msg for c and to call back, c is out of town.
Make Private	✓	Created By: Rhonda Goodwin (6/25/2012 11:23 AM) rcas-rrg called c on day contac[redacted] at 12:22pm est rcas-rrg spoke to c and advised c that nna will be assisting the c with the repair. c is to call the dlrshp and set up an appt. rcas asked c to call rcas back once the appt has been set u thanked rcas repeatily, and advised rcas that the c will call rcas back once the veh has been repaired. rcas thanked rcas and ended the call. rcas setting follow up for 7/2/12
Make Private	✓	Created By: Michael Bardwell (6/22/2012 5:33 PM) RCAS-MPB received FOM approval for goodwill repairs up to $1,600. RCAS-MPB placed outbound call to SM-Ken at 1835 EDT. RCAS advised SM of FOM approval. RCAS asked if SM wanted to contact c, SM stated that SM would. RCAS thanked S call ended mutually.
Make Private	✓	Created By: Michael Bardwell (6/22/2012 4:23 PM) RCAS-MPB sent goodwill review form to FOM-LT at 1723 EDT. RCAS setting follow-up to 25-Jun.
Make Private	✓	Created By: Michael Bardwell (6/22/2012 4:11 PM) RCAS-MPB assisting RCAS-RG RCAS-MPB placed outbound call SM-Ken at 1701 EDT. SM stated that c is a very outstanding svc c. SM stated that veh was brought in for ABS control unit, which is covered under basic. SM stated that costs under the warranty rate would be $1174.05 parts and $300 for labor. SM strongly suggests goodwill assistance for c.
Make Private	✓	Created By: Michael Bardwell (6/22/2012 3:59 PM) RCAS-MPB assisting RCAS-RG RCAS-MPB placed outbound call to c at[redacted] 1650 EDT. C stated that c has three NNA vehs, a MY 06 Titan, this Xterra and an MY12 Murano. C stated that year ago, c left c's lights on and the battery died about a year ago. c stated that the SES light came on. C stated that the other day, c did the same thing again, and the battery died. C stated that c jumped the Xterra with the Titan and all the instrumentation stopped working. C brought the veh to the dlrshp who asked c to bring the veh back the next day. C stated that the following day the battery was dead again. C stated that once the veh got back to th dlrshp, c was advised that the ABS control module will need to be replaced. C stated that c has gone to the dlrshp for all the svcs on all three vehs (expect the Murano which is brand new). C stated that the veh is still at the dlrshp with an ETA of the 25th or 2 RCAS-MPB advised c that RCAS will contact the dlrshp and gather the needed info and that RCAS-RG should be back in touch with c by the end of the day on the 25th. C agreed. RCAS-MPB provided RCAS-RG's contact info and call ended mutually.
Make Public		Created By: Gendon Cocharo (6/21/2012 5:46 PM) Crr-Gc received a call from c stating that c bought a nissan xterra , c stated that c left the key to the veh while its one and that time it was raining the suddenly the battery went down and the engine light came on and have to have to jump off . c stated that c take the veh to the dlr the dlr fixed the veh and reset the engile light that time and then when c took the ve the prob ocur again and c called in the dlr and spoke to SA-JAY and advised c to disconnect the negative cable so that the battery will be okey . c stated that c took the veh to dlr this morning to have it checked. C stated that after taking the veh to dlr, dlr called c to informed that there was a problem on the brakes system that run ti the sensor and need to be repla $369 c also stated that dlr informed c that all the warning light came on. c also stated that dlr already informed c that the total cost will be $1500. c stated that c wanted nissan to hel

regarding on this concern. Crr-Gc informed c that this case will be forwarded to rcas and rcas will call c back before the end of the next business day, c understood.
Crr-Gc offered further assistance, c declined
Crr-Gc provided c with name, case number and ext number
Crr-Gc forwarding the case to rcas and leaving the case open

Case Categorizations

Case Categorizations H

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conce
Edit | Del	CC-6996989	ENGINE ELECTRICAL	BATTERY	MULTIPLE REPAIR ATTEMPTS	11	6/21/2012	YE	AF	131500	OA
Edit | Del	CC-6996990	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	6/21/2012	YX	AD	118500	OA
Edit | Del	CC-6996991	INSTRUMENTATION	WARNING DISPLAY	POOR OR IMPROPER OPERATION	11	6/21/2012	YX	AT	184500	OA
Edit | Del	CC-6996992	ENGINE ELECTRICAL	BATTERY	OOW GOODWILL ASSISTANCE REQUEST	11	6/21/2012	YI	AF	131500	OA

Open Activities

Open Activities H

No records to display

Activity History

Activity History H

No records to display

Emails

Send an Email

Emails H

No Emails Available

Customer Support Tools

Customer Support Tools H

No records to display

Check Activity

Check Activity H

No records to display

Forms

Forms H

No records to display

Attachments

Attach File

Attachments H

No records to display

Case History

Case History H

Date	User	Action
7/5/2012 5:56 PM	Rhonda Goodwin	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/2/2012 4:49 PM	Rhonda Goodwin	Changed **Follow Up Date** from 7/2/2012 to **7/5/2012**.
6/25/2012 11:38 AM	Rhonda Goodwin	Changed **Follow Up Date** from 6/25/2012 to **7/2/2012**.

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Surveys

Surveys H

No records to display

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[redacted]

Case Comments [2] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [4] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Richie Hampton [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	6/27/2012	Date/Time Opened	6/27/2012 2:08 AM
Supporting Documents	☐	Date/Time Closed	6/27/2012 8:42 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV2A[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32210	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	TIMBROOK NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent	4/17/2012	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject			
Created By	System Account NNAINT, 6/27/2012 2:08 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:02 PM	Root Cause Code (2)	
Days Closed	1,835	Action Code	NL4C
Case Record Type	CA Closed Case [Change]	Document ID	CA8841761

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	☐	Created By: Richie Hampton (6/27/2012 8:29 AM) rcas-rh placed call to c at 9:28am est or [redacted] rcas-rhleft vmx for c to call back rcas-rh left name and ext. rcas-rh is closing case pending callback from c
Make Public	☐	Created By: System Account NNAINT (6/27/2012 2:08 AM) I TOLD THEM MY BRAKES WERE SPONGY AND THEY WENT ALMOST TO THE FLOOR - THEY SAID THEY WERE OK?SPONGY BRAKES AND PEDDLE ALMOST TO THE F MY 2010 FRONTIER HAS LESS THAN 7,000 MILES ON IT. WHEN I FIRST BOUGHT IT, BRAKES WERE LITTLE GRABBY & IT DIDN'T TAKE MUCH PEDDLE. NOW BRAKES AI GO TO FLOOR. I WAS TOLD BY NISSAN DLR THEY WERE OKAY. MY SON JUST BOUGHT NEW NISSAN. AFTER DRIVING MY TRUCK, HE SAID IT ACTED LIKE OLD DRUM IF I TAKE IT TO ANOTHER SHOP & THEY SAY THERE IS PROBLEM, IS NISSAN GOING TO PAY THAT SVC CHARGE.Q14 REFER TO QUESTION #8. Q16 NOT YET. Q18 I'LL THEM CHECK THEM AGAIN. Q22 OLD. NO EMAIL - CALL HOME PHONE.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7002531	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	6/27/2012	YX	AD	120000	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
6/27/2012 8:42 AM	Richie Hampton	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/27/2012 2:08 AM	System Account NNAINT	Created.

Surveys Surve

No records to display

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[redacted]

Case Comments [9] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kysa Otis [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/3/2012	Date/Time Opened	7/3/2012 2:04 PM
Supporting Documents		Date/Time Closed	7/10/2012 5:55 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N3AA08D18N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	INFINITI	Beyond Basic Warranty Months1	64
Model Line	QX56	Beyond PT Warranty Miles1	0
Model Code	86318	Beyond PT Warranty Months1	40

Dealer Access

Case Servicing Dealer	AUTONATION INFINITI TUSTIN	Data Net	
Case Servicing Dealer Region	Infiniti West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N3AA08D18[redacted]		
Created By	Lakisha Benedict, 7/3/2012 2:04 PM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	1,822	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA8876704

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public		**Created By: Kysa Otis (7/10/2012 5:54 PM)** Rcas/ko spoke with SM/Randy who stated that customer paid for repair on Friday 7/6 and at the time c asked if any rtlr could offer any assistance and rtlr declined due to service histo did not agree at rtlr referred to c to call Infiniti CA to see if any assistance could be given. SM stated that c does not maintain veh at rtlr and has only come in for warranty repair work. Rcas/ko informed c that no assistance can be given due to OOW and service maintenance history. C confirmed that repair had been paid for and was under the impression that CA w reimburse. C declined further assistance.
Make Public	[redacted]	**Created By: Kysa Otis (7/6/2012 5:47 PM)** Rcas/ko informed c that it has been confirmed that brake booster is something that would have been covered under the basic warranty. Rcas also informed c that the proper documer have been requested so that c can be considered for goodwill and a follow up call would be placed within 48 business hours. C thanked rcas/ko for calling and declined further assist
Make Public		**Created By: Kysa Otis (7/6/2012 5:34 PM)** Et-ko called retailer and spoke with ST/David; ST stated that brake booster would have been covered under the basic warranty. ST will fax vehicle service history.
Make Public		**Created By: Rolanda Brown (7/6/2012 2:03 PM)** rcas verified and updated c's contact information
Make Public		**Created By: Rolanda Brown (7/6/2012 2:03 PM)** rcas recd call from c c states that c has not recd call back from rcas rcas apologized, rcas informed c that rcas will send an urgent email to rcas-ko for call back 7/6/12 c thanked rcas, c ended call
Make Public		**Created By: Kysa Otis (7/5/2012 6:12 PM)** Rcas/ko left VM for SM at retailer Rcas/ko called c and left VM
Make Public		**Created By: Kysa Otis (7/3/2012 6:00 PM)** Et-ko called c and left VM
Make Public		**Created By: Lakisha Benedict (7/3/2012 2:19 PM)** Rcas-kb advised the c the c will receive a call on 07/05/2012 @ the numbe[redacted]
Make Public		**Created By: Lakisha Benedict (7/3/2012 2:17 PM)** Rcas-kb received call from the c. C states c had concerns with brakes will within warranty. C states c had brakes fixed 4-6 mths ago. C states the rotors, drums, and brakes was repaired on the vehicle at that time. C states that the c was still have some concerns with the brakes to the point where the pedal went completely to the floor. C states c took the vehicle to a near by garage and the garage found nothing wrong. C states the c then scheduled an appointment with Tustin Inifiniti to have the veh looked at. C was advised there was a failed code which advised the dlr that the Brake Booster did fail. C states c was advised by the Sm to contact Inifiniti to seek Fin Assistance due to the c being within in warranty when the c had the initial concern. C states the cost of repair is around $900.00 dlrs and the veh only has 34,350 miles on it at this time. C states the veh has very low mileage and would like Inf to assist the c with the repair. C would like to contacted a[redacted]

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7018355	BRAKES	BRAKE BOOSTER	OOW GOODWILL ASSISTANCE REQUEST	03	7/10/2012	YI	AD	119000	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File View All Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	342KB	7/10/2012 10:28 AM	Kysa Otis

Case History Case History He

Date	User	Action
7/10/2012 5:55 PM	Kysa Otis	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
7/3/2012 2:18 PM	Lakisha Benedict	Changed **Case Owner** from Kisha Benedict to **Kysa Otis**.
7/3/2012 2:04 PM	Lakisha Benedict	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE: VIN: 5N3AA08D18N** [redacted]

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Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Joey Ruff [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/9/2012	Date/Time Opened	7/5/2012 10:23 AM
Supporting Documents		Date/Time Closed	7/6/2012 8:31 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N3AA08D08N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	INFINITI	Beyond Basic Warranty Months1	70
Model Line	QX56	Beyond PT Warranty Miles1	0
Model Code	86218	Beyond PT Warranty Months1	46

Dealer Access

Case Servicing Dealer	ORLANDO INFINITI	Data Net	
Case Servicing Dealer Region	Infiniti South Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE: VIN: 5N3AA08D08N[redacted]		
Created By	Joey Ruff, 7/5/2012 10:23 AM	Root Cause Code	SD
Last Modified By	Bharath Tadipatri, 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	1,826	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA8886383

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Joey Ruff (7/6/2012 8:30 AM) closing case as no further action needed.
Make Public	☐	Created By: Joey Ruff (7/6/2012 8:29 AM) Called and spoke w/ SM-Stephen. SM advised veh has never been to rtlr, found in history that veh taken to Orlando Infiniti. Called over to Orlando Inf, spoke w/ SM-Aaron. SM states replaced brake booster and reprogram VDC. No accidents/injuries. Veh returned to c.
Make Public	☐	Created By: Joey Ruff (7/5/2012 10:32 AM) Called and left message for SM-Stephen. Provided name and contact # and requested callback.
Make Public	☐	Created By: Joey Ruff (7/5/2012 10:24 AM) Received in-field file from techline. Veh was brought to rtlr due to alleged brake pedal going to floor. veh at rtlr

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7012818	BRAKES	BRAKE BOOSTER	PREMATURE WEAR/FAILURE	03	7/6/2012	WA	AD	119000	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
7/6/2012 8:31 AM	Joey Ruff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
7/6/2012 8:31 AM	Joey Ruff	Closed.
7/6/2012 8:24 AM	Joey Ruff	Changed **Case Servicing Dealer** from LIA INFINITI to **ORLANDO INFINITI**.
7/5/2012 10:32 AM	Joey Ruff	Changed **Follow Up Date** from 7/5/2012 to **7/9/2012**.

Show more » | Go to list »

Surveys Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Joey Ruff [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/5/2012	Date/Time Opened	7/5/2012 10:40 AM
Supporting Documents		Date/Time Closed	7/5/2012 10:49 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA0NC3BN[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	35
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26611	Beyond PT Warranty Months1	11

Dealer Access

Case Servicing Dealer	ST CHARLES NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AA0NC3B[redacted]		
Created By	Joey Ruff, 7/5/2012 10:40 AM	Root Cause Code	SDIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	1,827	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA8886517

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments

Action	Public	Comment
Make Public	☐	Created By: Joey Ruff (7/5/2012 10:48 AM) Closing case as no further action req'd
Make Public	☐	Created By: Joey Ruff (7/5/2012 10:47 AM) Called dlr and spoke w/ ASM-Bill. ASM states that c complained of intermittent concern w/ brake pedal going to the floor. dlr was able to duplicate concern 1 time and Techline recommended master cylinder replacem booster assembly inspection. dlr test drove veh several times after repairs, nothing further duplicated. veh returned to c. no accident or injury reported w/ claim. Thanked ASM for information
Make Public	☐	Created By: Joey Ruff (7/5/2012 10:40 AM) Received c's in-field comment from Techline. C alleging brake concern, veh taken to dlr

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7011402	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	7/5/2012	YX	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email — Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
7/5/2012 10:49 AM	Joey Ruff	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
7/5/2012 10:40 AM	Joey Ruff	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AA0NC3BN** [redacted]
		Created.

Surveys

Surveys

No records to display

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[redacted]

Case Comments [18] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [1] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Guadalupe Bessette [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/20/2012	Date/Time Opened	7/27/2012 3:20 PM
Supporting Documents	☐	Date/Time Closed	8/20/2012 7:38 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	victory nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV7BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	35
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32461	Beyond PT Warranty Months1	11

Dealer Access

Case Servicing Dealer	640 NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	7/30/2012
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0EV7B[redacted]		
Created By	Tiffaney Hines, 7/27/2012 3:20 PM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	SCIN
Days Closed	1,781	Action Code	NL1B
Case Record Type	CA Closed Case [Change]	Document ID	CA9047075

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	[redacted]	**Created By: Guadalupe Bessette (8/20/2012 7:36 AM)** Rcas closing case: C called in wanting c's brake & shocks concern diagnosed. C then also mentioned about a hood dent that was always on veh since purchased. Rcas offered dts inpsection. C agreed met and went over concerns. DTS explained that c's list of concerns were characteristic and design issues. Dts agreed to fix hood dent. Rcas followed thru until repair completion & c by c. C needed no further assistance
Make Public		**Created By: Guadalupe Bessette (8/20/2012 7:27 AM)** Rcas called c on[redacted]: C confirmed that repair on dent is completed & looks nice. Rcas asked c for any further assistance, c declined. Rcas advised to feel free to call at any thanked and call ended mutually.
Make Public		**Created By: Guadalupe Bessette (8/15/2012 3:27 PM)** Rcas called c on[redacted] advised C was not home but can call cel #[redacted] Rcas called c on[redacted]: Left detailed vmx
Make Public		**Created By: Guadalupe Bessette (8/14/2012 8:41 AM)** Rcas called c on[redacted]: Left message with Mrs. C Change follow up to 8/15/12
Make Public		**Created By: Guadalupe Bessette (8/14/2012 7:33 AM)** Rcas spoke with sm Mike. SM advised that vehicle repair is complete & c picked up
Make Public		**Created By: Guadalupe Bessette (8/10/2012 1:10 PM)** Rcas spoke with sm Mike. SM advised that repair should be completed no later than Monday. Rcas thanked for update
Make Public		**Created By: Guadalupe Bessette (8/9/2012 7:56 AM)** Rcas called c on[redacted]: Rcas spoke to c. C stated that c's list of concerns were more like disign issues which nothing can be done to correct. C understood. C stated that hoo going to be fixed and is going in today for repair. C & Rcas agreed to follow up next week to give time for paint repair. Rcas set follow up 8/14/12
Make Public		**Created By: Guadalupe Bessette (8/9/2012 7:31 AM)** Rcas replied to DTS -GT asking if c mentioned window leaks & shock concerns. DTS replied that These were some more design concerns and not actual warrantable concerns.
Make Public		**Created By: Guadalupe Bessette (8/9/2012 7:25 AM)** Rcas rec'd email from dts-GT: Here is a summary of my inspection results fo[redacted] truck: DTS has met with[redacted] at the scheduled appointment time and discussed c's current concerns with the vehicle. The majority of issues which discussed were design issues th could be improved but no actual warrantable concerns aside from the depression in the hood of the vehicle. DTS have ordered a hood to resolve the issue and the service advisor have coordinated with the body shop to paint and install the part when it arrives as well as schedule the c . The depression in the hood was difficult to see and appears to be a warrantable non conformity. The design issues are: Too small of an oil filter Rubber lines at the oil filter Oil plug location Opening too wide in front of the radiator for air flow Too much air intake coming into the air filter

Water drain holes at the bottom of the doors leave residual marks

Amazingly C likes his vehicle and appeared satisfied with the repair. DTS believes that it may have been due to the fact that c was able to voice opinion on the design concerns.

Make Public — **Created By: Guadalupe Bessette (8/6/2012 8:12 AM)**
Rcas called c on 865 691 4485: Advised [redacted] about the dts appt @ 10am today. [redacted] advised C is aware and call ended mutually.

Rcas set case follow up 8/8-8/9

Make Public — **Created By: Guadalupe Bessette (8/1/2012 8:18 AM)**
Rcas set c follow up for the morning of 8/6 before c's appt at 10am to remind c

Make Public — **Created By: Guadalupe Bessette (8/1/2012 8:17 AM)**
Rcas called c on [redacted]: Rcas advised c that inpection is set for 8/6 @10am. Rcas advised to meet at 640 Nissan in service and dts name is Gary. C thanked and call ended r

Make Public — **Created By: Guadalupe Bessette (8/1/2012 8:14 AM)**
DTS-GT set up inspection for 8/6 at 10:00 am.

Make Public — **Created By: Guadalupe Bessette (7/30/2012 9:20 AM)**
Rcas sent dts request, waiting on appt. date/time

8/1 follow up

Make Public — **Created By: Guadalupe Bessette (7/30/2012 9:00 AM)**
Rcas called sa Danny back & advised that ro's are needed for dts appt

Make Public [redacted] — **Created By: Guadalupe Bessette (7/30/2012 8:59 AM)**
Rcas called c on [redacted]: C explained that c believes there is a concern on the nissan frontier brake system going to the floor is not normal. Same for the shocks. C advised tha more than moisture and found water leaks. C also advised dent was there on vehicle and did not bring to attn because c figured dlr would not do anything for dent. Rcas advised c tha to get 2nd opinion or meet one on one with a dealer tech engineer on concerns. C feels that nissan is aware of brake & shock problems. C would like dts appt. Rcas will call c once ap up. C agreed & call ended mutually.

Make Public [redacted] — **Created By: Guadalupe Bessette (7/30/2012 8:41 AM)**
SA Danny advised that C feels that all Frontiers have a defect on brakes-c was shown on other same models which were all same brake feel.
SA also advised c that there were no window water leaks (tested with water sprays). There is only moisture that freezes in winter time.
SA advised also that the shocks are being typical for the frontier shocks. They are stiff & tend to have more of a bounce. As far as the dent, C states dent has been on truck since veh purchased. C should had brought veh dent to attn right away. Rcas thanked for input and call ended mutually.

Make Public — **Created By: Tiffaney Hines (7/27/2012 3:31 PM)**
crr-th rec'd call from c stating that c took the veh to 640 nissan on 7/27/12. c states that the veh has issue with the shocks, side windows leak and frezze in the winter, brake pedal go way down, dent on the hood. c states that c has test driven other nissan veh same model and it does the same thing. c states that c was adv that its a normal characteristic. c states t adv that c should of told the dlr about the dent when c bought the veh. c staes that the issue with the brake pedal occured about 6 months ago. c states that when you drove around t shocks are real bouncy. c states that c has the veh. crr asked c what c is requesting from nna. c states that c wants to know what c can do about issues. crr suggested to c that c can veh to another nissan dlr. c states that c purchased a new veh and shouldnt have to pay for current issues. c states that c purchased the veh from victory nissan so 640 nissan is the crr suggested to c that the case to rcas and rcas has until the end of the next business day on 7/30/12. crr provided c with name, case and ext#.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7041163	BODY	WINDSHIELD/WINDOW (FRONT/REAR)	POOR OR IMPROPER OPERATION	13	7/27/2012	YX	AB	111000	OA
Edit | Del	CC-7041164	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	POOR OR IMPROPER OPERATION	02	7/27/2012	YX	BN	252000	OA
Edit | Del	CC-7041165	BODY	PANEL (HOOD/TRUNK/ROOF)	POOR OR IMPROPER OPERATION	16	7/27/2012	YX	AB	109000	OA
Edit | Del	CC-7041166	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	7/27/2012	YX	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

Action	Form	Request Type	Created By	Created Date
Edit | Del	F03187	DTS Request	Guadalupe Bessette, 7/30/2012 9:16 AM	7/30/2012

Attachments

Attach File | View All

Attachmen

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	44KB	7/30/2012 9:13 AM	Guadalupe Bessette

Case History

Case Histo

Date	User	Action

8/20/2012 7:38 AM	[redacted]	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/15/2012 3:28 PM		Changed **Follow Up Date** from 8/15/2012 to **8/20/2012**.
8/14/2012 8:41 AM		Changed **Follow Up Date** from 8/14/2012 to **8/15/2012**.

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[redacted] Case Comments [4] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Amanda Cedeno [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/13/2012	Date/Time Opened	8/10/2012 10:52 AM
Supporting Documents	☐	Date/Time Closed	8/13/2012 12:13 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER4C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	32
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	8

Dealer Access

Case Servicing Dealer	MOSSY NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/11/2012
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N6AD0ER4CC[redacted]		
Created By	Eleiza Torres, 8/10/2012 10:52 AM	Root Cause Code	SCLT
Last Modified By	Bharath Tadipatri, 4/3/2015 8:03 PM	Root Cause Code (2)	SCIN
Days Closed	1,788	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA9152489

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	Created By: Amanda Cedeno (8/13/2012 12:12 PM) | Last Modified By: Amanda Cedeno (8/13/2012 12:13 PM) rcas-ac called the c @ 1 11 pm est or[redacted] and c answered saying c is out of country and will call back in a few weeks and then disconnected on rcas. rcas-ac closing the case **********brake pedal concern, c is out of country and will call in a few weeks**********
Make Private	✓	Created By: Amanda Cedeno (8/13/2012 9:04 AM) | Last Modified By: Amanda Cedeno (8/13/2012 12:11 PM) rcas-ac rcv'd email from SM GN who said Customer is stating brake pedal feels soft and doesn't stop right away but the dlr did not find anything wrong with the brakes @10713 Mile
Make Private	✓	Created By: Amanda Cedeno (8/11/2012 11:46 AM) | Last Modified By: Amanda Cedeno (8/11/2012 11:46 AM) rcas-ac sent email to SM GN inquiring on cs concerns,
Make Private	✓	Created By: Eleiza Torres (8/10/2012 10:58 AM) | Last Modified By: Amanda Cedeno (8/11/2012 10:13 AM) crr-et received call from c. c stated that the brakes system was not working properly. c said that c took the veh to MOSSY NISSAN c said that the veh was diagnose and the issue th having with the veh is normal. c said that c spoke with SA-reggie. c said that c would like to speak to a specialist and relay c's issue on the veh. crr-et understood. crr-et informed c that crr-et will escalate c's concern to RCAS and will contact c before the end of the next business day for possible resolution and since tomorrow is a weekend c wi contacted on Monday. c agreed and thanked crr-et. crr-et offered further assistance, c declined. crr-et provided name, ext and case number. crr-et exiting the case and transferring case to RCAS.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7055733	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/10/2012	YX	AD	121500	OA
Edit | Del	CC-7055734	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	8/10/2012	WT	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachment

No records to display

Case History Case Histo

Date	User	Action
8/13/2012 12:13 PM	Amanda Cedeno	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/10/2012 10:59 AM	Eleiza Torres	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zQhK**.

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Surveys Survey

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jim Land [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/10/2012	Date/Time Opened	9/10/2012 7:58 AM
Supporting Documents	☐	Date/Time Closed	9/14/2012 5:01 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Case opened to document dealer DTS request. No customer contact or follow-up was involved in the creation of the case.		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA0ND8BN[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	35
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26511	Beyond PT Warranty Months1	11

Dealer Access

Case Servicing Dealer	SUNBELT NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1BA0ND8BN[redacted]		
Created By	Jim Land, 9/10/2012 7:58 AM	Root Cause Code	SCSV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:55 PM	Root Cause Code (2)	
Days Closed	1,756	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	CA9376308

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Jim Land (9/10/2012 8:00 AM) DTS Request Form BEFORE REQUEST SENT ASIST-SERVICE MANUAL DIAGNOSTICS-TECH LINE REVIEW!! Date: 8/30/2012 Requestor: MARK WISE SERVICE MANAGER Phone #:[redacted] NNA Region: SER 34 AND IE 72 District: 9 Dealer: SUNBELT NISSAN Dealer Code: 17006 City: AUGUSTA State: GA Customer Name:[redacted] VIN: 5N1BA0ND8BN[redacted] Year / Model: 2011 ARMADA Mileage: 9,000+ Comments: CS BELIEVES THERE IS A BRAKE DEFECT C.A.R. # NA Fix Incident #: NA Type of Request: Dealer Request Assistance Needed: DTS INSPECTION AND ROAD TEST WITH CS Request Start Date: 9/18/2012 Specialist Assigned: TONY LIZZI FAX: 615-967-3329 PHONE: 904-673-4437 ADDITIONAL COMMENTS AND INFORMATION: CUSTOMER CONVINCED THERE IS BRAKE DEFECT. LOW PEDAL/IRREGULAR PRESSURE. DEALER HAS INSPECTED BRAKES-RAN CIII DIAG AND ROAD TESTED. CAN NOT FIND ANY ISSUES WITH BRAKES-CHECKS NORMAL. PREVIOUS REPAIR ORDERS: RO6035400

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7087506	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	9/10/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F04237	DTS Request	Jim Land, 9/10/2012 8:01 AM	9/10/2012

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
9/14/2012 5:01 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/10/2012 7:58 AM	Jim Land	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **VIN: 5N1BA0ND8BN** [redacted]
		Changed **Work Phone** to **9999999999**.

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Amanda Vanca [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/11/2012	Date/Time Opened	9/11/2012 3:26 PM
Supporting Documents	☐	Date/Time Closed	9/11/2012 3:41 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	100,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA08A97N[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	64,000
Make	NISSAN	Beyond Basic Warranty Months1	88
Model Line	ARMADA	Beyond PT Warranty Miles1	40,000
Model Code	79217	Beyond PT Warranty Months1	64

Dealer Access

Case Servicing Dealer	PEARSON NISSAN OF OCALA	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] PHONE: [redacted] VIN: 5N1BA08A97[redacted]		
Created By	Amanda Vanca, 9/11/2012 3:26 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	1,759	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA9431079

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	[redacted]	Created By: Amanda Vanca (9/11/2012 3:40 PM) crrl-av verified c information, case service dlr, how veh acquired, miles no previous cases no opne recalls c called to get NNA assistance on brakes / brake switch repair. C states that at random when depressing brakes, the brake pedal will go to the floor and makes a grinding sound. Brakes give out completely and veh must coast to a stop. C has ha place the parking brake because it was an emergency and other times c puts veh in nuetral and coasts to a stop. crrl-av stated veh must be diagnosed first by dealership. C states this happens at random and when veh is shut off and turned back on - entire system resets andthere is no brake iss Crrl-av stated that diagnosis will have to happen to send case to RCAS. c states there are many many instances online that detail this exact issue with this year of veh and that the solution is brake bosster. C wants NNA to fix / reprogram brake booster and get veh repaired. C would like NNA o cover cost of diagnostic as well. crrl-av gave c name case and ext crrl-av closing case pending c getting diagnositic.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7090335	BRAKES	BRAKE BOOSTER	POOR OR IMPROPER OPERATION	03	9/11/2012	YX	AD	119000	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
9/11/2012 3:41 PM	Amanda Vanca	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/11/2012 3:26 PM	Amanda Vanca	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1BA08A97N** [redacted]
		Changed **Work Phone** to 4[redacted]

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Surveys

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[redacted]

Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Brian Lee [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Internal
Follow Up Date	9/19/2012	Date/Time Opened	9/19/2012 9:21 AM
Supporting Documents		Date/Time Closed	9/19/2012 1:02 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EVXC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	30
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32412	Beyond PT Warranty Months1	6

Dealer Access

Case Servicing Dealer	GWINNETT PLACE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0EVXC[redacted]		
Created By	Brian Lee, 9/19/2012 9:21 AM	Root Cause Code	SDIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	1,751	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA9478115

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	☐	Created By: Brian Lee (9/19/2012 1:01 PM) At this time is has been determined no IIR is necessary. No recalls 1 Previous related case: 9458177 (tech line)
Make Public	☐	Created By: Brian Lee (9/19/2012 12:54 PM) SD-JC also stated veh has been driven approx. 100 miles with no duplication of issue, no DTC's for brake concern.
Make Public	☐	Created By: Brian Lee (9/19/2012 12:52 PM) ARBS-BL called Gwinnett Nissan and talked to SD-JC who advised no collision mentioned by c. C stating brake pedal goes to floor and truck starts to roll. ARBS-BL advised SD-JC c closed. SD-JC understands. ARBS-BL gave SD-JC case # and phone # for ARBS-BL. Closing case due to no Incident reported.
Make Public	☐	Created By: Brian Lee (9/19/2012 9:22 AM) Received in-field notification

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7099913	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	9/19/2012	YX	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
9/19/2012 1:02 PM	Brian Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/19/2012 9:22 AM	Brian Lee	Changed **Case Servicing Dealer** to **GWINNETT PLACE NISSAN**.
9/19/2012 9:21 AM	Brian Lee	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 1N6AD0EVXC**[redacted]

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No records to display

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[redacted]

Case Comments [22] | Case Categorizations [4] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [1] | Case History [5+] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Bonny Bartlebaugh [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/1/2012	Date/Time Opened	9/19/2012 9:54 AM
Supporting Documents		Date/Time Closed	10/1/2012 2:02 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Dealership
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	53,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18WX9W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	17,000
Make	NISSAN	Beyond Basic Warranty Months1	78
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07819	Beyond PT Warranty Months1	54

Dealer Access

Case Servicing Dealer	D'ADDARIO NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	9/20/2012
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$750.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: JN8AZ18WX9W[redacted]		
Created By	Cody Hughes, 9/19/2012 9:54 AM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri, 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	1,739	Action Code	NT2B
Case Record Type	CA Closed Case [Change]	Document ID	CA9478347

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Public	[redacted]	**Created By: Bonny Bartlebaugh (10/1/2012 1:58 PM)** rcas-bsb made out bound call to c mobile[redacted] @ 2:56pm: rcas informed the c that the $750.00 reimb check has been approved and the c should receive the check within 2 weeks... c thanked the rcas and the call ended mutually rcas-bsb closed the case: no further concerns pending
Make Public		**Created By: Bonny Bartlebaugh (10/1/2012 12:22 PM)** rcas-bsb RO is in c wife name: Swati Deshpande, ok to send check in husband name
Make Public		**Created By: Bonny Bartlebaugh (10/1/2012 11:10 AM)** THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: NAME OF DEALERSHIP: D'ADDARIO NISSAN INVOICE DATE: 9/22/12 MILEAGE: 53,000 PART NAME/NUMBER: actuaror & ecu 47660-1SW0D PART AMOUNT: $1687.86 TAX AMOUNT: $107.18 TOTAL AMOUNT: $1795.04 (check amount is or $750.00) RCAS-BSB fom-EW approved reimb check for $750.00, name & adr on the case is correct RCAS-BSB SUBMITTING CHECK REQUEST rcas-bsb set the follow up date for 10/04/12
Make Public		**Created By: Bonny Bartlebaugh (10/1/2012 10:59 AM)** rcas-bsb received fax from the c and added the RO & POP to the case
Make Public		**Created By: Bonny Bartlebaugh (10/1/2012 8:49 AM)** rcas-bsb made out bound call to c mobile[redacted] 9:31am: c states the c has been without the c veh for 10days now... rcas informed the c that NNA is in the position to reimb the c $750.00 of the (total repair of $1650.00). ** c states the sa at the dlr was not very friendly at the dlr- and they would not speak to the c properly- as the c is not spending enough money- c states the sa started yelling at the c i is not sure why , and the c is not very happy with the dealer** c states the rcas and & Nissan has always been nice & helpful to the c, and the c really appreciates that, even though the c did get rude with the rcas at one point rcas asked the c if the c could fax a copy of the RO & POP to the rcas fax number [redacted]- c states the c can do that.. rcas informed the c as soon as the rcas receives the fax the rcas will submit the reimb check request, and if can take up to 3 business days for the check to be reimb, and the c states fine. c thanked the rcas for the follow up call and the call ended mutually rcas-bsb set the follow up date for 10/04/12
Make Public	[redacted]	**Created By: Bonny Bartlebaugh (10/1/2012 8:32 AM)** rcas-bsb received vmx form the c: asking for a return call to[redacted]8
Make Public	[redacted]	**Created By: Bonny Bartlebaugh (10/1/2012 8:31 AM)** rcas-bsb received email from the fom-EW: per dlr #2178 NNA is in the position to reimb the c $750.00 1x goodwill (50% of the total repair $1650.00) sm-Ed the veh has been repaired- and c paid for repair (dlr gave c a $160.00 discount towards the parts) ** Master Cylinder was removed from veh after not repairing issue – c was not charged for Master Cylinder only for labor with a 15% discount) ***
Make Public		**Created By: Bonny Bartlebaugh (9/28/2012 8:56 AM)** rcas-bsb made out bound call to c mobile[redacted]8 @ 9:53am: left vmx: rcas was returning the c call, and if the c could contact the rcas back rcas-bsb set the follow up date for 10/01/12

Make Public	**Created By: Bonny Bartlebaugh (9/28/2012 6:55 AM)** rcas-bsb received vmx from the c: asking for a return call to [redacted]
Make Public	**Created By: Janice Arellano (9/27/2012 12:00 PM)** C would like to speak to rcas-bsb Crr-ja verified no information has changed Crr-ja advised that RCAS set a follow up date regarding the case on 9/28/12 and need time to review the case. c insisted to speak to rcas or any rcas if rcas-bsb is not available. Crr-ja advised c that can transfer to ext and may leave a message if rcas is unavailable and told c that will send internal message to rcas for follow up. C agreed crr-ja asked for further assistance. c declined. crr-ja provided to c, name , extension, file #. Exiting the file –transferred to voicemail. Sent internal message
Make Public	**Created By: Bonny Bartlebaugh (9/26/2012 3:38 PM)** rcas-bsb made out bound call to c mobile [redacted] @ 4:37pm: left vmx: rcas is still researching the c concern, and the rcas will follow up with the c by the end of business 09/28/12 rcas-bsb set the follow up date for 09/28/12
Make Public	**Created By: Bonny Bartlebaugh (9/26/2012 10:52 AM)** rcas-bsb emailed the fos-RC for assistance on the case
Make Public	**Created By: Bonny Bartlebaugh (9/26/2012 10:48 AM)** rcas-bsb re-emailed the fom-EW: for an update on the case: the c is seeking assistance with ABS actuator repair...
Make Public	**Created By: Bonny Bartlebaugh (9/24/2012 1:26 PM)** rcas-bsb re-submitted the goodwill request form to the fom-EW: the c is seeking assistance with the ABS actuator repair (as the brake master cylinder did not repair the c veh) estima $1687.86 + 6hr labor $500.00 rcas-bsb set the follow up date for 09/26/12
Make Public	**Created By: Bonny Bartlebaugh (9/24/2012 1:25 PM)** rcas-bsb made out bound call to c mobile [redacted] 8 @ 2:10pm: c states the c was informed that the veh needs to have the ABS ACTUATOR replaced and the c was given an es $1687.86 + 6 hrs of labor about $500.00.. c states the c is seeking assistance for the new repair.. ** c states the c is handicap and the c does not feel that the c is causing any concerns with the ABS ** rcas informed the c that the rcas can research the c concern, and the rcas will follow up with the c by the end of business 9/26/12... c thanked the rcas and the call ended mutually
Make Public	**Created By: Bonny Bartlebaugh (9/24/2012 1:12 PM)** rcas-bsb received in bound call from dlr #2178 sm-ED: stating the dlr contacted tech line and the dlr was advised that the c veh needs the ABS actuator replaced (as the brake master cylinder did not repair the veh) estimate: customer pay $1687.86 + 6 hours labor
Make Public	**Created By: Bonny Bartlebaugh (9/24/2012 6:46 AM)** rcas-bsb received vmx from the c: asking for a return call to [redacted] 8
Make Public	**Created By: Kevin Dela Rosa (9/21/2012 11:43 AM)** CRR-KDR recieved a call from c asking for follow-up on c's concern. CRR-KDR advice c that case i handled ny reginal specialist. CRR-KDR advice c that call will be transferred to RCAS but if RCAS is not available, c can leave a message. CRR-KDR leaving the case open.
Make Public	**Created By: Bonny Bartlebaugh (9/20/2012 12:36 PM)** rcas-bsb submitted the goodwill request form to the fom-EW: the c is seeking assistance with the master brake cylinder repair $585.00 rcas-bsb set the follow up date for 09/25/12
Make Public	**Created By: Bonny Bartlebaugh (9/20/2012 12:26 PM)** rcas-bsb made out bound call to c home [redacted] 3 @ 1:15pm: c states the c veh is at the dlr #2178 (the veh was purchased from dlr #3265) c states the c was informed that the master brake cylinder is a safety concern; and the c is seeking assistance with the repair c states the c has also been thinking about purchasing another Nissan veh- but the c is now concerned that the new veh would have the same concern- rcas informed the c that the rcas needs to contact the dlr for further information to research the c concern, and the rcas will contact the c back by the end of business 9/25/12... c thanked the rcas and the call ended mutually
Make Public	**Created By: Bonny Bartlebaugh (9/20/2012 11:41 AM)** rcas-bsb made out bound call to c dlr [redacted] @ 12:29pm: sm-Ed: states the c veh is at the dlr: brake pedal is softer then normal- tech bleed & flushed brake: concern still there diag: master brake cylinder estimate: $585.00 service history: 1st time at dlr 26,000 miles: oil change 30k service 4 oil changes tire rotation & balance the part was b/o & the part is at the dlr and the veh is up on the lift now rcas thanked the sa and the call ended mutually
Make Public	**Created By: Cody Hughes (9/19/2012 10:06 AM)** crr-ch received call from c. crr-ch verified c's contact information. c stating that c's brake master cylinder needs to be replaced. c stating that c was advised by the dlrshp to contact CA for reimbursement of repair. c stating that repair has not yet been performed. c stating that veh is currently at the dlrshp. c stating that the dlr advised c that the veh is currently unsafe to be driven. c stating that c does not remember with whom c spoke. c stating that c has been working with D'ADDARIO NISSAN and Paul Miller Nissan. c requesting that c works with D'ADDARIO NISSAN. c stating that veh was in to D'ADDARIO NISSAN on 9/15/12. c stating that c was provided est of $585.00. crr-ch advised c that crr would transfer case to RCAS. c understood. crr-ch offered further assistance. c declined. crr-ch provided name case number and ext. crr-ch transferring case to RCAS. crr-ch requesting contact on Mobile number.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7112473	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	10/1/2012	YX	AD	122000	OA
Edit | Del	CC-7112474	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	OOW GOODWILL ASSISTANCE REQUEST	03	10/1/2012	YI	AD	122000	OA
Edit | Del	CC-7112475	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	10/1/2012	YX	AD	118500	OA

Edit | Del	CC-7112476	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	10/1/2012	YI	AD	118500	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	Girish Kelkar	✓	10/1/2012	Bonny Bartlebaugh	10/1/2012 1:55 PM

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Na
	CR0087772	411604	10/2/2012	Customer	Approved	$750.00	26GDWIL	Northeast Goodwill	[redacted]	

Forms

Forms

No records to display

Attachments

Attach File View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	44KB	10/1/2012 10:46 AM	Bonny Bartlebaugh

Case History

Case History

Date	User	Action
10/1/2012 2:02 PM	Bonny Bartlebaugh	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/1/2012 1:58 PM	Bonny Bartlebaugh	Changed **Follow Up Date** from 10/4/2012 to **10/1/2012**.
10/1/2012 8:49 AM	Bonny Bartlebaugh	Changed **Follow Up Date** from 10/1/2012 to **10/4/2012**.

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Surveys

Surveys

No records to display

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[redacted]

Case Comments [7] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [1] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Arion Taylor [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/12/2012	Date/Time Opened	10/4/2012 2:03 PM
Supporting Documents	☐	Date/Time Closed	10/13/2012 7:09 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	✓	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	1N6AD0EV9AC[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	56
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32610	Beyond PT Warranty Months1	32

Dealer Access

Case Servicing Dealer	GERALD NISSAN OF N AURORA	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	10/4/2012
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F04918	Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6AD0EV9A[redacted]		
Created By	Arion Taylor, 10/4/2012 2:03 PM	Root Cause Code	SDSV
Last Modified By	System Account NNAINT, 10/13/2012 7:37 PM	Root Cause Code (2)	
Days Closed	1,727	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA9564505

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public	☐	**Created By: Arion Taylor (10/12/2012 4:51 PM)** Rcas-at rec'd a vmx from c. ========== Rcas-at called c @ 5:46 pm est on home # [redacted]. Rcas-at left c a vmx & advised c that rcas-at had collected all the info needed regarding c's veh concern & c's issue has been documented in NNA systems & if c has the concern aga contact the dlrshp as soon as possible, including rcas-at contact info. Rcas-at closing case.
Make Public	☐	**Created By: Arion Taylor (10/10/2012 2:21 PM)** Rcas-at rec'd a vmx from c. ========== Rcas-at called c @ 3:19 am est on home # [redacted]. Rcas-at left c a vmx with rcas-at contact info. Rcas-at setting follow up for 10/12 & exiting case.
Make Public	☐	**Created By: Joey Ruff (10/9/2012 9:22 AM)** Transfering case back to RCAS for handling.
Make Public	☐	**Created By: Joey Ruff (10/9/2012 8:54 AM) | Last Modified By: Joey Ruff (10/9/2012 8:55 AM)** ARBS in review of case and noting prev comment where SM-Tom advises veh was not involved in an accident. Not an IIR file.
Make Public	☐	**Created By: Joey Ruff (10/8/2012 9:53 AM)** Received c's IIR No prev cases No open recalls
Make Public	☐	**Created By: Arion Taylor (10/5/2012 12:06 PM)** Rcas-at called c @ 12:58 pm est on work # [redacted]. Rcas-at spoke to c & verified c's concern. Rcas-at began IIR probe. Rcas-at advised c that a nissan rep will call c back within 2 business days to ask c more questions regarding the concern, c agreed. Rcas-at provided c with rcas-at contact info & ended call mutually. Rcas-at setting follow up for 10/9 & exiting case.
Make Public	☐	**Created By: Arion Taylor (10/4/2012 2:21 PM)** Rcas-at rec'd a call from SM-Tom regarding c. SM-Tom stated that techline advised to call CA to create a case to document the concern. SM-Tom stated that c claimed that when c drives in heavy traffic, c claims that c would press the brakes & the brakes would go all the way to the floor & have no braking powere but v the brake come up c presses the brakes & the brakes are functional again. SM-Tom stated that c's concern is intermittent & c was NOT involved in a collision. Rcas-at asked if techline recommended any repairs, SM-Tom stated no SM-Tom stated that c came in 10/4. Rcas-at understood & advised SM-Tom that c's concern has been documented & to reference case #. Rcas-at recommeded SM contact techline to advise on what to do with the veh SM-Tom agreed & ended call mutually. ========== Rcas-at called c @ 3:17 pm est on home # [redacted]. Rcas-at left c a vmx with rcas-at contact info.

Rcas-at called c on work # (815) 503-9576.
Rcas-at left c a vmx with rcas-at contact info.
Rcas-at attaching c's RO to case & setting follow up for 10/5.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7126845	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/13/2012	YX	AD	121500	OA
Edit | Del	CC-7126846	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	10/13/2012	WT	AD	121500	OA
Edit | Del	CC-7126847	BRAKES	GEN. BRAKE COMPONENT(S)	PREMATURE WEAR/FAILURE	03	10/13/2012	WA	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	10/5/2012	Joey Ruff	10/9/2012 6:29 PM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

Action	Form	Request Type	Created By	Created Date
Edit | Del	F04918	IIR	Arion Taylor, 10/5/2012 12:05 PM	10/5/2012

Attachments

Attach File View All

Attachment

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	32KB	10/9/2012 6:29 PM	Arion Taylor

Case History

Case Histo

Date	User	Action
10/13/2012 7:09 AM	Arion Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
10/13/2012 7:09 AM	Arion Taylor	Closed.
10/10/2012 2:21 PM	Arion Taylor	Changed **Follow Up Date** from 10/9/2012 to **10/12/2012**.
10/9/2012 9:21 AM	Joey Ruff	Changed **Case Owner** from Joey Ruff to **Arion Taylor**.

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Surveys

Survey

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Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Irish Tablac [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date	10/10/2012	Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/12/2012	Date/Time Opened	10/9/2012 3:31 PM
Supporting Documents	✓	Date/Time Closed	10/10/2012 2:02 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	48,000	Related Vehicle Make	Nissan
Current Mileage	61,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD07U67[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	25,000
Make	NISSAN	Beyond Basic Warranty Months1	89
Model Line	PICKUP	Beyond PT Warranty Miles1	1,000
Model Code	73317	Beyond PT Warranty Months1	65

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N6AD07U67C[redacted]1		
Created By	Irish Tablac, 10/9/2012 3:31 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 10/17/2012 7:33 PM	Root Cause Code (2)	
Days Closed	1,730	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA9589438

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Irish Tablac (10/10/2012 2:01 PM)** crr-it already received the notification that the letter is already mailed,. crr-it closing case
Make Public	☐	**Created By: Susan Fresh (10/10/2012 1:54 PM)** MT SF received request for letter to be mailed to the customer. MT SF mailing letter to customer and sending notification to agent to close the case.
Make Public	☐	**Created By: Irish Tablac (10/9/2012 3:37 PM)** crcrr-it received a call from c inquiring if c's veh is part of an open recall for the fuel gauge and for the spongy brake pedals. crr-it informed c that the veh was not part of any open recall. crr-it explained to c that recalls are vin specific and not based on the year and model of the veh. c understood. crr-it infon about the warranty extensions for the ff which are the ff: X61B FUEL LVL SNDG UNIT WRNTY EXTN 1/27/2013 72,000 whichever occurs first SRS FRNT CRASH SENSOR WARRANTY EXTN 1/27/2017 999,999 whichever occurs first RADIATOR WITH A/T COOLER WRNTY EXTN 1/27/2015 80,000 whichever occurs first. c understood. c requested if crr-it can mail a letter regarding the warranty extensions. crr-it informed c that crr-it can send the letter and c will receive the letter within 1-2 weeks. c agreed. crr-it offered further assistance crr-it provide the case number, crr's name and extension number. crr-it left the case open

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7122422	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/9/2012	YX	AD	121500	OA
Edit | Del	CC-7122423	NISSAN PRODUCT INQUIRIES	FRONTIER	PROVIDED RECALL INFORMATION	QF	10/9/2012	VG	AZ	205000	OF

Open Activities

Open Activities He

No records to display

Activity History

View All — Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	10/10/2012	Irish Tablac	10/17/2012 8:29 AM
Edit | Del	Correspondence Request	[redacted]	✓	10/10/2012	Irish Tablac	10/10/2012 1:53 PM

Emails

Emails He

Send an Email

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	9589438 - Henderson Warranty Information Letter.doc	27KB	10/10/2012 1:55 PM	Susan Fresh

Case History

Case History He

Date	User	Action
10/10/2012 2:02 PM	Irish Tablac	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/10/2012 1:54 PM	Susan Fresh	Changed **Letter Sent Date** to **10/10/2012**.
		Changed **Supporting Documents** from false to **true**.

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Surveys

Surveys He

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	9[redacted]
Executive Referral		Case Owner	Glenda McDonald [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	10/10/2012	Date/Time Opened	10/10/2012 2:09 AM
Supporting Documents	☐	Date/Time Closed	10/10/2012 8:39 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV5BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32411	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	EISENHAUER NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/10/2012
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	[redacted]
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

Date Sent	9/7/2012	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	W	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE[redacted] VIN: 1N6AD0EV5B[redacted]		
Created By	System Account NNAINT, 10/10/2012 2:09 AM	Root Cause Code	SCIR
Last Modified By	Bharath Tadipatri, 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	1,730	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA9591389

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comm

Action	Public	Comment
Make Public	[redacted]	Created By: Glenda McDonald (10/10/2012 8:37 AM) rcas-gm called c at 9:35 am est at[redacted]& left vmx advising call was from receiving survey, should c wish to discuss please call rcas at 800-343-6913 ext 458139 & referenc #9591389 closing case until c calls in
Make Public		Created By: System Account NNAINT (10/10/2012 2:10 AM) 2011 FRONTIER L W MILAGE.... NEEDED BRAKE CALIPER .... THE PEDAL AS OF TODAY GOES TO THE FLOOR AND IS NOT RIGHT..... WHEN APPLYING PRESSURE AT A PDAL GOES COMPLETLY TO THE FLOOR.... I NEED THIS SERVICES TOMORROWMONDAY.... AND A LOANER AS I WORK FROM 11 TO 9: 30 PM.....PROBLEMWITH BRAK WORSE....BRAKE PEDAL NEAR FLOOR.... NOW IT IS DOING THE SAME THING. A FEW WEEKS LATER...UNSAFE AND I NEED A VEHICLE FOR WORK...I WILL CALL 10/8/1 THAT THE TRUCK BRAKES BE COMPLETLY CHECKED AND REPAIRED AS IT IS UNDER WARRETY... 1 YR OLD ,,,LOW MILAGE SHOULD NOT NEED CALIPERS AND RETU AFTER A 4 WEEKS..... IT SEEMS USAFE THE PEDAL GOING TO THE FLOOR ..... I WQILL ASK FOR A LOANER UNTIL REPAIRED AS I NEED TO BE AT WORK 11 AM TO 9 SEVERAL DAYS AND 8 TO 6 ON OTHER DAYS.....

Case Categorizations

Case Categoriza

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7122844	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	PREMATURE WEAR/FAILURE	03	10/10/2012	WA	AD	121000

Open Activities

Open Acti

No records to display

Activity History

Activity Hi

No records to display

Emails

Send an Email | E

No Emails Available

Customer Support Tools

Customer Support T

No records to display

Check Activity

Check Ac

No records to display

Forms

No records to display

Attachments

Attach File

No records to display

Case History

Date	User	Action
10/10/2012 8:39 AM	Glenda McDonald	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
10/10/2012 2:10 AM	System Account NNAINT	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **VIN: 1N6AD0EV5BC4** [redacted]
		Created.

Surveys

No records to display

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[redacted]

Case Comments [19] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michelle Bills [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/18/2012	Date/Time Opened	10/12/2012 3:55 PM
Supporting Documents		Date/Time Closed	10/23/2012 11:06 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BOB HOWARD NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	1,200	Related Vehicle Make	Nissan
Current Mileage	74,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W79W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	38,000
Make	NISSAN	Beyond Basic Warranty Months1	78
Model Line	MURANO	Beyond PT Warranty Miles1	14,000
Model Code	07619	Beyond PT Warranty Months1	54

Dealer Access

Case Servicing Dealer	BOB HOWARD NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/15/2012
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AZ18W79W[redacted]		
Created By	Eleiza Torres, 10/12/2012 3:55 PM	Root Cause Code	SCFA
Last Modified By	System Account NNAINT, 10/23/2012 7:43 PM	Root Cause Code (2)	
Days Closed	1,717	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA9669931

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michelle Bills (10/23/2012 11:06 AM)** **********case summary********** C CONTACTED CA REQUESTING F/A ON REPLACING ABS ACTUATOR. FOM DENIED C DUE TO LACK OF MAINTENANCE LOYALTY TO NISSAN.
Make Public	☐	**Created By: Stacey Ostrander (10/23/2012 10:35 AM)** TL-SO sending case to RCAS-MLB to summarize and close.
Make Public	[redacted]	**Created By: Stacey Ostrander (10/23/2012 10:33 AM)** TL-SO reviewed case and contacted c at [redacted]. TL apologized for keeping c waiting for call back. C understood. C stated c did not agree with decision made regarding c's ABS actuator. C stated c had been advised that c did not maintain veh at dlrshp and that veh could have been damaged by repairs at IRF. C stated c does maintain veh at dlrshp as c had purchased tires there and took veh straight to dlr for fender repair when c had accident. C stated likes dlrshp very much. TL understood c's frustration. TL advised that perhaps TL could better explain NNA's decision making process. C agreed. TL advised that TL hoped c had not received implication that c's veh was NOT maintained. C stated no. TL advised that svc history is part of goodwill review process and NNA is look business relationship between c and local dlr. TL advised that wtty work and recalls are not considered svc history but repairs/maint needed for veh are considered. TL also advised that OOW status of repair needed is reviewed and ABS actuator is covered under basic wtty, which expired at 3/36. C stated c is unhappy with entire situation as c felt dlrshp "thought" dlr could fix issue with replacement of ABS. C stated c wanted to be certain that veh would be repaired. TL-SO ad that dlr had contacted Tech Line, who advised repair. TL advised c that Tech Line would be best resource for proper repair. C inquired if c could receive some partial assistance. TL advised that RCAS-MLB researched for any avail assistance and unfortunately no goodwill offer can be made. C inquired if c request TL's supervisor. TL advised that decisions made in Regional dept are final. C inquired about some sort of price break for c. TL advised that c could certainly ask dlrshp to work with c but as dlrshps are indep owned and operated, TL cannot speak for dlr. C understood. C stated veh is c's first Nissan and will be last. TL apologized for c's experience. C thanked TL for calling; TL thanked c and c ended call.
Make Public	☐	**Created By: Rebecca Whaley (10/23/2012 9:25 AM)** CRR-RW c is still upset that no one has contacted c. has been waiting for a sup to call c back since the 19th. CRR-RW advised c will set a task to have the sup contact c back today.
Make Public	☐	**Created By: Michelle Bills (10/22/2012 8:43 AM)** Rcas-MLB received a vmx from c stating that c has not heard from supervisor yet.
Make Public	☐	**Created By: Jennifer Evans (10/22/2012 8:31 AM)** Crr-je received a call from c stating c was supposed to hear from TL-SO but has not Crr-je informed c that the TL has 4-8 business hours from the time case is escalated to call c Crr-je informed c that TL-SO will be contacting c

		C understood Call ended mutually
Make Public		**Created By: Jason Bortner (10/19/2012 10:13 AM)** crr-jdb received a call from c asking for a supervisor. crr-jdb informed c that rcas-bm did not escalate case yesterday and crr-jdb apologized and informed c that case is now escalated and the call back time is he same, c understood and stated that c is wanting nna to assist with abs acuator repair. crr-jdb informed c that all decisions are final and rcas-mb is the last person the case goes through, c understood and stated that c would like to speak with a supervisor still. crr-jdb informed c that case is escalated and call was ended. crr-jdb exiting case.
Make Public		**Created By: Maria Marsha Atienza (10/18/2012 3:23 PM)** CRR-MC received a call from c stating that c wanted a followup regarding case and wante dto talk to RCAS-MB's suoervisor. CRR-MC informed c that RCAS-MB already told c that it wanted to talk to a supervisor c should wait 4-8 business hrs. C said that c is waiting and no supervisor called c. CRR-MC-apologized. CRR-MC verified if any contact info changed. C said no. CRR-MC said that CRR-MC will be sending internal message to inform representative that c called in and is requesting to speak to RCAS-MB's supervisor. c agreed CRR-MC offered further assistance. C declined. CRR-MC provided c with name, case number, and ext number. CRR-MC exiting file.
Make Public	[redacted]	**Created By: Michelle Bills (10/18/2012 8:58 AM)** Rcas-MLB received a call from c stating that c would like to speak to a supervisor because c is not happy with this decision and c has contacted the irf and irf stated that damage was caused by irf. rcas informed c that rcas never stated that the irf caused the damage that c was denied due to lack of maintenance at a nissan dlr, c stated c bought c's tires from dlrsh informed c that c never had any oil changes or maintenance done at nissan, c stated that c has not needed any ot that yet. Rcas apologized to c but explained to c that there is no ap process and unfortunately rcas decision is final. c stated that c would like to speak to a supervisor now, rcas informed c that rcas will escalate but this will take 4-8 business hours, c disconnected call.
Make Public	[redacted]	**Created By: Katrina Miolata (10/18/2012 8:52 AM)** crr-km received a call from c. crr-km verified that there are no changes on contact information. c said that c just previously spoke to rcas-mlb and wants to be transferred to rcas. crr-km transferred call. crr-km gave name, extension and case number. crr-km exiting case.
Make Public		**Created By: Michelle Bills (10/18/2012 8:41 AM)** Rcas-MLB contacted c at 9:38 est on phone [redacted] to inform c that unfortunately nissan will not be able to assist in this repair due to lack of maintenance loyalty and that c took veh to an irf before to nissan and nissan has no way of knowing the work tha twas performed at the irf, c stated that rcas is saying that irf caused this damage, rcas explained to nissan has no way of knowing that for sure but the reason for denial is that c does not service at a nisssan dlr on a regular basis, c understood and disconnected call.
Make Public		**Created By: Michelle Bills (10/18/2012 8:35 AM)** Rcas-MLB received an email from fom stating: No assistance due to lack if maintenance loyalty
Make Public	[redacted]	**Created By: Michelle Bills (10/17/2012 8:40 AM)** Rcas-MLB submitted a goodwill request to fom.
Make Public		**Created By: Michelle Bills (10/17/2012 8:29 AM)** Rcas-MLB received an email from sm stating that c has not been back since the brakes were bled and was told that if bleeding the brakes does not work that techline advised to char actuator. sm stated that sm does not believe c is a good candidate for goodwill and provided the servicing history: I do not believe the customer is a good candidate for goodwill for the following reasons: *The customer has been here 5 times in the past year, The first time was for a recall @ 54k miles, the second was for tires @ 55k, the third was for a war repair @ 58k and the 4 and was to fix a repair they had performed at Hibdon's.
Make Public		**Created By: Michelle Bills (10/16/2012 8:48 AM)** Rcas-MLB emailed sm requesting warrantable cost and servicing history.
Make Public		**Created By: Michelle Bills (10/16/2012 8:42 AM)** Rcas-MLB attempted to contact sm but was transferred to "marks" vmx so rcas left a vmx requesting a call back at the 1-800# and ext #458172.
Make Public		**Created By: Michelle Bills (10/15/2012 8:55 AM)** Rcas-MLB attempted to contact sm-Krystal but was prompted to vmx. rcas left a vmx requesting a call back regarding this c at the 1-800# and ext #458172.
Make Public		**Created By: Michelle Bills (10/15/2012 8:38 AM)** Rcas-MLB contacted c at 9:28 est on phone # [redacted]. rcas asked c where c services c's veh at, c first stated that c services at Bob Howard Nissan but then when on to say th took veh to an irf due to having brake issues. C stated that the irf replaced the master cylinder and the brake pedal still went to the floor so c took veh back to irf and had brakes flush still did not correct the concern. C stated that c decided to take veh to Bob Howard NIssan which sa-Mike flushed the brakes 2-3 times but still did not correct the concern, c states tha informed c that sa does not know what the problem is and sent c away advising c if c has any other concerns to bring veh back, c could not believe this that nissan could not diagnose nissan's own veh. C stated that c took veh back to nissan dlr 2 weeks later and was informed that c would need to replace the abs actuator for $2400 and dlrshp doesn't even know if would correct the concern. c stated that c read on line that muranos have brake issues. Rcas informed c that rcas will review c's case and contact c in 3 business days, c stated no th cannot wait 3 days, rcas apologized to c but explained to c that rcas needs time to review c's case to make a decision so if c is demanding a decision now then unfortunately c would denied, c understood and agreed to wait. Rcas provided c with rcas phone # and informed c that rcas will follow up with c in 3 business days, c understood.
Make Public		**Created By: Eleiza Torres (10/12/2012 4:05 PM)** crr-et received call from c. c said that c brought the veh to BOB HOWARD NISSAN because of brakes problems. c said that c was advised that c needs a new abius actuator and will $2,400. c said that c's veh was already 500 miles oow. c said that c spoke with SA-Mike. c said that the veh is a 2009 model and c feels that nna should cover the repair under the warranty. crr-et understood and apologized for the inconvenience. crr-et informed c that crr-et will escalate c's concern to RCAS and will contact c before the end of the next business day for possible resolution. c understood and said that c can be contacted at [redacted]. crr-et offered further assistance, c declined. crr-et provided name, ext and case number. crr-et transferring case to RCAS. crr-et exiting the case.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7126616	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	10/12/2012	YI	AD	121500	OA
Edit | Del	CC-7126617	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/12/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	10/23/2012	Michelle Bills	10/23/2012 11:06 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
10/23/2012 11:06 AM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/23/2012 10:33 AM	Stacey Ostrander	Changed **Case Owner** from Stacey Ostrander to **Michelle Bills**.
10/19/2012 10:08 AM	Jason Bortner	Changed **Escalated By ID** from 005F0000001zQhK to **005F0000001yodE**.

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Surveys

Surveys He

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Case
9685585

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Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Mariellen Freeland [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/24/2012	Date/Time Opened	10/15/2012 2:28 PM
Supporting Documents		Date/Time Closed	10/24/2012 1:29 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

First Nam	[redacted]	Home Phone	[redacted]
Middle Initia		Work Phone	
Last Nam		Contact Email	

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER1C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	23
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CHRIS MYERS NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6AD0ER1CC403582		
Created By	Mariellen Freeland, 10/15/2012 2:28 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 10/24/2012 7:45 PM	Root Cause Code (2)	
Days Closed	1,716	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA9685585

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public		Created By: Mariellen Freeland (10/24/2012 1:28 PM) Crr-mf is closing this case due to a lack of customers response.
Make Public	[redacted]	Created By: Mariellen Freeland (10/22/2012 11:15 AM) Crr-mf called c to discuss the concern that c noted on the T5 survey, no answer, crr-mf left a vmx with case and contact information asking c to please return the call at c's earliest convenience if c wants to discuss this concern in more detail with an agent.
Make Public		Created By: Mariellen Freeland (10/19/2012 3:02 PM) Crr-mf called c to discuss the concern that c noted on the T5 survey, no answer, crr-mf left a vmx with case and contact information asking c to please return the call at c's earliest convenience if c wants to discuss this concern in more detail with an agent.
Make Public	[redacted]	Created By: Mariellen Freeland (10/15/2012 2:29 PM) Verbatim per T5 survey Brake Operation - Inadequate stopping power, In emergency conditions the brakes requires excessive pressure and too long to stop Other Brakes/Wheels/Tires Troubles, It seems to require excessive pressure to stop the vehicle. During my 1st service I ask that the brakes be checked and was notified that all adjustments met requirements. I have own Nissan s Frontiers and neither displayed this type problem. I notice this problem during emergency stops like when a vehicle stops in front of me."

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7134225	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/19/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
10/24/2012 1:29 PM	Mariellen Freeland	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
10/24/2012 1:29 PM	Mariellen Freeland	Closed.
10/22/2012 11:15 AM	Mariellen Freeland	Changed **Follow Up Date** from 10/22/2012 to **10/24/2012**.
10/19/2012 3:23 PM	Mariellen Freeland	Changed **Follow Up Date** from 10/17/2012 to **10/22/2012**.

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Surveys

Surveys He

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kevin Isenburg [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/24/2012	Date/Time Opened	10/22/2012 9:09 AM
Supporting Documents		Date/Time Closed	10/22/2012 2:11 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BD0CT6C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	23
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31112	Beyond PT Warranty Months1	0

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 1N6BD0CT6C[redacted]		
Created By	Kevin Isenburg, 10/22/2012 9:09 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	1,718	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	CA9727361

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Kevin Isenburg (10/22/2012 2:07 PM) CRR-KI attempted to contact C via # on file [redacted]. # rings busy. Made multiple attempts. Tried previous as well which is "no longer in service" - Unable to contact C. CRR-KI closing case.
Make Public	☐	Created By: Kevin Isenburg (10/22/2012 9:11 AM) Brake Operation - Inadequate stopping power, No brakes pedal goes to the floor, said there was a problem with the master cylinder Brake Operation - other, Same as before, no brakes at times, pedal goes to floor

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7136278	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/22/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
10/22/2012 2:11 PM	Kevin Isenburg	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/22/2012 9:09 AM	Kevin Isenburg	Changed **Subject** to **CUSTOMER** [redacted] **PHONE:** [redacted] **VIN: 1N6BD0CT6C**[redacted]
		Changed **Work Phone** to **9999999999**.

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Surveys

Surveys He

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[redacted]

Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Richie Hampton [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/8/2012	Date/Time Opened	10/30/2012 2:07 PM
Supporting Documents	☐	Date/Time Closed	11/8/2012 11:50 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Independent
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	9,000	Related Vehicle Make	Nissan
Current Mileage	69,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W89W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	33,000
Make	NISSAN	Beyond Basic Warranty Months1	61
Model Line	MURANO	Beyond PT Warranty Miles1	9,000
Model Code	07819	Beyond PT Warranty Months1	37

Dealer Access

Case Servicing Dealer	PETER'S NISSAN OF NASHUA	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/31/2012
Responsible District	15	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AZ18W89W[redacted]		
Created By	Michelle Ebert, 10/30/2012 2:07 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 11/8/2012 7:36 PM	Root Cause Code (2)	
Days Closed	1,701	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA9772734

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Richie Hampton (11/8/2012 11:49 AM)** rcas-rh placed call to dlrshp on 603-889-1166 sa-nate advised veh will be picked up today sa-nate advised c's master cyclinder was changed in veh. rcas-rh is closing case no follow up is needed
Make Public	☐	**Created By: Richie Hampton (11/5/2012 2:49 PM)** rcas-rh received call from sm-brian that dlrshp still has c's veh trying to duplicate concern. rcas-rh thanked sm-brian for info rcas-rh placed call to c on [redacted] rcas-rh left vmx for c to call back rcas-rh set follow up for 10/08/12
Make Public	☐	**Created By: Richie Hampton (10/31/2012 2:53 PM)** rcas-rh placed call to c on [redacted] c advised on sunday night (10/28/12) c advised brake pedal goes to the floor. c advised concern has happen quite a few times. c advised it feels like driving on ice. c advised when cc happend on sunday c had no choice but to put on gas to make it through intersection. c has had veh for 3 years but advised concern has been happeining in the last 2 to 3 months. c advised no indication prior that brakes were about give out. rcas-rh advised c that veh is being currently diag at dlrshp for concern and rcas-rh will follow up on 11/05/12 c understood rh provided c with rcas-rh name and number
Make Public	☐	**Created By: Richie Hampton (10/31/2012 2:23 PM)** rcas-rh placed call to c dlrshp on [redacted] sa-nate advised sm-brian is not available sa-nate advised veh is at dlrshp now and being diag for what the problem could be. rcas-rh thanked sa-nate for info rcas-rh case review: c has brake failure concern with veh Open recall: none ********** Extended Warranties: none ********** No VSC's **********
Make Public	☐	**Created By: Brian Lee (10/31/2012 9:40 AM)** ARBS-BL received in-field info. from tech line (case [redacted] and found this case. ARBS-BL called Peter's Auto Sales and talked to SA-Frank to see if this is an IIR and if case is an IIR. SA-Frank advised after talking to SA-Nate (in background) that no incident/collision/injuries are known to exists as a result of this brake concern. ARBS-BL is not needed to be involved in this case as it is not an IIR per SA-Frank's statement to ARBS-BL. ARBS-BL exiting case.
Make Public	☐	**Created By: Michelle Ebert (10/30/2012 2:19 PM)** CRR-ME checked for previously related cases found 0 CRR-ME checked for previously unrelated cases found 0

CRR-ME verified and updated C's name, VIN, address, primary & alternative phone #'s, email, mileage, how acquired a VEH and SVC DLRSHP.
CRR-ME checked for open recalls/campaigns found 0
CRR-ME received a call from C stating Dlrshp asked C to call in about breaks on the veh. Once in a while the breaks are going out, after turning off veh, and turn it back on pump the breaks and they work again. But unable to do for dlrshp. Dlrshp can not reproduce it. C states issue is becoming more frequent. C also states that this is an safety issue. Dlrshp is goo friend with veh and gave C a loaner veh trying to reproduce the issue on c's car. So far no luck. C would like an answer in what is happening, c does not want to get rid of the veh but want it repaired. Dlrshp has not tried to replace any part of the breaking system due to not wanting to replace parts that would not need to be replaced. C would like NNA assistance i getting this issue repaired as dlrshp is behind C as well.
CRR-ME advised that
C understood.
CRR-ME provided C with name, Ext, and case #.
CRR-ME offered further assistance. C was satisfied & declined further assistance.
CRR-ME thanked C for calling CA.
CRR-ME created follow-up date of Oct 31

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7146386	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/30/2012	YX	AD	121500	OA
Edit | Del	CC-7156816	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	11/8/2012	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
11/8/2012 11:50 AM	Richie Hampton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/5/2012 2:49 PM	Richie Hampton	Changed **Follow Up Date** from 11/5/2012 to **11/8/2012**.
10/31/2012 2:53 PM	Richie Hampton	Changed **Follow Up Date** from 10/31/2012 to **11/5/2012**.

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Surveys

Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Melanie Betzel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/12/2012	Date/Time Opened	11/9/2012 8:19 AM
Supporting Documents	☐	Date/Time Closed	11/12/2012 2:07 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER1AC[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	43
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32110	Beyond PT Warranty Months1	19

Dealer Access

Case Servicing Dealer	ESTABROOK MOTOR	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	11/12/2012
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0ER1A[redacted]		
Created By	Joan Arrieta, 11/9/2012 8:19 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:55 PM	Root Cause Code (2)	SCMV
Days Closed	1,697	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA10026859

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Com

Action	Public	Comment
Make Public		**Created By: Melanie Betzel (11/12/2012 2:06 PM)** Summary******** C contacted NNA for assistance with a brake concern. The dlr is unable to duplicate the concern. C will keep watching the veh concern to make sure the dlr is able to duplicate the co contact NNA back if needed.
Make Public		**Created By: Melanie Betzel (11/12/2012 2:03 PM)** RCAS called c on [redacted] @2:46pm est time, RCAS spoke to c. C stated that c is concerned that c has a major brake issue with the veh. C stated that the first few times that c brakes acting up was when the veh brake pedal vibrated more than c had ever noticed before. C stated that c then had c's boat attached to the rear of the veh & the roads were dam previous rain that when c applied the brakes at a 4 way stop sign c went through he stop sign into the middle of the intersection. C stated that c is glad no one was in front of c or cros the intersection. RCAS apologized to c for the experience that c had with the veh & asked c if c would be willing to take the veh back to the dlr for another diagnostic or to another dlr opinion? C stated that c doesn't know what another visit to the dlr will do right now because c had tried to get help & the dlr was unable to experience the same thing that c did. RCAS again to c & advised dc that for RCAS to be able to assist with the concern the dlr will have to duplicate the concern & from the info gathered from the SM is that the dlr researched in c's model veh but did not find anything abnormal. C understood. RCAS advised c to to keep watching the concern to see when it happens more often & when it happens to either call dept to see if the dlr has any recommendations or can look at the veh again so that c can show the techs what c is experiencing. C agreed & stated that c was told it might be the ABS c has had the veh for 2 years & it has never done this before. RCAS understood. C stated that c will keep an eye on the concern & will call NNA back if needed. RCAS understood & mutually.
Make Public		**Created By: Melanie Betzel (11/12/2012 1:44 PM)** RCAS called SA-Judy & asked for a good working # to call c. Judy provided 228-990-1978. RCAS thanked Judy & the call ended mutually.
Make Public		**Created By: Melanie Betzel (11/12/2012 1:41 PM)** RCAS called c on [redacted] @2:40pm est time, number has been disconnected.
Make Public		**Created By: Melanie Betzel (11/12/2012 1:39 PM)** RCAS called SM-CM in regards to the concern. SM stated that SM spoke to the c personally & advised c that the dlr was not able to duplicate the concern & there were no codes rea ran a diagnostic test. SM also stated that SM searched to see if there were any TSB's that the dlr wasn't aware of but did not find anything. RCAS understood & thanked SM for the ir ended mutually.
Make Public		**Created By: Joan Arrieta (11/9/2012 8:35 AM)** crr-ja received a call from c stating that c has a break issue, c said c took the veh to the dealer but cant find anything wrong c said 4-5 months ago brake pedals vibrates and drops a bit and cant stop normally, c said that dealership told c that it is normal especially when roads are wet c stated that yesterday c pulled in, roads were wet, c went to a normal stop when the brake pedal went to the floor, shakes like crazy then gradually slow down c said that dealership told c yesterday that no code appears in the computer and that nothings wrong with the veh c said c has a faulty brake system and theres a suspicious safety issue crr-ja asked whos cs servicing dealer, c said ESTABROOK MOTOR CO crr-ja advised c that c's concern will be escalated to rcas and an rcas representative will call c back before the end of the next business day c requested that c be contacted between 7:00 - 13:45 as c is busy from work crr-ja advised c that crr-ja will take note but didnt guarrantee, c agreed crr-ja asked for further assistance, c declined crr-ja provided name, extension and case number crr-ja exiting case

Case Categorizations

Case Categoriz

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7160276	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	11/12/2012	YX	AD	120000

Edit | Del CC-7160277	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/12/2012	YX	AD	121500
Edit | Del CC-7160278	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	11/12/2012	WT	AD	121500

Open Activities Open Ac

No records to display

Activity History Activity H

No records to display

Emails Send an Email

No Emails Available

Customer Support Tools Customer Support

No records to display

Check Activity Check A

No records to display

Forms

No records to display

Attachments Attach File Attach

No records to display

Case History Case H

Date	User	Action
11/12/2012 2:07 PM	Melanie Betzel	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2012 9:57 AM	Melanie Betzel	Changed **Data Net** from false to **true**.
11/9/2012 8:35 AM	Joan Arrieta	Changed **Transferred to RCAS** from false to **true**.

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Case
10049468

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Gabrielle Tave [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/15/2012	Date/Time Opened	11/13/2012 11:38 AM
Supporting Documents		Date/Time Closed	11/15/2012 10:27 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GREEN NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	25,000	Related Vehicle Make	Nissan
Current Mileage	92,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN08W19C[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	56,000
Make	NISSAN	Beyond Basic Warranty Months1	70
Model Line	XTERRA	Beyond PT Warranty Miles1	32,000
Model Code	04219	Beyond PT Warranty Months1	46

Dealer Access

Case Servicing Dealer	GREEN NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	11/14/2012
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AN08W19[redacted]		
Created By	Jason Bowers, 11/13/2012 11:38 AM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri, 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	1,694	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA10049468

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments

Action	Public	Comment
		Created By: Gabrielle Taye (11/15/2012 10:25 AM) Rcas-gt called C on day# on 11/15 at 11:08am est Rcas-gt apologized and informed C that Rcas would be unable to offer f/a towards the repair. C stated that C is very upset that NNA is unwilling to assist when its the dlr's fault that C has to pay all of this money. C stated that the dlr is playing a guessing game with C's veh and doesnt know what they are doing over there. C stated that C's veh has been at the dlr since 10/29. Rcas apologized and agreed to file a complaint.
Make Public	☐	C stated that C will be contacting the BBB and anyone else that C can. Rcas understood. C thanked Rcas for the time, call ended mutually. Closing case, no further assistance necessary. Summary: C called NNA requesting f/a with multiple repairs. NNA unable to assist due to the veh being OOW. Closing case. ===
		Created By: Gabrielle Taye (11/15/2012 9:16 AM) Rcas-gt called FOM-AM on 11/15 at 10:16am est
Make Public	☐	Fom-Am advised that Fom would not offer f/a due to the veh being purchased pre-owned and being too far OOW. Rcas understood, call ended mutually. ===
		Created By: Gabrielle Taye (11/14/2012 1:50 PM) Rcas-gt called C on day# on day&alt# on 11/14 at 2:50pm est
Make Public	☐	Rcas-gt left vmx requesting a callback. Rcas-gt left contact information and the case number. Setting follow up for 11/15 ===
Make Public	☐	**Created By: Gabrielle Taye (11/14/2012 12:03 PM)** Rcas-gt called GREEN NISSAN on 11/13 at 12:52pm est Sm unavailable. -- Sa-Greg stated that C was initially dealing with a different advisor who was not keeping in contact with C or returning C's calls. C brought the veh in with the concern that the pedal would go to the floor when braking. The dlr found a code for the right rear speed sensor. C authorized the repair and the dlr replaced the part. When the dlr test drove the veh after the repair, the issue still persisted.

The dlr found an internal issue with the brake master cylinder.
C authorized the repair and the dlr replaced the master cylinder.
Now, the veh needs an ABS control unit.

Sa stated that the ABS control unit part only is around $1,200 and C hasnt paid for the previous repairs yet.
Sa agreed to obtain the full cost of the repair and send Rcas an email.
Sa stated that C is a decent servicing customer.

Rcas understood, thanked Sa, call ended mutually.
==

Created By: Jason Bowers (11/13/2012 12:02 PM)
crr-jb recieved call from c reuesting assistance w/ repairs based on c being out of veh for 2 weeks
crr-jb verified info
c states
brake issue
master cyl
abs control unit
right rear abs sensor

all repairs have are on current issue and c has yet to pay out of pocket

crr-jb advised c that case would be submitted to rcas

Make Public

veh brought to dlrshp 10/29/12

diagnosed at green nissan 10/29/12

veh is serviced indepantdantly

c spoke to jeremy s/m and as of 11/12/12 greg is new service manager
diagnosis is brake issue and master cyl
abs control unit
right rear abs sensor have been replaced

c states estimate of repair 2000.00+

c is requesting assistance w/repair based on c being out of veh over two weeks and c having to follow up on veh with no interaction from dlrshp. c states c gets no calls back when le
messages

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7164525	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	11/15/2012	YI	AD	118500	OA
Edit | Del	CC-7164526	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	OOW GOODWILL ASSISTANCE REQUEST	03	11/15/2012	YI	AD	122000	OA
Edit | Del	CC-7164527	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/15/2012	YX	AD	121500	OA

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
11/15/2012 10:27 AM	Gabrielle Taye	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2012 1:50 PM	Gabrielle Taye	Changed **Follow Up Date** from 11/14/2012 to **11/15/2012**.
11/14/2012 11:46 AM	Gabrielle Taye	Changed **Data Net** from false to **true**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kevin Isenburg [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/15/2012	Date/Time Opened	11/14/2012 11:47 AM
Supporting Documents	☐	Date/Time Closed	11/19/2012 9:28 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV3C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	23
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32612	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	SOUTHLAKE NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6AD0EV3C[redacted]		
Created By	Kevin Isenburg, 11/14/2012 11:47 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 11/20/2012 7:48 PM	Root Cause Code (2)	
Days Closed	1,690	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA10056498

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public		**Created By: Kevin Isenburg (11/19/2012 9:27 AM)** CRR-KI - Closing case pending future contact due to lack of C response.
Make Public		**Created By: Kevin Isenburg (11/16/2012 2:28 PM)** CRR-KI - Attempted to contact C at 2:27PM on 11/16 regarding recent survey submission. Left MSG with contact info for C to return call if so inclined.
Make Public		**Created By: Kevin Isenburg (11/14/2012 4:47 PM)** CRR-KI - Attempted to contact C at 4:45PM on 11/14 regarding recent survey submission. Left MSG with contact info for C to return call if so inclined.
Make Public		**Created By: Kevin Isenburg (11/14/2012 11:50 AM)** CRR-KI - No previous cases found. CRR-KI - Checked for Recalls/Campaigns and found:NONE
Make Public		**Created By: Kevin Isenburg (11/14/2012 11:49 AM)** Brake Operation - Inadequate stopping power, This is why I took the vehicle to the dealer that and engine is pushing the vehicle when I try to stop. I want someone to pick this vehicle up and fix it Brake Operation - Requires too much effort, What is the brake pedal foot pressure supposed to be. The service mgr. that brags on himself telling everyone how great he is never asked that question he just tried to make this an problem my fault. I want someone with some technical ability to call me[redacted] Brake Operation - other, same related problem as hard pedal Brake Pedal - Too soft/spongy, same problem as before brakes arn't right Brake Pedal - Excess pressure required, to much pedal pressure needed to stop Other Brakes/Wheels/Tires Troubles, Brakes are weak at best. To hard to push pedal and pedal to low. This is a bigger problem when the temp. is cold or humidity high.I took it to the dealer and they blew me off twice. TI manager said there is not a light on. What he doesn't know is that a sender can be within range but out of calibration. In other word if a sender thinks it is 100 degress but it is really 1 it is still within range but not calibrated right.This happens when it raining or dew on the windshield. The engine is pushing this truck when I am trying to stop.It seems to be getting be am very upset with the service dept. that I won't return .Today I asked my wife to get the oil changed. I was upset went to the sales manager and told him I wanted to sell the truck ba you'll have to talk to the used car manager.He did not get it ,he must of thought I could not make my payment because even though I asked to have the manager call they never calle then I paid the truck off,does that sound like someone that can't make a payment Engine Hesitates/Surges/Run Rough - other, same as last problem Other Engine Troubles, temp gauge is not in the middle of the gauge I don't know what the engine temp is or should be I fell this has something to do with the eng rpm above 1000 when I am trying to stop. V occurs if I go to nuetral the engine runs around 1300 and slowly idles down. An idle air problem ,the problem is what is telling the idle air to stay up

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7167566	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	11/19/2012	YX	AD	120000	OA

Open Activities Open Activiti

No records to display

Activity History Activity Histo

No records to display

Emails Send an Email Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
11/19/2012 9:28 AM	Kevin Isenburg	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/14/2012 11:47 AM	Kevin Isenburg	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 1N6AD0EV3C**[redacted]
		Changed **Work Phone** to **2198882000**.

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[redacted]

Case Comments [14] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [3] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Andrew Czarnev [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Email to Case
Follow Up Date	11/29/2012	Date/Time Opened	11/21/2012 3:54 PM
Supporting Documents		Date/Time Closed	11/29/2012 1:40 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Description

firstname [redacted]
lastname [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : san Luis Obispo
twitter :
state : CA
zip [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : JN8AZ18W89W[redacted]
dealerstate : CA
dealername : Coast Nissen
comments : I recently took my wife's Nissan in for a oil and filter change as well as rotation the tires. We drove it to Winslow, Ariz. and back without any problems. My loves that car but after last night I think she is having second thoughts. We drove, or should I say tried to drive to Costco for some items we needed and I noticed tha brakes felt "Spongy" and my first thought was her brakes are leaking and is presenting a dangerous condition. We managed to drive it to our local Nissan dealer that I was going to have it checked for safety sake. I left it with them and the following morning described my concerns and they said they would get back to me as soon a possible, they were vary accommodating and were eager to correct that issue. To make a long story short, I was told that the "Master Cylinder" had "Developed" a le problem which to my thinking is a "Manufacturing" issue and not something my wife caused and she was upset that she had to pay for anything which was for a com brake fluid flush and replacement due to the idea of a contamination and temperature issue??? The master cylinder was covered by her extended warranty. The othe I asked was what is the "Normal" time for changing brake fluids and was told that in an "Ideal" situation, was about 200,000 miles depending on your driving habits. If problem is a "Potential" safety issue for other Nissan owners you just might want to "Recall" them before it turns into someone death or injury.
Please respond to this email with your reply.
You can email my wife's at,,, [redacted] or to mine with your response.
Thanks for you attention with this issue.
[redacted]

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	COAST NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	72,000	Related Vehicle Make	Nissan
Current Mileage	79,223		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W89W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	43,223
Make	NISSAN	Beyond Basic Warranty Months1	65
Model Line	MURANO	Beyond PT Warranty Miles1	19,223
Model Code	07819	Beyond PT Warranty Months1	41

Dealer Access

Case Servicing Dealer	COAST NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	11/26/2012
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 11/21/2012 3:54 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	System Account NNAINT, 12/4/2012 7:58 PM	Root Cause Code	SNFA
Days Closed	1,680	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT3B
		Document ID	CA10104232

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Public	☐	Created By: Andrew Czarney (12/3/2012 12:53 PM) *** [Added after the case is closed.] *** RCAS-AC noting that c's vmx was prior to RCAS-AC contacting c for case resolution and no other action is needed.
Make Public	☐	Created By: Bonny Bartlebaugh (11/29/2012 2:00 PM) *** [Added after the case is closed.] *** rcas-bsb received vmx from the c: asking for a return call to [redacted] rcas-bsb emailed rcas-ac to contact the c back rcas-bsb exiting the case
Make Public	☐	Created By: Andrew Czarney (11/29/2012 1:39 PM) ****CLOSING SUMMARY**** C contacted CA via email to request financial assistance for a brake fluid flush due to a leak in the brake master cylinder. C states that the dlrshp is covering the replacement brake r cylinder under an extended warranty, however the cost for the fluid flush is not. RCAS-AC reviewed case with SM, who did not recommend goodwill. FOM denied goodwill assistanc RCAS-AC informed c and no further resolution is needed.
Make Public	☐	Created By: Andrew Czarney (11/29/2012 1:36 PM) RCAS-AC called c at [redacted] at 14:25 EST. RCAS-AC advised c that veh is OOW and RCAS-AC informed c that NNA is not in a position to assist c with c's request for financial assistance.

C states that c will contact BBB and will inform them of the case.
C terminated call.
RCAS-AC closing case as no assistance is needed.

Make Public

Created By: Andrew Czarney (11/29/2012 1:33 PM)
RCAS-AC recieved a vmx from c requesting callback asap.

Make Public

Created By: Eleiza Torres (11/29/2012 1:17 PM)
crr-et confirmed that no contact info has changed.
crr-et received call from c. c would like to speak to RCAS.
crr-et understood and informed c that RCAS set a follow update for c
today and RCAS will callback c before the end of the business day.
crr-et informed c that if vmx is reach c can leave a message then crr-et
will vmx c can leave a message then crr-et will send an internal message
to RCAS and inform that c called and ask for a callback. c agreed.
crr-et offered further assistance, c declined.
crr-et provided name, ext.
crr-et exiting case.

Make Public

Created By: Andrew Czarney (11/27/2012 11:42 AM)
RCAS-AC received email from SM-John in regards to c's case.

SM states that c does not perform scheduled maintenance at the dlrshp. SM states that c's information is correct. SM states that SM does not recommend goodwill assistance.

Make Private ✓

Created By: Andrew Czarney (11/26/2012 6:10 PM) | Last Modified By: Andrew Czarney (11/26/2012 6:10 PM)
RCAS-AC called c on phone numbe[redacted] at 18:50 EST.
RCAS-AC spoke to c.

C sates that c is requesting NNA to pay for the cost of labor in draining c's brake fluid. C states that this costs approx $200. C states that veh's replacement brake master cylinder is under vsc.

RCAS-AC advised of name and extension.
RCAS-AC advised of follow up on 11/29/2012.
Call ended mutually.

Make Public

Created By: Andrew Czarney (11/26/2012 12:51 PM)
RCAS-AC called c on phone number[redacted] at 13:45 EST.
RCAS-AC reached c's wife. C's wife stated c is not available and that c would best be reachable at 13:00 PST.
RCAS-AC advised c's wife that RCAS-AC will attempt to reach c later in the day.
Call ended mutually.

Make Public

Created By: Denice Estrada (11/23/2012 8:50 AM)
case moved

Make Public

Created By: Denice Estrada (11/23/2012 8:50 AM)
Email case logged
E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Method of contact: E-mail
crr-je checked for open recalls/campaigns/upgrades found: none

***

E-mail sent to: ricks[redacted]
Method of contact: E-mail

crr-je advised c that case will be transferred to rcas.
crr-je transferring case to rcas.

Make Public

Created By: Denice Estrada (11/23/2012 8:47 AM)
firstname : [redacted]
lastname : [redacted]
email : ricks[redacted]
homephone : [redacted]
address1 : 1198 Seaward Street
address2 :
city : san Luis Obispo
twitter :
state : CA
zip [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : JN8AZ18W89W[redacted]
dealerstate : CA
dealername : Coast Nissen
comments : I recently took my wife's Nissan in for a oil and filter change as well as rotation the tires. We drove it to Winslow, Ariz. and back without any problems. My wife loves that after last night I think she is having second thoughts. We drove, or should I say tried to drive to Costco for some items we needed and I noticed that the brakes felt "Spongy" and my thought was her brakes are leaking and is presenting a dangerous condition. We managed to drive it to our local Nissan dealer that night and I was going to have it checked for safe left it with them and the following morning described my concerns and they said they would get back to me as soon as possible, they were vary accommodating and were eager to c that issue. To make a long story short, I was told that the "Master Cylinder" had "Developed" a leaking problem which to my thinking is a "Manufacturing" issue and not something m caused and she was upset that she had to pay for anything which was for a complete brake fluid flush and replacement due to the idea of a contamination and temperature issue??? master cylinder was covered by her extended warranty. The other question I asked was what is the "Normal" time for changing brake fluids and was told that in an "Ideal" situation, v about 200,000 miles depending on your driving habits. If this problem is a "Potential" safety issue for other Nissan owners you just might want to "Recall" them before it turns into so death or injury.
Please respond to this email with your reply.
You can email my wife's at,,,[redacted] or to mine with your response.
Thanks for you attention with this issue.
[redacted]

Make Public

Created By: Denice Estrada (11/23/2012 8:47 AM)
firstname : Richard
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : san Luis Obispo
twitter :
state : CA
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : JN8AZ18W89W[redacted]
dealerstate : CA
dealername : Coast Nissen
comments : I recently took my wife's Nissan in for a oil and filter change as well as rotation the tires. We drove it to Winslow, Ariz. and back without any problems. My wife loves that after last night I think she is having second thoughts. We drove, or should I say tried to drive to Costco for some items we needed and I noticed that the brakes felt "Spongy" and my thought was her brakes are leaking and is presenting a dangerous condition. We managed to drive it to our local Nissan dealer that night and I was going to have it checked for safe left it with them and the following morning described my concerns and they said they would get back to me as soon as possible, they were vary accommodating and were eager to c that issue. To make a long story short, I was told that the "Master Cylinder" had "Developed" a leaking problem which to my thinking is a "Manufacturing" issue and not something m caused and she was upset that she had to pay for anything which was for a complete brake fluid flush and replacement due to the idea of a contamination and temperature issue??? master cylinder was covered by her extended warranty. The other question I asked was what is the "Normal" time for changing brake fluids and was told that in an "Ideal" situation, v

about 200,000 miles depending on your driving habits. If this problem is a "Potential" safety issue for other Nissan owners you just might want to "Recall" them before it turns into so
death or injury.
Please respond to this email with your reply.
You can email my [redacted].com or to mine with your response.
Thanks for you attention with this issue.
Richard Sandoval

Created By: Managed Services (11/21/2012 3:54 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 : [redacted]
address2 :
city : san Luis Obispo
twitter :
state : CA
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin : JN8AZ18W89W [redacted]
Make Public
dealerstate : CA
dealername : Coast Nissen
comments : I recently took my wife's Nissan in for a oil and filter change as well as rotation the tires. We drove it to Winslow, Ariz. and back without any problems. My wife loves that after last night I think she is having second thoughts. We drove, or should I say tried to drive to Costco for some items we needed and I noticed that the brakes felt "Spongy" and my thought was her brakes are leaking and is presenting a dangerous condition. We managed to drive it to our local Nissan dealer that night and I was going to have it checked for safe left it with them and the following morning described my concerns and they said they would get back to me as soon as possible, they were vary accommodating and were eager to c that issue. To make a long story short, I was told that the "Master Cylinder" had "Developed" a leaking problem which to my thinking is a "Manufacturing" issue and not something m caused and she was upset that she had to pay for anything which was for a complete brake fluid flush and replacement due to the idea of a contamination and temperature issue??? master cylinder was covered by her extended warranty. The other question I asked was what is the "Normal" time for changing brake fluids and was told that in an "Ideal" situation, v about 200,000 miles depending on your driving habits. If this problem is a "Potential" safety issue for other Nissan owners you just might want to "Recall" them before it turns into so death or injury.
Please respond to this email with your reply.
You can email my wife's at,,, [redacted] or to mine with your response.
Thanks for you attention with this issue.
Richard Sandoval

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7172257	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/23/2012	YX	AD	121500	OA
Edit | Del	CC-7172258	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	11/23/2012	YX	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	11/29/2012	Andrew Czarney	11/29/2012 1:40 PM
Edit | Del	Call		✓	11/26/2012	Andrew Czarney	11/26/2012 12:42 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0D0uVl:ref]		✓	11/23/2012	Denice Estrada	11/23/2012 8:49 AM

Emails

Send an Email

Emails

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Read		Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0D0uVl:ref] *Denice, Thank you for our quick response and we hope that you do look into th...*	[redacted]	11/23/2012 3:47
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0D0uVl:ref] *11/23/2012 Case # [redacted] Dear [redacted] , Thank you for ...*	[redacted]	11/23/2012 8:49
Reply | To All | Del	Replied		My Nissan Vehicle *firstname : Richard lastname : [redacted] I email : [redacted] ho...*	nissanconsumeraffairs@my-nissan-usa.com	11/21/2012 3:53

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
11/29/2012 1:40 PM	Andrew Czarney	Changed **Case Record Type** from CA Email Nissan to CA Closed Case.
		Changed **Status** from Open to Closed.

		Closed.
11/26/2012 6:11 PM	Andrew Czarney	Changed **Data Net** from false to **true**.
11/26/2012 6:04 PM	Andrew Czarney	Changed **Follow Up Date** from 11/26/2012 to **11/29/2012**.

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[redacted]

Case Comments [14] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Tim Williams [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/11/2012	Date/Time Opened	11/28/2012 8:25 AM
Supporting Documents		Date/Time Closed	12/17/2012 7:42 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Pulls While Braking - Pulls right		

Customer Detail

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

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	10	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CWXCC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	22
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31462	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	FUCCILLO NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6AD0CWXC[redacted]		
Created By	Tim Williams, 11/28/2012 8:25 AM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 12/17/2012 7:41 PM	Root Cause Code (2)	
Days Closed	1,662	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA10139956

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Tim Williams (12/11/2012 9:59 AM) TCST-tw called and spoke to c. C restated what the dlrshp said and that c was very disappointed that nothing could be done. TCST-tw offered to have a DTS come out to dlrshp and review issues, c declined. TCST-tw asked if c was no longer interested in get additional support, c said open, but mind is made up that will never again buy Nissan. TCST-tw apologized for the inconvenience and said will notify mgr of c's case. TCST-tw said that c was a loyal c and was disappointed in losing c. TCST-tw will close case, but forward case to mgr for further review.
Make Private	✓	Created By: Tim Williams (12/11/2012 9:48 AM) TCST-tw c left wrong cell number. Refer to account details for correct cell number. C wants to be contacted this way.
Make Private	✓	Created By: Tim Williams (12/10/2012 3:44 PM) TCST-TW: c cell numb[redacted]
Make Private	✓	Created By: Tim Williams (12/10/2012 3:43 PM) TCST-TW rcvd vm from c.
Make Private	✓	Created By: Tim Williams (12/10/2012 12:50 PM) TCST-TW called and spoke to Tim (SM) at dlrshp. TCST-TW: SM said c brought truck into dlrshp to look at it. SM, service tech & another employee test drove the truck, but brakes operating normal. Wind noise was normal. SM told might be getting less mpg due to different tires that are on the truck now. Before dlrshp could look at windshield for sparkling problem at dusk & dawn c took car home. SM offered a wash, c declined. C not happy. TCST-TW SM open to DTS visit.
Make Private	✓	Created By: Tim Williams (12/10/2012 12:45 PM) TCST-TW lvm for c to call TCST back.
Make Private	✓	Created By: Tim Williams (12/10/2012 7:35 AM) TCST-TW rcvd vm from c stating that c took car to new dlrshp for inspection and they couldn't duplicate. C said that is typical and that dlrshp couldn't do anything for c. C said Nissa junk and will not buy anymore ever again.
Make Private	✓	Created By: Tim Williams (12/5/2012 9:22 AM) TCST-TW called and spoke to Tim (SM) at LeBrun dlrshp. SM said c is bringing car in 12/06. SM said c brought up several more issues that was not mentioned to TCST. TCST-TW: SM concerned that dlrshp will not be able to address the concerns with c and c will give dlrshp bad survey score. TCST told c will keep case open for the time being and follow up with c on Monday 12/10. TCST-TW told c that if c wants to escalate case, TCST will send over to rcas. Call ended.
Make Private	✓	Created By: Tim Williams (12/3/2012 12:11 PM) TCST-TW called and spoke to Tim (SM). Explained to SM the issue and SM said will call c as soon as done with this call. TCST told SM that c is a loyal c. Call ended.

Make Private ✓ **Created By: Tim Williams (12/3/2012 10:53 AM)**
TCST-TW rcvd call from c. C said wants to know why gas mileage is less than 2008 frontier and get brake issue corrected.

TCST-TW said would contact new dlrshp (LeBrun), since c doesn't like dlrshp that bought truck from, and have SM call c to set up an appointment to look at brakes. C agreed.

TCST-TW said would try to find out why gas mileage is not as good as '08 model & will follow up later on status of appointment. C agreed. Call ended.

Make Private ✓ **Created By: Tim Williams (12/3/2012 9:40 AM)**
TCST-TW contacted the c on the c's contact number provided from vm.
TCST-TW did not receive a response and left a vm and direct contact #.

Make Private ✓ **Created By: Tim Williams (12/3/2012 7:23 AM)**
TCST-TW: C lvm saying to call [redacted] o[redacted]. VM ended.

Make Private ✓ **Created By: Tim Williams (11/29/2012 2:31 PM)**
TCST-TW contacted the c on the c's contact number provided on survey.
TCST-TW did not receive a response and left a vm and direct contact #.

Make Private ✓ **Created By: Tim Williams (11/28/2012 8:26 AM)**
TCST-TW checked for previous cases and found: 0
TCST-TW checked for open campaigns and found: 1
TCST-TW created case due to TCS survey comments.
TCST-TW verified c's address, email, day and evening phone numbers: [redacted]

TCST-TW copied survey notes below:

Vehicle Pulls While Braking - Pulls right, When applying the brakes. It feels like I may not stop and the pedal goes almost all the way to other floor before you feel the vehicle stoppin as if you have no brakes at all.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7191747	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	12/11/2012	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
12/17/2012 7:42 AM	Tim Williams	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/17/2012 7:42 AM	Tim Williams	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Melanie Betzel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/4/2012	Date/Time Opened	11/29/2012 7:16 AM
Supporting Documents	☐	Date/Time Closed	12/5/2012 3:36 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	32,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18UX9W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	69
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07419	Beyond PT Warranty Months1	45

Dealer Access

Case Servicing Dealer	ESTABROOK MOTOR	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	11/30/2012
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: JN8AZ18UX9W[redacted]		
Created By	Vanessa Arguelles, 11/29/2012 7:16 AM	Root Cause Code	SNFA
Last Modified By	Veronica Moody, 4/12/2015 9:44 PM	Root Cause Code (2)	SCIN
Days Closed	1,674	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	CA10147148

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	[redacted]	**Created By: Melanie Betzel (12/5/2012 3:35 PM)** Summary****** C contacted NNA for FA with the repairs on the ABS module. NNA approved assistance with the repairs. NNA & c will split the cost of the parts & the dlr will cover the labor. C is not requesting a follow up on the repairs & will call RCAS back if needed. Closing case.
Make Public		**Created By: Melanie Betzel (12/5/2012 3:34 PM)** Parts = $1547.12 Labor= $176.80 CSM-BB agreed to split the cost of the part with the customer & the dlr will cover the labor. SM-CM is aware & agrees to the decision RCAS called c on[redacted] @ 4:10pm est time & apologized to c for the delay in callback as RCAS was out of the office. C understood. RCAS advised c of the decision & advi that c would be responsible for approximately $775.00. C agreed & thanked RCAS for the assistance. RCAS advised c that RCAS will follow up with c on 12/10/12 to check on the re C stated that c believes the repairs will be fine & c will call RCAS back if c has any concerns. RCAS understood & the call ended mutually.
Make Public		**Created By: Melanie Betzel (12/5/2012 8:12 AM)** RCAS has been out of the office. RCAS sent the goodwill request to FOM-JJ & CSM-BB
Make Public		**Created By: Melanie Betzel (11/30/2012 11:37 AM)** RCAS called c on[redacted] @ 12:30pm est time, RCAS spoke to c & advised c that RCAS received the case & the request will be reviewed. RCAS advised c that RCAS shoul an answer for c by 12/4/12. C understood. RCAS provided c with RCAS name, number & ext. C stated that c would appreciate any assistance that NNA is able to help with. C mentio always taking care of the veh as recommended by the dlr. RCAS understood & the call ended mutually.
Make Public		**Created By: Melanie Betzel (11/30/2012 11:30 AM)** RCAS called SM-CM in regards to the case. SM stated that the veh has very low mileage on it & the module has gone out on the ABS. SM stated that c has not needed anything maj other than regular maintenance & c has done everything that was recommended. SM stated that the component failed prematurely. RCAS requested warranty rates on parts & labor. stated that SM will send RCAS an email with the info. RCAS understood & the call ended mutually.
Make Public		**Created By: Vanessa Arguelles (11/29/2012 7:21 AM)** C states that when c was driving, c stops, as c has no brakes on the veh. Dlr states that the ABS module gone out & the repair is OOW & the cost will be $2000 The veh is at ESTABROOK MOTOR CO since Sunday. SA-Dawn works on the veh C is asking for assistance for the repair crr-va informed c that the case will be escalated to rcas for review and will call c before the end of the next business day. c understood crr-va offered further assistance, c declined. crr-va gave name, extension & case number. Crr-va leaving case open

Case Categorizations

Case Categorizations He

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

Edit | Del	CC-7178551	BRAKES	ANTI-LOCK BRAKE SYSTEM	PREMATURE WEAR/FAILURE	03	11/29/2012	WA	AD	118500	OA
Edit | Del	CC-7178552	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	11/29/2012	YX	AD	118500	OA
Edit | Del	CC-7186444	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	12/5/2012	YI	AD	118500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
12/5/2012 3:36 PM	Melanie Betzel	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/30/2012 11:37 AM	Melanie Betzel	Changed **Follow Up Date** from 11/30/2012 to **12/4/2012**.
11/30/2012 11:17 AM	Melanie Betzel	Changed **Data Net** from false to **true**.

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No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Valerie Smith [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Internal
Follow Up Date	12/4/2012	Date/Time Opened	12/4/2012 11:20 AM
Supporting Documents		Date/Time Closed	12/4/2012 3:52 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	Correspondence
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18U59W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	55
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07419	Beyond PT Warranty Months1	31

Dealer Access

Case Servicing Dealer	JERRY DAMSON NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AZ18U59W[redacted]		
Created By	Barbara Parker, 12/4/2012 11:20 AM	Root Cause Code	SDSD
Last Modified By	Bharath Tadipatri, 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	1,675	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA10176687

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	☐	Created By: Valerie Smith (12/4/2012 3:50 PM) Arbs called c and spoke with wife (c). C states husband was driving and c was in passenger seat. C states while husband was driving a dog jumped out and husband stopped sudder brakes went low to the floor. Arbs verify that vehicle did stop and there were no injuries. Arbs advised c that dealer is working with Nissan tech's to get vehicle repaired. C states ok a ended. Arbs called dealer and spoke with SM-Shannon Poole. Arbs asked about vehicle concern. SM states that vehicle came in 11/29/12 for brake concern. SM states that c was driving ve dog darted out, c pressed on the brakes and they went low to the floor, but the vehicle stopped. SM states that SM has been working with techline to repair vehicle and doesn't feel a needed. SM states that vehicle has been into dealer before for brake pedal concern (11/27/12 - dealer replaced brake master cylinder). Arbs asked SM to continue working with techl Arbs called techline and spoke with MF who states JB has been working with dealer. MF states that JB mis understood and thought that brakes didn't work. Arbs advised MF that arb dealer to continue working with techline. Arbs closing IIR case, not an IIR and no DTS is needed.
Make Public	☐	Created By: Barbara Parker (12/4/2012 11:23 AM) DRTS-BP created case per ARBS-VS request to complete an IIR.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7184931	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	12/4/2012	YX	AD	120000	OA

Open Activities

Open Activiti

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	IIR - Hubbard - 10176687	Not Started		✓	[redacted]	12/4/2012	N/A	Valerie Smith

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
12/4/2012 3:52 PM	Valerie Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/4/2012 11:21 AM	Barbara Parker	Changed **Case Owner** from Barbara Parker to **Valerie Smith**.
12/4/2012 11:20 AM	Barbara Parker	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AZ18U59W** [redacted]

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Surveys Surve

No records to display

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[redacted]

Case Comments [12] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Britny Taylor [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/10/2013	Date/Time Opened	12/20/2012 11:44 AM
Supporting Documents		Date/Time Closed	1/10/2013 11:45 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	80,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD09U07C[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	44,000
Make	Nissan	Beyond Basic Warranty Months1	90
Model Line	PICKUP	Beyond PT Warranty Miles1	20,000
Model Code	53317	Beyond PT Warranty Months1	66

Dealer Access

Case Servicing Dealer	OC NISSAN-IRVINE	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	12/21/2012
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6AD09U07[redacted]		
Created By	Kathy Crislip, 12/20/2012 11:44 AM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 1/11/2013 7:28 PM	Root Cause Code (2)	SNFA
Days Closed	1,638	Action Code	NT3A
Case Record Type	CA Closed Case [Change]	Document ID	CA10276174

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Britny Taylor (1/10/2013 11:45 AM) | Last Modified By: Britny Taylor (1/10/2013 11:45 AM)** RCAS-BT called (714) 448-1539 on 1/10/13 @12:30p EST. Reached c. C confirmed concerns. C states that c's concerns are that c has no brakes, and now the dealer told c that c needs to put OEM parts on the veh. RCAS advised if this is tl dealer recommendation, to follow this. C states c is not putting OEM parts on the veh unless someone is paying for them. RCAS advised RCAS would not be offering f/a with brakes these are maint item. C understood. RCAS advised that current dealer feels c should take veh to 2nd dealer for another opinion. C asked when c's VSC expires. RCAS advised 1/12 understood. C states that c would like to have the wtty extended for a week so that c can take the veh in. RCAS advised this is not something that RCAS can do, warranties are set f time and mileage parameters, and can't be extended. C states that c brought this to RCAS' attention before the warranty expired. RCAS advised that dealer found no problem, and tl would need to follow dealer recommendation. C understood. C states that RCAS is telling c that c is screwed. RCAS advised that RCAS will not be able to assist financially with thes concerns. C understood. C thanked RCAS for the information. Call was ended mutually. ~ Closing case; customer called seeking f/a with brake concerns. C has aftermarket brakes on the veh, and is requesting f/a with OEM replacements. RCAS declined. No further actior required.
Make Private	▬	**Created By: Cherielyn Ceiane (1/9/2013 1:33 PM) | Last Modified By: Britny Taylor (1/10/2013 11:24 AM)** CRR-CNC confirmed that no contact info has changed. CRR-CNC received call from C stated that c want tobe transferred to ext 457254 CRR-CNC informed C that if the the representative is not available, C will be routed to vmx so C can leave message and CRR-CNC will send internal message to the previous representative requesting for a call back. C agree CRR-CNC offered further assistance, C declined. CRR-CNC provided name, ext. CRR-CNC exiting file.
Make Private	✓	**Created By: Britny Taylor (1/9/2013 1:07 PM) | Last Modified By: Britny Taylor (1/10/2013 11:24 AM)** RCAS noting that based on SM diagnosis, RCAS will be declining assistance with any repairs and/or deductibles.
Make Private	▬	**Created By: Britny Taylor (1/9/2013 1:07 PM)** RCAS has rec'd several vmx from c. RCAS noting RCAS was OOO on 1/7/13 and 1/8/13. ~ RCAS rec'd email from SM-Denise: C has only paid deductibles. C goes through brakes a lot but c uses aftermarket parts. Dlr advised c to go back to factory parts. C has replaced several brake components based on concern of "soft brake pedal;" there is nothing else wrong with this brake system as far as dlr is concerned. SM would recommend customer to go to another Nissan dealer for secon opinion. C is a plumber and carries heavy equipment in the back of the veh as well. ~~ RCAS-BT called [redacted] on 1/9/13 @2:05p EST. Reached c's vmx and left name, ext, and case number.
Make Private	▬	**Created By: Britny Taylor (1/9/2013 11:39 AM) | Last Modified By: Britny Taylor (1/9/2013 1:01 PM)** RCAS emailed SM-Denise re: c's case again.
Make Private	✓	**Created By: Vanessa Arguelles (1/8/2013 12:54 PM) | Last Modified By: Britny Taylor (1/9/2013 1:01 PM)** c states that c did not receive a call from RCAS-BT anymore regarding the case & c was contacted by RCAS once. crr told c that RCAS tried to call c a[redacted] at 3x & RCAS was unable to reach c c asked to be transferred to RCAS-BT's ext as the issue with the veh is not ressolve yet. crr told c to leave a msg if routed to vmx & crr will send msg to RCAS BT. c understood. crr-va offered further assistance, c declined. crr-va gave name & extension. Crr-va exiting case.

Make Private	✓	Created By: Jonathon Spurling (12/27/2012 1:00 PM) | Last Modified By: Britny Taylor (1/9/2013 1:01 PM) rcas-js assisting rcas-bt rcas-js made outbound call to c [redacted] at 1659 EST rcas-js left vmx asking for call back in regards to case rcas-js left rcas-bt contact information closing case as 3 attempts have been made to contact c
Make Private	✓	Created By: Britny Taylor (12/26/2012 10:55 AM) RCAS-BT called [redacted] on 12/26/12 @11:54a EST. Reached "Adam's" vmx and left name, ext, and case number.
Make Private	✓	Created By: Britny Taylor (12/21/2012 12:35 PM) | Last Modified By: Britny Taylor (12/26/2012 10:55 AM) RCAS-BT emailed SA-Jessica (SM on vacation and listed SA as POC for now) for info re: c's concerns and requested pricing and svc history.
Make Private	✓	Created By: Jonathon Spurling (12/21/2012 11:50 AM) | Last Modified By: Britny Taylor (12/26/2012 10:55 AM) rcas-js assisting rcas-bt rcas-js made outbound call to c [redacted] at 1248 EST rcas-js left vmx asking for call back in regards to case rcas-js left rcas-bt contact information
Make Private	✓	Created By: Kathy Crislip (12/20/2012 12:22 PM) | Last Modified By: Britny Taylor (12/26/2012 10:55 AM) CRR-KC received an inbound call from the c who stated that the c is having brake issues. The c had the brakes and rotors replaced about 4 months ago. The c stated that in the mo the brakes do not seem to work and the c does not want to pay for the same thing again this close to the previous repair.
Make Private	✓	Created By: Kathy Crislip (12/20/2012 11:56 AM) | Last Modified By: Britny Taylor (12/26/2012 10:55 AM) What is the customers veh concern: Issues with the brakes and rotors The date that the veh was diagnosed: 12/20/12 What were the results of the diagnostic on the veh: that the brakes and rotors need replaced. Who was the Nissan servicing dlr shp that did the diagnostic: OC NISSAN-IRVINE How much is the repair *including parts: labor: taxes*: or the total Who did the customer speak to at the dlr shp: sa-Todd CRR-KC received an inbound call from the c stating that the veh in the mornings that there are no brakes in the veh. The c took the veh to the dlr shp and the c had those problems. stated that the master cylinder and the c paid the deductible. The c stated that Orange county Nissan has very nice people working at the dlr shp. The c stated that the c put all new and rotors about 4 months ago. The c stated that the brake pedal goes down to the ground. The c stated that the c does not want to pay for the pads to see if that fix the issue. CRR-KC provided the case number and the message that the case is being sent to RCAS for review

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7202490	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	12/20/2012	YI	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	1/9/2013	Britny Taylor	1/9/2013 4:18 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/10/2013 11:45 AM	Britny Taylor	Changed Case Record Type from CA to CA Closed Case.
		Changed Status from Open to Closed.
1/10/2013 11:45 AM	Britny Taylor	Closed.
1/9/2013 1:07 PM	Britny Taylor	Changed Follow Up Date from 1/9/2013 to 1/10/2013.
1/8/2013 12:52 PM	Vanessa Arguelles	Changed Follow Up Date from 12/27/2012 to 1/9/2013.

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Surveys

Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Marilyn Hoskinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/15/2013	Date/Time Opened	1/7/2013 9:43 AM
Supporting Documents	☐	Date/Time Closed	1/15/2013 4:50 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

First Name	[redacted]	Home Phon	[redacted]
Middle Initial		Work Phon	
Last Name		Contact Ema	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,200		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CU9AC[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	50
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31360	Beyond PT Warranty Months1	26

Dealer Access

Case Servicing Dealer	HUNTER NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	1/8/2013
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 1N6AD0CU9A[redacted]		
Created By	Melodie Segundo, 1/7/2013 9:43 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	1,633	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA10367432

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	Created By: Marilyn Hoskinson (1/15/2013 4:49 PM) rcas called c[redacted]. c states c took the veh in and a new master cylinder was put in the veh and the dlrshp did bleed the brakes and everything seams to be okay now. rcas th for that information. rcas stated if c should have further concerns c could give NNA a call.
Make Public		Created By: Kathy Crislip (1/15/2013 12:47 PM) CRR-KC received an inbound vmx from the c stating the c did not receive a call yet. The crr sees that the RCAS-MH has a follow up for today. Exiting the case.
Make Public		Created By: Kathy Crislip (1/11/2013 9:14 AM) CRR-KC received an inbound call from a c that has speaking issues and was hard to understand. The c stated that the c was driving and the brakes failed and the c had the veh tow Hunter Nissan. This happened on 12/22/2012 and the tow truck dropped the veh after hours and when the dlr shp opened in the morning the dlr shp stated that they did not find anyt wrong with the brakes. Then the c stated that the brake master cylinder needed to be replaced. The c stated that no one could say why the veh lost the brakes the first and second ti CRR-KC the c stated that the veh seems to be okay but the c had to use the parking brake twice to stop the veh before the repair. The c was informed that after the master brake cyl fixed that they can not do anything else. The c was informed that complete failure of the brakes because of the brake master cylinder. The dlr shp stated the master cylinder seemed good but they replaced it anyways due to the veh loosing the brakes. The crr found the c's case and the case is being handled by RCAS-MH so the c was informed the RCAS-MH had a follow up date set for 1/15/13 to call the c back. Exiting the case.
Make Private	✓	Created By: Marilyn Hoskinson (1/10/2013 1:09 PM) rcas called the dlrshp and sm-Steve states that c came back to the dlrshp and the dlrshp bleed the brakes again and showed c an other veh just like c's that did the same thing and e the way the brake system works and c just left the dlrshp.
Make Private	✓	Created By: Marilyn Hoskinson (1/10/2013 12:53 PM) rcas called c[redacted]. had to leave a vmx for c to call rcas back at ext 458121
Make Private	✓	Created By: Marilyn Hoskinson (1/8/2013 3:24 PM) rcas called c[redacted]. c states the brakes are going to the floor on the veh and the first time it happened c had to use the emergency brake to get stopped. c states the dlrshp pu cylinder on the veh and it is still going to the floor. rcas stated to c that c needs to get the veh to the dlrshp if it is still doing it when driving. c states c can not be without transportatior stated to c that c needs to call the dlrshp and see if the dlrshp can give c a ride back home of lend c a veh for a day or two. rcas stated that some dlrshp's will come get the veh but e dlrshp is different. rcas stated would follow up with c on 01.10.2013
Make Private	✓	Created By: Marilyn Hoskinson (1/8/2013 3:09 PM) rcas called the dlrshp and sm-Steve states the c is pushing on the brake with the veh in park, and with the anti-lock brake system when the veh is in park the fluid has to go somewh there is a by pass valve that the fluid has to go somewhere so the fluid goes out and the pedal goes to the floor.
Make Public		Created By: Melodie Segundo (1/7/2013 9:45 AM) crr-ms received a call from c, c stated that c need assistance, brake issue, veh at the dlr three times or four times, did not work,dlr said nothing wrong with c's veh, brake pedal went floor,c said that c felt that veh is not safe to drive, c asking NNA assistance regarding the issue crr-ms informed c that the issue will be referred to RCAS and c will be contacted within the end of next business day. c understood crr-ms offered further assistance, c said no crr-ms gave name, extension and case number crr-ms leaving case open

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7216214	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	1/7/2013	WT	AD	121500	OA

Open Activities Open Activitie

No records to display

Activity History Activity Histor

No records to display

Emails Send an Email Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachment

No records to display

Case History Case Histor

Date	User	Action
1/15/2013 4:50 PM	Marilyn Hoskinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/10/2013 1:09 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 1/10/2013 to **1/15/2013**.
1/8/2013 3:24 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 1/8/2013 to **1/10/2013**.

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Surveys Survey

No records to display

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[redacted]

Case Comments [17] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jacinta Pederson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/30/2013	Date/Time Opened	1/11/2013 2:18 PM
Supporting Documents		Date/Time Closed	1/31/2013 7:20 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,320		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	1N6AD0ER1CC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	23
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CHRIS MYERS NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	1/14/2013
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F07268	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0ER1C[redacted]		
Created By	Ferdinand Narbonita, 1/11/2013 2:18 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:06 PM	Root Cause Code (2)	
Days Closed	1,617	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA10417546

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Jacinta Pederson (1/31/2013 7:20 AM) Arbs closing file pending c contact.
Make Public		Created By: Jacinta Pederson (1/28/2013 3:51 PM) Arbs left vmx for c.
Make Public		Created By: Jacinta Pederson (1/25/2013 3:12 PM) Arbs left vmx for c.
Make Public		Created By: Jacinta Pederson (1/18/2013 9:28 AM) Arbs left vmx for c[redacted]
Make Public		Created By: Jacinta Pederson (1/17/2013 3:47 PM) Arbs received vmx from c.[redacted]
Make Public		Created By: Jacinta Pederson (1/17/2013 2:56 PM) Arbs contacted c, but unable to discuss anything in length. C advised c will call c arbs back when it's more convenient for the c. Arbs understood.
Make Public		Created By: Jacinta Pederson (1/16/2013 3:58 PM) Arbs received IIR for review.
Make Private	✓	Created By: Suzanne Farlow (1/16/2013 11:50 AM) RCAS-SF submitted IIR for review.
Make Private	✓	Created By: Suzanne Farlow (1/16/2013 11:44 AM) RCAS-SF called c at day phone at 12:25pm est and spoke to c to obtain the following case info: Approximate mileage on vehicle at time of accident or incident: C STATES approximately the vehicle had approximately 8,583 miles on it at the time of the incident. Description of the accident or incident: a. Who was involved? C STATES that c and c's spouse were in the vehicle and the 2004 Sentra in front of the customer had one occupant (driver) in it. b. What happened? C STATES c was following approx 25 feet behind the Sentra and was stopped at a red light. The light turned green and the vehicle in front of the customer's went about 5-10 feet, th came to an abrupt stop (customer heard sirens in a distance and assumed that is what caused the driver to stop). C applied the brakes but was not able to stop the vehicle in time. C going approx 2 mph when the c tapped the Sentra's bumper. The police were called and took a report. No injuries, no airbag deployment, but there was minor scuffing to other persc rear bumper. c. What areas of the vehicle are affected? C STATES that on the c's veh the plastic cover of the front bumper was cracked and the incident also broke off the left air deflector under the hood. Customer too the vehicle to Cocl Body Shop in Semmes, AL d. When did it happen? DOCUMENT date and time. C STATES January 9, 2013 at approximately 9 - 9:30am e. Where did it happen? DOCUMENT detailed description of location of incident (please be as precise as possible). C STATES at the intersection of Airport Blvd and Schillinger Road in Mobile, AL f. How did it happen?

C STATES (see above)

P-3) What the customer is requesting of Nissan North America:
C STATES that c is not looking for anything re: the incident. C just wants verification that the brakes on the vehicle are working correctly because the customer has owned two other vehs and never had this concern. Customer states that customer believes the brakes requires excessive pressure to depress and the veh requires too long of a distance to stop.

Make Private ✓ **Created By: Suzanne Farlow (1/16/2013 11:22 AM)**
RCAS-SF received vmx from c requesting callback to [redacted]

Make Private ✓ **Created By: Suzanne Farlow (1/16/2013 9:42 AM)**
RCAS-SF called c at requested phone [redacted] at 10:41am est and left vmx asking for callback. RCAs to complete IIR.

Created By: Suzanne Farlow (1/16/2013 8:27 AM)
RCAS-SF called c at requested phone [redacted] at 9:01am est and spoke with c who advised the following case info:

C states that c is concerned with the operation of the brakes in the veh. C states that it appears there is inadequate stopping power and that the brakes requires excessive pressure too long of a distance to stop.

Make Private ✓ C had the dlr test the brakes at the first service visit and was notified that all pressures were normal C has owned two 720s previously and never had this concern. C stated that c jus wants to ensure that the brakes are operating as designed. C stated that recently the c bumped into a veh at a stop light and the c's veh had to have minor bumper damage repaired RCAS-SF confirmed with the c that the veh is in the body shop at the current time, and c advised yes through the end of the week.

C sttaed that c contacted dlr and dlr advised that the static pressures could be checked at the dlr, but that the dlr did not have a machine to measure the stopping distances of the ve

RCAs advised that dlr contact would be made to obtain info / options and set c follow up NLT 1/21

Make Private ✓ **Created By: Suzanne Farlow (1/15/2013 7:56 AM)**
RCAS-SF called SM Keith at Chris Myers Nissan at 8:50am est and spoke to SM who advised that the customer is complaining about the normal brake squeal typical to these vehs occurs first thing in the morning. Dlr has performed all bulletins to resolve the concern but the customer is not satisfied.

Make Private ✓ **Created By: Suzanne Farlow (1/15/2013 7:50 AM) | Last Modified By: Suzanne Farlow (1/15/2013 7:54 AM)**
RCAS-Sf received vmx from c requesting callback to [redacted] or [redacted]

Make Private ✓ **Created By: Irish Tablac (1/15/2013 7:29 AM) | Last Modified By: Suzanne Farlow (1/15/2013 7:49 AM)**
crr-it received a call from c because c received a call from RCAS-SF ext 458174.
crr-it informed c that case already been transferred to RCAS and crr-it
would be able to transfer c to RCAS however if in case crr-it
reached vmx crr-it will leave an email to rcas and c will
be routed to rcas vmx.
crr-it verified that no contact information has changed.
crr-it offered further assistance, c declined.
crr-it provided crr's name and extension number,
crr-it exiting the case.

Make Private ✓ **Created By: Suzanne Farlow (1/14/2013 8:31 AM)**
RCAS-SF called c at requested phone 251) 377-6063 at 9:30am est and left vmx asking for callback to 800 343 6913 x458174.

Make Private ✓ **Created By: Ferdinand Narbonita (1/11/2013 2:25 PM) | Last Modified By: Suzanne Farlow (1/14/2013 6:58 AM)**
Crr-fn received a call from C. C stated that C was having a problem with the brakes since C had purchased the veh. C brought the veh to Nissan Dealership and Dlr mentioned that c checked and couldnt find what's wrong with the veh.
C was sseking assistance from Nissan regarding this issue
crr-fn verified c's updated contact information.
crr-fn informed c that the case will be forwarded to a higher department/RCAS and c will get an update by the end of the next business day.
crr-fn verified the best contact number to reach c at, which is [redacted]
CRR-FN offered Further assistance , c declined.
CRR-FN provided name, file and extension number.
CRR-FN leaving case open

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7223843	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	1/11/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	1/16/2013	Jacinta Pederson	1/16/2013 3:03 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F07268	IIR	Suzanne Farlow, 1/16/2013 11:49 AM	1/16/2013

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action

1/31/2013 7:20 AM	Jacinta Pederson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/29/2013 7:39 AM	Jacinta Pederson	Changed **Follow Up Date** from 1/29/2013 to **1/30/2013**.
1/25/2013 3:12 PM	Jacinta Pederson	Changed **Follow Up Date** from 1/24/2013 to **1/29/2013**.

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Surveys Surveys He

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[redacted]

Case Comments [14] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Chad Alsup [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	2/4/2013	Date/Time Opened	1/22/2013 11:50 AM
Supporting Documents		Date/Time Closed	2/4/2013 10:33 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	66,200		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	5N1AR18U87C[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	30,200
Make	NISSAN	Beyond Basic Warranty Months1	91
Model Line	PATHFINDER	Beyond PT Warranty Miles1	6,200
Model Code	09417	Beyond PT Warranty Months1	67

Dealer Access

Case Servicing Dealer	GULF COAST NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	1/23/2013
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F07538	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	Other		
Created By	Managed Services, 1/22/2013 11:50 AM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Bharath Tadipatri, 4/3/2015 8:05 PM	Root Cause Code	SCIN
Days Closed	1,613	Root Cause Code (2)	SCMV
Case Record Type	CA Closed Case [Change]	Action Code	NE9Z
		Document ID	CA10477713

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments He

Action	Public	Comment
Make Public		Created By: Chad Alsup (2/4/2013 10:07 AM) ARBS-CA sent unable to investigate letter to customer
Make Public		Created By: Chad Alsup (2/4/2013 9:52 AM) ARBS-CA contacted C ARBS-CA advised NNA will not continue the investigation on this case
Make Public		Created By: Chad Alsup (1/31/2013 12:27 PM) ARBS-CA left message to review case with C
Make Public		Created By: Chad Alsup (1/29/2013 11:06 AM) ARBS-CA notes left message to review case with C
Make Public		Created By: Chad Alsup (1/29/2013 11:06 AM) ARBS-CA notes email from LO states only inspect if the customer or dealership is asking for assistance in repairs ARBS-CA notes C is not asking for assistance in repairs, customer is seeking to advise about the issue
Make Public		Created By: Chad Alsup (1/25/2013 10:16 AM) ARBS-CA sent email to LO to review case
Make Public		Created By: Chad Alsup (1/25/2013 10:11 AM) ARBS-CA completed IIR ARBS-CA notes C taking to dealership to trade in for new pathfinder, C stated when parking the vehicle, the vehicle came to a slow stop, then accelerated, C stated has foot on brak vehicle continued to drive. C hit sidewalk, stairs and hand rail. C has traded in vehicle and purchased new pathfinder
Make Public		Created By: Chad Alsup (1/25/2013 10:10 AM) firstname : [redacted] lastname : [redacted] email [redacted] homephone : [redacted] address1 : [redacted] address2 : city : Lake Jackson twitter [redacted] state : TX zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 5N1AR18U87C[redacted] dealerstate : TX dealername : Gulf Coast Nissan comments : I just traded in my 2007 Pathfinder for a new 2013 Pathfinder. I had issues with the 2007 model that while applying the brakes, the engine revs and there is a sudden

		acceleration. Twice I have incurred substantial damage to the front end of the vehicle. I also noticed while at a traffic light, for example, I could feel the brake pedal moving closer to t floor like the system was losing pressure. Who do I need to contact to discuss this issue with? I am highly aggravated that I have incurred damage to the extent of ~$10,000 to this v and people at my Nissan Dealership (ulf Coast Nissan, Angleton, TX) think I am crazy. However, I have discovered other people have had this issue. I would like to file a complaint s Nissan knows about this so others do not have this issue or someone gets injured. I can be reached at the phone number above, cell is [redacted] 2 and work is [redacted] .
Make Private	✓	**Created By: Amanda Cedeno (1/23/2013 3:00 PM) | Last Modified By: Amanda Cedeno (1/23/2013 3:00 PM)** rcas-ac called the c @ 3 47 pm est on [redacted] & spoke to the c. rcas reiterated the concern & apologized. C said this is the 2nd time c has hit a pole because the brake does work, it just accelerates. c said this is so scary because c could have ended up in cs kitchen if it happened in cs garage. C states this is not the first time this happened , it happened yrs ago @ the store. The first time c had cs mother in the veh, the second time c had cs sister in the veh. C states this issue is not cs fault & if it was not for c running the veh into the would have gotten more for a trade in. rcas empathized with the c & advised c that rcas will have to conduct IIR. RCAS did IIR & provided as much info as possible. rcas advised c th case will be escalated & c will receive a call within the next 2 business days. C thanked rcas & took rcas contact information .. C ended call mutually.
Make Private	✓	**Created By: Amanda Cedeno (1/23/2013 2:46 PM) | Last Modified By: Amanda Cedeno (1/23/2013 2:46 PM)** rcas-ac called Gulf Coast Nissan @ 3 13 pm est & spoke to SM LA. SM LA states c was bringing the veh to trade the veh , then c ran into a pole @ the dlr , the c ran over the poles & the railings @ this dlr. SM said this affected the trade in value.. c is telling the dlr that the brakes did not work & that the car was accelerating more when the brakes were applied. C blames the veh for running into the dlr. C still traded the car for a 20 PTH & no longer owns the 2007 veh but is still seeking for something to be done ..
Make Private	✓	**Created By: Karina Eraldo (1/22/2013 4:41 PM) | Last Modified By: Amanda Cedeno (1/23/2013 2:11 PM)** case closed
Make Private	✓	**Created By: Karina Eraldo (1/22/2013 4:41 PM) | Last Modified By: Amanda Cedeno (1/23/2013 2:10 PM)** ***Email case logged*** E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact: E-mail crr-ke checked for open recalls/campaigns/upgrades found: none crr-ke advised c that case will be transferred to rcas. crr-ke leaving case open. crr-ke transferring c's case to rcas.
Make Private	✓	**Created By: Karina Eraldo (1/22/2013 4:38 PM) | Last Modified By: Amanda Cedeno (1/23/2013 2:10 PM)** firstname [redacted] lastname [redacted] email [redacted] homephone [redacted] address1 [redacted] address2 : city : Lake Jackson twitter [redacted] state : TX zip [redacted] owner : true make : Nissan source : NissanContactUs vin : 5N1AR18U87C[redacted] dealerstate : TX dealername : Gulf Coast Nissan comments : I just traded in my 2007 Pathfinder for a new 2013 Pathfinder. I had issues with the 2007 model that while applying the brakes, the engine revs and there is a sudden acceleration. Twice I have incurred substantial damage to the front end of the vehicle. I also noticed while at a traffic light, for example, I could feel the brake pedal moving closer to t floor like the system was losing pressure. Who do I need to contact to discuss this issue with? I am highly aggravated that I have incurred damage to the extent of ~$10,000 to this v and people at my Nissan Dealership (ulf Coast Nissan, Angleton, TX) think I am crazy. However, I have discovered other people have had this issue. I would like to file a complaint s Nissan knows about this so others do not have this issue or someone gets injured. I can be reached at the phone number above, cell is [redacted] and work is [redacted] .
Make Private	✓	**Created By: Managed Services (1/22/2013 11:50 AM) | Last Modified By: Amanda Cedeno (1/23/2013 2:10 PM)** firstname [redacted] lastname [redacted] email [redacted] homephone : address1 [redacted] address2 : city : Lake Jackson twitter : @[redacted] state : TX zip [redacted] owner : true make : Nissan source : NissanContactUs vin : 5N1AR18U87C[redacted] dealerstate : TX dealername : Gulf Coast Nissan comments : I just traded in my 2007 Pathfinder for a new 2013 Pathfinder. I had issues with the 2007 model that while applying the brakes, the engine revs and there is a sudden acceleration. Twice I have incurred substantial damage to the front end of the vehicle. I also noticed while at a traffic light, for example, I could feel the brake pedal moving closer to t floor like the system was losing pressure. Who do I need to contact to discuss this issue with? I am highly aggravated that I have incurred damage to the extent of ~$10,000 to this v and people at my Nissan Dealership (ulf Coast Nissan, Angleton, TX) think I am crazy. However, I have discovered other people have had this issue. I would like to file a complaint s Nissan knows about this so others do not have this issue or someone gets injured. I can be reached at the phone number above, cell is [redacted] and work is [redacted] 1.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7235872	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	1/22/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	1/24/2013	Chad Alsup	1/24/2013 10:04 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Drh6s:ref]		✓	1/22/2013	Karina Eraldo	1/22/2013 4:40 PM

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0Drh6s:ref] *January 22, 2013 Case # [redacted] Dear [redacted] ,Thank you for contacti...*	[redacted]	1/22/2013 4:40 PM
Reply | To All | Del	Replied		Other *firstname [redacted] lastname : [redacted] email : [redacted] homephone : [redacted] ...*	nissanconsumeraffairs@my-nissan-usa.com	1/22/2013 11:50 A

Customer Support Tools He

Customer Support Tools

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F07538	IIR	Amanda Cedeno, 1/23/2013 2:56 PM	1/23/2013

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	24KB	2/4/2013 10:33 AM	Chad Alsup

Case History

Case History He

Date	User	Action
2/4/2013 10:33 AM	Chad Alsup	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
2/4/2013 10:33 AM	Chad Alsup	Closed.
1/31/2013 12:27 PM	Chad Alsup	Changed **Follow Up Date** from 1/31/2013 to **2/4/2013**.
1/29/2013 11:06 AM	Chad Alsup	Changed **Follow Up Date** from 1/29/2013 to **1/31/2013**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [34] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Brett Locher [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/3/2013	Date/Time Opened	1/22/2013 3:47 PM
Supporting Documents	☐	Date/Time Closed	4/3/2013 1:00 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c is concerned with passenger side aribag light keeps flashing		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BOARDWALK NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,500		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA08C38N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	72
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	49618	Beyond PT Warranty Months1	48

Dealer Access

Case Servicing Dealer	NISSAN OF BURLINGAME	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	1/23/2013
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	[redacted]
		Contact Name	

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 5N1AA08C38N[redacted]		
Created By	Thomas Elton, 1/22/2013 3:47 PM	Root Cause Code	SCMV
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	1,555	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	CA10479744

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	Created By: Brett Locher (4/3/2013 12:56 PM) | Last Modified By: Brett Locher (4/3/2013 12:56 PM) rcas-bl called c at requested # of[redacted] at 1:47p et and reached c. rcas inquired if c picked veh yesterday and stated yes and that no lights are coming on for airbag. rcas thanked c and c inquired who c would need to contact if the lights do come on and rcas informed c to contact SM-Aldo and c thanked rcas. rcas informed c that if c has any new veh concerns to please contact NNA CA at 1800nissan1 and c thanked rcas and rcas thanked c and c ended call. rcas-bl closing case due to no further action required. case summary: c had a long history of airbag concerns on this veh and rcas sent c to another Nissan Dlrshp that was able to find concern and repair it under GW provided by FOM-A very happy!
Make Private	✓	Created By: Brett Locher (4/2/2013 1:56 PM) | Last Modified By: Brett Locher (4/3/2013 12:48 PM) rcas-bl inquired what rental cost was and SM stated about $1200.00 and that SM is using $150.00 of SM's GW towards this cost.
Make Private	✓	Created By: Brett Locher (4/2/2013 1:47 PM) | Last Modified By: Brett Locher (4/2/2013 1:55 PM) rcas-bl called SM at # of[redacted] at 2:45p et and inquired if this veh is repaired and SM stated yes. SM stated that c just picked up veh today and c is very happy. rcas-bl thanked SM and ended call.
Make Private	✓	Created By: Brett Locher (3/28/2013 1:53 PM) | Last Modified By: Brett Locher (3/28/2013 3:11 PM) rcas-bl called SM at # o[redacted] at 2:47p et and reached SM's vm. rcas requested an email from SM about this c's veh. rcas thanked SM and ended call.******rcas-bl called c at # of[redacted] at 2:50p et and reached c's vm. rcas left vmx informing c that rcas has not spoken with SM and that rcas wa following up with c. rcas stated that rcas will follow up with c on 04/03/13 and thanked c and ended call.
Make Private	✓	Created By: Brett Locher (3/27/2013 5:22 PM) | Last Modified By: Brett Locher (3/28/2013 1:48 PM) rcas-bl called c at # of[redacted] at 6:18p et and reached c's vm. rcas left vmx informing c that rcas has not spoken with SM and was just inquiring about c's veh. rcas informed c that rcas will follow up with c on 03/28/13 and thanked c and ended call.
Make Private	✓	Created By: Brett Locher (3/27/2013 11:59 AM) | Last Modified By: Brett Locher (3/28/2013 1:48 PM) rcas-bl called SM at # of[redacted] at 12:56p et and reached SM's vm. rcas left vmx requesting an email from SM about c's veh.
Make Private	✓	Created By: Andrew Czarney (3/22/2013 5:31 PM) RCAS-AGC assisting RCAS-BL. RCAS-AGC called c on[redacted] at 18:28 EST. RCAS-AGC asked c the status of c's veh. C states that c has not heard from dlrshp the veh is ready at this time. RCAS-AGC advised of follow up on or before 3/27/2013 in regards to case. C understood. Call ended mutually.
Make Public		Created By: Brett Locher (3/20/2013 12:09 PM) rcas-bl called SM at # of[redacted] at 12:51p et and reached SM. SM stated that c's veh is not fully repaired yet and that SM only needs to finish bolting this veh up. SM stated that SM was not in yesterday and that tech was out ill as well and that SM will contact c today and let c know that veh should be ready for pick up on 03/21/13. rcas thanked SM and informed SM that rcas will be OOO starting tomorrow through the 25th and that rcas will have someone contact SM on 03/22/13 and thanked SM and ended call.******rcas-bl called c at # of[redacted]5 at 1:05p et and reached c's vm. rcas left vmx informing c that rcas has just spoken with SM and that c's veh is not quite ready but SM e to be repaired by today or tomorrow. rcas further informed c that rcas will be OOO the 21st through the 25th of March and that rcas will have someone follow up with c on 03/22/13. rcas thanked c and ended call.
Make Private	✓	Created By: Brett Locher (3/19/2013 1:55 PM) | Last Modified By: Brett Locher (3/20/2013 11:51 AM) rcas-bl called c at #[redacted]t 2:52p et and reached c's vm. rcas left vmx informing c that rcas is waiting for a call back from SM and that rcas will follow up with c on 03/20/1 thanked c and ended call.

Make Private	✓	**Created By: Brett Locher (3/19/2013 11:22 AM) | Last Modified By: Brett Locher (3/19/2013 1:52 PM)** rcas-bl called SM at # of [redacted] at 12:19p et and reached SM' vm. rcas left vm requesting an update on this c's veh. rcas requested an email from SM with that info. rcas thanked SM and ended call.
Make Private	✓	**Created By: Brett Locher (3/18/2013 11:29 AM) | Last Modified By: Brett Locher (3/18/2013 11:30 AM)** rcas-bl called c at # of [redacted] at 12:25p et and reached c. rcas inquired if c has picked up veh and c stated that c never got a call from Dlrshp stating that veh was repaired. rcas apologized to c and informed c that rcas will follow up with c on 03/19/13 and c thanked rcas and c ended call.
Make Private	✓	**Created By: Brett Locher (3/15/2013 12:00 PM) | Last Modified By: Brett Locher (3/18/2013 11:22 AM)** rcas-bl called SM at # of [redacted] at 12:52p et and reached SM. rcas inquired if veh is repaired yet and that harness is off and that SM is making sure that there are no shorts in the wires again. SM stated that SM expects to have veh repaired NLT 03/16/13 and that SM will email rcas with update. rcas informed SM that rcas will be OOO at 3p pst today. rcas thanked SM and ended call.******rcas-bl called c at # o[redacted] at 12:56p et and reached c's vm. rcas left vmx informing c that SM expects to have veh repaired later toda tomorrow. rcas informed c that rcas will be OOO at 3p pst today and will follow up with c on 03/18/13 and thanked c and ended call.
Make Private	✓	**Created By: Brett Locher (3/13/2013 1:00 PM) | Last Modified By: Brett Locher (3/13/2013 1:01 PM)** rcas-bl called SM at # of [redacted] at 1:39p et and reached SM. rcas inquired when SM thinks that veh may be repaired by tomorrow. SM stated that SM does hope to have veh repaired by at least 03/15/13. rcas inquired if SM has spoken with c and SM stated that SM left vmx on c's phone. rcas informed SM that rcas will follow up with c on today and SM on 03/15/13. rcas thanked SM and ended call.*******rcas-bl called c at # of[redacted] at 1:47p et and reached c. rcas informed c that rcas just spoke with SM and that parts have arrived and th hopes to have repair done by tomorrow or 03/15/13. c thanked rcas and rcas informed c that rcas will follow up with c on 03/15/13 and c thanked rcas and c ended call.
Make Private	✓	**Created By: Brett Locher (3/8/2013 5:38 PM) | Last Modified By: Brett Locher (3/13/2013 12:39 PM)** rcas-bl spoke with FOM-AM who approved this repair and that SM can order parts for this repair. rcas-bl called SM and at # of [redacted] and informed SM that FOM-AM has approved this repair and that SM can order parts for repair. rcas inquired when SM has last spoken wi SM stated yesterday. rcas inquired when veh maybe repaired and SM stated best case on 03/15/13 and rcas thanked SM and ended call. rcas-bl called c at # o[redacted] at 6:36p et and reached c's vm. rcas left vmx informing c that SM has determined concern and that repair would be about 1700.00 and that NNA covering repair and that rcas will follow up with c on 03/13/13 and thanked c and ended call.
Make Private	✓	**Created By: Brett Locher (3/6/2013 5:04 PM) | Last Modified By: Brett Locher (3/8/2013 5:20 PM)** rcas-bl called SM at # of [redacted] at 5:37p et and was informed that SM is just about to contact TL and that SM has found no codes came back and c's veh is still torn apart. rcas informed SM that rcas will follow up with c and thanked SM and ended call.******rcas-bl called c at # of[redacted]5 at 5:58p et and reached c. rcas informed c that SM stated th contacting technical specialist and that there are no re-occurring codes and that rcas will follow up with c and[redacted] c stated that c is going on a camping trip and that c would really like c's veh back and rcas apologized to c and informed c that rcas hopes that c's veh is repaired by then. c stated that loaner veh is small and nothing would fit in this veh. rcas apologized to c and c thanked rcas for keeping c informed and c ended call.
Make Private	✓	**Created By: Brett Locher (3/6/2013 3:29 PM) | Last Modified By: Brett Locher (3/6/2013 3:29 PM)** rcas-bl called SM at # of [redacted] at 4:27p et and reached SM's vm. rcas left vmx requesting an email or call back about this case. rcas thanked SM and ended call.
Make Private	✓	**Created By: Brett Locher (3/4/2013 10:52 AM) | Last Modified By: Brett Locher (3/4/2013 10:52 AM)** rcas-bl called c at # of [redacted] at 11:46a et and reached c. rcas informed c that rcas has spoken with SM and that concern is caused by a short in the wiring and that c's veh is right now. c stated that c's credit card is being charged on a daily basis and rcas informed c that rcas will reimburse c for rental charges and c thanked rcas. rcas informed c that as SM does not work on Mondays that rcas will follow up with c on 03/06/13 and c thanked rcas and c ended call.
Make Private	✓	**Created By: Brett Locher (3/1/2013 7:16 PM) | Last Modified By: Brett Locher (3/1/2013 7:17 PM)** rcas-bl rec'd call from SM at 8:04p et and SM informed rcas that c's veh has been gutted and that SM cannot find a short on this veh. SM stated that fault code was coming back on and back on and at this time code is not on at this time. SM stated that due to no short in wiring at that is time. SM stated that SM would like to put a SRS-control module on this veh and is requesting permission to do this. rcas informed SM that rcas cannot approve the expense and would need to speak with FOM-AM about any further charges for repairs. SM stated that SM would like authorization to extend loaner veh and rcas informed SM that rcas will approve the extension on loaner veh. SM stated that as there is no short evident that SM may have to contact Tech Line about this short or lack of exposed short. SM stated that SM will continue to work on c's veh and that SM will follow up with rcas on 03/05/13 and rcas thanked SM. SM stated that SM will contact c and give c an update and thanked rcas and SM ended call.
Make Public		**Created By: Brett Locher (2/28/2013 4:13 PM)** rcas-bl called c at # of [redacted] at 5:10p et and reached c. rcas inquired if c has heard anything from SM and c stated no. rcas informed c that rcas will follow up with c on 03/04/13 pending any info that rcas gets from SM and c stated ok and c ended call.
Make Private	✓	**Created By: Brett Locher (2/28/2013 11:08 AM) | Last Modified By: Brett Locher (2/28/2013 4:10 PM)** rcas-bl called SM at # of [redacted] at 12:05p et and reached SM's vm. rcas left vmx requesting an email or call back from SM about this c's concern. rcas thanked SM and ended call.
Make Private	✓	**Created By: Brett Locher (2/26/2013 3:19 PM) | Last Modified By: Brett Locher (2/26/2013 3:20 PM)** rcas-bl called SM at # o[redacted] at 4:12p et and reached SM. rcas inquired if SM has any info for rcas and SM stated no. rcas informed SM that rcas is in favor of assisting c with veh concerns and that rcas would like to be contacted by SM with any updates with this case and SM understood. rcas thanked SM and informed SM that rcas will follow up with SM on 02/28/13 and SM thanked rcas and ended call.******rcas-bl called c at # of[redacted] at 4:17p et and reache rcas left vmx informing c that rcas is following up with SM on 02/28/13 as SM is still working on c's concern. rcas thanked c and ended call.
Make Private	✓	**Created By: Brett Locher (2/25/2013 10:50 AM) | Last Modified By: Brett Locher (2/25/2013 6:17 PM)** rcas-bl called c at # of [redacted] at 11:47p et and reached c's vm. rcas left vmx informing c that rcas will follow up with c on 02/26/13. rcas informed c that service dept is closed on Mondays and that rcas will follow up with c on 02/26/13 and thanked c and ended call.
Make Private	✓	**Created By: Brett Locher (2/22/2013 11:26 AM) | Last Modified By: Brett Locher (2/25/2013 10:06 AM)** rcas-bl called c at [redacted] at 12:16p et and reached c's vm. rcas left vmx providing rcas contact info and case #. rcas further stated that rcas will follow up with c on 02/25/13 a thanked c and ended call.******rcas-bl called SM at # of[redacted] at 12:19p et and reached SM. rcas inquired if SM has any info for rcas and SM stated that there are a lot of code this time and that SM is going to contact Tech Line for further assistance. SM stated that c's veh will need to be torn apart for code concerns. SM stated that c's veh needs a wiring harness but c has already had that replaced. SM stated that c is complaining about more than the SRS air bag concern. SM stated that c is complaining about Navi system concern and that SM is focusing on SRS concern. SM stated that ST will be working on veh today and that SM will contact rcas back with info on concern. rcas thanked SM and requested an email from SM and SM understood.
Make Private	✓	**Created By: Brett Locher (2/20/2013 11:38 AM) | Last Modified By: Brett Locher (2/22/2013 11:16 AM)** rcas-bl called c at # of [redacted] at 12:32p et and reached c's vm. rcas left vmx providing rcas contact info and case #. rcas further stated that rcas will follow up with c on 02/22/1 a call back from c.******rcas-bl called SM at # of[redacted] at 12:35p et and reached SM. rcas inquired if SM has seen this veh yet and SM stated that c is to drop off c's veh toda has reserved c a mini-van. rcas informed SM that rcas will follow up with SM on 02/22/13 and SM thanked rcas and ended call.
Make Private	✓	**Created By: Brett Locher (2/15/2013 2:11 PM) | Last Modified By: Brett Locher (2/15/2013 2:12 PM)** rcas-bl called c at # of[redacted]5 at 3:07p et and reached c. rcas was informed by c that c will be taking veh to Dlrshp on 02/19/13 and that SM has made arrangements for a loan day. rcas informed c that rcas will follow up with c on 02/20/13 and c thanked rcas and c ended call.
Make Private	✓	**Created By: Racquel Aquino (2/13/2013 3:05 PM) | Last Modified By: Brett Locher (2/15/2013 2:07 PM)** ********Customer e-mail details******** email addressed to :nnaconsumeraffairs@nissan-usa.com Method of contact: e- mail related case [redacted] **********response details********** email addressed to :[redacted] Method of contact: e- mail crr-ra 's resolution: informed c that email has been forwarded to rcas crr-ra attached docs
Make Private	✓	**Created By: Brett Locher (2/13/2013 1:54 PM) | Last Modified By: Brett Locher (2/15/2013 2:07 PM)** rcas-bl called c at # of[redacted] at 2:49p et and reached c. rcas inquired if c has taken this veh to Nissan of Burlingame and c stated that c is making arrangements for loaner vel

c is waiting for a call back from SM today.
c stated that c is probably going to take veh to Dlrshp sometime next week.
rcas inquired when c would like to be contacted on 02/15/13 to see where loaner request and Dlr visit is scheduled.
rcas thanked c and c ended call.

Make Private ✓ **Created By: Brett Locher (2/8/2013 4:05 PM) | Last Modified By: Brett Locher (2/8/2013 4:05 PM)**
rcas-bl called c at requested # o[redacted] at 4:42p et and reached c. c stated that the history of this veh is that this will be the 5th time for air bag concern and that c had brake c that was addressed.
c stated that passenger air bag light is still a concern.
c stated that c would like to send email to rcas.
rcas provided c with NNA CA web mail address.
c stated that error code that was supposedly repaired has reappeared and c would like that addressed as well.
c stated that c would like to possibly request a buy back from NNA and rcas informed c that rcas would assist c with any questions that c may have after taking veh to Nissan of Burli
rcas informed c that Nissan of Burlingame service dept is closed on Mondays.
c stated that c is going away for the weekend and would like a call back from rcas on 02/13/13 and rcas thanked c.
rcas provided c with rcas contact info and case # and thanked c and ended call.

Make Private ✓ **Created By: Brett Locher (2/8/2013 9:41 AM) | Last Modified By: Brett Locher (2/8/2013 9:41 AM)**
rcas-bl sent email to SM requesting assistance from SM at 10:39a et.

Make Private ✓ **Created By: Jocelyn Cayanan (2/7/2013 4:07 PM) | Last Modified By: Brett Locher (2/7/2013 6:15 PM)**
crr-jc received a call regarding case 10479744.
crr-jc received a call from c's wife angela calling in behalf of c who is now referred as c.
crr-jc verified that c was calling for the same concern on the air bag light .
c said the issue had happened for the 5th time and c thought the veh was defective and c was concerned about the safety issue for c's children.
c said c was concerned that the veh may be lemon.
crr-jc advised c that crr-jc will open the case and send internal message to rcas-bl for further assistance.
c said c preferred to be reached at c's cp n[redacted]
c also mentioned that the brake completely went out and that has something to do with pressure gauge.
c said c wanted the veh to be switched for another armada.
c said c don't want to pursue the lemon law.
crr-jc offered further assistance,c declined.
crr-jc provided name, case no. and ext. no.
crr-jc leaving the case open for rcas' update.

Make Private ✓ **Created By: Brett Locher (1/25/2013 10:43 AM) | Last Modified By: Brett Locher (2/7/2013 6:15 PM)**
rcas-bl called c at # o[redacted] at 11:37a et and reached operator and rcas did not leave a vm and rcas ended call.
rcas-bl closing case and sending post card to c.
case summary: c has had an on going concern with air bag light indictor and this dlrshp has not been able to diag concern and is requesting that c take veh to another nissan dlrshp assistance.

Make Private ✓ **Created By: Brett Locher (1/24/2013 12:26 PM) | Last Modified By: Brett Locher (2/7/2013 6:15 PM)**
rcas-bl called c at # o[redacted] at 1:24p et and reached c's work and was informed that c was not available and rcas thanked female and ended call.
rcas-bl setting follow up date of 01/25/13 to contact c.

Make Private ✓ **Created By: Brett Locher (1/23/2013 2:21 PM) | Last Modified By: Brett Locher (2/7/2013 6:15 PM)**
rcas-bl noting that Salesforce lost all rcas notes for this case.
rcas spoke with sm who informed rcas that c has had an on going concern with air bag light indictor and that sm is in favor of c going to another dlrshp for assistance.
rcas called c at # o[redacted] and reached answering service and left contact info and case # with Emmanuel.
rcas to follow up with c on 01/24/13.

Make Private ✓ **Created By: Thomas Elton (1/22/2013 4:00 PM) | Last Modified By: Brett Locher (2/7/2013 6:15 PM)**
Crr-te Checked for previous related cases:none
Crr-te Check for previous unrelated cases:none
Crr-te verified c's name, vin, address primary phone number, e-mail, mileage, how acquired veh, serv delr:
Crr-te Checked for open recalls found:none
Crr-te Received call from c stating:is concerned with multiple service repairs with side passenger side airbag light indicator.
Crr-te c adv 1st repair 05/2012, 10/2012. 12/2012.
Crr-te c has been dealing with SM Joe and adv c to contact NNA for advise on how to proceed with this repair on 011113.
Crr-te adv c this case will be forwarded to rcas for further review and follow up is scheduled is 012313 via end of business day.

Crr-te c understood

Crr-te Provided C with name, ext number 457378, and case number:
Crr-te Offered further assistance C was satisfied and declined further assistance
Crr-te thanked C for calling Nissan Consumer Affairs
Crr-te closed case.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7235767	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	POOR OR IMPROPER OPERATION	14	1/22/2013	YX	BK	261500	OA
Edit | Del	CC-7315676	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	UNABLE DIAGNOSE/DUPLICATE	14	1/22/2013	WT	BK	261500	OA
Edit | Del	CC-7315677	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	OOW GOODWILL ASSISTANCE REQUEST	14	1/22/2013	YI	BK	261500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	2/15/2013	Brett Locher	2/15/2013 9:05 AM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File | View All

Attachment

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	573KB	2/13/2013 3:00 PM	Racquel Aquino

Case History

Case Histor

Date	User	Action
4/3/2013 1:00 PM	Brett Locher	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/28/2013 3:11 PM	Brett Locher	Changed **Follow Up Date** from 3/28/2013 to **4/3/2013**.
3/27/2013 5:22 PM	Brett Locher	Changed **Follow Up Date** from 3/27/2013 to **3/28/2013**.

Show more » | Go to list »

Surveys

Survey

No records to display

^ Back To Top

Always show me more records per related list

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michelle Bills [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/31/2013	Date/Time Opened	1/23/2013 3:56 PM
Supporting Documents		Date/Time Closed	1/31/2013 3:28 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,734		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN0NU8C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	18
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	24312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	TWIN CITY NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AN0NU8C[redacted]		
Created By	Ronald Cabatbat, 1/23/2013 3:56 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,617	Action Code	NT4A
Case Record Type	CA Closed Case [Change]	Document ID	CA10486120

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	[redacted]	**Created By: Michelle Bills (1/31/2013 3:27 PM)** **********CASE SUMMARY********** C CONTACTED CA DUE TO BRAKES NOT PERFORMING AS BRAKES SHOULD. DLRSHP STATED BRAKES WERE PERFORMING NORMALLY. C TOOK VEH TO ANOTHER NISSAN DLRSHP WHO PUT C IN ANOTHER VEH.
Make Public		**Created By: Michelle Bills (1/31/2013 3:24 PM)** Rcas-MLB contacted c at 4:23 est on phone #4093384397. c stated that c no longer needs assistance that c took veh to another nissan dlr and that dlrshp did find fault with c's brake that dlrshp did trade c out of c's veh. Rcas apologized to c for the experience and informed c that rcas will document c's concerns.
Make Public		**Created By: Michelle Bills (1/28/2013 4:11 PM)** Rcas-MLB attempted to contact c at 5:10 est on phone[redacted] but vmx recording stated that c's vmx is full.
Make Public		**Created By: Michelle Bills (1/25/2013 3:42 PM)** Rcas-MLB attempted to contact c at 4:42 est on phone [redacted] but phone just rang busy.
Make Public		**Created By: Michelle Bills (1/25/2013 3:42 PM)** Rcas-MLB contacted sm-Gordon who stated that c was in the waiting room being very loud and obnoxious demanding that sm do something about c's brakes but sm stated that c's b are performing normally and attempted to duplicate c's concern in multiple ways when the brakes are applied there is 2-4 inches left between the pedal and the floor. sm stated that th brake pads were measured and the brake lines were tested and sm did not find a concern. sm stated how c was bragging how c sued Ford for a veh that c had purchased from Ford will not hesitate to take this further. Rcas thanked sm for the assistance.
Make Public		**Created By: Michelle Bills (1/24/2013 4:42 PM)** Rcas-MLB contacted c at 5:35 est on phone[redacted], c stated that c is at dlrshp right now and is very upset because this is the second time c has went to dlrshp over c's brakes stated that when c applies c's brakes the pedal almost goes all the way to the floor. c stated that the dlrshp had c drive another xterra to prove to c that this is normal, c stated tha this brakes did not feel the same as c's veh. c stated that c was sitting right there when salesman agreed to trade another customer out of veh because that customer was not happy with stated that c asked but was told no. Rcas explained to c that due to nissan dlrs being independently owned and operated rcas cannot insist for dlrshp to trade c a veh. rcas informed c rcas will contact dlrshp but if dlrshp does state that c's veh is normal than c would have to have a second opinion at another nissan dlr, c stated that the closest dlrshp to c is Mike Sm that dlrshp is so rude that c does not want to go, rcas explained that would be the only option but rcas will contact dlrshp and follow up with c tomorrow, c understood.
Make Public	[redacted]	**Created By: Raffy Del Rosario (1/24/2013 2:32 PM)** c called and stated c still waiting for the call back since yesterday c already reported the issue yesterday and c was told a call back from nna. c stated c was upset since nna dlr allowed c to use the veh even theres a brake issue. crr-rd verified c's contact information. c stated c will not send any veh payment until this issue resolve by nna. crr-rd apologized and told c that case was already handled by rcas and told c to wait for rcas agent phone call today 1/24/13, c understood. crr-rd asked for further assistance, c declined. crr-rd provided c with ca file number, crr name and extension. crr-rd exiting from the case
Make Public		**Created By: Ronald Cabatbat (1/23/2013 4:02 PM)** Crr-rc received a call from c Crr-rc c states c purchased a veh a month ago and now the veh had been to the dlrship twice for same issue of brake problems the dlrship is TWIN NISSAN and c was assisted by SERVICE MANAGER GORDON c dont want the same veh and wants to have a new one Crr-rc advised c that crr-rc will escalate the concern to RCAS and will send an internal message Crr-rc advised c will receive a call back from RCAS by the end of the next business day.

Crr-rc verified to c the best contact no. on file
Crr-rc offered further assistance c declined
Crr-rc provided case no.
Crr-rc provided name and extension no.
Crr-rc exiting the case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7237371	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	1/23/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/31/2013 3:28 PM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/28/2013 4:49 PM	Michelle Bills	Changed **Follow Up Date** from 1/28/2013 to **1/31/2013**.
1/25/2013 3:43 PM	Michelle Bills	Changed **Follow Up Date** from 1/25/2013 to **1/28/2013**.

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Surveys

Surveys He

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[redacted]

Case Comments [7] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Marilyn Hoskinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/8/2013	Date/Time Opened	2/4/2013 9:06 AM
Supporting Documents	☐	Date/Time Closed	2/6/2013 1:48 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	45,000	Related Vehicle Make	Nissan
Current Mileage	79,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ08T37W[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	43,000
Make	NISSAN	Beyond Basic Warranty Months1	88
Model Line	MURANO	Beyond PT Warranty Miles1	19,000
Model Code	07417	Beyond PT Warranty Months1	64

Dealer Access

Case Servicing Dealer	DICK SMITH NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	2/5/2013
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] VIN:		
Created By	Tracy Danesi, 2/4/2013 9:06 AM	Root Cause Code	SCMR
Last Modified By	Veronica Moody, 4/3/2015 7:48 PM	Root Cause Code (2)	SCIR
Days Closed	1,611	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA10554396

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Marilyn Hoskinson (2/6/2013 1:47 PM) c went to the dlrshp In Lexington, Dick Smith. c had motor mounts put on the veh and when c picked up the brakes were spongy and when c left and went to stop c had no brakes, c c had the veh towed to the dlrshp and SM-Russ fixed the brakes but stated that the dlrshp didn't do anything to the brakes. c left but wanted NNA to know what happened, rcas assu that NNA does want to know about c's experience at the dlrshp and thanked c for calling and if c should need NNA in the future c could give NNA a call. rcas closing the case as there is no further follow up required.
Make Private	✓	Created By: Marilyn Hoskinson (2/6/2013 1:42 PM) rcas called the dlrshp and ask SA-Jared for c phone number [redacted] rcas called [redacted], c states the dlrshp did take care of c with the brakes and SM-Russ stated that the dlrshp didn't do anything to the brakes, c states that c was picked for th Power mystery shopper and c wrote comments in there also. rcas stated appreciates that c called in to let NNA know the experience at the dlrshp.
Make Private	✓	Created By: Marilyn Hoskinson (2/6/2013 1:18 PM) rcas called the Lexington store and had to leave a vmx for SM-Russ give rcas a call back. rcas left c information and last 8 of the vin. rcas called the dlrshp and ask to be transferred to the Lexington store. SA-Jared states that SM-Russ is at lunch and will be back at 4:00 pm. SA-Jared states c was in on 02/02/201 fluid leak and doesn't know what was done with the veh.
Make Private	✓	Created By: Marilyn Hoskinson (2/6/2013 12:31 PM) rcas called the dlrshp and sm-Ryan states that this is at the Lexington store and tech #889.
Make Private	✓	Created By: Marilyn Hoskinson (2/5/2013 1:27 PM) rcas added the vin to the case. rcas called [redacted] the person that answered the phone stated rcas has the wrong number. rcas called the dlrshp and had to leave a vmx for SM-Angel to call rcas back. rcas called the dlrshp and had to leave a vmx for SM-Ryan to call rcas back
Make Public		Created By: Eleiza Torres (2/4/2013 9:51 AM) *** [Added after the case is closed.] *** crr-et confirmed that no contact info has changed. crr-et received call from c. c gave vin number jn8az08t37w[redacted] crr-et informed c that crr-wt will escalate c's concern to RCAS and will c receive a call before the end of the next business day for possible resolution. c understood and thanked crr-e crr-et offered further assistance, c declined. crr-et provided name, ext and case number. crr-et transferring case to RCAS. crr-et exiting the case.
Make Public		Created By: Tracy Danesi (2/4/2013 9:10 AM) •CRR-TD checked for previous related cases found:none •CRR-TD checked for previous unrelated cases found:none •CRR-TD verified C's name, address, primary & alternate phone numbers, email address, mileage, how acquired veh, service dlr & VIN. •CRR-TD checked for open recalls found:none •CRR-TD received call from C stating that c needs to file a complaint against to the dlrshp. c stated that c had a vibration from 60 to 70 mph. c took the veh in for service and when c to get the veh Friday at 6:00 c pulled out of the dlrshp parking lot and the c brakes were kind of spongy. c stated that by the time c got halfway through Lexington c had no brakes an almost had an accident. c stated that c looked at the caliper and there was break fluid leaking from the veh. c stated that c spoke to the secretary and was not able to get assistance. stated that c had the veh towed back to the Nissan dlrshp and spoke to the sales manager about the c concern and left the veh at the dlrshp. c stated that c did not get a call so c we the dlrshp at around 9 AM and the c spoke to someone about the veh concern. c was offered a loaner veh. c was advised that c had to wait until Monday for the SM to come in. c sta that c spoke to the SM and was advised that the technician did not touch the c brakes. c stated that c has been very stressed and not able to eat over the c veh situation. c wants so

to look into this concern. c stated that c does not have a vin number
CRR-TD advised the c that the case can be sent to rcas for review. advised c would have to call back with VIN for that to happen or the case will just be logged for Nissan internal.
•CRR-TD provided C with name, ext 457387 & Case number

•CRR-TD offered further assistance; C was satisfied and declined any further assistance
•CRR-TD thanked C for calling Consumer Affairs
•CRR-TD closed file due to no follow-up action required

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7249200	BRAKES	BRAKE LINE(S)	POOR OR IMPROPER OPERATION	03	2/4/2013	YX	AD	119500	OA
Edit | Del	CC-7249201	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	2/4/2013	YZ	BF	222500	OC
Edit | Del	CC-7249202	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	CRITICISM	QC	2/4/2013	ZH	BF	222500	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/6/2013 1:48 PM	Marilyn Hoskinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
2/6/2013 1:48 PM	Marilyn Hoskinson	Closed.
2/5/2013 1:28 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 2/5/2013 to **2/8/2013**.
2/5/2013 6:57 AM	Marilyn Hoskinson	Changed **Data Net** from false to **true**.

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[redacted]

Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Tim Williams [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/15/2013	Date/Time Opened	2/13/2013 2:03 PM
Supporting Documents	☐	Date/Time Closed	2/15/2013 10:58 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Poor fuel economy/MPG lower than expected		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ1MU1CW[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	19
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23512	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	FRED HAAS NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: JN8AZ1MU1CW[redacted]		
Created By	Tim Williams, 2/13/2013 2:03 PM	Root Cause Code	SCSH
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	1,602	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA10644884

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Tim Williams (2/15/2013 10:56 AM) tcst-tw spoke to c. C mentioned again the survey noted issues. C will take veh into dlrshp in a month or so to get oil changed and will ask about issues. C wanted to know what other recourse if not satisfied, tcst said to ask dlr to call tech line for any updates to the issues. C wanted to know if c could trade car in for another one. tcst-tw told c that would have to ha on the dlr level & NNA is not involved with such decisions. C understood. tcst-tw asked if c had any more questions. C declined. tcst-tw closing case.
Make Private	✓	Created By: Tim Williams (2/13/2013 2:13 PM) tcst-tw IGNORE PREVIOUS SURVEY NOTES!! Poor fuel economy/MPG lower than expected, Mileage is about 20 mpg. Too low for a V6. Brake Operation - Inadequate stopping power, Braking was terrible and I had to leave the road to avoid another vehicle. Should have been able to stop in time. Seemed ABS was nc letting the car stop. Steering - Response - Too slow/insensitive, Has to hit brakes hard. Slow stop forced c to leave the road or hit someone. The steering is terribly soft on curves. The car leans and dig the turn. The mileage is about 20 MPG at best. Seems low for a V6 engine."
Make Private	✓	Created By: Tim Williams (2/13/2013 2:06 PM) tcst-tw checked for previous cases and found: NONE tcst-tw checked for open recalls, campaigns, upgrades and found: NONE tcst-tw created case due to TCS survey comments. tcst-tw verified c's address, email, day and evening phone numbers:[redacted] tcst-tw copied survey notes below: Sunroof/Convertible Top Squeaks/Rattles, C hopes has been fixed this time. New in December, but has been in more days than out. Would like to get a new Armada and start over. Mine has been tore apart and put back together three times so far. You know when you tear things apart they wont always go back together. Or just trade c back me Expedition. C's spouse wanted something different. C has drove an Expedition for twenty years and never this much trouble with any of them. For a two thousand dollar car I'm real disappointed. It is supposed to be fixed now but twenty three different days in the shop is a little much.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7263309	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	2/15/2013	YX	AD	118500	OA
Edit | Del	CC-7263310	STEERING	RACK & PINION ASSY	POOR OR IMPROPER OPERATION	01	2/15/2013	YX	BM	246500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
2/15/2013 10:58 AM	Tim Williams	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/13/2013 2:03 PM	Tim Williams	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AZ1MU1CW** [redacted]
		Changed **Work Phone** to [redacted]

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Surveys Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Melanie Betzel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/20/2013	Date/Time Opened	2/14/2013 11:52 AM
Supporting Documents	☐	Date/Time Closed	2/20/2013 12:11 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA0ED5CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36512	Beyond PT Warranty Months1	4

Dealer Access

Case Servicing Dealer	CANNON NISSAN JACKSON	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	2/15/2013
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: 1N6BA0ED5CN[redacted]		
Created By	Amanda Vanca, 2/14/2013 11:52 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	SCIN
Days Closed	1,597	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA10649298

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		**Created By: Amanda Vanca (2/21/2013 4:48 PM)** *** [Added after the case is closed.] *** crrl-av placed call to c per 2 VM's recieved. c stated that c had appointment Monday to try and straighten out veh brakes. c needed nothing more at this time crrl-av exiting call and case
Make Public		**Created By: Melanie Betzel (2/20/2013 12:11 PM)** C has a brake concern. The dlr stated the veh is operating as designed. Closing case.
Make Public		**Created By: Melanie Betzel (2/20/2013 12:10 PM)** RCAS called c on [redacted] @ 1:00pm est time, the line is busy. RCAS called c on [redacted] @ 1:02pm est time, RCAS spoke to c in regards to the case. C stated that c remembers there was someone there at the dlr when c was at the dlr v advised c that the brakes are operating fine but the dlr is not looking further into the concern. C stated that the dlr drives the veh around on the dlr parking lot but doesn't take the veh the roads to do the tests. RCAS advised c that c will have to take the veh back to the dlr to see if the tech is willing to go on a test drive with c on the road so c can show the tech wha experiencing. C stated that c will take the next step on c's own & understands that RCAS is following the steps within RCAS job but c will not let this concern rest until there is a fix on brakes. RCAS apologized & advised c that RCAS does rely on the techs diagnosis & at this time the dlr is stating the veh is operating as designed. C understood & the call ended mu
Make Public	[redacted]	**Created By: Melanie Betzel (2/20/2013 12:02 PM)** RCAS received 1 vm msg from c however there were no emails received for a specific time to call c.
Make Public		**Created By: Amanda Vanca (2/19/2013 10:48 AM)** crrl-av recieved phone call from c to see what can be done for veh not braking / brakes going out on veh. Crrla-av stated that c's case went to RCAS crrl-av warm transfered c to RCAS's VM but adding note. [redacted] PLEASE CALL C AT NOON 02/20/2013 crrl-av transferred c to VM and exiting case
Make Public		**Created By: Grace Marie Yu (2/18/2013 5:15 PM)** crr-gy received a follow up call from c. c provided case number and stated that c would like to get update on case. crr-gy verified if any of c's contact information changed since the last time c called in, c said none. crr-gy offered to transfer c to rcas-mb extension number and if routed to vmx, c can leave message and the best number to reach c. crr-gy added that crr-gy will send an internal mes to inform rcas-mb that c called in, c agreed. crr-gy offered further assistance, c declined. crr-gy gave name, extension and case number. crr-gy transferred the call to rcas-mb vmx. crr-gy sent internal message to rcas-mb. crr-gy exiting case.
Make Public		**Created By: Michelle Henares (2/18/2013 4:33 PM)** CRR-MH received a call from c following up on the case. C stated that C is returning a call. CRR-MH confirmed no change in C's contact information. The best no. to reach C is [redacted]. CRR-MH verified that C still wants to be transferred to EXT# even if call is prompted to VMX.

	CRR-MH advised C that CRR will send an internal message to RCAS-MB regarding contact with C. CRR-MH asked for further assistance, C declined CRR-MH provided CRR's name and EXT#. CRR-MH exiting case.
Make Public	**Created By: Melanie Betzel (2/18/2013 10:29 AM)** RCAS called c on [redacted] @ 11:28am est time, left msg with c's wife.
Make Public	**Created By: Melanie Betzel (2/18/2013 10:28 AM)** RCAS called c on [redacted] @ 11:27am est time, the wireless customer trying to be reached is not available.
Make Public	**Created By: Melanie Betzel (2/18/2013 9:55 AM)** RCAS spoke to SM-KC in regards to the case. SM stated there is nothing wrong with the brake system. SM stated that the dlr has adjusted the brakes & tested the veh all at no cost t even Nissan & the DTS-NB was also there while c was there & there is nothing wrong with the veh. SM stated that the veh has the ABS system & c is not used to the way it operates. stated that DTS-NB also advised c there is no concerns with the brakes & they are operating as designed. RCAS understood & the call ended mutually.
Make Public	**Created By: Melanie Betzel (2/15/2013 3:54 PM)** RCAS called c on [redacted] @ 4:48pm est time. RCAS spoke to c. C stated that c is a bus driver & cannot really talk right now because c is transporting kids from school. RCA apologized & advised c that RCAS received the case & will need to gather some more info from the SM at the dlr but the SM is gone for the day so RCAS will have to call back on Mc C understood & stated that c has been working with SM-KC & the dlr is not able to find anything but c is not satisfied & that is why c called NNA. RCAS understood & apologized to c concern. C stated that a better time to reach c during the day is between 10am-12pm. RCAS understood & advised c that RCAS will follow up with c on Monday after speaking to he The call ended mutually.
Make Public	**Created By: Melanie Betzel (2/15/2013 3:47 PM)** RCAS called SM-KC on office # @4:47pm est time, SM is gone for the day.
Make Public	**Created By: Amanda Vanca (2/14/2013 12:04 PM)** crrl-av verified c info, case service dlr, how veh acquired, miles no previous cases no open recalls C states c has had veh in 4-5 times for brakes. When c hits brakes, the pedal goes all the way to the floor and sometimes does not work, and c has to lift foot off pedal and try again c states this is more like pumping the brakes rather than having brakes in the veh. c states dlr will drive veh in dlr parking lot but will not take out on the actual roads. c states dlr hasn't been able to diagnose / fix veh. c states that once veh is stopped veh feels like something isn't quite catching in veh and veh rocks back. c is concerned for not only c's safety but for people who might run out in the road if c can not stop veh in time. crrl-av gave c case info crrl-av sending case to RCAS for multiple repair attempts

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7264763	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	2/18/2013	YX	AD	118500	OA
Edit | Del	CC-7264764	BRAKES	ANTI-LOCK BRAKE SYSTEM	MULTIPLE REPAIR ATTEMPTS	03	2/18/2013	YE	AD	118500	OA
Edit | Del	CC-7264765	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	2/18/2013	ZR	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/20/2013 12:11 PM	Melanie Betzel	Changed **Case Record Type** from CA to CA **Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/18/2013 10:30 AM	Melanie Betzel	Changed **Follow Up Date** from 2/18/2013 to **2/20/2013**.
2/15/2013 3:54 PM	Melanie Betzel	Changed **Follow Up Date** from 2/15/2013 to **2/18/2013**.

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Surveys Surveys He

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Lesley Howard [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/21/2013	Date/Time Opened	2/20/2013 8:38 AM
Supporting Documents		Date/Time Closed	2/21/2013 3:08 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	WEST HILLS NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	650		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0FV8C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	17
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	33212	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	WEST HILLS NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	2/21/2013
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] PHONE: VIN: 1N6AD0FV8CC[redacted]		
Created By	Eleiza Torres, 2/20/2013 8:38 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 2/21/2013 7:46 PM	Root Cause Code (2)	DR800
Days Closed	1,596	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA10707292

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Lesley Howard (2/21/2013 3:07 PM)** **********closing summary********** rcas-lah received case regarding c's complaint on the way the brake pedal is designed on frontier. veh was seen at west hills nissan and c was advised there was nothing mechanical wrong with pedal and brakes worked as normal.
Make Public	☐	**Created By: Lesley Howard (2/21/2013 3:06 PM)** rcas-lah placed outbound call to c 2/21/13@[redacted] and spoke with c. rcas reviewed case with c. c states that c's brake pedal sits higher than the accelerator. c states that when brake pedal is pressed on it goes slowly to the floor. c states that this is a design flaw. c states that c h soft brake pedal. c states brakes work fine. c states taking veh to west hills nissan. c states sitting in another frontier with sm and the brake pedal was the same. c states this is a safety issue. rcas-lah advised c that c could take veh to another dlrhsp for a second opinion. c states c will not do that. c states keeping an eye on the brake pedal. c wanted to have an engineer to come out and look at the brake pedal and explain the design to c. rcas-lah apologized and advised that rcas does not have contact with the engineers. rcas advised that the dlrshp is the best avenue to determine if there are mechanical issues that n repaired. c states that dlrshp advised c to contact nna. c states that c just wants to file concern at this time. rcas-lah thanked c for the feedback and advised concerns were notated. rcas provided contact information. rcas-lah thanked c and ended call mutually. rcas-lah closing case no further assistance is needed.
Make Public	☐	**Created By: Lesley Howard (2/21/2013 2:43 PM)** rcas-lah placed outbound call to c 2/21/13@[redacted] and received error message that the number dialed is not in service. rcas-lah deleting home number from profile 2/21/13
Make Public	☐	**Created By: Lesley Howard (2/21/2013 2:42 PM)** rcas-lah placed outbound call to dlrshp 2/21/13 and was placed on hold. rcas setting follow up date to 2/22/13
Make Public	☐	**Created By: Eleiza Torres (2/20/2013 8:47 AM)** crr-et received call from c. c said that c was having problems with the brakes. c said that when c tried to step on the brake pedals go slowly on the floor. c brought the veh to WEST H NISSAN to have the brakes check. c said the veh was test drove by a mechanic at WEST HILLS NISSAN and told c that brakes are good. c spoke with Service Manager and told c th issue with the brakes is a known issue and the dlr cannot do anything with the issue. c was advised to call nna for assistance. c would like nna to review the issue that c had with the because the issue is a safety issue. crr-et understood. crr-et informed c that crr-et will escalate c's concern to RCAS and c will receive a call from RCAS before the end of the next business day for further assistance. c understood and tha crr-et. crr-et offered further assistance, c declined. crr-et provided name, ext and case number. crr-et transferring case to RCAS. crr-et exiting the case.

Case Categorizations He

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7268015	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	2/21/2013	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/21/2013 3:08 PM	Lesley Howard	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/21/2013 2:40 PM	Lesley Howard	Changed **Data Net** from false to **true**.
2/20/2013 8:47 AM	Eleiza Torres	Changed **Transferred to RCAS** from false to **true**.

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Surveys He

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Marilyn Hoskinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	2/28/2013	Date/Time Opened	2/28/2013 2:04 AM
Supporting Documents		Date/Time Closed	2/28/2013 8:48 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ08T37W[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DICK SMITH NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	2/28/2013
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	2/5/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AZ08T37W[redacted]		
Created By	System Account NNAINT, 2/28/2013 2:04 AM	Root Cause Code	SCNR
Last Modified By	System Account NNAINT, 2/28/2013 7:39 PM	Root Cause Code (2)	
Days Closed	1,589	Action Code	NL4B
Case Record Type	CA Closed Case [Change]	Document ID	CA10748556

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Marilyn Hoskinson (2/28/2013 8:47 AM) rcas called work numbe[redacted] need c's extension. rcas closing the case as there is no further assistance required.
Make Private	✓	Created By: Marilyn Hoskinson (2/28/2013 8:45 AM) rcas called c[redacted] and the person that answered the phone stated this is a private cell phone number , rcas changing the number.
Make Public		Created By: System Account NNAINT (2/28/2013 2:05 AM) VEHICLE WAS NOT PULLED UP TO THE FRONT WHEN I PICKED IT UP. UPON PICKING THE VEHICLE UP NOTICED THE BRAKES FELT SPONGY, THOUGHT NOTHING C BECAUSE OF THE RECENT WORK THAT WAS DONE. BRAKE PERFORMANCE BEGAN TO GET WORSE AND STARTED GOING TO FLOOR, AFTER ALMOST GETTING IN ACCIDENT I PULLED OVER AND NOTICED BRAKE FLUID POORING FROM BRAKE LINE BOLT CALIBER. HAD VEHICLE TOWED BACK TO DEALERSHIP.ALL WORK WAS COMPLETED; 2 MOTOR MOUNTS, OIL COOLER SEAL AND 2 CONTROL ARMS. THE BRAKES WASNT THE ISSUE UNTI I LEFT THE DEALERSHIP. BRAKE FLUID WAS POORING FROM A BOLT LIKE IT WAS NOCKED LOOSE OR NOT TIGHTENED.CUSTOMER SERVICE SKILLS NEED TO BE ADDRESSED WITH JARROD. ALSO AS A SIDE I FOR RUSS, THERE IS NO WAY THAT THIS BOLT JUST CAME LOOSE OR FROM A PRIOR BRAKE JOB 1 TO 2 YEARS AGO THAT CAUSED THIS TO JUST HAPPEN (EXAC WHEN I LEFT YOUR DEALERSHIP). I AM STILL SHOCKED THAT YOU DENIED YOUR SHOP HAD ANYTHING TO DO WITH THIS PROBLEM. LETS ALL BE THANKFUL THAT NOBODY GOT HURT, TRUST ME LETS BE THANKFUL

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7277592	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	2/28/2013	YY	BF	223500	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/28/2013 8:48 AM	Marilyn Hoskinson	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
2/28/2013 6:57 AM	Marilyn Hoskinson	Changed **Data Net** from false to **true**.
2/28/2013 2:05 AM	System Account NNAINT	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AZ08T37W**[redacted]

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Surveys

Surveys He

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Case Comments [21] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [2] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Anna Naraeva [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/11/2013	Date/Time Opened	3/4/2013 2:59 PM
Supporting Documents	☐	Date/Time Closed	4/11/2013 7:53 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	CST00021956
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	6	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,654		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	[redacted]	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	1N6AD0ER0C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	33
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	9

Dealer Access

Case Servicing Dealer	ROUND ROCK NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	3/4/2013
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$80.00	Goodwill Offered	☐
IIR	F08915	Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0ER0C[redacted]		
Created By	Amanda Cedeno, 3/4/2013 2:59 PM	Root Cause Code	SRIN
Last Modified By	System Account NNAINT, 4/13/2013 7:47 PM	Root Cause Code (2)	
Days Closed	1,547	Action Code	DT3M
Case Record Type	CA Closed Case [Change]	Document ID	CA10770312

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Anna Naraeva (4/12/2013 5:08 PM) *** [Added after the case is closed.] *** Case remains closed.
Make Public	☐	Created By: Anna Naraeva (4/12/2013 5:08 PM) *** [Added after the case is closed.] *** ARBS received a vmx from c stating that c received c's check for towing reimbursement. **** ARBS received an email to dlr sa-Nicole stating that c changed c's mind about hiring an attorney and decided to trade c's veh. **** ARBS called c back on 4/12 at 5:05pm. C states c received the check and thanked. C states c traded c's veh to a new 2013 Frontier and drives veh now. C states c didn't feel safe to drive in old veh after what happened. C thanked for follow up and disconnected the call.
Make Public	☐	Created By: Anna Naraeva (4/11/2013 7:52 AM) Summary: C contacted NNA due to brakes not stopping the veh when c pushed break pedal. IIR DTS inspection was performed and no issues were found with c's veh. "No issues fo letter was mailed to c and c was reimbursed for towing. Case closed
Make Public	☐	Created By: Anna Naraeva (4/9/2013 12:04 PM) ARBS created shipping label for check to be mailed via FedEx, track #:[redacted]
Make Public	☐	Created By: Anna Naraeva (4/9/2013 11:59 AM) ARBS submitted check request in the amount of $80 for towing.
Make Public	☐	Created By: Anna Naraeva (4/9/2013 11:43 AM) ARBS mailed "No defect found" letter to c via FedEx, track #[redacted]
Make Public	☐	Created By: Anna Naraeva (4/9/2013 11:37 AM) ARBS called c and advised that no issues were found with c's veh. C disagreed. C states will be contacting an attorney. ARBS apologized and advised c that c needs to pick c's veh from dlr and return loaner that was provided. C understood. ARBS advised c that will send c a reimbursement for towing. C thanked and disconnected the call.
Make Public	☐	Created By: Anna Naraeva (4/9/2013 11:10 AM) ARBS received email from PL stating that no problems were found with the vehicle.
Make Public	☐	Created By: Anna Naraeva (4/3/2013 11:38 AM) ARBS received a title from c for c's veh. Attached to the case.
Make Public	☐	Created By: Amanda Cedeno (4/2/2013 1:01 PM) rcas-ac rcvd email from FOM ML wanting to know an update on the veh rcas-ac advised that arbs is waiting on dts report from dts nb.
Make Public	☐	Created By: Anna Naraeva (3/27/2013 5:19 PM) ARBS received vmx from c asking for an update.

		**** ARBS called c's home left vmx with c's wife advising that ARBS is still pending for the report from DTS and as soon as will receive an update will follow up with c.
Make Public		**Created By: Anna Naraeva (3/20/2013 4:04 PM)** ARBS-AN called c and advised that per DTS c doesn't need to be at dlr unless c wants to talk to DTS. C states c will think about that. C states that c doesn't want c's veh anymore. C states c doesn't feel safe in the veh. C requests a replacement of the veh. ARBS advised c that no decisions will be made until the inspection happens. C understood. ARBS advised c that tow bill was received and ARBS will go ahead and reimburse c as a time goodwill gesture. C understood, thanked and disconnected the call. **** ARBS attached tow bill to the case.
Make Public		**Created By: Anna Naraeva (3/14/2013 10:24 AM)** ARBS-AN sent email to DTS advising that all parties were notified about inspection.
Make Public		**Created By: Anna Naraeva (3/14/2013 10:24 AM)** ARBS-AN called c and advised about the date. C states will try to make to dlr to meet with DTS. C states c has a tow bill and wants to be reimbursed. ARBS asked c to email the tow and registration and ARBS will reimburse c. ARBS provided c with email address. C understood, thanked and disconnected the call. **** ARBS called dlr spoke to SM-Tim. ARBS advised SM about DTS' inspection date and asked to have lift ready and the technician to help DTS with inspection. SM understood. SM st was provided with loaner veh and SM wants to be reimbursed. ARBS advised SM to talk to DTS about that and if DTS won't be able to provide coverage for rental to contact ARBS f help. SM understood, thanked and disconnected the call.
Make Public		**Created By: Anna Naraeva (3/14/2013 10:20 AM)** ARBS-AN received the date for DTS inspection from DTS-NB for 3/22 at 9:00am. ****
Make Public		**Created By: Anna Naraeva (3/12/2013 2:14 PM)** ARBS-AN submitted DTS request.
Make Private	✓	**Created By: Anna Naraeva (3/12/2013 2:13 PM) | Last Modified By: Amanda Cedeno (4/3/2013 2:50 PM)** ARBS-AN called c and asked related questions to incident that happened due to brakes failure. ARBS filled out all the info in IIR questionnaire. C states c's veh is at dlr now. ARBS advised c that will schedule DTS inspection to inspect c's veh and will contact c back with the date. C understood, thanked and disconnected the call.
Make Private	✓	**Created By: Amanda Cedeno (3/7/2013 3:04 PM) | Last Modified By: Amanda Cedeno (3/7/2013 3:05 PM)** rcas-ac rcvd 3 vmxs from c stating that c is getting very ancy about cs veh . C needs someone to contact c back about IIR. rcas made sure the IIR was submitted & it is. rcas exiting case
Make Private	✓	**Created By: Amanda Cedeno (3/4/2013 3:21 PM) | Last Modified By: Amanda Cedeno (3/4/2013 3:21 PM)** rcas-ac called the c @ 4 09 pm est or [redacted] & spoke to the c rcas-ac reiterated the concern & apologized. C said c backed out of the parking lot & started off by going slow.C states c was pressing on the brake but the veh kept rolling. C said c hit someone elses vehicle twice. C states eve thought c was having a heart-attack while this was happening. C said c called a tow truck who told c the brake is working but something is not right with it. C states this has been goi for like 6 mnths now. rcas-ac advised c that rcas will conduct IIR for the issues that c had w/the veh. Cs case will be taken over by another agent who will assist c with this. C will get a call back within 2 business days about this. C may have veh inspected & then whoever takes over the case will try to assist c with whatever it is that c is seeking from NSN. C understood & thanked r rcas conducted IIR. Setting for 3/6/2013, Waiting on IIR to be taken over.
Make Private	✓	**Created By: Amanda Cedeno (3/4/2013 3:06 PM) | Last Modified By: Amanda Cedeno (3/4/2013 3:06 PM)** rcas-ac correcting the notes: IIR will be done, not RHR.
Make Private	✓	**Created By: Amanda Cedeno (3/4/2013 3:05 PM) | Last Modified By: Amanda Cedeno (3/4/2013 3:05 PM)** rcas-ac rcvd email from FOM ML who advised to do an IIR for this customer because the veh is currently @ the dlr , it was towed on Sunday & was in a rental vehicle. . rcas-ac rcvd email from SM TT @ ROUND ROCK NISSAN who said the c has been in a couple times complaining about the brake pedal fading, (which a common complaint with th veh's per SM). If there is steady pressure applied to a brake , they would fade, but the veh actually stops. About 2 weeks ago, the dlr put a new brake booster in the veh & everything seemed fine. C states that c went to church , c drove off & the veh had no brakes, C ran into a tree and then into another veh & did a significant amount of damage. When the tow tr to the c, the veh had brakes. C also told the dlr that the veh accelerates faster then it should when backing out of the driveway. C came in & told dlr that c no longer felt safe driving t truck & c wants a new one. C wants reimbursement for the tow & for the money spent all together in svc dept. C also wants reimbursement for pain and suffering. SM states this situ can easily get out of hand. rcas thanked SM for the info & advised c RHR will be done.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7281523	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/4/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	4/9/2013	Anna Naraeva	4/10/2013 2:30 PM
Edit | Del	IIR		✓	3/4/2013	Anna Naraeva	3/4/2013 3:59 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Dat
Edit	CST00021956	DRT Resolution	1N6AD0ER0C[redacted]						

Check Activity

Check Activity He

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Na
	CR0096634	439313	4/10/2013	Customer	Approved	$80.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	[redacted]

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F09182	DTS Request	Anna Naraeva, 3/12/2013 2:10 PM	3/12/2013

Edit | Del F08915	IIR	Amanda Cedeno, 3/4/2013 3:20 PM	3/4/2013

Attachments Attach File | View All Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]ck.pdf	54KB	7/28/2013 2:25 PM	Annice Hill
Edit | View | Del	[redacted] defect found letter.pdf	12KB	4/9/2013 11:38 AM	Anna Naraeva
Edit | View | Del	[redacted]e.pdf	173KB	4/3/2013 11:37 AM	Anna Naraeva
Edit | View | Del	[redacted]w bill.pdf	153KB	3/20/2013 3:59 PM	Anna Naraeva

Case History Case History He

Date	User	Action
4/11/2013 7:53 AM	Anna Naraeva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
4/9/2013 3:02 PM	Stacy Gary	Changed **Description**.
4/9/2013 12:00 PM	Anna Naraeva	Changed **Follow Up Date** from 4/3/2013 to **4/11/2013**.

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Surveys Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	William Miller [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/7/2013	Date/Time Opened	3/6/2013 1:47 PM
Supporting Documents		Date/Time Closed	3/7/2013 3:39 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,500		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AA0CJ1CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	19
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	34212	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GATES NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	3/7/2013
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 1N6AA0CJ1CN[redacted]		
Created By	Marc Paulo Dimaranan, 3/6/2013 1:47 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 3/8/2013 8:00 PM	Root Cause Code (2)	
Days Closed	1,582	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	CA10781430

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments

Action	Public	Comment
		Created By: William Miller (3/7/2013 3:36 PM) RCAS-WM notes that number supplied as work number is contact# for Gates Nissan. RCAS-WM made outbound call to c@4.00pm on[redacted] RCAS-WM spoke with c's wife and was requested to contact c @860.639.4212(Mobile#) RCAS-WM made outbound call to c@4.03pm on requested number 860.639.4212 c states the brakes on c's veh are very spongy and the pedal goes down quite a ways. c states dlr previously replaced master cylinder and c is still having concern but has not advise states something is wrong with the braking system and concern is not c's problem. RCAS-WM asked c what c is requesting of NNA. c states c wants NNA to stand behind veh and repair veh. RCAS-WM advised that NNA stands behind their veh's by honoring the terms and conditions of the warranties. RCAS-WM advised that in order to repair veh c would need to have cc diagnosed at dlr, whether Gates or another dlr. c asked what happens when 2nd dlr doesn't fix concern. RCAS-WM advised that RCAS cannot get into hypotheticals, RCAS recommends having dlr diagnose concerns and contacting NNA once veh has been diagnosed. RCAS-WM offere contact information. c/s declined contact information and stated c did not require any further assistance. c DISCONNECTED call. RCAS-WM closing case as c has advised that c does not require further assistance. **********SUMMARY********** c called with veh complaint. RCAS contacted dlr. RCAS contacted c, verified concern RCAS recommended diagnosis and possible 2nd dlr for current concern. c declined assistance.
Make Public		Created By: William Miller (3/7/2013 1:57 PM) RCAS-WM called dlr3063 and spoke with ASM-Jim as SD-JL was not available. ASM-Jim advised that c was last at dlr 2.11.13 @4,785 . ASM advised c had previously been to dlr for soft brake pedal, dlr replaced brake master cylinder, bled brake system, verifie pedal is firm, and dlr is unaware of any current concerns with veh. RCAS-WM asked ASM to fax all RO's for veh and provided fax#. ASM agreed. RCAS thanked ASM
Make Public		Created By: Marc Paulo Dimaranan (3/6/2013 1:56 PM) CRR-md received call from c stating that c has brought the veh multiple times and c stated that the veh has a bad brakes lines that c feels that the veh is not safe. crr-md c stated that these is first nissan and c feels its a lemon crr-md c wants NNA to replace customers veh crr-md informed c that this case will be forwarded to rcas for review and c will be called by the end of the next business day crr-md proviode case naman and ext crr-md forward to rcas

Case Categorizations

Case Categorizations

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

Edit | Del	CC-7284684	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	MULTIPLE REPAIR ATTEMPTS	03	3/6/2013	YE	AD	122000	OA

Open Activities — Open Activities

No records to display

Activity History — Activity History

No records to display

Emails Send an Email — Emails

No Emails Available

Customer Support Tools — Customer Support Tools

No records to display

Check Activity — Check Activity

No records to display

Forms — Forms

No records to display

Attachments Attach File | View All — Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RC[redacted]030713.pdf	47KB	3/7/2013 3:39 PM	William Miller

Case History — Case History

Date	User	Action
3/7/2013 3:39 PM	William Miller	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/7/2013 8:55 AM	William Miller	Changed **Data Net** from false to **true**.
3/6/2013 1:52 PM	Marc Paulo Dimaranan	Changed **Transferred to RCAS** from false to **true**.

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Surveys — Surveys

No records to display

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[redacted]

Case Comments [23] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kristie Soucek [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/6/2013	Date/Time Opened	3/7/2013 10:32 AM
Supporting Documents		Date/Time Closed	5/6/2013 9:30 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CU7DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUTOCENTERS NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	3/8/2013
Responsible District	06	Dealer Instructions	Sales Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N6BD0CT5AC[redacted]		
Created By	Raffy Del Rosario, 3/7/2013 10:32 AM	Root Cause Code	SCIN
Last Modified By	Managed Services, 7/12/2015 12:52 PM	Root Cause Code (2)	
Days Closed	1,522	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA10786788

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Kristie Soucek (5/6/2013 9:29 AM) rcas-ks tried contacting c on day# [redacted] at 10:25am got vmx. left message that included case# phone# name and ext. also left a brief message letting c know that if any furthe assistance was needed to please contact rcas-ks back rcas-ks closing case due to when rcas-ks spoke with sm mark there was no further concern with c's vehicle and appt went well summary: c opened case due to c ended up waiting almost 3 months for c's new frontier. after c got the new frontier c stated c was having a brake concern. vehicle was taken to the s dept and c's concern was resolved.
Make Public	☐	Created By: Kristie Soucek (5/2/2013 1:43 PM) rcas-ks received a email from sm mark at autocenter stating that c had been for c's appt.Nothing really wrong with his vehicle. sm and c made several hard stops in reverse to adjust c's rear brakes a bit. sm road tested with c 2X. rcas-ks tried contacting c on day# [redacted] at 2:40pm got vmx. left message that included case# phone# name and ext. follow up 5/6/13
Make Public	☐	Created By: Kristie Soucek (4/30/2013 4:08 PM) rcas-ks contacted salesman pete at autocenter nissan and was informed that c did take delivery of c's vehicle.rcas-ks thanked pete for the update rcas-ks contacted c on day# [redacted] at 4:50pm and was informed that c did get the vehicle but c feels vehicle has a brake concern. c said c is having to push the brake almost floor. c said brakes feels spongy. c said brakes have stopping power but brake petal is to the metal. c said then when c was starting the vehicle and pushes on the brake to start brak is again almost to the floor. c said c had had sa matt at the dealership look at the vehicle and c feels c was lied to when c was told vehicle was fine. c said c sat in the waiting room wa tv and eating donuts while vehicle was being looked at. c said matt even drove the vehicle home and said issue was fine. c said c has worked on vehicles since c was young and in th service. c said c feels issue is either air in the lines or the brake fluid not going threw the pistons. c said c has a appt on thurs am to have vehicle looked at. c said again c know issue right,. c did say other then that c loved the vehicle. c said vehicle has alot of components. rcas-ks apologized for what c is experiencing but rcas-ks will follow up with the dealership a on thursday. c said ok and thanked rcas-ks for checking on c. rcas-ks told c that c was very welcome. follow up 5/2/13
Make Public	☐	Created By: Kristie Soucek (4/24/2013 9:50 AM) rcas-ks tried contacting c on day# 5017431130 at 10:49am got vmx. left message that included case# phone# name and ext. follow up 4/30/13
Make Public	☐	Created By: Kristie Soucek (4/24/2013 7:56 AM) rcas-ks checked host vin3 and vehicles eta now shows for 4/30/13
Make Public	☐	Created By: Liana Martell (4/18/2013 12:02 PM) rcas-liana martell assisting rcas-kristie soucek rcas-lm made outbound call to c at 12:28 pm est c answered phone rcas-lm advised that rcas-lm is assisting rcas-kcs rcas-lm advised that c veh has not been delivered yet c stated c has been hearing the same thing for 2 months already and c does not understand why it is taking so long for veh to come in rcas-lm apologized and advised c that rcas-kcs can set follow up date to contact c when rcas-kcs has more info on concern c states that c does not understand why veh is not at dlrshp already. c states that c does not have veh and has been waiting for veh for 2 months already rcas-lm apologized and advised c the best thing rcas-lm can do is set follow up date for rcas-kcs to contact c with more info on concern c refused and kept asking why veh is taking so long to be delivered to dlrshp. rcas-lm reiterated that rcas-lm will set follow up date for 4/24/13 c ended call rcas-lm setting follow up date for 4/24/13
Make Public	☐	Created By: Kristie Soucek (4/18/2013 11:12 AM) rcas-ks contacted dealership and spoke with pete due to salesmanager davin is not in the office today. pete said c's vehicle has not been delivered yet but dealership has been invoic it.rcas-ks thanked pete for the info rcas-ks checked host-vin3 and eta shows for 4/24/13

Make Public

Created By: Kristie Soucek (4/16/2013 4:58 PM)
rcas-ks tried contacting c on day# 6184665291 got vmx. left message that included case# phone# name and ext. follow up 4/18/13. rcas-ks also waiting on callback from salesmanag davin

Make Public

Created By: Kristie Soucek (4/16/2013 11:08 AM)
rcas-ks tried contacting salesmanager davin at 12:06pm but was directed to vmx. rcas-ks left c's name and asked if c's vehicle had been dropped off this weekend. rcas-ks requested callback. rcas-ks left name phone# and ext

Make Public

Created By: Raffy Del Rosario (4/12/2013 3:00 PM)
c called in and asked to be transfer to rcas-ks.
na-rd provided c with rcas-ks extension and called but reached vmx.
na-rd transferred c to rcas-ks vmx and sent internal message to rcas-ks telling that c called in today.
na-rd asked for further assistance, c stated no.
na-rd provided c crr name and extension.
na-rd exiting from the case.

Make Public

Created By: Kristie Soucek (4/12/2013 12:32 PM)
rcas-ks checked host - vin3 and system shows vehicle is in the lot inventory.
rcas-ks contacted salesmanager davin and said davin would check lot and call rcas-ks back.
rcas-ks received vmx from salesmanager davin stating vehicle has not dropped at the dealership yet put could possibly this weekend.
rcas-ks tried contacting c on day#[redacted] at 1;25pm got vmx. left message that included case# phone# name and ext. follow up 4/16/13

Make Public

Created By: Kristie Soucek (4/4/2013 2:35 PM)
rcas-ks checked host-vin3 and eta for c's vehicle is now 4/11/13
rcas-ks called customer relations at autocenter and was informed vehicle did not show up yet

rcas-ks contacted c on day#[redacted] at 3;15pm. rcas-ks informed c that eta was for next week. c was very unhappy and asked why was it taking so long. rcas-ks apologized an informed c that rcas-ks did not know. c then said rcas-ks did not know much.c said c doesnt know why rcas-ks calls. c said c is just very frustrated and didnt understand if 100 frontier come off the line why was it so hard for c to get a vehicle. c said rcas-ks has had no answer and has been no help but was nice. rcas-ks apologized. c said c will go to court doe this a take legal action because c feels dealership was not right when c was made to feel intimidated when c traded in c's ram truck. c said c will also call the state attorney senior citizen affi office. c said if this would of happen with ford or chevy c would have 10 vehicles in the yard by now. c said c will have to find the manufacturers # and take further action. c said thank for calling and call ended mutual
follow up for 4/12/13 to see if vehicle arrived

Make Public

Created By: Kristie Soucek (4/4/2013 9:33 AM)
rcas-ks tried contacting salesmanager davin at 10:31am was directed to vmx. rcsas-ks left a message that included c's name and rcas-ks name phone# and ext. rcas-ks checking to s vehicle arrived to the dealership yet

Make Public

Created By: Kristie Soucek (4/1/2013 4:00 PM)
rcas-ks tried contacting c on day#[redacted] got vmx. left message that included case# phone# name and ext. follow up 4/4/13 due to 1/3 plan and also vehicles eta is for 4/3/13. ks will follow up wqith dealership first before following up with c

Make Public

Created By: Kristie Soucek (3/27/2013 5:13 PM)
rcas-ks spoke with salesmanager davin and was informed that date had been set back to 4/5/13
rcas-ks checked host and eta for vehicle is for 4/3/13.
rcas-ks will follow up with c 4/1/13

Make Public

Created By: Lesley Howard (3/27/2013 5:06 PM)
rcas-lah assisting rcas-ks 3/27/13@[redacted] and spoke with c. rcas reviewed case with c.

rcas began to advise c of the eta of veh. c is upset and begins yelling at rcas about veh delay. c states that everyone at nissan is liar. c wants to know where veh is coming out of. c w to speak with rcas-ks

rcas-lah apologized c states that apologies mean nothing. c states going to the state attorney general's office. c states that dlrshp is liars and sold veh. c wants to speak with rcas-ks

rcas-lah advised updating rcas-ks c ended call.

Make Public

Created By: Kristie Soucek (3/27/2013 11:05 AM)
rcas-ks tried contacting salemanager davin at 12:04pm and was directed to vmx. rcas-ks left a message that include c's name and rcas-ks name, phone# and ext.

Make Public

Created By: Kristie Soucek (3/26/2013 10:49 AM)
rcas-ks contacted auto center nissan at 11:42am and was informed that sales manger davin was off for the day. cas-ks requested to speak with customer relations of the dealership-l and was informed that leeann didn't think any vehicles dropped last week but leeann could be wrong. leeann said a message would be left for sales manager davin to give rcas-ks a c 3/27/13. rcas-ks said that would be wonderful.

rcas-ks setting follow up for 3/27/13

Make Public

Created By: Kristie Soucek (3/21/2013 2:05 PM)
rcas-ks contacted salesmanager davin at auto center nissan and was informed that davin excepts the vehicle to show up by thr end of the week. rcsa-ks told davin that rcas-ks would up with davin on 3/26/13. davin said that would be fine.davin also said that davin will send someone to pick c up when vehicle arrives

rcas-ks contacted c on day# at 3:00pm and informed c that rcas-ks spoke with davin at the dealership and was expecting the vehicle to arrive soon. c said c was told by the end of the month. rcas-ks told c that rcas-ks was going to follow up with davin on 3/26/13 and would call c back 3/27/13. c said when c spoke with davin, davin didnt seem to have all the info ab and the initial vehicle that was purchased. c said that wasnt for rcas-ks worry but c just hoped that salesman fred ordered the new vehicle correct and that would be white with alot of opitions. c said ok c would wait for rcas-ks call on wed. call ended mutually

Make Public

Created By: Kristie Soucek (3/19/2013 10:26 AM)
rcas-ks contacted customer relations-leeann at autocenter nissan at 11:22am. rcas-ks was informed that sm-davin had a lengthy conversation with c last week and explained to c tha vehicle should arrive sometime this week or next week. gm explained to c that gm was not able to get a definite eta for the vehicle from nissan. rcas-ks asked if a vin# had been assig c yet and leeann said leeann did not know that would be a question for the sm. rcas-ks told leeann that if rcas-ks had a vin# rcas-ks could also investigate a little further for a possible Leeann said sm was off today but would leave a message for sm to call rcas-ks back. rcas-ks said ok and thanked leeann for the assistance

rcas-ks tried contacting c on day# at 11:20am got vmx. left message that included case# phone# name and ext. follow up 3/21/13

Make Public

Created By: Kristie Soucek (3/13/2013 10:01 AM)
rcas-ks spoke with customer relations-leeann at autocenter nissan at 10:57am and was informed that leeann had spoke with salesmanager gavin and was informed that nissan said c vehicle should arrive early next week. Leeann said that leeann has already called c and let c know this info and as soon as leeann gets further info leeann will call c again. rcas-ks tha leeann for the assistance and updated info
rcas-ks tried calling c on day# at 10:58am got vmx. left message that included case# phone# name and ext. follow up 3/19/13

Make Public

Created By: Kristie Soucek (3/8/2013 10:39 AM)
rcas-ks contacted c on day# at 10:50am and was informed that in dec c started to look for a vehicle in dec. c said c had a bigger truck and being 80yrs old with a heart condition c nee something smaller. c said after shoping around c found a 2010 frontier from autocenter nissan. c said salesman fredrick Herzog brought the vehicle out to c.c signed the paperwork a gave salesman a $11000 check. c said aftersalesman leaves c was taking the vehicle for a ride and noticed the a/c didnt work. c said c called the salesman right away and was told h use the buttons. c said c didnt see any buttons the salesman was talking about so c got out the vehicle manual and found out vehicle didnt come with a/c. c said c called saless fredri right back and told salesman that this didnt work for c. salesman told c that salesman would look into a couple opinions for c. salesman finally cam e back stating that salesman could into a 2013 for $17500 plus c's :cream puff" rade in. c said c excepted and thought that voided the 2010 contract so c canceled the $11000 down payment. c said c has tried to call salesman and the owner Craig Schmitz o the dealership and c has gotten no response. c said the 2010 is sitting in c's garage with a dead battery because c refused to drive it becau doesnt want it to come back on c from anyone that c drove the 2010 and put miles on it. c said so c is still waiting on c's new vehicle and no one will tell c anything. rcas-ks apologize and told c that rcas-ks will place a call to salesman-fredick zolag and craig schmitz and see if rcas-ks can gather some further info. c said ok. follow up 3/13/13
rcas-ks called auto center nissan and left a message for salesman fredrick zolag and craig schmitz that included c's name and rcas-ks name and phone# and ext. the lady that answe the phone at autocentrs name was Leeann and leeann said leeann was the customers relations rep at the dealership and asked if leeann could assist rcas-ks. rcas-ks told leeann the situation with the customer and leeann said leeann would get some info and call the customer. rcas-ks thanked leeann for the assistance.
rcas-ks received a call from leeann- customer relations rep from auto center and was informed that leeann calld c and let c know that leeann was gathering some info on when vehicl would arrive and leeann would call c back. leeann said that leeann was waiting to speak with gavin-salesmanager and see when vehicle was due to be delivered and then leeann wo rcas-ks and c back. rcas-ks thanked leeann for all the assistance

Make Public

Created By: Raffy Del Rosario (3/7/2013 10:33 AM)
c stated c test drove the veh and everything was fine and paid but an hour later, ac went out.
c called selling dlr to report the issue and the dlr told c how to test and use the ac.
c took the veh to dlr and follow the instruction but no any button to press the button.
c stated dlr opened the hood and used the manual but cannot resolve.

c stated c told the dlr that c dont want the veh due for no ac and the dlr started to offer c another veh and quoted another veh price.
c stated last saturday, dlr called c and told c that dlr already found veh for c.
c stated c called once a week since was told veh will be came in middle of February but until today, veh still not in the dlr and the dlr is not calling c back.
c asked some help for this issue.

crr-rd asked c for the name of the dlr and the representative.
c stated AUTOCENTERS NISSAN, INC. and c was assisted by Frederick Herzog of the sales department.
c provided vin # 1N6BD0CT5AC[redacted] that still at c's garage but c dont have the vin number for the replacement.
c also mentioned the veh mileage of the veh from the present and from the contract of this vin # 1N6BD0CT5AC[redacted]

c wants nna corporate handle this issue since the dlr is not calling c back.

crr-rd informed c that c's concern will be forwarded to rcas department and rcas agent will be calling c by the end of the next business day for updates, c understood.
crr-rd asked for further assistance, c declined.
crr-rd provided c with ca file number, crr name and extension.
case moved.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7285724	HEATER/AIR CONDITIONING	GEN. AC/HEATING COMPONENT	POOR OR IMPROPER OPERATION	11	3/7/2013	YX	AJ	159000	OA
Edit | Del	CC-7285725	NSN DEALER SALES DEPT.	SALES PERSONNEL (NISSAN)	LACK OF FOLLOW-UP/NEVER CONTACTED	QC	3/7/2013	ZZ	BE	221500	OC
Edit | Del	CC-7352203	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	3/7/2013	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
5/6/2013 9:30 AM	Kristie Soucek	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/2/2013 1:41 PM	Kristie Soucek	Changed **Follow Up Date** from 5/2/2013 to **5/6/2013**.
4/30/2013 4:01 PM	Kristie Soucek	Changed **Follow Up Date** from 4/30/2013 to **5/2/2013**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Mariellen Freeland [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/15/2013	Date/Time Opened	3/11/2013 1:38 PM
Supporting Documents	☐	Date/Time Closed	3/15/2013 2:17 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER8C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	4

Dealer Access

Case Servicing Dealer	NISSAN OF MCKINNEY	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 1N6AD0ER8C[redacted]		
Created By	Mariellen Freeland, 3/11/2013 1:38 PM	Root Cause Code	SCNR
Last Modified By	System Account NNAINT, 3/15/2013 7:51 PM	Root Cause Code (2)	
Days Closed	1,574	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	CA10801829

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Mariellen Freeland (3/15/2013 2:15 PM)** Tcst-mf called the listed work number, tcst-mf was told there was no one there by that name. Tcst-mf is closing this case pending future contact.
Make Public	■	**Created By: Mariellen Freeland (3/15/2013 2:13 PM)** Tcst-mf called c to discuss this concern, listed number has been disconnected.
Make Public	☐	**Created By: Mariellen Freeland (3/13/2013 2:41 PM)** Tcst-mf called c at the listed home number[redacted] at 2:30 PM Central time on this date. Number has been disconnected. The listed work number was a busy signal. Tcst-mf to reach out to customer again through the workplace.
Make Public	☐	**Created By: Mariellen Freeland (3/11/2013 1:40 PM)** Verbatim per survey: Pedals (Brake/Gas/Clutch) Squeak/Rattle, Brakes are soft and spongy. Sometimes you have to push break almost to floor before its stops. I have taken it to the dealer and was told there is nothing wrong with breaks. I would l have this fixed Brake Pedal - Excess pressure required, I can push the break pedal almost to the floor at times. I toke the truck to the dealer and they told me that there were no problems with the breaks."

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7295876	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/15/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
3/15/2013 2:17 PM	Mariellen Freeland	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/13/2013 2:42 PM	Mariellen Freeland	Changed **Follow Up Date** from 3/13/2013 to **3/15/2013**.
3/11/2013 1:38 PM	Mariellen Freeland	Changed **Subject** to **CUSTOMER** [redacted] **PHONE:** [redacted] **VIN: 1N6AD0ER8C**[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Mariellen Freeland [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/19/2013	Date/Time Opened	3/14/2013 2:35 PM
Supporting Documents	☐	Date/Time Closed	3/19/2013 10:56 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CWXC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	18
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31412	Beyond PT Warranty Months1	0

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6AD0CWXC[redacted]		
Created By	Mariellen Freeland, 3/14/2013 2:35 PM	Root Cause Code	SCNR
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,570	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA10836980

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public		Created By: Mariellen Freeland (3/19/2013 10:55 AM) Tcst-mf is closing this case due to a lack of customer response pending future contact.
Make Public	[redacted]	Created By: Mariellen Freeland (3/15/2013 3:05 PM) Tcst-mf called c to discuss the concern that c noted on the survey, no answer, TCST-mf left a vmx with case and contact information asking c to please return the call at c's earliest convenience if c wants to discuss this concern in more detail with an agent.
Make Public		Created By: Mariellen Freeland (3/14/2013 2:37 PM) Verbatim per Survey: Brake Operation - The brakes are very soft, so slow applications do little to slow the vehicle. At first it seemed to be due to the smoothness of the new brakes, but now that they are broken in, the probl persists. Seems to be a design flaw."

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7298868	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/19/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/19/2013 10:56 AM	Mariellen Freeland	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/15/2013 3:05 PM	Mariellen Freeland	Changed **Follow Up Date** from 3/15/2013 to **3/19/2013**.
3/14/2013 2:37 PM	Mariellen Freeland	Changed **Description**.

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Surveys

Surveys He

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Valerie Smith [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Internal
Follow Up Date	3/21/2013	Date/Time Opened	3/20/2013 7:57 AM
Supporting Documents	☐	Date/Time Closed	3/21/2013 1:41 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,300		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ1MUXCW[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	27
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23312	Beyond PT Warranty Months1	3

Dealer Access

Case Servicing Dealer	GUNN NISSAN	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: JN8AZ1MUXC[redacted]		
Created By	Barbara Parker, 3/20/2013 7:57 AM	Root Cause Code	SCSD
Last Modified By	System Account NNAINT, 3/21/2013 7:32 PM	Root Cause Code (2)	
Days Closed	1,568	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA10868792

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
		Created By: Valerie Smith (3/21/2013 1:40 PM) IIR case.
Make Public	☐	Arbs called dealer #986 and spoke with SM-Adrian. Adrian states that c came in 3/18/13 for brake paddle going to floor 3 times on start up. Adrian states the dealer was unable to du concern. Adrian states that c took vehicle home that same day on 3/18/13. Adrian states there are 3 other visit for oil changes (2/21/13, 10/29/12, and 9/2012). Arbs called c d[redacted]c states that c doesn't use vehicle often. C states that dealer was unable to find anything wrong with the vehicle after checking it thoroughly. C states tl has been doing fine since c got vehicle back. Arbs suggest if concern returns to get it into the Nissan dealer right away. C understood and call ended. Arbs closing case. Arbs notes tl end up being an IIR.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7302495	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	3/21/2013	YX	AD	120000	OA

Open Activities

Open Activiti

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Created for IIR	Not Started		✓	[redacted]	3/20/2013	N/A	Valerie Smith

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
3/21/2013 1:41 PM	Valerie Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/21/2013 1:40 PM	Valerie Smith	Changed **Follow Up Date** from 3/20/2013 to **3/21/2013**.
3/21/2013 12:39 PM	Valerie Smith	Changed **Case Servicing Dealer** to **GUNN NISSAN**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kevin Dela Rosa [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/3/2013	Date/Time Opened	4/3/2013 12:07 PM
Supporting Documents	☐	Date/Time Closed	4/3/2013 12:23 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	98,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA07C78[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	62,000
Make	NISSAN	Beyond Basic Warranty Months1	79
Model Line	TITAN	Beyond PT Warranty Miles1	38,000
Model Code	41818	Beyond PT Warranty Months1	55

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6BA07C78[redacted]		
Created By	Kevin Dela Rosa, 4/3/2013 12:07 PM	Root Cause Code	SCIN
Last Modified By	Bill Hughes, 3/23/2014 2:47 PM	Root Cause Code (2)	
Days Closed	1,555	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA10939972

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Commen

Action	Public	Comment
Make Public	☐	Created By: Kevin Dela Rosa (4/3/2013 12:23 PM) CRR-KDR received a call from C saying c had lots of issues with c's veh. C stated c's break pedal goes to the floor when c uses the break pedal. C have also a sticker indicating the gas mileage of c's veh for gas that should be low. CRR-KDR verified and updated C's information. CRR-KDR informed C that Dlrshp is in the best position to determine if the failed part is covered or not depending on the result of dlrshp diagnosis. Advice c to diagnose the veh and once veh is been diagnosed, any representative at NNA-CA could forward the case to RCAS for further assistance. C stated c will go to autorized Nissan dlrshp. CRR-KDR offered further assistance. C said "No" CRR-KDR gave name, extension and case number. CRR-KDR leaving case Close Once veh is neen diagnosed, please forward the case to RCAS for review.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7315548	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	4/3/2013	YX	AD	120000	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email — Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
4/3/2013 12:23 PM	Kevin Dela Rosa	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
4/3/2013 12:08 PM	Kevin Dela Rosa	Changed **Description**.
4/3/2013 12:07 PM	Kevin Dela Rosa	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 1N6BA07C78N** [redacted]

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[redacted]

Case Comments [23] | Case Categorizations [2] | Open Activities [0] | Activity History [4] | Emails [5] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Marilyn Hoskinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	6/3/2013	Date/Time Opened	5/1/2013 8:32 PM
Supporting Documents		Date/Time Closed	6/3/2013 12:46 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Description

firstname [redacted]
lastname [redacted]
email [redacted]
homephone : [redacted]
address1 : io
address2 :
city : georgetown
twitter :
state : KY
zip : [redacted]
owner : true
make : Nissan
source : NissanC
vin : 1n6bdoct8b[redacted]
dealerstate : KY
dealername : glenn nissan
comments : My driver side door is very hard to close, and also, my brake pedle is very soft, if leave foot on pedel for short time, it will go almost to floor.
Dealer says all is normal.
Need factor help., PLEASE ADVISE

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BD0CT8BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	43
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31011	Beyond PT Warranty Months1	19

Dealer Access

Case Servicing Dealer	GLENN NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/6/2013
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 5/1/2013 8:32 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Bryan Fry, 6/7/2013 7:35 PM	Root Cause Code	SCMV
Days Closed	1,494	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE1A
		Document ID	CA11122302

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Com

Action	Public	Comment
Make Private	✓	Created By: Marilyn Hoskinson (6/3/2013 12:46 PM) Summery : c emailed that c was having problems with brake peddle and the door was hard to close, the dlrshp states when the veh is not started and foot is on the brakes eventuall go to the floor, c went to different dlrshp and that dlrshp did the brake cylinder recall on the veh. neither dlrshp could fix the veh for the door hard to close. c was happy with the veh r RCAS closing the case as there is no further assistance required.
Make Public		Created By: Marilyn Hoskinson (6/3/2013 12:42 PM) RCAS called c[redacted] and had to leave a vmx for c to call RCAS back at Ext 458121. RCAS called c[redacted] c states the dlrshp was unable to fix the door, but did give change and washed the veh and c is happy. c states c knows what to do about the door. RCAS stated if c should need further assistance c could give NNA a call. c stated thanks for assistance.
Make Private	✓	Created By: Marilyn Hoskinson (5/29/2013 9:57 AM) | Last Modified By: Marilyn Hoskinson (5/29/2013 9:57 AM) rcas called c[redacted]4, and had to leave a vmx for c to call rcas back at ext 458121 rcas setting follow up for 06/03/2013
Make Private	✓	Created By: Marilyn Hoskinson (5/28/2013 3:45 PM) rcas called[redacted] and had to leave a vmx for c to call rcas back at ext 458121
Make Private	✓	Created By: Marilyn Hoskinson (5/28/2013 10:09 AM) rcas called the dlrshp and SM-Mark states the master tech drove the veh and found nothing wrong with the veh. SM-Mark states c can try any veh on the lot and the veh will do the s
Make Private	✓	Created By: Marilyn Hoskinson (5/22/2013 3:28 PM) RCAS called the dlrshp and SM-Mark states gave c a rental veh and told the c that the rental veh will do the same thing. SM states will look at it again and have someone come look RCAS stated would follow up with the dlrshp later.
Make Private	✓	Created By: Marilyn Hoskinson (5/22/2013 3:15 PM) RCAS received a call from c, c states c took the veh into the dlrshp and the dlrshp has the veh at this time and a rep is suppose to come look at the veh. RCAS stated okay will follo dlrshp to find out when the rep is going to come look at the veh.

		RCAS setting follow up for 05/28/2013
Make Private	✓	**Created By: Marilyn Hoskinson (5/22/2013 10:43 AM)** Summery : c emailed that c was experiencing brake concerns and the door was hard to close, the dlrshp look at the brakes and the brakes were fine, c went to different dlrshp and th master cylinder was put on the veh, the c was not contacted again, RCAS had to keep leaving messages and sending email notices to the c. RCAS closing the case waiting for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (5/22/2013 10:18 AM)** RCAS called c[redacted] the phone rang and rang until it went busy. RCAS called c[redacted] RCAS had to leave a vmx for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (5/21/2013 9:41 AM)** RCAS called c[redacted], RCAS had to leave a message for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (5/16/2013 12:41 PM)** RCAS called[redacted] RCAS had to leave a vmx for c to call RCAS back at Ext 458121 setting follow up for 05/21/2013
Make Private	✓	**Created By: Marilyn Hoskinson (5/13/2013 12:55 PM)** RCAS called the dlrshp and SM-Mark states that there is nothing wrong with the brakes on the veh, but if c wants to look at the door needing adjustment that would be okay.
Make Private	✓	**Created By: Marilyn Hoskinson (5/13/2013 12:32 PM)** RCAS called c[redacted], c states c took the veh to Capitol Nissan of Frankfort, and the master cylinder was put on the veh, c states that the brake is still doing the same thing. c the drivers side door is hard to close and the dlrshp states there is no adjustment for the door, RCAS stated what dlrshp did c go to, c states that c will go back to Glenn Nissan.
Make Private	✓	**Created By: Marilyn Hoskinson (5/10/2013 9:28 AM)** *** [Added after the case is closed.] *** RCAS received a vmx from c. RCAS called c[redacted] the number c gave. RCAS had to leave a vmx for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (5/8/2013 9:45 AM)** RCAS called c[redacted] and had to leave a vmx for c to call RCAS back at Ext 458121 RCAS closing the case as there is no c response.
Make Private	✓	**Created By: Marilyn Hoskinson (5/7/2013 10:25 AM)** RCAS called c[redacted] and had to leave a vmx for c to call RCAS back at Ext 458121 RCAS setting follow up for 05/08/2013
Make Private	✓	**Created By: Marilyn Hoskinson (5/6/2013 2:03 PM)** RCAS called c[redacted]4 and had to leave a vmx for c to call RCAS back at Ext 458121 RCAS setting follow up for 05/07/2013
Make Private	✓	**Created By: Marilyn Hoskinson (5/6/2013 1:30 PM)** RCAS called the dlrshp and SM-Mark states that the dlrshp, had tech, foreman, and SM drove the veh and could not find that the brakes had a problem, just normal operation. c wer Nissan of Frankfort and the dlrshp did the brake master cylinder Campaign. RCAS verified in Host. sm-Mark stated c didn't say anything about the door when at the dlrshp.
Make Private	✓	**Created By: Marilyn Hoskinson (5/6/2013 9:55 AM)** RCAS called[redacted], the phone was busy.
Make Public		**Created By: Jaime Bello (5/3/2013 11:17 AM)** case moved
Make Public		**Created By: Jaime Bello (5/3/2013 11:17 AM)** **********E-mail case logged********** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail crr-jb checked for open recalls/campaigns/upgrades: Found: None ********** crr-jb sending an e-mail response to c. E-mail addressed to[redacted] Method of contact: E-mail Summary: crr-jb informed c that case will be forwarded to rcas. crr-jb exiting case, leaving case open.
Make Public		**Created By: Jaime Bello (5/3/2013 11:09 AM)** firstname [redacted] lastname [redacted] email [redacted] homephone [redacted] address1 [redacted] address2 [redacted] city : georgetown twitter : state : KY zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 1n6bdoct8[redacted] dealerstate : KY dealername : glenn nissan comments : My driver side door is very hard to close, and also, my brake pedle is very soft, if leave foot on pedel for short time, it will go almost to floor. Dealer says all is normal. Need factor help., PLEASE ADVISE
Make Public		**Created By: Managed Services (5/1/2013 8:32 PM)** firstname [redacted] lastname [redacted] email [redacted] homep [redacted] address1 : id address2 : city : georgetown twitter : state : KY zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : 1n6bdoct8b[redacted] dealerstate : KY dealername : glenn nissan comments : My driver side door is very hard to close, and also, my brake pedle is very soft, if leave foot on pedel for short time, it will go almost to floor. Dealer says all is normal. Need factor help., PLEASE ADVISE

Case Categorizations

Case Categoriz

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

Edit | Del	CC-7350821	BODY	PANEL (DOOR/TAILGATE)	UNABLE DIAGNOSE/DUPLICATE	16	5/3/2013	WT	AB	108500
Edit | Del	CC-7350822	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	UNABLE DIAGNOSE/DUPLICATE	03	5/3/2013	WT	AD	120000

Open Activities

Open Ac

No records to display

Activity History

View All

Activity H

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/T
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0EiJF9:ref]	[redacted]	✓	5/29/2013	Marilyn Hoskinson	5/29/2013 9:58 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0EiJF9:ref]		✓	5/22/2013	Marilyn Hoskinson	5/22/2013 10:19 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0EiJF9:ref]		✓	5/7/2013	Marilyn Hoskinson	5/7/2013 10:26 AM
Edit | Del	Email: RCAS Escalation [ref: 00DA09j8L. 500F0EiJF9:ref]		✓	5/3/2013	Jaime Bello	5/3/2013 11:15 AM

Emails

Send an Email

Action	Status		Subject	Email Address	Message D
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0EiJF9:ref] *5/29/2013 Case #[redacted] 2Dear[redacted],Thank you for taking the time to...*	[redacted]	5/29/2013
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0EiJF9:ref] *5/22/2013 Case[redacted] 02Dea[redacted],Thank you for taking the time to...*		5/22/2013
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0EiJF9:ref] *5/7/2013 Case #[redacted] 2Dear[redacted],Thank you for taking the time to ...*		5/7/2013 1
Reply | To All | Del	Sent		RCAS Escalation [ref: 00DA09j8L. 500F0EiJF9:ref] *5/3/2013 Case #[redacted] Dear[redacted] Thank you for contacting Nis...*		5/3/2013 1
Reply | To All | Del	Replied		My Nissan Vehicle *firstname[redacted] lastname : ribble email :[redacted] homephone :...*	nissanconsumeraffairs@my-nissan-usa.com	5/1/2013 8

Customer Support Tools

Customer Support

No records to display

Check Activity

Check A

No records to display

Forms

No records to display

Attachments

Attach File

Attach

No records to display

Case History

Case H

Date	User	Action
6/3/2013 12:46 PM	Marilyn Hoskinson	Changed **Case Record Type** from CA Email Nissan to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
5/29/2013 9:57 AM	Marilyn Hoskinson	Changed **Follow Up Date** from 5/29/2013 to **6/3/2013**.
5/28/2013 3:45 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 5/28/2013 to **5/29/2013**.

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Surveys

S

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Verda Sebrasky [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/5/2013	Date/Time Opened	5/7/2013 3:49 PM
Supporting Documents	☐	Date/Time Closed	6/5/2013 8:00 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	The veh doesn't have any brakes		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	64		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA0NE4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26613	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	PINE BELT NISSAN OF KEYPORT	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	5/10/2013
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	1
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 5N1AA0NE4D[redacted]		
Created By	Jamaila Regine Espiritu, 5/7/2013 3:49 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/2/2015 9:29 PM	Root Cause Code (2)	DR800
Days Closed	1,492	Action Code	NT2S
Case Record Type	CA Closed Case [Change]	Document ID	CA11150954

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public		Created By: Verda Sebrasky (6/5/2013 7:59 AM) Summary: C called in stating concern with C's veh. C requested compensation for the problems that C had faced. Rcas informed C that Rcas doesn't offer compensation but that Rcas would lc possible assistance for C. Rcas informed C of VSC offer and C accepted. Rcas provided C with policy # and C was happy. Rcas closing case.
Make Public		Created By: Verda Sebrasky (6/5/2013 7:58 AM) Rcas made outbound call to C on [redacted] and reached C. Rcas provided C with policy # [redacted] and C understood and thanked Rcas. Rcas thanked C and inform C should receive paperwork in 2-4 weeks in regards to C's VSC. Rcas Closing Case.
Make Public		Created By: Verda Sebrasky (6/5/2013 7:53 AM) rcas made outbound call to C on # [redacted] 4 and reached no option to leave VMX, Rcas disconnected call.
Make Public		Created By: Verda Sebrasky (5/30/2013 11:12 AM) rcas made outbound call to C on [redacted] and present C with maintenance plan suggested by FOS - Rhonda Calico. Maintenance plan offered is 24mo/30,000mi. C underst is covered and C was not happy with plan, Rcas informed C that C did not have to accept plan and that this plan is highest offer that C would get, C understood and agreed to accep Rcas putting in request on 5/30/13 and setting follow-up for 6/5/13.
Make Public		Created By: Verda Sebrasky (5/30/2013 11:05 AM) rcas made outbund call to C on # [redacted] and reached no option to leave VMX. Rcas disconnected call after 8-10 rings.
Make Public		Created By: Verda Sebrasky (5/24/2013 3:33 PM) rcas made outbound call to C on [redacted] and reached C. Rcas informed C that no new update in case was available at the moment. C stated that C appreciates phone call set follow-up for 5/29/13. C understood and call ended mutually.
Make Public		Created By: Verda Sebrasky (5/24/2013 3:30 PM) Rcas made outbound call to C on # [redacted] and reached no option to leave VMX. Rcas disconnected call.
Make Public		Created By: Verda Sebrasky (5/21/2013 10:05 AM) rcas made outbound call to C on [redacted] and spoke with C. C states that C purchased Veh in April on a Monday and C states that day after veh was purchased that C's wife w in an intersection with C's child and c's wife went to brake and the brake pedal went all the way to the floor. C states that C's wife is not comfortable with the veh an longer and that C some sort of assistance from NNA for the inconvenience that the veh has caused. C states that Veh is repaired and working fine. C also states that repair on Veh took about a week does not feel safe in veh. C is very upset with situation and C feels that this is not acceptable. C would like Rcas to look into a way to put C's mind at ease with veh. C states that C's not drive veh without C present. Rcas understood and provided C rcas contact information. C thanked rcas and rcas set follow-up with C for 5/24/13.
Make Public		Created By: Mariah Gonzalez (5/16/2013 2:36 PM) crr-mg noting that no email on file to email c.
Make Public		Created By: Mariah Gonzalez (5/16/2013 2:35 PM) crr-mg is assisting rcas with repair crr-mg made outbound call to c @ [redacted] and left vmx for c to please call back with name and ext and case number crr-mg setting follow update for 5/20/13 and sending follow up email.
Make Public		Created By: Janis Ian David (5/13/2013 1:24 PM) c called to state that c has not received any calls regarding case. crr-jd verified c's information. c stated that number is incorrect and the correct number is [redacted] crr-jd informed c that crr-jd will update c's account and inform specialist of c's call and the correct number to reach c.

crr-jd advised c to wait for the call of RCAS regarding c 's case.
c understood.
crr-jd offered further assistance, c declined.
crr-jd gave name,extension number.
crr-jd exiting case.

Make Public

Created By: Jason Bortner (5/10/2013 2:58 PM)
rcas-jdb called c at [redacted]
rcas-jdb was unable to reach c phone rang with no vmx.
rcas setting follow up for 5/16/13

If c calls nna get contact #.

Make Public

Created By: Jason Bortner (5/10/2013 2:55 PM)
rcas-jason called c at [redacted]
rcas was informed rcas reached the wrong number rcas deleting contact.
rcas attempting to call c at home #.

Make Private ✓

Created By: Service Manager (5/10/2013 8:42 AM)
Vehicle is repaired customer is driving it with no issues.

Make Public

Created By: Jamaila Regine Espiritu (5/8/2013 6:55 AM)
crr-je received a feedback that this wouldn't be an IIR since there's no collision, crr-je was advised that this should be escalated to RCAS

Make Private ✓

Created By: Jamaila Regine Espiritu (5/7/2013 4:05 PM) | Last Modified By: Michael Bardwell (5/10/2013 8:09 AM)
crr-je received a call from c
c stated that bought a brand new veh c said the day after that c's wife used the veh and drove it however when c's wife stepped on the brakes to stop for the stop sign c's veh did no
said that thankfully no one was at the highway at that time (Small lane manalapan nj 07226) that's why no one was injured c also mentioned that it was a brand new veh with only 28
said that c's wife was terrified to used the veh c then called the dlr last tuesday of last we[redacted] get c's veh towed c said that the dlr (PINE BELT NISSAN OF KEYPORT
of the veh and the dlr kept it for 4 days c said that c test the veh to make sure but c's wife was still scared because of the incident c said that c was advised by the dlr to call nna ca t
nissan can send specialist to inspect the veh on why it had happened because according to c when c bought the veh it was fine since the dlr has done a test drive on c's veh
crr-je apologized for the inconvenience
crr-je verified information
crr-je advised c that a nissan representative will call c back within 2 business days c agreed
c provided the best phone number to reach c which is[redacted]
crr-je provided the name, case number and ext number to c

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7354810	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	5/7/2013	YX	AD	120000	OA

Open Activities

Open Activitie

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	CST00023664-VSC docs [DO NOT DELETE]	Not Started		✓	[redacted]	6/4/2013	High	Verda Sebrask

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	5/13/2013	Verda Sebrasky	5/23/2013 3:49 PM
Edit | Del			✓	5/13/2013	Verda Sebrasky	5/23/2013 3:49 PM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processe
Edit	CST00023664	Goodwill VSC	5N1AA0NE4DN[redacted]	Processed	Service Experience	Rhonda Calico	FOM	Rebecca Martin	5/30/201

Check Activity

Check Activi

No records to display

Forms

Forn

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
6/5/2013 8:00 AM	Verda Sebrasky	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/30/2013 1:30 PM	Verda Sebrasky	Changed **Follow Up Date** from 5/30/2013 to **6/5/2013**.
5/29/2013 6:15 PM	Michael Bardwell	Changed **Follow Up Date** from 5/29/2013 to **5/30/2013**.

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Surveys

Survey

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	William Miller [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	5/8/2013	Date/Time Opened	5/8/2013 2:02 AM
Supporting Documents		Date/Time Closed	5/8/2013 9:01 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AR18W17[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	09817	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BALISE NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	5/8/2013
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	3/13/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AR18W1[redacted]		
Created By	System Account NNAINT, 5/8/2013 2:02 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 5/11/2013 7:54 PM	Root Cause Code (2)	
Days Closed	1,520	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA11153164

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	[redacted]	Created By: William Miller (5/8/2013 8:48 AM) RCAS made outbound call to c@9.45am on [redacted] RCAS left vmx with name, ext, and case# **********SURVEY********** RCAS closing case pending callback **********SUMMARY********** Case created from a survey RCAS contacted c and reached vmx RCAS closing case pending c contact
Make Public		Created By: System Account NNAINT (5/8/2013 2:02 AM) VERY HELPFUL AND FRIENDLY.MY SHINY BLACK PATHFINDER WAS RETURNED FULL OF MUD.SPONGY, SOFT BRAKE PEDAL/OIL DROPS IN DRIVEWAY/EXHAUST SH RATTLE WHEN THERE WAS NONE BEFORE.PLEASE CALL ME AT [redacted] EVERYTHING THE MECHANIC DID ON MY 30,000 MILE SERVICE WAS DONE WRONG. TH PARKING LOT WAS A MUDDY MESS. THEY HAVE RUINED MY WIFE'S CAR AND NO SERVICE VEHICLE WAS EVER OFFERED.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7355274	NSN DEALER SERVICE DEPT.	SERVICE SURVEY (NISSAN)	GENERAL INQUIRY	QC	5/8/2013	ZR	BF	223000	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
5/8/2013 9:01 AM	William Miller	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/8/2013 9:01 AM	William Miller	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **T5**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [36] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Marilyn Hoskinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/18/2013	Date/Time Opened	5/13/2013 11:27 AM
Supporting Documents		Date/Time Closed	6/19/2013 10:10 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0FV9C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	21
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	33212	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BOB RICHARDS NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/14/2013
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	5/22/2013	Vehicle Service Contract	
RHR Completed	5/23/2013	VSC Reprint Request	Email

Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6AD0FV9C[redacted]		
Created By	Roselle Beconia, 5/13/2013 11:27 AM	Root Cause Code	SCSH
Last Modified By	Bryan Fry, 6/22/2013 7:39 PM	Root Cause Code (2)	
Days Closed	1,478	Action Code	NT4A
Case Record Type	CA Closed Case [Change]	Document ID	CA11208640

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Marilyn Hoskinson (6/19/2013 10:09 AM)** Summery : c called in stating wanted to trade the veh in and the dlrshp was not willing to assist c, c states the brakes are too soft on the veh. c states c wants the veh repurchased, f did RHR, ARBS denied buy back and RCAS delivered the denial. ARBS suggested DTS for this concern, RCAS scheduled DTS, c never showed and the dlrshp stated that c no long owns the veh, RCAS tried reaching the c and was unable to reach the c. RCAS received an email from c to call at different number, RCAS called c, and c stated c traded in the veh. RCAS closing the case as there is no further assistance required.
Make Private	✓	**Created By: Marilyn Hoskinson (6/19/2013 10:07 AM)** RCAS called c [redacted] c states c had to have a veh that was reliable and had to trade the veh in and get screwed on the price that c had to pay, c states that NNA was not inte in help with the concern and c needed a veh and traded the veh in and will have to pay 3,000.00 dollars more for a veh that should not have had to pay. RCAS stated sorry that it wo out this way, c states that okay RCAS did not make the veh Nissan did and doesn't believe that Nissan even cares. c states not interested in what RCAS has to say about it. c states what c needed to do and curse word you. and disconnected the call.
Make Public		**Created By: Marilyn Hoskinson (6/19/2013 10:00 AM)** RCAS received an email from c stating : please contact me a[redacted] . [redacted]
Make Private	✓	**Created By: Marilyn Hoskinson (6/18/2013 8:36 AM)** Summery : c called in stating wanted to trade the veh in and the dlrshp was not willing to assist c, c states the brakes are too soft on the veh. c states c wants the veh repurchased, f did RHR, ARBS denied buy back and RCAS delivered the denial. ARBS suggested DTS for this concern, RCAS scheduled DTS, c never showed and the dlrshp stated that c no long owns the veh, RCAS tried reaching the c and wan unable to reach the c. RCAS closing the case as there is no further assistance required.
Make Private	✓	**Created By: Marilyn Hoskinson (6/18/2013 8:29 AM)** RCAS called [redacted], RCAS had to leave a vmx for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (6/17/2013 7:31 AM)** RCAS called [redacted], RCAS had to leave a vmx for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (6/14/2013 7:35 AM)** RCAS received an email from DTS-Gary Torgerson stating c did not show for the appointment and was told that c had sold the veh. RCAS called c 8033411644, RCAS had to leave a vmx for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (6/5/2013 2:26 PM)** RCAS received a vmx from c. RCAS called c on number given [redacted], RCAS stated to c that NNA is not in the position to repurchase the veh at this time. RCAS stated that NI would like c to continue working with the engineer on 06/11/2013. RCAS asked c if there was anything further RCAS could assist c with today, c stated no, RCAS stated would follow with c after the visit with the DTS.
Make Private	✓	**Created By: Marilyn Hoskinson (6/4/2013 3:47 PM)** RCAS called [redacted] RCAS had to leave a vmx for c to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (6/4/2013 3:44 PM)** RCAS emailed ARBS- Angie Mathis and TL-Sarah P. asking what can be done to assist the c.
Make Public		**Created By: Richard Chozinski (6/4/2013 2:27 PM)** NIS1320453. DRTS rec'd CCF from BBB on 6/4/13, dated same. C seeks replacement vehicle. CCF states: Brake Master cylinder, repair attempts 3. Cabin air filter door tab Broke, attempts 1. Fuel cap came apart, repair attempts 1. Passenger sear was not all the way bolted down, repair attempts 1. Front frame to body mount bolt came loose, repair attempts : Rear brakes squeal, repair attempts 1. Passenger sear doesn't lock in to track all the time.

Make Private	**Created By: Marilyn Hoskinson (6/4/2013 10:29 AM)** RCAS called c[redacted] RCAS had to leave a vmx for c to call RCAS back at Ext 458121
Make Private	**Created By: Marilyn Hoskinson (6/3/2013 9:38 AM)** RCAS emailed SM-Mike H. that the appointment was set
Make Private	**Created By: Marilyn Hoskinson (6/3/2013 9:25 AM)** RCAS told c would follow up on 06/14/2013
Make Private	**Created By: Marilyn Hoskinson (6/3/2013 9:24 AM)** RCAS received an email from DTS-Gary T stating : have scheduled this inspection for Tuesday June 11th at 1:00 pm. Please advise the c to meet DTS at this time if possible.
Make Private	**Created By: Marilyn Hoskinson (6/3/2013 9:20 AM)** RCAS called c[redacted] RCAS stated that the engineer would like to come look at the veh 06/11/2013 at 11:00 pm. RCAS asked c if c could make that appointment and c states would meet at the dlrshp. RCAS emailed DTS-Gary Torgerson that c could make the appointment for 06/11/2013 at 11:00 pm
Make Private	**Created By: Marilyn Hoskinson (5/31/2013 1:38 PM)** rcas called c[redacted]4 and had to leave a vmx for c to call rcas back at ext 458121. rcas called c[redacted], rcas stated to c that NNA wants to have an engineer out to look a veh. rcas stated doesn't have a date yet, but as soon as there is a date will let c know. rcas setting follow up for 06/03/2013
Make Private	**Created By: Marilyn Hoskinson (5/31/2013 9:04 AM)** rcas called the dlrshp and stated to sm-Mike H. that NNA is going to have DTS come look at the veh.
Make Private	**Created By: Marilyn Hoskinson (5/31/2013 8:46 AM)** rcas sent request for DTS.
Make Public	**Created By: Karen Dorner (5/31/2013 8:38 AM)** SRD-KD in review of case for DTS inspection SRD supports DTS
Make Private	**Created By: Marilyn Hoskinson (5/31/2013 8:31 AM)** rcas sent email to SRD for review.
Make Public	**Created By: Denise Caldwell (5/29/2013 3:46 PM)** ARBS-DC notes the dealer service records: RO[redacted]9 Opened 10-17-12 Closed 10-19-12 (3 Days) Miles 1009 Concern: customer states the vehicle has a soft pedal. Feels like brakes are not working correctly. Action Taken: replaced master cylinder RO 120772 Opened 12-11-12 Closed 12-11-12 (1 Day) Miles 3186 Concern: customer states the brake pedal feels soft and when pressing it, it goes to the floor Action Taken: bleed brake systems; adjust brake pedal RO 126324 Opened 4-4-13 Closed 4-4-13 (1 Day) Miles 9660 Concern: customer states the brakes feel soft like the vehicle does not want to stop when applying the brakes Action Taken: unable to duplicate Concern: customer states there is a squeaking sound coming from the front when you are on uneven terrain Action Taken: unable to duplicate. ARBS-DC reviewed the repair history and at this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasc number of repair attempts. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS-DC recommends a DTS inspection.
Make Public	**Created By: Barbara Parker (5/23/2013 8:50 AM)** ***DRTS received the RHR. The RHR was assigned to ARBS-Denise Caldwell for review.
Make Private	**Created By: Marilyn Hoskinson (5/22/2013 3:55 PM)** RCAS sent email to CSM-David Mackay with c concerns for the buy back.
Make Private	**Created By: Marilyn Hoskinson (5/22/2013 8:37 AM)** RCAS called the dlrshp and SM-Mike H states will fax over all the r/o's for this c to 615 984 5197.
Make Private	**Created By: Marilyn Hoskinson (5/22/2013 8:26 AM)** RCAS received a call from c. c states the dlrshp did fix the veh the body mount bolt was not even in the veh and the dlrshp had to put one on. c states the brakes are still not fixed in veh. RCAS stated would talk to the dlrshp about c's concern with the brakes. c states can c get a copy of the complaint and the reports as to what c has complained about and RCAS stated those are property of Nissan and not for public use. c states can c get an attorney to get a copy , RCAS stated if c gets an attorney RCAS can not assist c any further. c states put in the request for buy back on the veh. RCAS stated this process can take up to 10 days and RCAS will contact c back when a decision has been made.
Make Private	**Created By: Marilyn Hoskinson (5/22/2013 7:57 AM)** RCAS received a vmx from c. RCAS called back on number giver[redacted] and had to leave a vmx for c to call RCAS back at Ext 458121, RCAS called[redacted] and had leave a vmx there also.
Make Private	**Created By: Marilyn Hoskinson (5/20/2013 8:41 AM)** RCAS called [redacted] and had to leave a vmx for c to call RCAS back at Ext 458121, setting follow up for 05/23/2013
Make Private	**Created By: Marilyn Hoskinson (5/20/2013 8:39 AM)** RCAS called c[redacted] and the person that answered the phone states this is the wrong number. RCAS changed to 999 999 9999
Make Private	**Created By: Marilyn Hoskinson (5/16/2013 8:24 AM)** RCAS received a call from Chris Jordan. RCAS stated that the c wants to trade the veh in but the dlrshp wanted to charge c 6,000 more than c paid for the veh. Chris Jordan states call the c to see what can be done. RCAS stated thanks for the assistance.
Make Private	**Created By: Marilyn Hoskinson (5/15/2013 3:40 PM)** RCAS called the dlrshp and sales manager Johnny states will call the c to see if the dlrshp can assist c with this concern.
Make Private	**Created By: Marilyn Hoskinson (5/15/2013 9:29 AM)** RCAS called the dlrshp and had to leave a vmx for Chris Jordan to call RCAS back about c's concern, RCAS left phone number and Ext 458121 RCAS called the dlrshp and SM-Mike H. states that the c came in with a complaint that the brakes were soft, the dlrshp could not duplicate the concern, and SM drove the veh.
Make Private	**Created By: Marilyn Hoskinson (5/15/2013 8:57 AM)** RCAS called c[redacted] c states that c went to the dlrshp and the dlrshp doesn't want to assist c with a trade in, c states the dlrshp wants to charge c 6,000 more than c purchas that veh. RCAS stated that NNA doesn't own the dlrshp and can not tell the dlrshp a what price to charge c. RCAS stated could call the dlrshp and have the dlrshp try to work with c purchase. c states that would be great, c states also that c is not happy with the brakes on the veh. c states is scary in slow traffic to slow the veh down. RCAS stated would call the service dept to see what has been done and ask about c's concern. RCAS will follow up with c on 05/20/2013
Make Private	**Created By: Marilyn Hoskinson (5/14/2013 10:06 AM)** RCAS setting follow up for 04/15/2013
Make Private	**Created By: Marilyn Hoskinson (5/14/2013 10:05 AM)** RCAS called [redacted] and the person that answered the phone stated c doesn't live there any longer. RCAS called [redacted] and[redacted] RCAS had to leave a vmx to call RCAS back at Ext 458121
Make Public	**Created By: Roselle Beconia (5/13/2013 12:01 PM)** crr-rb received a call from[redacted], now reffered as c c states that purchased this past year c had issues with veh: brakes transmission misfunction squeeking noise on front end seat not bolting in c states that c wanted to trade veh at dlr c states he talked to sales rep twice already 1st time

c states that veh does not make him comfortable
c states that c was laughed at and he was informed that if there is something wrong they will have to have veh repaired

2nd time
c was informed that veh was diagnosed but found the reason for squeeky noise

c also states that c was not provided a good deal when c wanted to trade veh in
c states that he was not aware about military discount of $500

c states that deal he had is reasonable however he should have been informed about discount he was qualified for
c states c had 3 previous nissan

crr-rb informed c that c's case will be forwarded to regional rep and c will receive a call within next business day
c provided phone numb[redacted]
crr-rb offered further assistance
c decline
crr-rb provided c with case number, crr name and ext
crr-rb leaving case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7361216	NSN DEALER SALES DEPT.	NEW VEHICLE PURCHASE (NISSAN)	CRITICISM	QC	5/14/2013	ZH	BE	219500	OC
Edit | Del	CC-7361217	POWERTRAIN	GEN. POWERTRAIN COMPONENT	EXCESSIVE NOISE	10	5/14/2013	ZM	BG	227000	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09j8L._500F0FLFW6:ref]	[redacted]	✓	6/17/2013	Marilyn Hoskinson	6/17/2013 7:32 AM
Edit | Del	Ellis - CCF - NIS1320453		✓	6/4/2013	Marilyn Hoskinson	6/18/2013 8:30 AM
Edit | Del	Ellis - CCF - NIS1320453		✓	6/4/2013	Angie Mathis	6/4/2013 2:29 PM
Edit | Del	RHR Review [redacted] - [redacted]		✓	5/23/2013	Marilyn Hoskinson	5/31/2013 2:31 PM
Edit | Del	RHR Review [redacted] - [redacted]		✓	5/23/2013	Denise Caldwell	5/29/2013 3:48 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Read		Re: Your inquiry to Nissan [ref:_00DA09j8L._500F0FLFW6:ref] *please contact me a[redacted]. Thomas ellis*	[redacted]	6/19/2013 9:08 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0FLFW6:ref] *6/17/2013 Case[redacted] Dear[redacted] Thank you for taking the time to c...*		6/17/2013 7:32 AM

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F11772	DTS Request	Marilyn Hoskinson, 5/31/2013 8:44 AM	5/31/2013

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Ellis - CCF - NIS1320453.TIF	108KB	6/4/2013 2:29 PM	Richard Chozinski
Edit | View | Del	RHR[redacted]_052313.docx	31KB	5/23/2013 7:26 AM	Marilyn Hoskinson
Edit | View | Del	RHR Template- Southeast Region Case [redacted].doc	69KB	5/22/2013 3:44 PM	Marilyn Hoskinson
Edit | View | Del	RO[redacted]052213.pdf	619KB	5/22/2013 9:36 AM	Marilyn Hoskinson

Case History

Case History He

Date	User	Action
6/19/2013 10:10 AM	Marilyn Hoskinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/19/2013 9:59 AM	Marilyn Hoskinson	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Betsy Nickoloff [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/21/2013	Date/Time Opened	5/20/2013 12:38 PM
Supporting Documents		Date/Time Closed	5/21/2013 3:00 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Dealer Concern: C was not explained on the warranties of the veh.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,350		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0FV1AC[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	48
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	33210	Beyond PT Warranty Months1	24

Dealer Access

Case Servicing Dealer	NISSAN OF HAWTHORNE	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	5/21/2013
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0FV1A[redacted]		
Created By	Joy Acebedo, 5/20/2013 12:38 PM	Root Cause Code	LCDS
Last Modified By	Bryan Fry, 5/26/2013 7:40 PM	Root Cause Code (2)	
Days Closed	1,507	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA11259051

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Betsy Nickoloff (5/21/2013 2:58 PM)** rcas contacting c on [redacted] at 3:47PM, and spoke with c. rcas advised c that the call may be recorded and inquired if c was comfortable with this. c allowed. rcas inquired further into c's concerns. c states that c is having multiple concerns and neither have been addressed. c states that when someone finances a veh, normally, the registr fee and title fee is included in the finance, but when c went to pick up c's plates, c was charged $183 and c received no explanation for this in paper. c states c spoke with the FM an was advised that c would not have any other out of pocket experience aside from the down payment. c states that also, on the way home from purchasing the veh, c noticed that the pedal was going all the way down to the floor. c states that c called the sales associate immediately and the sales associate told c that c would have to bring the vehicle to the servic department and the sales associate did not know if the repair would be covered. c states that c is not receiving any information on c's extended warranty. c states that then c called t to speak with the GM and left a message, but c has not received a call back. c states c just purchased a $22k for the vehicle and c is being ignored. c states that this situation seems the dlr sold c the used veh and now does not care. rcas apologized. rcas inquired if c has taken the veh into the dlr for inspection to determine which part has failed. c states no because no one has been able to tell c that c has a bumper to bumper w on the vehicle. rcas explained that Nissan does not have a "bumper to bumper" c states that the sales associate lied to c's face and if c could, c would punch the sales associate in the face. c state on the back of the veh, c has a sticker stating "this lemon is purchased from Nissan of Hawthorne" rcas apologized and advised c that to determine if the part c needs repaired falls beneath c's warranty. c states c wants to speak with the GM of the dlr. rcas explained that rcas can make this request, but rcas cannot promise that the GM will contact c as the dlrs are independent and rcas cannot force the dlr to do anything. c inquire c should do now. rcas advised c that c should have a diagnostic performed to make a more accurate review to determine if the part needing repair is within warranty. c agreed, call ended. rcas closing case SUMMARY RECEIVED CASE OF C WITH SALES COMPLAINT FOR USED VEH PURCHASE AND VEH CONCERN WITH BRAKES RCAS REVIEWED CASE WITH C AND ADVISED C TO HAVE DIAGNOSIS
Make Private	✓	**Created By: Betsy Nickoloff (5/21/2013 10:06 AM)** rcas contacting dlr at 10:55AM to speak with ASM-Emilio rcas was advised by SA that ASM is currently unavailable but SA will request ASM contact rcas ASAP. rcas agreed and thanked SA, call ended mutually.
Make Private	✓	**Created By: Joy Acebedo (5/20/2013 12:41 PM) | Last Modified By: Betsy Nickoloff (5/21/2013 7:39 AM)** C called saying that when c purchased the veh, c was never told about the warranty information of the veh even the extended warranty that c purchased. C said that c is having a lot problem with the veh and one of the problem is the brake. The dlr said that the Manager is going to callback but upto now, no callback yet from the dlr. CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day. CRR-JA is forwarding the case to RCAS CRR-JA offered further assistance. C declined. CRR-JA provided c the case number, name and extension number.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7368085				QC	5/20/2013	ZZ	BC	215500	OC

	NSN DEALER FINANCE DEPT.	FINANCE PERSONNEL (NISSAN)	LACK OF FOLLOW-UP/NEVER CONTACTED						
Edit | Del CC-7368086	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	5/20/2013	YX	AD	121500	OA
Edit | Del CC-7369965	NSN DEALER SALES DEPT.	USED VEHICLE PURCHASE (NISSAN)	CRITICISM	QC	5/21/2013	ZH	BE	222000	OC
Edit | Del CC-7369966	NSN DEALER SALES DEPT.	SALES PERSONNEL (NISSAN)	CRITICISM	QC	5/21/2013	ZH	BE	221500	OC
Edit | Del CC-7369967	NSN DEALER SALES DEPT.	SALES PERSONNEL (NISSAN)	LACK OF FOLLOW-UP/NEVER CONTACTED	QC	5/21/2013	ZZ	BE	221500	OC

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
5/21/2013 3:00 PM	Betsy Nickoloff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/21/2013 7:39 AM	Betsy Nickoloff	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Case Comments [9] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sur

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Melanie Betzel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/30/2013	Date/Time Opened	5/21/2013 1:36 PM
Supporting Documents		Date/Time Closed	5/30/2013 9:37 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	complain reference to case number [redacted]		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA08A47N[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	90
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	79417	Beyond PT Warranty Months1	66

Dealer Access

Case Servicing Dealer	PETRO NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	5/22/2013
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN:		
Created By	Amora Angeles, 5/21/2013 1:36 PM	Root Cause Code	SNFA
Last Modified By	Bryan Fry, 5/30/2013 7:54 PM	Root Cause Code (2)	SCMV
Days Closed	1,498	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA11266661

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments H

Action	Public	Comment
Make Private	✓	**Created By: Melanie Betzel (5/30/2013 9:37 AM)** ******* C contacted NNA for reimbursement on a repair that c feels c was over charged for. NNA is not in the position to assist with the repairs due to the veh being outside of warranty when the repairs were completed, no VSC that could have assisted with the repairs, limit servicing history with the dlr & the dlr already accommodated c by not charging for around $700.00 worth of repairs. Closing case.
Make Private	✓	**Created By: Melanie Betzel (5/30/2013 9:35 AM)** RCAS called c on [redacted]0 @ 10:26am est time, RCAS spoke to c in regards to the case. RCAS advised c that NNA is not in the position to reimburse c for the $1000.00 that c s on repairs as the veh was outside of warranty when the repairs were done, the dlr accommodated c by not charging for the remaining repairs on the veh. C stated that the dlr didn't k what to do & c feels that c is owed the reimbursement. RCAS apologized & advised c that the dlr needs to follow certain steps when repairing vehs/components, c authorized the wo outside of warranty, therefore c would be responsible for the charges. C was given repairs that c was not charged for so at this time the remaining costs would be up to c or between dlr. NNA is not in the position to reimburse. C stated that this will be c's last Nissan veh & will use this as an example in c's marketing business on what not to do to customers. RCA apologized again to c. The call ended mutually.
Make Private	✓	**Created By: Melanie Betzel (5/30/2013 9:26 AM)** RCAS could not contact c on 5/29 as RCAS was out of the office unexpectedly
Make Private	✓	**Created By: Melanie Betzel (5/30/2013 9:24 AM)** RCAS received an update from FOM-Moe Plante denying the request due to the veh being outside of warranty when the repairs were completed, no VSC that could have assisted w repairs, limited servicing history with the dlr & the dlr already accommodated c by not charging for around $700.00 worth of repairs.
Make Private	✓	**Created By: Melanie Betzel (5/24/2013 2:15 PM)** RCAS spoke to SM-Ray LeBlanc in regards to the case. SM stated that the veh was in for the brake concerns when c was around 41,000 miles outside of warranty & the DTS-Rick M was there when the veh was there for diagnosis/repairs & told the dlr to start off by replacing the first component & then went down the chain of repairs until it was fixed. SM stated th never stated that Nissan should reimburse c for the difference that it cost for repairs after the brake job was done. SM stated that the dlr paid for a good portion of the repairs after th $1700.00 repair was completed. SM does not recommend goodwill assistance based on that & the large gaps in between services at the dlr. RCAS understood & the call ended mut Sending info to FOM.
Make Private	✓	**Created By: Melanie Betzel (5/23/2013 4:51 PM)** RCAS called c on [redacted] @ 5:35pm est time, RCAS spoke to c in regards to the case. C stated that there has been a great number of repair attempts on the veh which did not veh until numerous visits, those repairs are as follows: 4/09/2012 brakes were spongy, clunking sound. Pads were low, c paid for a brake job at $300.00 (77,000 miles) 5/08/2012 same concern replaced actuator assembly. C paid $1700.00 6/12/2012 Same concern Did something to the rotors but the ticket doesn't state what was done as the dlr did not charge c for the repairs. 7/23/2012 Same concern Dlr could not duplicate the concern 9/17/2012 Same concern Dlr replaced yet another assembly in the brake area at no cost to c & the repairs took care of the problem

C stated that c understands that the dlr has to follow certain procedures but c feels that c is entitled to a reimbursement of at least the $1000.00 c was over changed.

C stated that c is not worried about the $300.00 brake job as c knows that is maintenance items but for c to pay $1700.00 for a repair that did not help & the dlr performed a $700.00 that did help, c feels that c technically overpaid $1000.00.

RCAS advised c that RCAS will reach out to the dlr to gather more info & will look into possible reimbursement but cannot promise anything at this time. '

C stated that c has owned 4 Nissan vehs (only one is in the c's account page)
C stated that if Nissan does not refund c the $1000.00 c will never buy another Nissan again.

RCAS advised c that RCAS will follow up with c no later than 5/29. C agreed & the call ended mutually.

Make Private ✓ **Created By: Melanie Betzel (5/22/2013 2:22 PM)**
RCAS called c or [redacted] @ 3:22pm est time, left msg on vmx

Created By: Melanie Betzel (5/22/2013 2:19 PM)
notes from previous case/survey are as follows::::

Created By: Marie Woodruff (2/1/2013 11:57 AM)
rcas-mw called c or [redacted] on 2/1/13 at 11:55 am est
rcas-mw left vmx with name file number and ext.
rcas-mw closing case pending c call back.

Make Private ✓ Created By: Marie Woodruff (2/1/2013 11:55 AM)
rcas-mw called dlr and spoke with sm and was advised that this customer did pay for a repair and the alternate repairs needed to fix the veh c has not paid for those.
rcas-mw was advised that c is not a very loyal customer and dlr worked hard to get the goodwill for the customer at the time of the service.
rcas-mw was advised that c had a 2 year gap in service history.

Created By: NNAINT (2/1/2013 3:05 AM) | Last Modified By: Marie Woodruff (2/1/2013 11:36 AM)
THE ISSUE IS NOT THE INDIVIDUAL SERVICE APPOINTMENT BUT THE FACT THAT I HAVE HAD TO BRING THE VEHICLE IN 6 TIMES FOR BRAKE PROBLEMS STILL NO
COMPLETELY REPAIRED. THE SERVICE MANAGER AGREES THAT THEY CONDUCTED AN UNNECESSARY $1700 REPAIR. SINCE THAT THERE HAS BEEN NO CHARGE
HE AGREES THAT THE WAY IT WORKED OUT I WAS CHARGED APPROXIMATELY $1,000 TOO MUCH. EVERYONE IS VERY NICE.BUT ....DIRTY WHEN DROPPED OFF - S
WHEN PICKED UP.THE BRAKES WERE NOT COMPLETELY REPAIRED.EVERYONE IS VERY NICE BUT THEY HAD NOT ENCOUNTERED THIS PROBLEM BEFORE AND I \
SERIOUSLY OVERCHARGED AND INCONVENIENCED.I DON'T BLAME THEM AT ALL BUT BELIEVE THAT I SHOULD BE GIVEN A REFUND. THIS IS MY FOURTH NISSAN S
AND IF I AMNOT REFUNDED IT WILL BE MY LAST!!!!!!!!!!!

Make Private ✓ **Created By: Amora Angeles (5/21/2013 1:42 PM) | Last Modified By: Melanie Betzel (5/22/2013 2:19 PM)**
crr-aa recived call from c complining in reference to case number [redacted] c stated that there was no follow up call made c is really upset
c stated that c is a very loyal customer of nissan c purchased 4 nissan veh
crr-aa apologized to C and informed C that case will be forwarded to RCAS and
RCAS will give C an update by the end of the next business day. C understood.
crr-aa verified how many Nissan veh owned and veh maintained by.
crr-aa asked for further assistance, C declined
crr-aa provided case number, CRR's name and EXT#.
crr-aa forwarding case to RCAS.
crr-aa leaving the case open.
_____

Case Categorizations

Case Categorizations H

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conce
Edit | Del	CC-7371455	BRAKES	GEN. BRAKE COMPONENT(S)	CHARGING/PRICING CRITICISM	QA	5/22/2013	ZD	AD	121500	OA
Edit | Del	CC-7371456	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	5/22/2013	YI	AD	121500	OA
Edit | Del	CC-7371457	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	5/22/2013	YX	AD	121500	OA
Edit | Del	CC-7371458	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	5/22/2013	YE	AD	121500	OA

Open Activities

Open Activities H

No records to display

Activity History

Activity History H

No records to display

Emails

Send an Email

Emails H

No Emails Available

Customer Support Tools

Customer Support Tools H

No records to display

Check Activity

Check Activity H

No records to display

Forms

Forms H

No records to display

Attachments

Attach File

Attachments H

No records to display

Case History

Case History H

Date	User	Action
5/30/2013 9:37 AM	Melanie Betzel	Changed Case Record Type from CA to CA Closed Case.

		Changed **Status** from Open to **Closed**.
		Closed.
5/30/2013 9:26 AM	Melanie Betzel	Changed **Follow Up Date** from 5/29/2013 to **5/30/2013**.
5/24/2013 2:15 PM	Melanie Betzel	Changed **Follow Up Date** from 5/24/2013 to **5/29/2013**.

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Surveys Surveys H

No records to display

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	John De Castro [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/28/2013	Date/Time Opened	5/28/2013 8:43 AM
Supporting Documents		Date/Time Closed	5/28/2013 9:06 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER4C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	32
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	8

Dealer Access

Case Servicing Dealer	MOSSY NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE[redacted] VIN: 1N6AD0ER4C[redacted]		
Created By	John De Castro, 5/28/2013 8:43 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 5/30/2013 7:58 PM	Root Cause Code (2)	
Days Closed	1,500	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA11303911

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: John De Castro (5/28/2013 8:51 AM) crr-jd received a call from c regarding veh concerns c said that he has been taking the veh to Mossy Nissan for repairs c said that he feels that they still cannot fix the issue c is having problem with the sterring and alignment, brakes and A/c c said that sterring and alignment is crooked and brakes are soft and that A/C is not cool enough crr-jd recommended c to have the veh brought to Autonation Nissan in Katy since it is on the way to his work c is looking for a dlr that can provide him a veh while the veh is being repaired crr-jd offered to transfer c to dlr for appointment c agreed crr-jd contacted Autonation Katy and was speaking with SA Doug SA Doug said that they can provide a loaner veh if the veh needs to stay overnight in the dlrshp crr-jd offered further assistance c declined crr-jd prov case and ext number crr-jd closing case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7375374	STEERING	GEN. STEERING COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	01	5/28/2013	YE	BM	244000	OA
Edit | Del	CC-7375375	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	5/28/2013	YE	AD	121500	OA
Edit | Del	CC-7375376	HEATER/AIR CONDITIONING	GEN. AC/HEATING COMPONENT	MULTIPLE REPAIR ATTEMPTS	11	5/28/2013	YE	AJ	159000	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email | Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
5/28/2013 9:06 AM	John De Castro	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/28/2013 8:43 AM	John De Castro	Changed **Work Phone** to [redacted].
		Changed **Subject** to **CUSTOMER** [redacted] **PHONE:** [redacted] **VIN: 1N6AD0ER4CC** [redacted]

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No records to display

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[redacted]

Case Comments [31] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Cynthia Forster [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/26/2013	Date/Time Opened	6/12/2013 8:07 AM
Supporting Documents		Date/Time Closed	7/26/2013 8:38 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,287		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BD0CT6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31053	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	COURTESY NISSAN OF TAMPA	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	6/21/2013
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] PHONE: 8132372693 VIN: 1N6BD0CT6DN[redacted]		
Created By	Juan Charlo Davantes, 6/12/2013 8:07 AM	Root Cause Code	SCMV
Last Modified By	Bryan Fry, 7/31/2013 8:02 PM	Root Cause Code (2)	
Days Closed	1,441	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA11401554

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		**Created By: Tom Osborn (7/26/2013 10:47 AM)** *** [Added after the case is closed.] *** DTS-T.O. update. The DTS contacted Courtesy Nissan's F1 tech for repair status. The Dlr F1 Tech, Angelo, stated the C's brake pedal feeling improved and was happy with the DTS's recommended l master and booster replacement. Furthermore, he stated C was exteremly happy as well. Case closed as per RCAS CA notes.
Make Private	✓	**Created By: Emilie Peacock (7/26/2013 8:37 AM)** RCAS called c a[redacted]. C advised appointment went good. DTS put in new brake booster and brake master cylinder. A lot better than it was and is as good as it is going to get. C advised c is not requesting further assistance and is extremely happy with all of Nissan's assistance. From Dlr to DTS to RCAS-CF, has been great. C advised c would just recommend Nissan look into design of brake booster for new models. R advised c's concerns have been documented. C thanked RCAS. RCAS closing case Summary: C seeking assistance with brake pedal softness concern. C had VEH at 2 DLRSHPs that informed VEH operating as designed. DTS-Tom Osborn reviewed case and requ DTS request due to sensitivity of C's brake concern. DTS request set for 7/23/13 at 10am. C confirmed DTS appointment was successful, advising mult aspects of NNA have been extremely helpful.
Make Private	✓	**Created By: Emilie Peacock (7/26/2013 8:31 AM)** RCAS called DTS-Tom Osborn to follow up with DTS appointment. DTS did not answer. RCAS-EP left case information and RCAS contact information requesting a call back.
Make Public		**Created By: Cynthia Forster (7/22/2013 11:58 AM)** Summary: C seeking assistance with brake pedal softness concern. C had VEH at 2 DLRSHPs that informed VEH operating as designed. DTS-Tom Osborn reviewed case and requ DTS request due to sensitivity of C's brake concern. DTS request set for 7/23/13 at 10am.
Make Public		**Created By: Cynthia Forster (7/22/2013 11:54 AM)** RCAS-CF called C on[redacted] at 12:51pm EST. RCAS confirmed with C that C will be at DLRSHP tomorrow at 10am to meet with DTS-Tom Osborn. RCAS informed that an R agent will follow up with C on 7/26 as RCAS is out of office from 7/25-7/29. C states understood. RCAS setting follow up for 7/26/13
Make Private	✓	**Created By: Cynthia Forster (7/18/2013 10:02 AM) | Last Modified By: Cynthia Forster (7/22/2013 11:51 AM)** RCAS-CF noting that RCAS received email from DTS-Tom Osborn on 7/2/13 that informed DTS apointment was changed from 7/22 to 7/23 at 10am. RCAS missed email from DTS
Make Private	✓	**Created By: Cynthia Forster (7/18/2013 9:52 AM) | Last Modified By: Cynthia Forster (7/22/2013 11:51 AM)** RCAS-CF called C on[redacted]2 at 10:34am EST. RCAS apologized and informed that DTS appointment is for 7/22/13 at 10am. RCAS informed that date was changed and RCA takes responsibility for mix up. C states understood and can meet with DTS-Tom Osborn at different DLRSHP. RCAS informed that DTS is inspecting other VEH and RCAS unaware what DLRSHP DTS is currently at. RCAS once again apologized for mix up and informed correct time is 7/22/13 at 10am and C states will meet with DTS then. C states no problem thanked RCAS. RCAS received message to call C back. RCAS-CF called C on[redacted] at 10:45am EST. C states that was given information that DTS would at at DLRSHP on 7/23/13. RCAS apologized and informed that DTS will me with C on 7/23 at 10am. RCAS informed will follow up with C on 7/22/13 and C agreed. C states understood confusion and no problems.

		RCAS setting follow up for 7/22/13.
Make Public		**Created By: Christine Gegaio (7/18/2013 9:43 AM)** crr-cg received a call from c following-up on the case. crr-cg verified that there are no changes on contact information. crr-cg advised c that crr-cg will try to reach rcas first, crr-cg advised c that crr-cg will transfer c directly if rcas is reached, c understood. crr-cg called RCAS's extension, reached VMX. crr-cg advised c that crr-cg will still transfer c crr-cg will send internal msg for c for rcas to call c back. C understood. crr-cg offered further assistance, c declined. crr-cg gave name & extension. crr-cg exiting case.
Make Private	✓	**Created By: Cynthia Forster (7/17/2013 8:21 AM) | Last Modified By: Cynthia Forster (7/17/2013 8:23 AM)** RCAS-CF called C on [redacted] at 9:17am EST. RCAS confirmed that C is still able to meet with DTS-Tom Osborn on 7/18 at 10am. C states will be able to meet DTS. RCAS inf to go to service area at DLRSHP and if has any concerns inform that C is waiting for DTS and C agreed. RCAS informed that RCAS will follow up with C on 7/23/13 and C agreed. C thanked RCAS for assistance and RCAS thanked C. RCAS setting follow up for 7/23/13.
Make Private	[redacted]	**Created By: Cynthia Forster (7/11/2013 11:53 AM) | Last Modified By: Cynthia Forster (7/17/2013 8:17 AM)** RCAS-CF spoke with SM-Rich and informed DTS-Tom Osborn coming to inspect C's VEH. SM states will be out of office that day but will let staff know to expect DTS. RCAS thanke
Make Private	✓	**Created By: Cynthia Forster (7/1/2013 3:41 PM) | Last Modified By: Cynthia Forster (7/11/2013 11:38 AM)** RCAS-CF called C on [redacted] at 4:31pm EST. RCAS informed that DTS-Tom Osborn reviewed case and wants to inspect VEH on 7/18/13 at 10am. C states that agreed to inspection. RCAS informed will follow up with C on 7/17/13 and C agreed. RCAS informed if date changes that RCAS will contact C and C agreed. RCAS setting follow up for 7/17/13
Make Public		**Created By: Cynthia Forster (7/1/2013 3:40 PM)** RCAS-CF sent email to DTS-Tom Osborn to confirm correct date for DTS inspection.
Make Public		**Created By: Cynthia Forster (7/1/2013 3:40 PM)** RCAS-CF received email from DTS-Tom Osborn that DTS looked at case and would like to inspect VEH on 7/22/13 at 10am.
Make Private	✓	**Created By: Tom Osborn (7/1/2013 3:25 PM) | Last Modified By: Cynthia Forster (7/17/2013 8:17 AM)** Due to the sensitivity of C's brake concern, the DTS-TO is asking RCAS to submit a DTS request. The DTS is requesting C meet with him on July 18th @ 10 am at Courtesy Nissan.
Make Public		**Created By: Julie Ellis (6/27/2013 3:10 PM)** SRD-JE in review of case for DTS request. SRD does not support DTS @ this time. SRD recommends that dlrshp contact technical assistance and go for a road test with same year model veh on the lot to compare vehs.
Make Public		**Created By: Cynthia Forster (6/27/2013 2:30 PM)** RCAS-CF sent SRD task for DTS request due to C's brake concern.
Make Private	✓	**Created By: Cynthia Forster (6/27/2013 2:28 PM) | Last Modified By: Cynthia Forster (7/1/2013 1:33 PM)** RCAS-CF received VMX from C stating that took VEH to DLRSHP and was advised is characteristic of VEH. RCAS-CF called C on [redacted] at 3:01pm EST. C states that spoke with SM-Rich and then C was directed to Tech. C states that Tech informed is characteristic of VEH. C state has to do a gradual stop C will have to pump the brakes to get pedal back to stop. RCAS states understands. RCAS informed will further investigate concern due to having to pump brakes and will follow up with C on 7/1/13 and C agreed. RCAS setting follow up for 7/1/13
Make Private	✓	**Created By: Cynthia Forster (6/26/2013 11:04 AM) | Last Modified By: Cynthia Forster (7/1/2013 1:33 PM)** RCAS-CF spoke with SM-Rich and SM has not yet seen C nor VEH at DLRSHP. RCAS thanked SM.
Make Public		**Created By: Jackie Santos (6/21/2013 12:11 PM)** crr-js received a call from c requesting to be transferred to rcas c said that c doesnt have the case no. crr-js verified c's information crr-js advised of the ff up date. crr-js offer transfer to rcas ext, c said yes. crr-js transferred c to rcas-.advised c to leave a msg, best phone number to reach c at and case number, if routed to vmx and crr-js will send an internal message to rcas- to give c a back. crr-js offered further assistance, c said no. crr-js provided name,case,extension number to c. crr-js exiting case.
Make Private	✓	**Created By: Cynthia Forster (6/21/2013 7:32 AM) | Last Modified By: Cynthia Forster (7/1/2013 1:33 PM)** RCAS-CF called C on [redacted] at 8:30am EST. C states was unable to take VEH to DLRSHP yesterday and will try to take VEH today. C states that SA-Scott is going to inspect RCAS informed will follow up with C on 6/27/13 due to out of office 6/24-6/25 and C states understood. C thanked RCAS and call ended mutually. RCAS setting follow up for 6/27/13 due to out of office 6/24-6/25.
Make Public		**Created By: Cynthia Forster (6/21/2013 7:23 AM)** RCAS-CF spoke with SM-Rich to get update on VEH. SM states that C stopped by and spoke with SM and C was supposed to bring VEH for inspection yesterday but never showed RCAS thanked SM for update.
Make Private	✓	**Created By: Cynthia Forster (6/18/2013 1:15 PM) | Last Modified By: Cynthia Forster (6/21/2013 7:21 AM)** RCAS-CF called SM-Rich and advised that C will be coming to DLRSHP to have brakes inspected. SM states not aware of any brake pedal concern but will look at C's VEH. RCAS thanked SM.
Make Private	✓	**Created By: Cynthia Forster (6/18/2013 1:15 PM) | Last Modified By: Cynthia Forster (6/21/2013 7:21 AM)** RCAS-CF called C on [redacted] at 1:47pm EST. RCAS informed that pedal is comparable with like VEHs. C states that is not acceptable. C states that was informed to call NNA goodwill. RCAS informed that no repairs are recommended. C states that pedal goes to the floor but VEH does stop. C states no other VEH has ever had pedal go to the floor. RCAS offered for C to get second opinion. RCAS suggested Courtesy Nissan of Tampa and to have C speak with SM-Rich Phelps. C states that can purchase a brake kit online with steel braided hoses. RCAS informed C that any modifications may void warranties. C states understands but wants to be able to bi correctly. C states while driving the first press of the pedal goes almost to the floor and after another pump it will stop sooner. C states if keeps foot on brake at a stop light the pedal will contin go to the floor. C states will try to get to DLRSHP on 6/20/13. RCAS provided phone number to DLRSHP and informed C to make appointment. RCAS informed will follow up with C on 6/21/13 and agreed. RCAS setting follow up for 6/21/13
Make Private	✓	**Created By: Cynthia Forster (6/18/2013 12:46 PM) | Last Modified By: Cynthia Forster (6/21/2013 7:23 AM)** RCAS-CF received email from SD-Mike that after testing with like VEHs that C's VEH is operating as designed and C is comparing VEH to different manufacturer VEH.
Make Public		**Created By: Cynthia Forster (6/13/2013 1:26 PM)** RCAS-CF sent email to SD-Mike to gather information on C's concern.
Make Private	✓	**Created By: Cynthia Forster (6/13/2013 1:24 PM) | Last Modified By: Cynthia Forster (6/13/2013 1:25 PM)** RCAS-CF called C on [redacted] at 2:08pm EST. C states that did go to Courtesy Nissan of Tampa. C states VEH was in DLRSHP last week and was kept overnight. C states in a loaner VEH. RCAS clarified and C was at AutoNation of Brandon. C states brakes are very soft and pedal goes to floor. C states that brake should not have that much give. C states does stop but feels like air in lines. C states spoke with SD-Mike. C states that other like VEHs were tested and has same characteristic. C states looked online and similar concerns were resolved by adjusting the rod that connects with master cylinder. C states also seen that all rubber brake lines removed and were

replaced with braided steel lines.

RCAS informed that will review concern with DLRSHP and provided C with RCAS contact information and informed will follow up with C on 6/18/13 and C agreed.

RCAS setting follow up for 6/17/13

Make Public		**Created By: Cynthia Forster (6/13/2013 12:55 PM)** RCAS-CF called SM-Rich to review case. SM states VEH has never been to DLRSHP and no record of C.
Make Private	✓	**Created By: Juan Charlo Davantes (6/12/2013 8:13 AM) | Last Modified By: Cynthia Forster (6/13/2013 7:14 AM)** crr-jd in addition to the case, c wanted to be contacted on c's mobile number [redacted] crr-jd exiting the case
Make Private	✓	**Created By: Juan Charlo Davantes (6/12/2013 8:11 AM) | Last Modified By: Cynthia Forster (6/13/2013 7:14 AM)** crr-jd c called in having a veh complaint crr-jd verified c's information, nothing has changed crr-jd c states that c's brakes is too spongy so c took the veh to COURTESY NISSAN and spoke with SA Jayson, dlr states that dlr cant do anything c's brakes and c was adviced to nna a call crr-jd advice c that for c's veh complaint, case will be escalated to RCAS for review, inform c that RCAS will be giving c a call before the bus. day ends tomorrow, c agrees crr-jd ask further assistance, c declines crr-jd provide case number, name and ext crr-jd exiting the case, escalatying to RCAS
Make Public		**Created By: Juan Charlo Davantes (6/12/2013 8:08 AM)** VSC Complain
Make Public		**Created By: Juan Charlo Davantes (6/12/2013 8:08 AM)** VSC Complain

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7393508	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	6/12/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	DTS insepction	[redacted]	✓	7/25/2013	Cynthia Forster	7/30/2013 9:22 AM
Edit | Del	review		✓	7/1/2013	Julie Ellis	7/1/2013 3:54 PM
Edit | Del	review		✓	6/28/2013	Julie Ellis	6/28/2013 3:23 PM
Edit | Del	DTS request		✓	6/27/2013	Julie Ellis	6/27/2013 3:11 PM
Edit | Del	DTS request		✓	6/27/2013	Karen Dorner	6/27/2013 3:11 PM

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Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
7/26/2013 8:38 AM	Emilie Peacock	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/22/2013 11:58 AM	Cynthia Forster	Changed **Follow Up Date** from 7/22/2013 to **7/26/2013**.
7/18/2013 9:52 AM	Cynthia Forster	Changed **Follow Up Date** from 7/23/2013 to **7/22/2013**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [38] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [2] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jessica Collier [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/15/2013	Date/Time Opened	6/14/2013 10:03 AM
Supporting Documents	☐	Date/Time Closed	8/15/2013 9:34 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	23,000	Related Vehicle Make	Nissan
Current Mileage	93,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA08CX8[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	57,000
Make	NISSAN	Beyond Basic Warranty Months1	80
Model Line	ARMADA	Beyond PT Warranty Miles1	33,000
Model Code	49818	Beyond PT Warranty Months1	56

Dealer Access

Case Servicing Dealer	NISSAN OF MANSFIELD	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	6/20/2013
Responsible District	15	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1AA08CX8[redacted]		
Created By	Bernadette Morillo, 6/14/2013 10:03 AM	Root Cause Code	SNFA
Last Modified By	Bryan Fry, 8/30/2013 8:19 PM	Root Cause Code (2)	
Days Closed	1,421	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	CA11414894

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		**Created By: Jessica Collier (8/15/2013 9:33 AM)** ***Case Summary*** C called in requesting repair assistance for brake concern. Concern was unduplicated. FOM, CSM, SRDTS all involved in case. DTS was still unable to duplicate but recommended brake booster replacement. FOM approved covering part if c had several other brake repairs done at the same time. C agreed. Veh repaired.
Make Public		**Created By: Jessica Collier (8/15/2013 9:28 AM)** RCAS-Jessica Collier called c on [redacted] on 8/15/13 at 10:26 AM EST. Left vmx with name and contact information. RCAS stated RCAS following up with c to confirm veh is operating properly. RCAS stated RCAS is closing case but c may return call if further assistance is needed.
Make Public		**Created By: Amonda Cruz-Colon (8/12/2013 9:51 AM)** RCAS/AC sending follow up email as well
Make Public	[redacted]	**Created By: Amonda Cruz-Colon (8/12/2013 9:50 AM)** RCAS/AMONDA *assisting RCAS/JESSICA COLLIER RCAS made out bound call to c on #[redacted] at 10:40 a.m. EST on 8/12/13 to check status of c's veh-if operating properly- RCAS REACHED VOICEMAIL OF A WOMAN name Lisa RCAS left a brief message stating will try alternate number and RCAS calling to check status of veh >>

Setting follow-up for 8/12/2013.

Make Public [redacted]

Created By: Jessica Collier (7/22/2013 5:36 PM)
RCAS-Jessica Collier called [redacted]9152 on 7/22/2013 at 6:19 PM EST. Left vmx with c's name, case svc dlr, RCAS name and contact information.
RCAS inquired whether DTS has been able to discuss with FOM-Terry Brualdi yet.
RCAS requested DTS return call or send RCAS an email.

RCAS called dlrshp on 4195294000 on 7/22/2013 at 6:20 PM EST. RCAS spoke to SM-Dave.
SM advised that DTS and FOM agreed if c pays for front and rear brake pads and rotors, left rear caliper, and labor for brake booster installation that NNA will cover cost of part of br booster.
SM stated c authorized repair and parts have been ordered.
SM states SM expects veh to be repaired by the end of the week.

RCAS called c on [redacted]5 on 7/22/2013 at 6:31 PM EST. RCAS spoke to c.
RCAS reviewed c's repair. C agreed that c authorized repair.
RCAS stated SM expects c's veh to be repaired by end of week.
RCAS stated RCAS will follow-up with c on 7/29/2013 to confirm c's satisfaction with repair. C agreed.
C stated c will leave to travel on 7/31/2013 to put some miles on veh to see if concern comes back.

Make Public

Created By: Jessica Collier (7/18/2013 4:03 PM)
RCAS-Jessica Collier received vmx from c stating c does not want to wait for 7/22/2013 for update.

RCAS-Jessica Collier called dlrshp on 4195294000 on 7/18/2013 at 4:37 PM EST. Left vmx for SM-Dave requesting return call for update on c's veh.
RCAS provided contact information.

RCAS called DTS-Bill McRae on [redacted] on 7/18/2013.
DTS advised that c's veh is back at dlrshp.
DTS advised DTS called FOM-Terry Brualdi but FOM stated FOM needed to return call. DTS states DTS has not reviewed case with FOM yet.
DTS advised unable to duplicate.
DTS advised it is possible that brake booster needs replaced.
DTS advised there is a caliper frozen on veh and another wheel has a pin broken.
DTS advised rear leveling system is not operating properly.
DTS advised that c purchased veh preowned. DTS advised c does not have any svc history. DTS advised that veh needs tires. DTS advised overall veh has not been maintained wel

RCAS called c on [redacted] on 7/18/2013 at 5:00 PM EST. RCAS spoke to c.
RCAS advised c that DTS was unable to duplicate concern.
RCAS advised c that DTS will probably recommend to replace brake booster.
RCAS advised c that veh is currently back at dlrshp.
C inquired whether brake booster was something c already repaired. RCAS stated RCAS could not confirm or deny as RCAS has not viewed previous RO.
RCAS advised that DTS is obtaining a cost estimate and reviewing for GW assistance, but RCAS cannot guarantee any assistance will be offered. C understood.
RCAS stated RCAS will contact c again on 7/22/2013.
C thanked RCAS for update.

Setting follow-up for 7/22/2013.

Make Public

Created By: Kelli Souders (7/18/2013 7:53 AM)
Rcas directed to use 1/3 plan

Make Public

Created By: Lesley Howard (7/17/2013 6:27 PM)
rcas-lah assisting rcas-jessica collier placed outbound call to c 7/17/13@[redacted]@7:22p and left vmx. provided name, case number, contact information advised no new updat this time. advised that rcas-jc will contact c again on 7/22/13

Make Public

Created By: Jessica Collier (7/15/2013 4:59 PM)
RCAS-Jessica Collier called c on [redacted] on 7/15/2013 at 5:52 PM EST. RCAS spoke to c.
RCAS advised c that RCAS is still waiting for an update from DTS-Bill McRae.
C advised that DTS was unable to duplicate concern and DTS was going to drive c's veh over the weekend.
RCAS stated RCAS will contact DTS and dlrshp tomorrow to attempt to obtain update.
C inquired what is the next step if concern cannot be duplicated.
RCAS stated RCAS could not advise until RCAS confirms whether DTS makes any repair recommendations. C understood.

Setting follow-up for 7/17/2013

Make Public

Created By: Richard Chozinski (7/11/2013 11:39 AM)
NIS1322072. DRTS rec'd notice that claim is ineligible for arbitration because C's vehicle exceeds the age requirement. Rec'd on 7/11/13

Make Public

Created By: Jessica Collier (7/10/2013 10:33 AM)
RCAS-Jessica Collier called c on [redacted]5 on 7/10/2013 at 11:28 AM EST. RCAS spoke to c.
RCAS inquired whether c received vmx from RCAS yesterday regarding DTS appt. C stated yes.
C stated c will be at dlrshp by 10:00 AM.
RCAS provided DTS name to c
RCAS advised c that it takes few days for RCAS to get report from DTS. C understood.
RCAS stated RCAS will follow-up with c again on 7/15/2013. C agreed.

Setting follow-up for 7/15/2013.

Make Public

Created By: Jessica Collier (7/9/2013 11:09 AM)
RCAS-Jessica Collier received email response from DTS-Bill McRae that c does not need to be there but c may if c chooses.

RCAS called c on [redacted] on 7/9/2013 at 12:02 PM EST. Left vmx with case #, name and contact information. RCAS stated that DTS will be at dlrshp on 7/11/2013 at 10:00 AM inspect veh.
RCAS stated c does not have to be there but c may if c chooses.
RCAS stated RCAS will contact c again tomorrow to confirm c received vmx.

RCAS called dlrshp on 4195294000 on 7/9/2013 at 12:05 PM EST. RCAS spoke to SM-Dave.
RCAS advised SM that DTS-Bill McRae will be there at 10:00 AM on 7/11/2013 to inspect c's veh.
SM stated SM does not want to spend any more time on veh for c's unduplicated concerns. SM stated SM has already spent several hours on veh that dlrshp is not getting paid for. F understood.
RCAS advised that RCAS left msg for c, but RCAS does not know whether c will come to meet with DTS or not.

Setting follow-up for 7/10/2013 to contact c

Make Public

Created By: Jessica Collier (7/9/2013 8:09 AM)
RCAS-Jessica Collier received email response from DTS-Bill McRae stating DTS will inspect veh on Thursday, 7/11/2013, at 10:00 AM EST.

RCAS sent email inquiring whether c needed to be there, waiting for response.

Updating follow-up to 7/9/2013.

Make Public

Created By: Jessica Collier (7/8/2013 11:27 AM)
RCAS-Jessica Collier, in response to SRD support, DTS request has been submitted.

RCAS called c on [redacted] on 7/8/2013 on 12:18 PM EST. RCAS spoke to c's wife, hereafter referred to as c.
RCAS advised c that RCAS has obtained approval to send DTS to dlrshp.
RCAS advised that DTS inspection appt could be a few more weeks as DTS work within a region.
C stated c has contacted BBB and looked into "other" options due to c does not feel that Nissan wants to repair c's veh.
C is not happy that c's veh has been in dlrshp so long and c is not being given a rental veh.

***RCAS noting SM had stated to c that c could pick up veh since concern has not been duplicated and c refused.
***RCAS noting that FOM-Terry Brualdi declined rental veh assistance.

RCAS advised c that RCAS should have DTS appt set within 2 business days and will contact c again on 7/10/2013 with updated information.

		Setting follow-up for 7/10/2013 to ensure that DTS has sent an email with a proposed inspection date, then contact c.
Make Public		**Created By: Jessica Collier (7/8/2013 10:31 AM)** RCAS-Jessica Collier set task for SRD to review DTS request.
Make Public	[redacted]	**Created By: Julie Ellis (7/8/2013 10:28 AM)** SRD-JE in review of DTS request. SRD reviewed case #11467300 that was created by technical assistance. SRD supports CSM's recommendation of DTS.
Make Public		**Created By: Jessica Collier (7/8/2013 10:23 AM)** RCAS-Jessica Collier received email response from CSM-Joe Stone and SRDTS-Dan Yee requesting RCAS request DTS. RCAS called dlrshp on 4195294000 on 7/8/2013 at 11:17 AM EST. RCAS spoke to SM-Dave. SM advised that c's concern has not been duplicated. RCAS advised that RCAS will be requesting DTS. SM understood.
Make Public		**Created By: Jessica Collier (7/3/2013 5:00 PM)** RCAS-Jessica Collier changing follow-up date to 7/5/2013 to request DTS.
Make Public		**Created By: Arion Taylor (7/1/2013 4:34 PM)** Rcas-at assisting with case for rcas-Jessica Collier. ======= Rcas-at called c @ 5:32 pm est on mobile # [redacted] Rcas-at left c a vmx with rcas-jc contact info. Setting follow up for 7/3.
Make Public		**Created By: Lesley Howard (7/1/2013 2:31 PM)** rcas-lah assisting rcas-jessica collier was unable to gain access to rcas-jc email account for any return replies from fom or csm.
Make Public		**Created By: Jessica Collier (6/28/2013 4:59 PM)** RCAS-Jessica Collier called dlrshp on 4195294000 on 6/28/2013 at 5:49 PM EST. RCAS spoke to SM-Dave. SM advised c's veh is still at dlrshp. SM stated SM is still attempting to duplicate concern. RCAS and SM discussed conversations between FOM-Terry Brualdi, CSM-Joe Stone, and SDTS-Dan Yee. RCAS sent email to FOM and CSM for further guidance. Setting follow-up for 7/1/2013.
Make Public		**Created By: Karen Dorner (6/28/2013 7:07 AM)** SRD-KD in review of case for days to close SRD recommends following up with SM and FOM.
Make Public		**Created By: Lesley Howard (6/27/2013 4:28 PM)** rcas-lah assisting rcas-jessica placed outbound call to c 6/27/13@[redacted] and spoke with c's wife who will be referred to as c. rcas advised that rcas-jc is currently working on case and at this time rcas would like to set a follow up for rcas-jc to contact c again on 7/1/13. c states c does not know if c should pick up veh. rcas asked if dlrshp advised c to pick up veh. c states c would not be asking question if she knew the answer. rcas advised updating rcas-jc and c to receive a call back on 7/1/13
Make Public		**Created By: Lesley Howard (6/27/2013 4:19 PM)** rcas-lah assisting rcas-jessica collier emailed ARBS-Anthony Z 6/27/13 updating case and BBB.
Make Public		**Created By: Richard Chozinski (6/27/2013 1:23 PM)** cases foun[redacted] NIS1322072. DRTS rec'd CCF from BBB on 6/27/13, dated same. C seeks a safe vehicle or a vehicle that is safe. CCF states: Brakes going completely out, repair attempts 5.
Make Public		**Created By: Jessica Collier (6/25/2013 8:13 AM)** RCAS-Jessica Collier received email response from FOM-Terry Brualdi. FOM stated FOM will discuss with Joe on 6/25/2013.
Make Public	[redacted]	**Created By: Jessica Collier (6/24/2013 4:21 PM)** RCAS-Jessica Collier received 3 vmx from c. RCAS called dlrshp on 4195294000 on 6/24/2013 at 4:41 PM EST. SA-Jason stated c's veh concerns still have not been duplicated. SA stated that SA contacted c and told c that c could come pick up veh. SA stated c is unhappy with that resolution. RCAS called c or[redacted] on 6/24/2013 at 4:53 PM EST. RCAS spoke to c. RCAS advised c that concern has not been duplicated and RCAS cannot offer further assistance. C did not accept that as answer. C refuses to pick up c's veh until someone from Nissan tells her veh is safe. C states c brakes have failed c 3 times in last 10 months. C states Nissan needs to fix veh. RCAS reiterated that without concern being duplicated, RCAS cannot assist c. C requested RCAS escalate call to someone who can assist c. RCAS stated that RCAS could escalate to RCAS supervisor, however supervisor would inform c of same. C wants someone higher than dlrshp technician to look at veh. RCAS stated RCAS could request assistance but could not guarantee that assistance would be approved without concern being duplicated. C frustrated stating that c needs veh repaired. RCAS stated that RCAS understood but SM cannot duplicate concern so SM cannot determine what, if anything, needs repaired. RCAS stated RCAS would request further assistance and will contact c again on 6/27/2013. C agreed. RCAS sent email to FOM-Terry Brualdi, TL-Stacey Ostrander, and SRD-Brett Locher for assistance. Setting follow-up for 6/27/2013.
Make Public		**Created By: Liana Martell (6/21/2013 5:04 PM)** rcas-liana martell assisting rcas-jessica collier rcas-lm made outbound call to c wife at 6:01 pm EST @ #[redacted] left vmx with rcas-jc contact info advised case still under review and advised of follow up date for 6/24/13
Make Public		**Created By: Jessica Collier (6/21/2013 4:57 PM)** RCAS-Jessica Collier called dlrshp on 4195294000 on 6/21/2013 at 5:45 PM EST. RCAS spoke to SA-David. SA advised RCAS that c's veh is still at dlr and concern has not been duplicated.
Make Public	[redacted]	**Created By: Jessica Collier (6/20/2013 3:21 PM)** RCAS-Jessica Collier received vmx from SA-Jason. RCAS called dlrshp on 4195294000 on 6/20/2013 at 4:17 PM EST. SA talked to FOM. FOM declining rental veh assistance. SA advised that SA will continue to attempt to duplicate concern tomorrow. RCAS stated RCAS will contact SA for update.
Make Public		**Created By: Jessica Collier (6/20/2013 3:03 PM)** RCAS-Jessica Collier called dlrshp on 4195294000 on 6/20/2013 at 3:27 PM EST. RCAS spoke to SA-Jason. SA stated that in July 2012 c had accident due to brake pedal going to floor and brakes failing. SA stated that c went to Courtesy Nissan. Dlrshp replace right front wheel bearing and ABS Actuator. SA stated that c stated a few weeks ago brake pedal went to floor again. SA advised that Code C1179 was present. SA stated SA contact Techline and Techline advised that code was stored and not current. Techline advised SA to clear code and duplical concern so Techline can offer recommendation. SA stated that SA has not been able to duplicate concern yet and c's veh has been at dlrshp since 6/14/2013. SA stated that SA is not confident about returning c's veh to c. RCAS requested SA to contact FOM-Terry Brualdi to request rental veh for c so SA can have a few more days to duplicate concern.

SA agreed and will contact FOM and return call to RCAS.
RCAS provided contact information.

RCAS received 3 vmx from c.

RCAS called c on (419) 606-2844 on 6/20/2013 at 3:45 PM EST.
C asked RCAS to call c's wife.
C provided phone #[redacted]

RCAS called c's wife, hereafter referred to as c, on 419-606-2845.
RCAS spoke to c.
C stated c is fearful of driving c's veh. RCAS stated RCAS understood c's concern.
RCAS reiterated that SA has not been able to duplicate concern.
RCAS advised c that RCAS is trying to make arrangements for c to have rental veh for a few days so SA can have additional time to attempt to duplicate concern. C understood.

RCAS setting follow-up for 6/21/2013.

Make Public [redacted]

Created By: Raquel Ocampo (6/20/2013 12:05 PM)
crr-ro received a call from c following up on the case,
c wants to know about the status of the case. c also asking for the ext number of RCAS and the name.
crr-ro provided the ext number and name of RCAS.
crr-ro offered c to be transferred to RCAS ext # and advised c to leave a message if c is routed to vmx and that CRR will send an internal message to RCAS
crr-ro offered further assistance;c declined
crr-ro provided name and EXT#
crr-ro exiting case.

Make Public

Created By: Jane Pacaldo (6/19/2013 3:01 PM)
tl-jp took over the call.
c stated that veh is currently at the dealer and was advised that dlr is unable to duplicate the issue. c was told that c can now pick up the veh or just leave it there. c said that c do not any other veh to use and c has 3 kids so c really needed a veh to use.
tl-jp apologised to c and advised that case has now been forwarded to RCAS and c will be contacted by the next business day.
c is insisting to speak to RCAS because feels that the veh is unsafe to drive if c will pick up the veh at the dlr. also, c would need a veh to use if veh will be left at the dlr.
tl-jp advised c that case will still be reviewed by RCAS and callback will be made by the end of the next business day.
tl-jp advised c that since c needed a veh to use while waiting for RCAS to call, tl-jp advised c to get a rental and tl-jp will provide reimbursement for $35 per day up to 3 days.
c agreed but c said this is just temporary and would still needed to speak with RCAS to resolve the issue.
tl-jp gave an assusrance to c that case was already forwarded to RCAS.
tl-jp provided fax # 615-967-2494 and advised to submit RO & POP for the rental.
tl-jp noting that another case will be created to process reimbursement request once docs is received.
tl-jp asked for further assistance. c said no.
tl-jp exiting case.

Make Public

Created By: Vanessa Arguelles (6/19/2013 2:47 PM)
crr va received call from c's wife referred now as c
c would like to speak with a regional Specialist regarding the case
crr va verified that case was escalated to RCAS today
crr va told c that RCAS will review the case in order to provide a possible resolution & c said that c cannot wait for RCAS to call tomorrow

c said that the dlr asked c to pick up the veh, there was no repair done on the veh & c thinks that it is not safe to drive
c said that the dlr cannot diagnose the issue

crr va placed c on hold & crr va look for available Supervisor
crr va addressed the concern to TL-JP & transfer the call

crr-va offered further assistance, c declined.
crr-va gave name & extension.
Crr-va exiting case.

Make Public

Created By: Joan Arrieta (6/19/2013 2:19 PM)
crr-ja received a follow up call from c stating that the dlr already called nca about c's veh issue
crr-ja said yes and that case has been endorsed to rcas and c wll get a call back byt he endo of tomorrows business day
c asked crr-ja if c should take the veh because c doesnt want to drive the veh
crr-ja said its c's decision until c gets instructions from rcas, c understood
crr-ja asked for further assistance, c declined
crr-ja provided name
crr-ja exiting case

Make Public

Created By: Eleiza Torres (6/19/2013 9:48 AM)
crr-et received call from SA-Jasyon from NISSAN OF MANSFIELD. SA said that veh was brought the at the dlr last 06/14/13. SA said that dlr cannot duplicate the isse with the brake that brakes were not failing. SA asked if what nna could do. crr-et understood.
crr-et informed SA that crr-et will escalate concern to RCAS and RCAS will contact c before the end of the next business day. SA understood. SA also asked to be contacted at [redacted]). crr-et understood.
crr-et offered further assistance, c declined.
crr-et provided name, ext and case number.
crr-et transferring case to RCAS.
crr-et exiting the case.

Make Public

Created By: Bernadette Morillo (6/14/2013 10:27 AM)
crr-bm received a call from c referring to c's multiple repair issue on c's break system.
crr-bm verified contact information
c stated that c had several issue on the break system. c said that the Nissan dlrshp where c brought it first, according to c the repair was done and paid for the repair. after several mo had another issue on the same break system and the dlrshp is asking c another payment for the repair. c was quite upset with the cost as well as with the issue that reoccured.the se time the issue occured, that time c brought the veh to an independent and found out that the vehicle had a problem on the break pad which was not diagnosed by that dlrshp. c canno remember the dlrshp where the first repair was done. now the same issue re-occured for the third time with the same issue, c said that the breaks had finally go out away thrice in 10 months already.
crr-bm informed c that the case would be escalated to RCAS only if the veh has a recent diagnosis. c understood and said that the veh will be brought to NISSAN OF MANSFIELD.
crr-bm advised c to give a call back as soon as the diagnosis has been performed, c understood.
crr-bm offered further assistance, c declined
crr-bm provided case and extension
crr-bm closing case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7396870	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	6/14/2013	YE	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0FsKoe:ref]	[redacted]	✓	8/12/2013	Amonda Cruz-Colon	8/12/2013 9:52 AM
Edit | Del	[redacted]		✓	7/11/2013	Anthony Zacharyasz	7/11/2013 11:41 AM

Edit | Del Review	[redacted]	✓	7/8/2013	Julie Ellis	7/8/2013 10:29 AM
Edit | Del Review		✓	7/8/2013	Karen Domer	7/8/2013 10:29 AM
Edit | Del review		✓	6/28/2013	Julie Ellis	6/28/2013 7:06 AM

Show more » | Go to list »

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0FsKoe:ref] 8/12/2013 Case[redacted] Dear[redacted] *Thank you for taking the time ...*	[redacted]	8/12/2013 9:52 AM

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F12936	DTS Request	Jessica Collier, 7/8/2013 11:08 AM	7/8/2013

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	46KB	7/11/2013 11:41 AM	Richard Chozinski
Edit | View | Del		102KB	6/27/2013 1:25 PM	Richard Chozinski

Case History

Case History He

Date	User	Action
8/15/2013 9:34 AM	Jessica Collier	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/12/2013 9:50 AM	Amonda Cruz-Colon	Changed **Follow Up Date** from 8/12/2013 to **8/15/2013**.
7/29/2013 5:27 PM	Jessica Collier	Changed **Follow Up Date** from 7/29/2013 to **8/12/2013**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

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[redacted]

Case Comments [15] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [5] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kristie Soucek [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	7/8/2013	Date/Time Opened	6/21/2013 4:07 PM
Supporting Documents		Date/Time Closed	7/8/2013 11:18 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Description

----- Forwarded Message -----
From: Wilburn Cregmiles <cregandcindy@frontier.com>
To: NissanCustomerConnection <reply-fe9417727266027c73-142_HTML-570500583-1003082-70@nissan-email.mar0.net>
Sent: Sunday, June 9, 2013 9:12 AM
Subject: Re: Nissan Values Your Opinion

i had a problem with my truck and i called auffenberg service and was told to bring it in and i would be provided with transportation until repairs are completed. this is email that i have but i wanted to let service know of the problems before i arrive. 1. while attempting to pass a slower vehicle the accelerator or something stuck and could turn off the engine i was doing 80 mph. i applied the brakes but it would not slow down so i put it in neutral and turned off the engine. i had to do this twice befo to slow down. 2. when driving the dome light , cargo light and the door ajar light go on and off, i stopped and check all 4 doors but the problem still exists. this has be ever since i' ve had the truck. 3. about ever 3rd or 4th time i start the engine of a morning it sounds like it is about to explode (racing and noisy) this doesn't sound n 4. sometimes when i stop for about an hour and when i
return the brake lights and red cargo light is on.. i've checked the oil and everything seems normal but i am really concerned about the sticking accelerator (or whate on). this could cause me to have a very serious accident. as i stated this is the only email address that i had so could you please forward to to the dealer service dep advance for your help.

From: NissanCustomerConnection <[redacted]
To: cregandcindy@frontier.com
Sent: Thursday, May 23, 2013 2:11 PM
Subject: Nissan Values Your Opinion

Dea[redacted]

On behalf of AUFFENBERG NISSAN, I would like to thank you for purchasing your new NISSAN FRONTIER. We appreciate the trust you have placed in us.

At Nissan, quality and customer satisfaction are our primary goals, and your opinion of how we're doing in these areas is very important to us. Therefore, we would a your feedback on your purchase experience. The survey will take approximately 10 minutes.

To start the survey, click the "START" button below. The link will remain active for 60 days.

To help support the environmentally friendly goals of Nissan, please consider responding to this survey online. In 2011, Nissan sent out over 3 million paper commur gather feedback on customers' dealership experiences. Our goal is to reduce paper volume in the coming years. Nissan and your dealership thank you for completin survey online. Your feedback is valuable to us.

Thank you again for choosing Nissan and for taking the time to share your feedback.

Sincerely,

Leon Dorssers
Vice President & Chief Customer Officer
Customer Quality & Dealer Network Development
Nissan North America, Inc.

En nombre de Nissan North America, Inc., me gustaría darle las gracias por haber comprado su vehículo nuevo. Agradecemos la confianza que ha puesto en nosot quiere completar este estudio en español, por favor haga clic en la conexión
abajo.

If you experience issues with the above link, please use the following URL:
https://mysurvey.nissanusa.com/invite
Your Username[redacted]
Your Password i[redacted]

Privacy Policy

If you would like to unsubscribe from Nissan emails, click here to submit the e-mail address you want removed from our list.

Minimum browser requirements for WINDOWS PCs are Internet Explorer 6.0 and higher or Firefox 2.0 and higher. To update your browser please click here for Inter Explorer or here for Firefox. If you are using a Macintosh computer and experiencing problems, please use this survey with an IE browser.

To contact Nissan, please call Nissan Consumer Affairs at 1-800-NISSAN5(1-800-647-7265).

Nissan North America, Inc. | Research Department | P.O. Box 10054| Toledo | OH | 43682-4420 | US

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CW8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31413	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUFFENBERG NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	7/3/2013
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	

Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Fw: Nissan Values Your Opinion		
Created By	Managed Services, 6/21/2013 4:07 PM	Web Email	[redacted]
Last Modified By	Veronica Moody, 4/12/2015 9:37 PM	Root Cause Code	SCIR
Days Closed	1,459	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NE1A
		Document ID	CA11492664

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public	[redacted]	Created By: Kristie Soucek (7/8/2013 11:18 AM) rcas-ks contacted c on day[redacted] at 12:15pm. c said c was very pleased with autocenter and issues where resolved. c said c had just sent rcas-ks a email. c said c wished t dealership would of took the time to assist c. rcas-ks apologized. c said it was ok but c is having no further issues at this ime. call ended mutually rcas-ks closing case summary: c was having a issue while driving the dome light , cargo light and the door ajar light go on and off. Doors needed adjusted. No other issues could be duplicated at this time
Make Public		Created By: Kristie Soucek (7/3/2013 4:24 PM) rcas-ks tried contacting c on day[redacted] got vmx. left message that included case# phone# name and ext. follow up 7/8/13 per 1/3 plan
Make Public		Created By: Kristie Soucek (7/3/2013 4:23 PM) rcas-ks contacted sm mark at auto center and was informed that c's vehicle was there. sm said that a flight recoder was placed in the vehicle and the dome light issue was duplicated showed to be one of the doors were adjusted to tight. door readjusted. sm said concern on the accelerator could not be duplicated and no cosed were stored. sm said sa called c and being picked up today. rcas-ks thanked sm for the info
Make Public		Created By: Kristie Soucek (7/3/2013 8:47 AM) rcas-ks received email from c stating:c has a appt with the woodriver, il nissan service dept. for monday 7/8 at 10:00 am. Maybe I'll have better luck with this dealer. thank you for all y
Make Public		Created By: Racquel Aquino (6/28/2013 1:13 PM) ********Customer e-mail details******** email addressed to :nnaconsumeraffairs@nissan-usa.com Method of contact: e- mail related case[redacted] **********response details********** email addressed to [redacted] Method of contact: e- mail crr-ra 's resolution: advised c that email has been forwarded to rcas
Make Public		Created By: Kristie Soucek (6/27/2013 12:02 PM) rcas-ks contacted c on day#[redacted] at 12:45pm. rcas-ks informed c that rcas-ks did speak with the sm at auffenberg and sm feels that maybe a 2nd opinion would be a good s at this time. c then started to say sm just doesnt want c to come back and c bought the vehicle from that dealership. c said c will contact the bbb on the dealership. c said c is treated said that c had a appt for a free oil change on monday and c is now not going. c said issue is probably little like a electrical issue and dealership doesnt want to help c. c said c will go nissan. rcas-ks told c that rcas-ks would reim c for the oil change and then rcas-ks will follow up with c next week 7/3/13. c said that was fine. c is going to have a 2nd opinion done.
Make Public		Created By: Kristie Soucek (6/27/2013 11:37 AM) rcas-ks spoke with sm tim and sm feels maybe a 2nd opinion would be the best suggestion for c due to c does not agree to what c was told about the after market floor mats.
Make Public		Created By: Kristie Soucek (6/27/2013 11:36 AM) rcas-ks spoke with sa rob and was informed that at 28 miles c stated the brake petal went to the floor but dealership could not verifiy concern. sa said also at 26 miles the exhaust tub replaced. sa said c would need to make a appt.
Make Public		Created By: Kristie Soucek (6/24/2013 12:36 PM) rcas-ks sent sm tim a email along with c's email about c's concerns and c asking for a call by the dealership
Make Public		Created By: Kristie Soucek (6/24/2013 12:31 PM) rcas-ks tried contacting sm tim but was directed to vmx. left a message that included c's name and vin# along with rcas-ks name phone# and ext.
Make Public	[redacted]	Created By: Kristie Soucek (6/24/2013 12:30 PM) rcas-ks contacted c on day# [redacted]3 at 1:20pm. c said c had stopped by the auffenberg nissan and was told that the issue c was having with the accelerator was becasue of th aftermarket floor mats c has in the vehicle. c said vehicle was never diagnsed just looked at and that was it. c said c is 69yrs old and can be having all this. c said c just wants the veh and c said then c was going to be charged for a loaner vehicle. c said c has never had to pay for a loaner when c's vehicle was being fixed. rcas-ks apologized. c said that c has a co issues with the vehicle and just wants them taken care of espaecially the gas petal before it casues a injury or death. rcas-ks undestood and apologized. c asked that rcas-ks call the and have dealership call c. rcas-ks said rcas-ks would call the dealership and request c be called. c said ok. follow up 6/27/13
Make Public		Created By: Kristie Soucek (6/24/2013 7:23 AM) Per c's other email c states that c: recently cancelled my extended warranty with the dealer (6-2-13) to date I have not received any information as to what took place. I drove almost 70 miles to find out that the extend warranty was indeed cancelled and a check was sent to Nissan finance. Why hasn"t anyone notified me as to what happened. The dealer nor the finance company has made contact am becoming very upset with Nissan. Is this the way you treat customers after the sale???? I can be reached via email or phone[redacted]
Make Public	[redacted]	Created By: Racquel Aquino (6/22/2013 3:13 PM) ********Customer e-mail details******** email addressed to :nnaconsumeraffairs@nissan-usa.com Method of contact: e- mail open recalls/campaigns:0 related case :[redacted] c's email reads: I have several other problems with the truck and I took it in to my dealer and all of the problems still exist. Another email with my problems will follow **********response details********** email addressed to :[redacted] Method of contact: e- mail crr-ra 's resolution: advised c that case wasforwarded to rcas ; advised c that the attachments c sent through e-mail are not viewable
Make Public		Created By: Racquel Aquino (6/22/2013 3:04 PM) case moved
Make Public		Created By: Racquel Aquino (6/22/2013 3:04 PM) ********Customer e-mail details******** email addressed to :nnaconsumeraffairs@nissan-usa.com Method of contact: e- mail open recalls/campaigns:0 c's email reads:

i had a problem with my truck and i called auffenberg service and was told to bring it in and i would be provided with transportation until repairs are completed. this is the only email th
but i wanted to let service know of the problems before i arrive. 1. while attempting to pass a slower vehicle the accelerator or something stuck and before i could turn off the engine i
80 mph. i applied the brakes but it would not slow down so i put it in neutral and turned off the engine. i had to do this twice before it started to slow down. 2. when driving the dome li
light and the door ajar light go on and off, i stopped and check all 4 doors but the problem still exists. this has be going on ever since i' ve had the truck. 3. about ever 3rd or 4th time i
engine of a morning it sounds like it is about to explode (racing and noisy) this doesn't sound normal to me. 4. sometimes when i stop for about an hour and when i
return the brake lights and red cargo light is on.. i've checked the oil and everything seems normal but i am really concerned about the sticking accelerator (or whatever is going on). t
cause me to have a very serious accident. as i stated this is the only email address that i had so could you please forward to to the dealer service dept. thanks in advance for your he

**********response details**********
email addressed to [redacted]
Method of contact: e- mail
crr-ra 's resolution: forwarding case to rcas

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7405766	BODY	PANEL (DOOR/TAILGATE)	PART MISSING/LOOSE/FELL OFF	16	6/22/2013	YO	AB	108500	OA
Edit | Del	CC-7405767	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	6/22/2013	WT	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: RCAS Escalation [ref: 00DA09j8L. 500F0FtP0V:ref]	[redacted]	✓	6/22/2013	Racquel Aquino	6/22/2013 3:03 PM

Emails

Send an Email

Emai

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		RE: RCAS Escalation [ref: 00DA09j8L. 500F0FtP0V:ref] *It is apparent that you no longer wish to communicate with me about my proble...*	[redacted]	10/20/2013 10:45
Reply | To All | Del	New		RE: RCAS Escalation [ref: 00DA09j8L. 500F0FtP0V:ref] *No one has made contact with me but to update you I have an appt Monday 10/14...*		10/13/2013 7:13 A
Reply | To All | Del	New		RE: RCAS Escalation [ref: 00DA09j8L. 500F0FtP0V:ref] *Don't want to complain, but my truck has a very bad paint job or another prob...*		10/2/2013 2:38 PM
Reply | To All | Del	Sent		RCAS Escalation [ref: 00DA09j8L. 500F0FtP0V:ref] *6/22/2013 Case # [redacted] Dear [redacted], Thank you for contacting...*		6/22/2013 3:03 PM
Reply | To All | Del	Replied		Fw: Nissan Values Your Opinion *—— Forwarded Message —— From: [redacted]*		6/21/2013 4:07 PM

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachment

No records to display

Case History

Case Histo

Date	User	Action
7/8/2013 11:18 AM	Kristie Soucek	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/3/2013 4:23 PM	Kristie Soucek	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Survey

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Aaron Job Guevarra [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/1/2013	Date/Time Opened	6/28/2013 2:05 PM
Supporting Documents	☐	Date/Time Closed	6/28/2013 2:22 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV2BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	41
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32411	Beyond PT Warranty Months1	17

Dealer Access

Case Servicing Dealer	KONA NISSAN	Data Net	☐
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6AD0EV2B[redacted]		
Created By	Aaron Job Guevarra, 6/28/2013 2:05 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	1,469	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA11532275

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Aaron Job Guevarra (6/28/2013 2:20 PM) crr ag received call from c stating that c had his vehicle checked at a nissan dealership and and the dealer said that vehicle has no issues and last night the vehicle and the brakes dc engage unless c floors the brake pedal crr ag c stated that veh got towed going to the dealership crr ag c asking for a loaner veh crr ag informed c that c can request for a loaner veh from dealer and if not provided crr will be reimburse c for $35 a day for 3 days for a rental car crr ag c accepted CRR AG offered further assistance, c declined CRR AG provided case and extension number CRR AG closing case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7413012	NISSAN PRODUCT INQUIRIES	FRONTIER	GENERAL INQUIRY	QF	6/28/2013	ZR	AZ	205000	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
6/28/2013 2:22 PM	Aaron Job Guevarra	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/28/2013 2:21 PM	Aaron Job Guevarra	Changed **Description**.
6/28/2013 2:05 PM	Aaron Job Guevarra	Changed **Work Phone** to [redacted]

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Paul Smith [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	7/1/2013	Date/Time Opened	7/1/2013 2:02 AM
Supporting Documents		Date/Time Closed	7/1/2013 5:44 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Customer wants to unwind the Deal		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32413	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	KONA NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Sales Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	6/6/2013	Survey ID	
Survey Type	M42	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	S	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6AD0EV6DN[redacted]		
Created By	System Account NNAINT, 7/1/2013 2:02 AM	Root Cause Code	LCBR
Last Modified By	Bryan Fry, 7/4/2013 7:58 PM	Root Cause Code (2)	
Days Closed	1,466	Action Code	NT3C
Case Record Type	CA Closed Case [Change]	Document ID	CA11542229

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Paul Smith (7/1/2013 5:35 PM) las-ps contacted customer customer stated that customer has already had the Deal unwound as the customer has purchased many vehicles from the Nissan Dealer las-ps thanked the customer for contacting Nissan customer thanked las-ps and ended the call ********** LAS-PS CLOSING CASE AS CUSTOMER CONCERN WAS ADDRESSED BY DEALER (UNWIND SALE)
Make Private	✓	Created By: System Account NNAINT (7/1/2013 2:02 AM) | Last Modified By: Paul Smith (7/1/2013 11:07 AM) WHILE DRIVING HOME THE BRAKES FELT SPONGY & UNSAFE.WHEN I GOT HOME I SMELLED THE BRAKES BURNING.TOOK THE TRUCK BACK THE NEXT MORNING T UNWIND THE DEAL.TEST DROVE ANOTHER FRONTIER. IT FELT THE SAME. PER MECHANIC MANY FRONTIER OWNERS COMPLAINED OF SPONGINESS & NO MATTEF WHAT'S DONE IT'LL BE THE SAME.I SHOULD'VE BEEN INFORMED.SEEMS UNETHICAL. DEALER HAS TRUCK.HOW TO RESOLVE? WON'T FEEL SAFE DRIVING.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7415210	NSN DEALER SALES DEPT.	NEW VEHICLE PURCHASE (NISSAN)	GENERAL INQUIRY	QC	7/1/2013	ZR	BE	219500	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
7/1/2013 5:44 PM	Paul Smith	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
7/1/2013 11:07 AM	Paul Smith	Changed **Description**.
7/1/2013 2:02 AM	System Account NNAINT	Changed **Work Phone** to 9999999999.

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Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Janis Ian David [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/2/2013	Date/Time Opened	7/2/2013 10:34 AM
Supporting Documents	☐	Date/Time Closed	7/2/2013 10:37 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c called to state that there is an issue with veh's brake padles.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN0NUXCC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	31
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	24312	Beyond PT Warranty Months1	7

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AN0NUXC[redacted]		
Created By	Janis Ian David, 7/2/2013 10:34 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 7/4/2013 7:54 PM	Root Cause Code (2)	
Days Closed	1,465	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA11551380

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public		Created By: Janis Ian David (7/2/2013 10:36 AM) c called to state that there is an issue with veh's brake padles. c stated that ever since c purchased veh the brakes are very soft. crr-jd updated c's contact info. c asked if veh is involved in a campaign. crr-jd advised c that veh has no open campaigns for right now. crr-jd also advised c that campaigns are VIN specific and that c's veh is not involved in any open campaigns as of the moment. crr-jd asked if c already brought the veh to an authorized nissan dlr.c said no. crr-jd advised c to take veh to an authorized nissan dlr first to obtain diagnosis,and once diagnosis is done,c may call back nna to be further assisted.c understood and thanked crr-jd crr-jd offered to transfer call to dlr. c said no. crr-jd offered further assistance to c. c declined. crr-jd gave name, extension number and case number to c. crr-jd closed case.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7415692	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	7/2/2013	YX	AD	120000	OA
Edit | Del	CC-7415693	NISSAN PRODUCT INQUIRIES	XTERRA	PROVIDED RECALL INFORMATION	QF	7/2/2013	VG	AZ	209000	OF

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools Customer Support Toc

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
7/2/2013 10:37 AM	Janis Ian David	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/2/2013 10:35 AM	Janis Ian David	Changed **Description**.
7/2/2013 10:34 AM	Janis Ian David	Changed **Work Phone** to [redacted]

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Sharmayne Thomas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	7/24/2013	Date/Time Opened	7/2/2013 7:50 PM
Supporting Documents		Date/Time Closed	7/23/2013 4:11 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Description

firstname [redacted]
lastname :
email[redacted]
homephone : [redacted]
address1 :
address2 :
city :
twitter :
state : CA
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AN08U49C[redacted]
dealerstate :
dealername : Riverside Nissan
comments : I HAVE A MAJOR SERVICE COMPLAINT. I WILL BE CONTACTING THE CONSUMER LINE TOMORROW MORNING. IT IS MUCH TO LONG AND INVOLVED TO PUT IT ALL DOWN HERE.
YOU MAY ALSO CALL ME AT THE NUMBER PROVIDED.

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN08U49C[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	70
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	04119	Beyond PT Warranty Months1	46

Dealer Access

Case Servicing Dealer	RIVERSIDE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	7/22/2013	Vehicle Service Contract	
RHR Completed	7/22/2013	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 7/2/2013 7:50 PM	Web Email	nissanconsumeraffairs@mv-nissan-usa.com
Last Modified By	Bryan Fry, 7/27/2013 8:12 PM	Root Cause Code	SCMV
Days Closed	1,444	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT4E
		Document ID	CA11555486

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Sharmayne Thomas (7/23/2013 4:11 PM) Datanetting not available
Make Private	✓	Created By: Sharmayne Thomas (7/23/2013 4:09 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM) Rcas recieved call from c stating c sa-nick at dlr. informed c that dlr was going to fix bearings on veh. C stated that c was concern that dlr might ask for c to return loaner veh. Rcas informed c that rcas had rhr decision for c. Rcas stated that rcas could assist with rental reimbursement only after veh is repair. Rcas informed c that rental would be for a max of 3 days, for up to $40 per day. C inquired about decision on case. Rcas informed c that repurchase of veh had been denied. C stated that NNA shouldnt expect c to pay $3-4,000 to replace a system they can't guarantee a fix to concern. C inquired if there was any appeal or if case could be taken any higher than rcas. Rcas replied c that case would go no higher than rcas. C stated that c migh get in an accident with veh concern. C stated that c couldn't believe NNA would allow a veh thats a liability drive on the streets. Rcas apologized for outcome of case. Rcas informed c that although rcas wished there was more rcas could do but decision is final. C stated c would contact rcas if c needed further assistance. C ended call as c stated that c had to make a few calls. Rcas ended call. Rcas closing case. Summary: C called in with veh brake concern. C stated that dlr could not duplicate concern. Upon reviewing case Techline got involved and suggested next step towards fixing veh. stated that c was informed next step did not guarantee a fix to concern and would be c's responsibility to pay. C requested a repurchase. Repurchased was denied. C was upset and declined further assistance. Rcas closing case.
Make Private	✓	Created By: Adrienne Dickens (7/23/2013 9:00 AM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM) Arbs notes vehicle is CPO. Arbs notes only 1 warranty repair on this vehicle - for the airbag light. The replacement of the brake master cylinder and the hub assembly appear to be n

to an insurance matter rather than a warrantable concern. Arbs notes that these are also Customer Pay repairs. The total days down for warrantable repairs are 5

** Based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.**

Arbs recommends a 12 month/15,000 K Bronze Basic Maintenance Plan to rebuilt C's confidence in the veh and for the dealer assess vehicle condition on a regular basis.

Make Private ✓

Created By: Adrienne Dickens (7/23/2013 8:49 AM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
Arbs-ag rec'd notice of re submission of revised RHR. Arbs notes one additional RO [redacted]
6/27/13....Mileage: 74,055....RO [redacted]
1. C/s while driving downhill, brakes went out and had no pressure for approx 4 miles. - Replace hub assembly and perform brake flush

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Make Public ☐

Created By: Ricardo Torres (7/23/2013 8:19 AM)
DRTS received the RHR Resubmission. The RHR was assigned to ARBS-Adrienne Gehrke for review.

Make Private ✓

Created By: Andrew Czarney (7/22/2013 6:46 PM)
SRCAS-Andrew Czarney completed RHR with new RO and attached to case.
SRCAS resubmitted RHR.

Make Private ✓

Created By: Sharmayne Thomas (7/22/2013 12:26 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
Rcas called dlr at 9516889420 1:09pmEST
Rcas spoke Sm-Michael
Rcas requested that rcas be faxed open ro on c.
Rcas informed rcas that rcas needed ro asap due to rhr in progress.
Sm stated that if c is pursuing rhr, Sm will be asking c to bring back rental.
Rcas provided fax #
Rcas inquired about repair that c had declined due to it coming out of c's pocket.
Sm states that its one part that is covered under c's vsc and a part not covered which c is responsible for.
Rcas thanked Sm and ended call.

Make Private ✓

Created By: Adrienne Dickens (7/19/2013 12:24 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
Arbs-ag notes veh is pre-owned, purchased Oct 2009 with over 18K miles

Arbs notes Master cylinder repair which was customer pay.

Arbs-ag notes case comments indicated that there is a current RO that is not included on the RHR or RO's Arbs requested all RO's obtained, even open RO's and RHR updated by I ST.

Make Private ✓

Created By: Adrienne Dickens (7/19/2013 12:20 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
Arbs-ag rev'd RHR and CPIA

08/04/09....Mileage: 18,820....RO: [redacted] ..Days Down: 2
1. Perform safety check - complete
2. Replace in cabin micro filter - complete
3. Perform MPI - complete
4. Detail veh - complete

06/03/13....Mileage: 73,468....RO [redacted] ..Days Down: 5
1. While driving, c ran over a pot hole and the brake system went INOP. No pressure on pedal, happened for 5 minutes then everything came back to normal - Replaced brake mast cylinder - CP
2. Airbag light flashing - Replaced passenger side front seat belt assembly - FW

Make Private ✓

Created By: Ricardo Torres (7/19/2013 11:34 AM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
DRTS received the RHR. The RHR was assigned to ARBS-Adrienne Gehrke for review.

Make Private ✓

Created By: Jonathon Spurling (7/18/2013 5:16 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
rcas-jonathon spurling assisting
rcas completed and submitted RHR

Make Private ✓

Created By: Sharmayne Thomas (7/18/2013 4:16 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
Rcas called c at [redacted] 10pmEST
Rcas informed c that rhr is in progress.
Rcas informed c that rcas will keep c updated and will call dlr to get clarification of next ordered step from tech line.
C stated c does not want repair c techline is suggesting because it will be c's responsibility to pay and is not a guaranteed fix.
C declined further assistance. Rcas setting follow up for c 7/24/13.
Rcas setting task to contact dlr 7/19/13

Make Private ✓

Created By: Sharmayne Thomas (7/18/2013 11:23 AM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
Rcas sending ro's to jonthan surling for rhr process

Make Private ✓

Created By: Sharmayne Thomas (7/15/2013 1:55 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
Rcas called c a [redacted] 2:28pmEST
C stated that c spoke with sa-nick who explained the master technicians were unable to figure out why the brakes were failing.
C stated that c was informed by dlr that techline suggested dlr to take next step by replacing the abs actuator system.
C stated that repair will cost c $3000.
C stated that dlr informed c that repair is not guaranteed fix to concern but is the next best guess.
C stated that c will not pay for a repair that is not guaranteed to fix issue.
C stated that for the master techs to not be able to pinpoint issue, there is a serious flaw with the make and model of veh.
C stated that veh is certified and c has wasted thousands of dollars on veh.
C stated that c is requesting that NNA buy out c's veh at wholesale value plus what c has payed on recent repairs that did not fix concern.
C stated that dlr found unrelated issue with wheelbearing.
c stated that veh is a safety hazard to c.
Rcas apologized for c's experience.
Rcas informed c that rcas will put veh through repurchase process.
C declined further assistance.
Rcas ended call.
****
Rcas called Riverside Nissan at 9516889420 2:36pmEST
Rcas requested that Sa-Michael fax over ro's
Sa agreed to fax ro's
Rcas thanked sa and ended call
****
Rcas called Surf City Nissan at 7145006000 2:41pmEST
Rcas requested that sa-brandon fax over ro's
Sa agreed to fax ro's
Rcas thanked sa and ended call.
Rcas setting follow up for c 7/18/13
Rcas setting task to complete rhr 7/17/13

Make Private ✓

Created By: Jayson Temporado (7/15/2013 12:31 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
c wants to be transferred to rcas with ext 457280. c provided case number [redacted]
crr verify c's contact information
crr advised that if rcas is not available, c will be routed to a vmx and
crr will send internal message to rcas, c understood.
crr gave name and ext number
crr transfer c to rcas vmx
crr-JT exiting case

Make Private ✓

Created By: Melissa Lianko (7/15/2013 11:36 AM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)
crr-ml received a call from c.
crr-ml verified that there are no changes on contact information.
crr-ml advised c that rcas have contacted c on 07/11/13.
c INSIST to be transferred to ext# 457280.
crr-ml advised c that crr-ml will try to reach rcas first, crr-ml advised c that crr-ml will transfer c directly if rcas is reached, c understood. crr-ml called RCAS's extension, reached VM

ml advised c that crr-ml will still transfer c and then crr-ml will just send internal msg for c for rcas to call c back. C understood.
crr-ml exiting the case.

Make Private ✓ **Created By: Sharmayne Thomas (7/11/2013 5:34 PM) | Last Modified By: Sharmayne Thomas (7/23/2013 4:09 PM)**
datanetting not available

Make Private ✓ **Created By: Sharmayne Thomas (7/11/2013 5:33 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)**
Rcas call dlr at [redacted] 5:52pmEST
Rcas spoke with sa-alfonso
Sa stated that dlr had found internal failure with master brake cylinder.
Sa stated that dlr reccomended replacing brake master cylinder.
Rcas informed sa that concern is still happening.
Rcas was transferred to sa-nick.
Sa stated that veh at dlr.
Sa stated that dlr has contacted techline on situation.
Sa stated that dlr was advised by tech line to replace abs controller unit and flush out brake system.
Sa stated that dlr has been working diligently with veh.
Rcas thanked sa and ended call.
****
Rcas called c at [redacted] 6:02pmEST
Rcas left vmx stating rcas spoke with dlr.
Rcas ensured c that dlr taking correct steps to fixing veh.
Rcas provided contact info and ended call.
****
Rcas called c at [redacted]
Rcas informed c that dlr had involved techlind and are taking neccesary steps to fixing veh.
C inquired if dlr said anything about not calling c for 2 weeks.
Rcas informed c that dlr had been busy and was unable to call.
C stated that c is concern c would not approriately fix veh the first time.
Rcas asked c how could rcas further assist c.
C stated assistance would depend the repair of veh.
Rcas provided contact info.
C declined further assistance.
Rcas closing case.

Summary: C called in with complaint that c had veh fixed and concern was happening again. Rcas call offered to make sure dlr was taking appropriate steps to fixing veh. Dlr inform
rcas that dlr had involved techline and was taking neccessary steps.
Rcas informed c that dlr had involved techlind and are taking neccesary steps to fixing veh.Rcas asked c how could rcas further assist c. C stated assistance would depend the repa
veh.
Rcas provided contact info.
C declined further assistance.
Rcas closing case.

Make Private ✓ **Created By: Sharmayne Thomas (7/5/2013 7:22 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)**
Rcas called c at [redacted] 8:05pmEST
C stated that c has 3 concerns with veh
1) C stated that when c'brakes orig went out dlr recognized there was an issue but could not duplicate problem.
C stated that few days later c found master cylinder problem.

2) C stated that c has concern with veh itself
C stated that dlr supposedly fixed concern and now concern is happening again

3)C stated that cdlr has had veh for a week and no one has called
C stated that c just wants to make NNA aware of c's experience with dlr.

Rcas informed c that rcas will document concern completely.
Rcas informed c that rcas will contact dlr to make sure they are using all resources(techline)
C thanked rcas.
Rcas setting follow up for c 7/10/13
Rcas setting task to contact dlr 7/9/13

Make Private ✓ **Created By: Ronald Cabatbat (7/3/2013 4:53 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)**
crr-rc received a call from c
crr-rc c states that c have problems with the brakes of the veh
c took the veh to a nisan dealer name RIVERSIDE NISSAN assisted by SA JOHN
the veh was repaired and c pair $525.00
the repair was done last 6/5/2013.
then the last 05/27/2013 the brake problem came back
c took the veh back to the same dealer
c was told its going to be taken care of
c wants to file a dealer complaint since c was not given a follow up by the dealer of whats going on with the veh

crr-rc updated customer's ff. information

Name: [redacted]
Address: [redacted]
RIVERSID [redacted]
USA
Phone No.:
Mobile
[redacted]
Work Phone
[redacted]

VIN: 5N1AN08U49C[redacted]
Current mileage: 60000

Crr-rc advised c that crr-rc will escalate the concern to RCAS
Crr-rc advised c will receive a call back from RCAS by the end of the
next business day.
Crr-rc verified to c the contact no. on file
Crr-rc offered further assistance c declined
Crr-rc provided case no.
Crr-rc provided name and extension no.
Crr-rc exiting the case

Make Private ✓ **Created By: Lorenzo Espiridion (7/3/2013 4:42 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)**
case pending

Make Private ✓ **Created By: Lorenzo Espiridion (7/3/2013 4:42 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)**
********Customer e-mail details********
email addressed to :nnaconsumeraffairs@nissan-usa.com
Method of contact: e- mail
open recalls/campaigns: none
**********response details**********
email addressed to : c[redacted]
Method of contact: e- mail
crr-le 's resolution:

Crr-le sent an email to ask for further information about the case and the owner's information.

Make Private ✓

Created By: Lorenzo Espiridion (7/3/2013 4:32 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)
CRR-LE called c a[redacted] .

This is to discuss c's issue.

last June 3 2013 the brake stop working. C took the veh to the dlr. C was advised by the dlr that there is nothing wrong with the veh. C went home and then c was advised that the m
cylinder was drained still nothing was worng.

thursday then the technician recreate the issue and the master cylinder was replaced. C paid 525.00 for the repair that was 6/5/2013.

last 6/272013 the brake mulfunction again. C felt the veh was not fixed. Then after that c called the River side Nissan to report the issue.
the call got disconected .

Crr-le calling again to verify some other information.
Crr-el left a message that an email will be sent.

Make Private ✓

Created By: Lorenzo Espiridion (7/3/2013 4:23 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)
firstname : [redacted]
lastname : [redacted]
email : cc[redacted]
homephone : [redacted]
address1 :
address2 :
city :
twitter :
state : CA
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AN08U49C[redacted]
dealerstate :
dealername : Riverside Nissan
comments : I HAVE A MAJOR SERVICE COMPLAINT. I WILL BE CONTACTING THE CONSUMER LINE TOMORROW MORNING. IT IS MUCH TO LONG AND INVOLVED TO P
ALL DOWN HERE.
YOU MAY ALSO CALL ME AT THE NUMBER PROVIDED.

Make Private ✓

Created By: Managed Services (7/2/2013 7:50 PM) | Last Modified By: Sharmayne Thomas (7/11/2013 5:34 PM)
firstname : [redacted]
lastname : [redacted]
email : cc. [redacted]
homephon[redacted]
address1 :
address2 :
city :
twitter :
state : CA
zip :
owner : true
make : Nissan
source : NissanContactUs
vin : 5N1AN08U49C[redacted]
dealerstate :
dealername : Riverside Nissan
comments : I HAVE A MAJOR SERVICE COMPLAINT. I WILL BE CONTACTING THE CONSUMER LINE TOMORROW MORNING. IT IS MUCH TO LONG AND INVOLVED TO P
ALL DOWN HERE.
YOU MAY ALSO CALL ME AT THE NUMBER PROVIDED.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7426578	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	7/11/2013	YE	AD	121500	OA
Edit | Del	CC-7426579	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	UNNECESSARY SERVICE	QC	7/11/2013	WV	BF	223500	OC

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review RHR Decision-[redacted]	[redacted]	✓	7/23/2013	Sharmayne Thomas	7/23/2013 4:10 PM
Edit | Del	RHR Resubmission -[redacted]		✓	7/23/2013	Adrienne Dickens	7/23/2013 9:01 AM
Edit | Del	RHR Resubmission -[redacted]		✓	7/23/2013	Sharmayne Thomas	7/23/2013 8:20 AM
Edit | Del	Riverside		✓	7/19/2013	Sharmayne Thomas	7/23/2013 4:10 PM
Edit | Del	RHR Review -[redacted]		✓	7/19/2013	Adrienne Dickens	7/23/2013 8:18 AM

Show more » | Go to list »

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0FumyR:ref] *7/3/2013 Case #[redacted] Dear[redacted] Thank you for taking the t...*	[redacted]	7/3/2013 4:41 P
Reply | To All | Del	Replied		My Nissan Vehicle *firstname :[redacted] lastname [redacted] email :[redacted] .com home...*	nissanconsumeraffairs@my-nissan-usa.com	7/2/2013 7:50 P

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR2[redacted]docx	28KB	7/22/2013 6:47 PM	Andrew Czarney
Edit | View | Del	OpenRO[redacted].pdf	39KB	7/22/2013 12:36 PM	Sharmayne Thomas
Edit | View | Del	RHR[redacted]6.docx	25KB	7/18/2013 5:16 PM	Jonathon Spurling
Edit | View | Del	RHR Template- West Region Case[redacted].doc	69KB	7/18/2013 5:09 PM	Jonathon Spurling
Edit | View | Del	RO[redacted]071513.pdf	95KB	7/15/2013 8:18 PM	Sharmayne Thomas

Show more » | Go to list »

Case History

Case History He

Date	User	Action
7/23/2013 4:11 PM	Sharmayne Thomas	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/23/2013 8:20 AM	Ricardo Torres	Changed **DRT Support Status** from Pending to **DRT Assigned**.
7/22/2013 6:47 PM	Andrew Czarney	Changed **DRT Support Status** from DRT Assigned to **Pending**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [3] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jennifer Lanning [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	7/16/2013	Date/Time Opened	7/16/2013 2:02 AM
Supporting Documents	☐	Date/Time Closed	7/16/2013 11:57 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD09U78[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	53318	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	ORR NISSAN OF CORINTH	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	7/16/2013
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	5/7/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD09U78[redacted]4		
Created By	System Account NNAINT, 7/16/2013 2:02 AM	Root Cause Code	SCIR
Last Modified By	Bryan Fry, 7/27/2013 7:33 PM	Root Cause Code (2)	SCDS
Days Closed	1,451	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA11661915

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Jennifer Lanning (7/16/2013 11:56 AM) Rcas placed call to c #[redacted] Rcas reached VMX and advised calling on survey comments. Rcas apologized and explained will file complaint on c behalf. Rcas provided cont info. call ended
Make Private	✓	Created By: Jennifer Lanning (7/16/2013 11:51 AM) Rcas placed call to dlr on concern. SM-PJ unavailable to go over info. Rcas left VMX and call ended
Make Private	✓	Created By: System Account NNAINT (7/16/2013 2:02 AM) | Last Modified By: Jennifer Lanning (7/16/2013 8:58 AM) HE WAS UNCARING - WHEN WE EXPLAINED OUR BRAKE FAILURES AFTER SUPPOSEDLY REPAIRED.AFTER SO CALL FIXING OUR BRAKES - WHEN NXT. DAY HAD BF FAILURE OUT OF STATE.BRAKES NOT WORKING CORRECTLY - SEVERAL ISSUES.JACK, OUR SERVICE MGR, WAS VERY FRIENDLY BUT REPAIR WAS NOT WHAT WE HOPED. CHARGES FOR DISPOSING OF MY OLD PARTS NEVER MENTIONED TO US. IF THEY HAD, WE WOULD HAVE TAKEN OLD PARTS & DISPOSED OURSELVES. CHARGING TO THROW AWAY OUR PARTS IS SCAM WHEN WE PICKED UP OUR TRUCK BRAKE PEDAL WENT TO FLOOR. WE WAITED FOR ADJUSTMENT & AS DROVE AWAY PEDAL WENT TO FLOOR AGAIN SO BE BROUGHT IT BACK. AFTER.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7430272	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	7/16/2013	YX	AD	121500	OA
Edit | Del	CC-7430273	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	7/16/2013	YY	BF	223500	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
7/16/2013 11:57 AM	Jennifer Lanning	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
7/16/2013 8:59 AM	Jennifer Lanning	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Angelica Gomez [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	8/30/2013	Case Origin	Phone
Follow Up Date	9/6/2013	Date/Time Opened	7/24/2013 10:26 AM
Supporting Documents	✓	Date/Time Closed	9/6/2013 4:09 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	ABS System (no braking power)		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	88,752		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA08C38[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	52,752
Make	NISSAN	Beyond Basic Warranty Months1	79
Model Line	ARMADA	Beyond PT Warranty Miles1	28,752
Model Code	49618	Beyond PT Warranty Months1	55

Dealer Access

Case Servicing Dealer	JERRY SEINER NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/2/2013	Vehicle Service Contract	
RHR Completed	8/2/2013	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN:		
Created By	Angelica Gomez, 7/24/2013 10:26 AM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,399	Action Code	NT3M
Case Record Type	CA Closed Case [Change]	Document ID	CA11739440

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Angelica Gomez (9/6/2013 4:09 PM) ** Summary: C wrote letter stating veh has been SOLD due to ABS concern and disclosed veh concerns to new owners. C also stated in letter C provided TCS TL's contact informati new owner should new owner have any brake concerns. TCS TL attempted to reach out to C, however, after two messages left and no C response, ** TCS TL notes: VEH HAS BEEN SOLD, ABOVE MENTIONED CUSTOMER IS NO LON A NISSAN OWNER. ** TCS TL closing case. ~
Make Public		Created By: Angelica Gomez (9/6/2013 4:07 PM) TCS TL-AG left a second vmx for C requesting a call back. TCS TL provided name and direct contact phone number. ~
Make Public		Created By: Angelica Gomez (9/4/2013 5:30 PM) TCS TL-AG left a vmx for C requesting a call back. TCS TL provided name and direct contact phone number. ~
Make Public	[redacted]	Created By: Susan Fresh (9/4/2013 8:17 AM) | Last Modified By: Susan Fresh (9/4/2013 8:17 AM) MT SF received letter dated 08/24/13 from customer via Certified mail on 08/30/13; reopening case and attaching copy for review and handling by agent.
Make Public		Created By: Angelica Gomez (8/12/2013 2:54 PM) *** Summary: C contacted NNA stating brakes do not operate properly. C stated ABS system has no braking power and requested veh to be repurchased as C does not feel safe. NNA reviewed C's request along with veh history; NNA is not in a position to repurchase veh at this time. TCS TL left vmx for C requesting a call back to provide NNA's position. TCS TL sending denial letter. ~ Case closed. ~
Make Public		Created By: Angelica Gomez (8/12/2013 2:51 PM) TCS TL-AG left a vmx for C requesting a call back. TCS TL provided name and direct contact phone number. ~ TCS TL closing case. ~
Make Public	[redacted]	Created By: Angelica Gomez (8/8/2013 4:47 PM) TCS TL-AG left a vmx for C requesting a call back. TCS TL provided name and direct contact phone number. ~
Make Public		Created By: Jacinta Pederson (8/5/2013 9:11 AM) Based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. Arbs has no further recommendations.
Make Public		Created By: Jacinta Pederson (8/5/2013 9:09 AM) Arbs notes SM was unable to duplicate c's concern.

Make Public	[redacted]	**Created By: Jacinta Pederson (8/5/2013 9:06 AM)** Arbs notes service history. 4/12-4/16/2013 88,752 miles Days Down 5 C/S brake and traction control lights have come on. **Dlr Delta stroke sensor, needs ABS control module; Recommended repairs declined. 3/27/13 74,158 miles Days Down 1 C/S veh's brake failed ****DTS inspected veh for brake complaint. DTS initial test drove veh and found no problems stopping or panic stopping. DTS directed dlr to remove all four wheels and pads to inspe thickness and rotor thickness. All pads were non factory and had wording on the squeal shim stating "Select ceramic". All pads and rotors are within specification. Also checked brake booster for possible fluid contamination with tool and found none. Inspected all connections of braking system and found no abnormalities. Performed diagnostics of veh with consult found no fault codes for ABS system at time of inspection. Also performed DTA monitor check of all four wheel speed sensors and all are within range and reading what the speedom displaying. Checked brake pedal height and found no abnormalities. Checked delta V sensor on brake booster and found readings within specification. Test drove veh after re-assem the veh and verified all fastners were torqued to spec. No abnormalities duplicated at time of inspection related to C's complaint of braking. 1/9-1/11/2012 71,437 miles Days Down 2 C/S veh loses brake 3/26/10 42,904 miles Campaign performed PC039 brake pin; brake pedal**pin was installed properly
Make Public		**Created By: Jacinta Pederson (8/5/2013 9:01 AM)** ARbs received RHR for review. Arbs notes in service date is 11/30/2007.
Make Public		**Created By: Ricardo Torres (8/2/2013 4:35 PM)** DRTS received the RHR. The RHR was assigned to ARBS-Jacinta Pederson for review.
Make Public		**Created By: Angelica Gomez (8/2/2013 3:44 PM)** TCS TL-AG left a vmx for C advising RHR still under review. TCS TL also stated will contact C on 8/8/13 to follow-up. TCS TL provided name and direct contact phone number. ~
Make Public		**Created By: Angelica Gomez (7/31/2013 11:06 AM)** TCS TL-AG has completed RHR request and a task has been assigned to DRTS for further review. ~
Make Public		**Created By: Angelica Gomez (7/31/2013 10:23 AM)** ~ ** TCS TL-AG notes that on 7/24/13 an email was sent to SM Jason copying CSM, FOM and DTS advising of C's request of an RHR. ~
Make Public		**Created By: Angelica Gomez (7/31/2013 9:42 AM)** TCS TL-AG contacted C at phone numbe[redacted]. TCS TL advised C that C's RHR request is in process for review and advised C that SM Jason is requesting courtesy veh t returned to dlrshp as brake concern on C's veh has not been duplicated and C's veh needs to be picked up. TCS TL advised C that RHR review takes up to 10 days for an outcome u C stated C's veh will not be returning to C's home and C will not be picking veh up. C stated C has kept loaner veh this long as C does not have anything else to drive. C stated C will reaching out to SM on this date to inform SM of C's decision C has made on this date. C thanked TCS TL for the follow-up and call ended mutually. ~
Make Public		**Created By: Angelica Gomez (7/31/2013 9:31 AM)** TCS TL-AG received a call back from C stating C will not be returning the loaner veh to Christopher Nissan as C is without a veh. C stated C's veh is at the dlrshp at this time and C v keeping loaner veh until NNA repurchases C's veh back. ~
Make Public		**Created By: Angelica Gomez (7/30/2013 4:40 PM)** TCS TL-AG left a vmx for C requesting a call back. TCS TL provided name and direct contact phone number. ~
Make Public		**Created By: Angelica Gomez (7/30/2013 2:58 PM)** TCS TL-AG notes that a vmx was received from C stating dlr is requesting courtesy veh to be returned. ~
Make Public		**Created By: Angelica Gomez (7/30/2013 2:13 PM)** TCS TL-AG contacted SM Jason Napier regarding C and courtesy veh. SM stated last week C's husband brought veh in stating brakes had gone out once again and would not drive until NNA repaired it. SM also stated that C became very irate and insulted the SA assisting C at that time. SM stated C was using profanity and was invading SA's space and that is SM decided to offer a courtesy veh and diagnose the veh in order to verify the concern. SM stated SM has reached out to C and advised that brake concern has not been duplicated courtesy veh has to be return. C advised SM that if it takes NNA 3 months to decide what to do with C's veh C will be keeping veh for that long. SM requesting assistance with concern as C is currently adding miles on courtesy veh. TCS TL-AG advised SM that TCS TL would further discuss C's case with Arbitrations department for further review as C is an attorney and C is becoming too aggressive. >> SM understood and thanked TCS TL for the assistance. SM requested to be kept in the loop. ~
Make Public		**Created By: Angelica Gomez (7/30/2013 2:03 PM)** TCS TL-AG received an email from SM Jason Capier from Christopher Nissan requesting a call back regarding C having one of dlr's courtesy veh and refuses to return. ~
Make Public	[redacted]	**Created By: Angelica Gomez (7/26/2013 3:07 PM)** TCS TL-AG left a vmx for C advising ROs were received from dlr and would forward to appropriate department for further review. TCS TL provided name and direct contact phone number. ~
Make Public		**Created By: Angelica Gomez (7/25/2013 12:27 PM)** TCS TL-AG notes that ROs were received from SM Jason Napier on this date. TCS TL attaching docs to case for further procedure. ~
Make Public	[redacted]	**Created By: Angelica Gomez (7/24/2013 11:51 AM)** TCS TL-AG has attempted to reach out to dlr Christopher Nissan at phone#[redacted] without success. TCS TL notes cannot get past greeting message when calling dlrshp. ~ TCS TL sent an email to SM Jason Napier requesting veh history to further proceed with C's request as C no longer wants veh. ~
Make Public		**Created By: Angelica Gomez (7/24/2013 11:01 AM)** Two previous related cases found[redacted] TCS TL-AG contacted C regarding C's veh and concern with ABS system failing once again (as C stated). C stated on 7/23/2013, veh had to be dropped off at dlrshp due to brakes k brake power. C stated veh has been taken to dlrshp numerous times for brake issues and still veh has not been repaired. C stated many times dlr has not even documented each visi they advise C to do is to turn veh off then back on as this will reset the system and brakes will operate fine. C stated C's wife cannot be doing that on the freeway. C stated veh is uns and has left veh at dlrshp as veh will not be returning to C's home. C stated C no longer wants veh and will sign title off. C stated as an attorney C understands the process. C stated does not want veh as NNA will not be repairing veh otherwise this would have been done 4 years ago. C also made the statement that before C takes veh back to C's drive-way, C wi veh in front of the dlrshp and post a sign with the veh's history. TCS TL apologized to C and advised that dlr will be contacted and gather all veh history in order to submit C's request. C understood and stated (sarcastically) hopefully this will be resolved within a year. C also stated no need to apologize as this does not help C. TCS TL provided name and direct contact phone number. ~

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7462338	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	8/12/2013	YX	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	RHR Review - [redacted]	[redacted]	✓	8/2/2013	Jacinta Pederson	8/5/2013 9:11 AM
Edit | Del	RHR Review - [redacted]		✓	8/2/2013	Angelica Gomez	8/2/2013 4:36 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Ltr [redacted] pdf	177KB	9/4/2013 8:17 AM	Susan Fresh
Edit | View | Del	DenialLt[redacted]e.pdf	25KB	8/12/2013 3:30 PM	Angelica Gomez
Edit | View | Del	White_Repair History Review Request Form (1).docx	51KB	7/31/2013 11:01 AM	Angelica Gomez
Edit | View | Del	RHR Template- Central Region Case[redacted] .doc	86KB	7/30/2013 2:59 PM	Angelica Gomez
Edit | View | Del	ROs[redacted].PDF	1.23MB	7/25/2013 12:27 PM	Angelica Gomez

Case History

Case History He

Date	User	Action
9/6/2013 4:09 PM	Angelica Gomez	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/4/2013 5:31 PM	Angelica Gomez	Changed **Follow Up Date** from 9/4/2013 to **9/6/2013**.
9/4/2013 8:17 AM	Susan Fresh	Changed **Supporting Documents** from false to **true**.

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Surveys

Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Claeton Ezra Camina [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/30/2013	Date/Time Opened	7/30/2013 2:51 PM
Supporting Documents		Date/Time Closed	7/30/2013 5:06 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	69,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA07D48[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	33,000
Make	Nissan	Beyond Basic Warranty Months1	71
Model Line	TITAN	Beyond PT Warranty Miles1	9,000
Model Code	48718	Beyond PT Warranty Months1	47

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6BA07D48N[redacted]		
Created By	Claeton Ezra Camina, 7/30/2013 2:51 PM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 7/31/2013 8:16 PM	Root Cause Code (2)	
Days Closed	1,437	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA11779190

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Claeton Ezra Camina (7/30/2013 5:06 PM) crr4-cc received a call from c, wants to know if veh is part of recall, because c is having issues with veh, spongy brake, fule gauge is inaccurate, a/c fan does not work. crr-cc verified account and contact information, no changes. CRR-CC checked for open recall/campaigns/ found none. advised c to take veh to dealer to have veh diagnosed, c agreed. crr-cc offered further assistance, c declined. crr-cc gave to c name, extension and case number. crr-cc closing case.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7447669	NISSAN PRODUCT INQUIRIES	TITAN	PROVIDED RECALL INFORMATION	QF	7/30/2013	VG	AZ	258500	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
7/30/2013 5:06 PM	Claeton Ezra Camina	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/30/2013 2:51 PM	Claeton Ezra Camina	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 1N6BA07D48N**[redacted]
		Changed **Home Phone** to [redacted]

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Surveys Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Marilyn Hoskinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/7/2013	Date/Time Opened	7/31/2013 2:55 PM
Supporting Documents		Date/Time Closed	8/7/2013 3:08 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	80,000	Related Vehicle Make	Nissan
Current Mileage	136,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA08C17N[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	100,000
Make	NISSAN	Beyond Basic Warranty Months1	84
Model Line	ARMADA	Beyond PT Warranty Miles1	76,000
Model Code	79817	Beyond PT Warranty Months1	60

Dealer Access

Case Servicing Dealer	NEWTON NISSAN OF GALLATIN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	8/2/2013
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1BA08C17N[redacted]		
Created By	Jerico Delafuente, 7/31/2013 2:55 PM	Root Cause Code	SNFA
Last Modified By	Veronica Moody, 4/12/2015 9:37 PM	Root Cause Code (2)	
Days Closed	1,429	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA11786658

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Marilyn Hoskinson (8/7/2013 3:07 PM)** Summery: c called in wanting fa for the brake booster for the veh, RCAS purchased the veh out of warranty, c has no history at the dlrshp. RCAS called the dlrshp and SM stated c h history at the dlrshp and does not recommend goodwill. RCAS called and denied c assistance with the repair. RCAS closing the case as there is no further assistance required
Make Private	✓	**Created By: Marilyn Hoskinson (8/7/2013 3:05 PM)** RCAS called c[redacted], RCAS had to leave a vmx for c to call RCAS back at Ext 458121 RCAS called [redacted], RCAS stated to c that NNA is not in the position to assist c with the repair on the veh. c states okay will join the lawsuit thanks for calling c back, RCAS stated c was welcome.
Make Private	✓	**Created By: Marilyn Hoskinson (8/7/2013 3:00 PM)** RCAS called the dlrshp and SM-Kenny states that c is not a servicing c. would not recommend goodwill.
Make Private	✓	**Created By: Marilyn Hoskinson (8/6/2013 2:00 PM)** RCAS received a vmx from the dlrshp, RCAS called the dlrshp and had to leave a vmx for the SM-Kenny to give RCAS a call back.
Make Private	✓	**Created By: Marilyn Hoskinson (8/5/2013 4:38 PM)** RCAS called the dlrshp, RCAS had to leave a vmx for SM-Kenny to call RCAS back at Ext 458121
Make Private	✓	**Created By: Marilyn Hoskinson (8/5/2013 4:32 PM)** RCAS did see an other 2006 Armada, different address.
Make Private	✓	**Created By: Marilyn Hoskinson (8/2/2013 2:30 PM)** RCAS received a call from c. RCAS stated to c that the veh is out of the manufactures warranty, and was purchased out of warranty, RCAS stated would look into good will for c but not guarantee that c will receive assistance as the veh is pretty far out of warranty, c states that c's wife and family is in danger because of this failed part. RCAS stated can understa the concern for the family, RCAS stated would look into the goodwill and give c a call on 08/07/02013
Make Private	✓	**Created By: Marilyn Hoskinson (8/2/2013 1:21 PM)** RCAS called c[redacted] and [redacted] RCAS had to leave a vmx for c to call RCAS back at Ext 4581221, RCAS called c[redacted] and this number is no longer in service RCAS setting follow up for 08/06/2013
Make Private	✓	**Created By: Marilyn Hoskinson (8/2/2013 1:16 PM)** RCAS called the dlrshp and SA stated that SM-Kenny is in a meeting right now.
Make Public		**Created By: Amonda Cruz-Colon (8/1/2013 3:31 PM)** *** [Added after the case is closed.] *** CRR/AC received an inbound call from c providing a case number 11786658 wishing to continue to speak to crr/ac C states c wishes to speak to someone in America and crr/ac IS just fine VIN: 5N1AA08B96N[redacted] 136,000 MILES ON VEH, 80,000 when c purchased veh Veh purchased January 2011 C stated c had a diagnostic

SECOND ARMADA C OWNED

DIAGNOSTIC: delta strike sensor
ESTIMATE of REPAIR: 935.27

SM :KENNY
SA: DAVID c mainly dealt

CRR/AC asked what c wants from NNA

C stated c has done research that this issue (delta strike sensor, with many Nissan vehicles) c states over 300 complaints and thousandths on different forums

CRR/AC asked what specifically c wanted from NNA

C stated FULL REPAIR COVERED

C feels that being this issue has been a problem from the beginning c should handles by NNA, mentioning c has 4 children and a wife-stating wife drove veh 4 times, and experience breaking*

C is beyond worried and concerned for c's family safety

C stated c himself has encountered this issue (Yesterday) 7/31/13

CRR/AC advised c CRR will escalate case to higher department (RCAS) and c will be contacted at the end of the next business day

C thanked and understood, CRR provided crr name AMONDA and Ext 457307 for reference

Make Public

Created By: Jerico Delafuente (7/31/2013 3:04 PM)
crr-jd received a call from c. c stated that c had a continues issue with the ABS brake booster. c stated that c's wife almost got into an accident because of this. c called NEWTON NI OF GALLATIN and spoke with SA-David. Sa advised that dlrshp won't be able to help c and contact CA to open a case. crr-jd asked c if the dlrshp provided a diagnosis. c said no. c advised c that c needs to get a recent diagnosis from a nissan dlrshp for further review. c stated that nissan should cover the expenses of the diagnosis because it is a known issue. apologized to c that crr won't be able to cover the doagnosis fee, but c may call back once c have a diagnosis to forward the case to rcas. c understood.

crr-jd also apologized to c that crr cannot give assurance or guarantee at the moment.
crr-jd offered further assistance. c declined.
crr-jd provided name, case number and extension number.
crr-jd closing the case.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7449319	BRAKES	BRAKE BOOSTER	NON-WARRANTY ITEM GOODWILL ASSISTANCE REQUEST	03	7/31/2013	VF	AD	119000	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	8/6/2013	Marilyn Hoskinson	8/7/2013 3:08 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
8/7/2013 3:08 PM	Marilyn Hoskinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/2/2013 2:31 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 8/2/2013 to **8/7/2013**.
8/2/2013 7:24 AM	Marilyn Hoskinson	Changed **Shared via Portal** from false to **true**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/11/2013	Date/Time Opened	8/1/2013 9:46 AM
Supporting Documents		Date/Time Closed	8/26/2013 4:17 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	586		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	1N6BA0ED4CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	12
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	TROY NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	8/6/2013
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F14092	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: 1N6BA0ED4C[redacted]		
Created By	Ma. Crisenti Cabrera, 8/1/2013 9:46 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 8/30/2013 8:04 PM	Root Cause Code (2)	
Days Closed	1,410	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA11791280

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (8/26/2013 4:17 PM)** Received Email from PL stating that the results have been provided and to discuss with C. ARBS MI assembled a letter and contacted C and left a VMX stating that the resolution has been provided and ARBS ML has assembled a letter explaining the investigation and the resolution. ARBS ML stated that C should receive the letter in 3 - 4 business days and after reviewing the letter, if C has any question to please feel free to reach out to ARBS ML. L follow up information and case number for reference. CLOSING CASE AS RESOLUTION HAS BEEN PROVIDED AND A LETTER SENT TO C **********
Make Public	☐	**Created By: Michael Lucas (8/26/2013 2:25 PM)** Received Email from DTS stating that the inspection has been uploaded to the FTP site and will go under review. WAITING FOR RESULTS TO BE PROVIDED **********
Make Public	☐	**Created By: Michael Lucas (8/12/2013 12:06 PM)** Contacted C at mobile number and confirmed the proposed date and time as C is happy with that time. Contacted SM at Troy Nissan and informed SM that the Inspection is occurring on 08-22-2013 9:00pm . SM thanked ARBS ML for the heads up. Sent DTS and email stating that the date, time and location are confirmed. WAITING FOR INSPECTION TO BE PERFORMED AND UPLOADED TO THE FTP SITE **********
Make Public	☐	**Created By: Mark Aldrine Arenal (8/9/2013 10:32 AM)** crr-ma received a call from c stating that c is just returning a phone call. crr-ma advised c that the case is being handled by one of our DTS. c states it's okay to call c on tuesday 08/ crr-ma acknowledged and advised c that crr-ma will note the request on the case. c understood crr-ma exiting ase
Make Public	☐	**Created By: Michael Lucas (8/9/2013 10:27 AM)** Received Email from DTS stating that the soonest available date will be 08-22-2013 at 9:00am. Contacted C on mobile and left a vmx stating the soonest available date and would like a call back to confirm. Left follow up information and case number for reference. WAITING FOR CALL BACK FROM C **********
Make Public	☐	**Created By: Michael Lucas (8/8/2013 1:01 PM)** Submitted DTS request WAITING FOR 1ST PROPOSAL **********
Make Public	☐	**Created By: Michael Lucas (8/8/2013 12:55 PM)** Contacted C and completed probe. C stated that C would like Nissan to repair the vehicle and cover the expenses. ARBS ML offered to have the vehicle inspected and C stated that would be fine. ARBS ML offering inspection due to NO injury, Little damage to vehicle, Multiple visits to dealer without duplication of concern and No allegation. SUBMITTING DTS REQUEST **********

Make Public		**Created By: Hubert Domanais (8/8/2013 10:49 AM)** crr-hd received a call from c c wanted to speak to arbs-ml about the case crr-hd advised c that arbs-ml tried to call c at phone [redacted] c said that c can be reached a [redacted] crr-hd advised c that crr-hd will send an internal message to arbs-ml for follow up c understood crr-hd advised c that crr-hd will transfer c and if reached VM crr-hd will send internal message and will state that c wants a call back c said yes. sending an internal message. crr-hd exiting the case
Make Public		**Created By: Vidah May Lucas (8/8/2013 10:05 AM)** crr-vl received a call from c asking for a callback from the person handling the case. crr-vl verified info of c. crr-vl told c that crr-vl will transfer the call but is not allowed so crr-vl told c that crr-vl will just send an internal message to Michael Lucas and will request for a call back to c. crr-vl offered further assistance; c declined. crr-vl gave case no., name, ext.
Make Public		**Created By: Michael Lucas (8/7/2013 2:14 PM)** Contacted C at home number and automated VMX stated that "This person does not have a voice mailbox that is set up" Unable to leave VMX. PROBE INCOMPLETE, 1ST CALL **********
Make Public		**Created By: Michael Lucas (8/7/2013 9:44 AM)** Received Case, Under Review, Call to Verify Probe
Make Private	✓	**Created By: Suzanne Farlow (8/6/2013 2:41 PM)** RCAs-SF called c at requested phone [redacted] at 3:25pm est and spoke to c who advised that veh was in a recent collision based on brakes not working properly. RCAs ontained the following case info; 1) Approximate mileage on vehicle at time of accident or incident: C STATES approximately 1,500 miles 2) Description of the accident or incident: a. Who was involved? C STATES c was driver and only one in the vehicle b. What happened? C STATES c was pulling into the service station and pulled up to the pump. C tried to depress the brake pedal and the brakes went all the way to the floor. C states the vehicle into a pole that prevented the vehicloe from heading back out in the highway. C called the police to file a report and contacted the NNA dealer right away. Police advised the c to drive the to the dealer. c. What areas of the vehicle are affected? C STATES the front bumper has damage and is unsure of anything else. d. When did it happen? DOCUMENT date and time. C STATES last Tues July 30th at approx noon e. Where did it happen? DOCUMENT detailed description of location of incident (please be as precise as possible). C STATES f. How did it happen? C STATES 3) What the customer is requesting of Nissan North America: C STATES that dlr was not able to find anything wrong with the brake system, but the veh has done this three more times since the vehicle was picked up from the dealer and custo scared to drive the vehicle, let alone the customer having family in the vehicle too. Customer is asking NNA to fix the bumper on the vehicle, as dealer advised the c that there was n can be done except for checking the vehicle for needed repairs. RCAS advised that a representative will call the customer within two business days from receipt of the Case to ask a series of detailed questions. The call should only take about 20 minutes. RCAs verified the 334 421 1196 number the best number to reach the customerand the call ended mutually, after RCAS provided contact info 800 343 6913 s458174.
Make Private	✓	**Created By: Suzanne Farlow (8/5/2013 2:12 PM)** RCAS-SF called SM Tyler at Troy on main work phone at 2:10pm est and spoke to SM who advised the customer brought the veh into the dlr with comlaint of brake failure. Dlr perfo all diagnostics according to the brake pedal workflow chart such as tested brake pedal stroke (customer's veh tested at 150 and spec is 152), fluid level, no DTCs in the system, did system check, and even test drove the veh with no duplication. Dlr not able to duplicate or find any concern.
Make Private	✓	**Created By: Ma. Crisenti Cabrera (8/5/2013 10:20 AM) | Last Modified By: Suzanne Farlow (8/5/2013 1:13 PM)** crr-mc received a call from c sating that c took the veh to the dlr last thursday c wasnt told that the dlr cannot find anything but c stated that when c took the veh back home the smae happened and it happened 3 times c stated that c was not able to take note of the SA's name crr-mc advised c that file will be escalated to rcas and c will be contacted before the end of the next businessday. C understood. crr-mc c provided the best number to reach c [redacted] crr-mc offered Further assistance , c declined. crr-mc provided name, file and extension number. crr-mc forwarding the file to rcas. crr-mc exiting the file.
Make Private	✓	**Created By: Ma. Crisenti Cabrera (8/5/2013 10:15 AM) | Last Modified By: Suzanne Farlow (8/5/2013 1:13 PM)** veh concern
Make Private	✓	**Created By: Ma. Crisenti Cabrera (8/1/2013 9:51 AM) | Last Modified By: Suzanne Farlow (8/5/2013 1:13 PM)** crr-mc received a call from c saying that the veh's break failed crr-mc verified if the veh was taken to a nissan dlr,c said yes crr-mc asked what the dlr told c crr-mc c said the dlr hasnt told c anything yet crr-mc asked c how c wants nna to assistc with the concern crr-mc c wants to maek sure that the same thing wont happen again crr-mc informed c that the dlr is at the best position to assess on what needs to be done to the veh to make sure that the break wont fail again based on the diagnosis crr-mc asked if c can exchange c's veh to another veh if the same thing happen crr-mc advised that if it will happen again c can call nna back for further assistance, c understood crr-mc offered further assistance crr-mc provided case number, name and EXT# crr-mc closing the case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7450101	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/1/2013	YX	AD	121500	OA

Open Activities

Open Activities He

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	8/8/2013	N/A	Michael Lucas

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	8/7/2013	Michael Lucas	8/7/2013 9:16 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F14188	DTS Request	Michael Lucas, 8/8/2013 12:56 PM	8/8/2013
Edit | Del	F14092	IIR	Suzanne Farlow, 8/6/2013 2:45 PM	8/6/2013

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created
Edit | View | Del	[redacted] - Resolution Letter .doc	138KB	8/26/2013 4:12 PM	Michael
Edit | View | Del	[redacted] - Resolution Letter.pdf	32KB	8/26/2013 4:12 PM	Michael
Edit | View | Del	DTS uploaded to FTP confirmation -- RE DTS Request Case [redacted] Customer [redacted] Dealer TROY NISSAN.txt	4KB	8/26/2013 2:27 PM	Michael
Edit | View | Del	Confirmation of Inspection Date and Time --- RE DTS Request Case # [redacted] Custome [redacted] Dealer TROY NISSAN.txt	4KB	8/12/2013 12:04 PM	Michael
Edit | View | Del	DTS 1st proposal -- RE DTS Request Case [redacted] Customer [redacted] Dealer TROY NISSAN.txt	3KB	8/9/2013 10:26 AM	Michael

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Case History

Case History He

Date	User	Action
8/26/2013 4:17 PM	Michael Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/26/2013 2:25 PM	Michael Lucas	Changed **Follow Up Date** from 8/28/2013 to **9/11/2013**.
8/12/2013 12:07 PM	Michael Lucas	Changed **Follow Up Date** from 8/12/2013 to **8/28/2013**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [31] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [2] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Denise Caldwell [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/19/2013	Date/Time Opened	8/1/2013 10:26 AM
Supporting Documents		Date/Time Closed	9/20/2013 2:41 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	CST00027705
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C request repurchase due to brake concern.		

Customer Detail

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

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,327		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA0NC6BN[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	9
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26411	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	WALSER NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$46,262.19	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started	8/24/2013	Vehicle Service Contract	
RHR Completed	8/24/2013	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AA0NC6BN[redacted]		
Created By	Kristie Soucek, 8/1/2013 10:26 AM	Root Cause Code	SRFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	1,385	Action Code	NE5F
Case Record Type	CA Closed Case [Change]	Document ID	CA11791586

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Denise Caldwell (9/16/2013 2:56 PM)** ARBS notes: Morley Case number[redacted] FedEx tracking number 796691273409 Check number to the c[redacted] Check number to the lienholder[redacted]
Make Public	☐	**Created By: Denise Caldwell (9/16/2013 11:25 AM)** ARBS notes email communication with the c regarding the VPP incentive: [redacted], Your VPP claim number is[redacted]. You have Plan A. This is important information for you to know because there are different levels of the VPP plans. You have the highest level Please let me know if you have any questions. Regards, _____ Denise CALDWELL Customer Quality & Dealer Network Development Arbitration Specialist Nissan North America, Inc. One Nissan Way Franklin, TN 37067 Phone +1 615.725.7204 FAX +1 615.267.7677 denise.caldwell@nissan-usa.com From:[redacted]] Sent: Monday, September 16, 2013 9:03 AM To: Caldwell, Denise (EXTERNAL) Subject: RE: Nissan North America For instance, I've been quoted $5500 of sticker (customer cash) plus $2500 rebate to equal $8000 off sticker. Can I get the a new 2013 Armada at invoice minus $8000? I do underst this is subject to change based on timing of my purchase. Thanks, [redacted] _____ From: Denise.Caldwell@nissan-usa.com To: matthans30@hotmail.com Subject: RE: Nissan North America

Date: Mon, 16 Sep 2013 13:57:21 +0000
In most case the incentives being offered in your region are available with the VPP. It is subject to the incentive at the time of purchase.

Thank you.

Denise CALDWELL
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067
Phone +1 615.725.7204
FAX +1 615.267.7677
denise.caldwell@nissan-usa.com

From: [redacted]]
Sent: Monday, September 16, 2013 8:55 AM
To: Caldwell, Denise (EXTERNAL)
Subject: RE: Nissan North America

Hi Denise,

Can I get customer cash and rebates on top of that?

Thanks,

Matt

From: Denise.Caldwell@nissan-usa.com
To: matthans30@hotmail.com
Subject: RE: Nissan North America
Date: Mon, 16 Sep 2013 13:32:51 +0000
[redacted]

I have requested a Vehicle Purchase Program (VPP) incentive claim number. Provide the claim number to a Nissan dealership prior to purchasing a new vehicle to receive dealer inv pricing on particular models.

I will send a follow up email with the claim number.

Thank you.

Denise CALDWELL
Customer Quality & Dealer Network Development
Arbitration Specialist

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067
Phone +1 615.725.7204
FAX +1 615.267.7677
denise.caldwell@nissan-usa.com

From[redacted]]
Sent: Saturday, September 14, 2013 3:48 PM
To: Caldwell, Denise (EXTERNAL)
Subject: RE: Nissan North America

Hi Denise,

Thank you for moving this along as fast as you can.

Moving forward regarding replacing our vehicle, we are considering another new Armada as one of the vehicles on our list. Can you or someone else at Nissan offer us an additional incentive to purchase new from Nissan again? We've purchased a new Pathfinder in 2004 and our Armada in 2011. We are giving Nissan the benefit of the doubt and assuming this v just one of those RARE instances of why the lemon law is in place.

We thought we'd see if Nissan would want to retain our loyal business with an incentive to purchase another new Nissan?

Let us know if there are any options with this.

Thanks,

[redacted]

Make Public

Created By: Denise Caldwell (9/13/2013 10:44 AM)
ARBS sent an email to the c:
[redacted]

I have received the signed agreement. Thank you.

I will process the agreement. You will receive a call from Morley, the third party vendor, we use to surrender the vehicle.

Please let me know if you have any questions.

Regards,

Make Public

Created By: Denise Caldwell (9/13/2013 10:40 AM)
ARBS submitted the check request.

Make Public

Created By: Denise Caldwell (9/13/2013 10:40 AM)
ARBS notes the repurchase calculations:
(+)Base Price $46,090.00
(+)Sales Tax $2,300.00
(+)Dealer Admin Fee $75.00
(+)Lic/Reg $1,047.50
(+)Interest Paid $1,750.99
(+)Service Contract $1,882.00
(-)Less Usage (28,833 x 10 cents per mile) $2,883.30
(-)Less Rebates $4,000.00
Refund Amount $15,890.25
Wings Financial Credit Union $30,371.94

Make Public

Created By: Denise Caldwell (9/13/2013 8:59 AM)
ARBS received the c's signed repurchase agreement.

Make Public

Created By: Denise Caldwell (9/11/2013 3:00 PM)
ARBS sent the repurchase agreement to the c:

Hi [redacted],

Yes, I have everything I need. I have attached the repurchase agreement for your review and signatures.

Please let me know you if you have any questions. Thank you.

Regards,

Denise CALDWELL
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By: Denise Caldwell (9/11/2013 3:00 PM)
ARBS received an email from the c:
Hi Denise,

Make Public

Do you have everything you need from me?

[redacted]

Created By: Denise Caldwell (9/11/2013 2:31 PM)
ARBS received an email from the c:
Hi Denise,

Make Public

Here is the cashed check for my 2012 tabs paid to the license bureau, it has my plate number in the memo line too. Hope you can use this as my receipt for my 2012 tabs.

Thanks,

[redacted]

Created By: Denise Caldwell (9/9/2013 5:01 PM)
ARBS notes further email communication with the c:

Hi Denise,

Can I send you a copy of the check that was used to pay my tabs for 2012? I don't have the 2012 registration/tabs anymore that shows I paid them. But I can send you the image of tl check that was written to them for 2012 tabs.

Thanks,

[redacted]

From: Denise.Caldwell@nissan-usa.com
To: matthans30@hotmail.com
Subject: RE: [redacted] 2011 nissan armada vin 5N1AA0NC6BN[redacted]
Date: Mon, 9 Sep 2013 19:17:58 +0000
[redacted]

That is correct. The lienholder form was in the letter I originally sent to you.

The only signatures needed yours and Mrs. Hanson.

Thank you.

Denise CALDWELL
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public

Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067
Phone +1 615.725.7204
FAX +1 615.267.7677
denise.caldwell@nissan-usa.com

From: [redacted]
Sent: Monday, September 09, 2013 2:16 PM
To: Caldwell, Denise (EXTERNAL)
Subject: RE: [redacted] 2011 nissan armada vin 5N1AA0NC6BN[redacted]

Hi Denise,

The lien holder release form is the one that was attached to the letter you sent me in the mail correct?

Since I still owe money to my bank does my bank need to sign that form or just me and my wife?

Thanks,

[redacted]

Created By: Denise Caldwell (9/9/2013 11:31 AM)
ARBS sent an email to the c:

[redacted],

Thank you for your prompt response. Can you resend the lienholder payoff information? I have received the sales documents, registration card, and the certificate of lien perfection. I have the lienholder release form.

Make Public [redacted]

Once I have the lien payoff information I can proceed with the repurchase agreement.

Regards,

Denise CALDWELL
Customer Quality & Dealer Network Development
Arbitration Specialist

Make Public **Created By: Denise Caldwell (9/9/2013 11:25 AM)**
ARBS received a vmx from the c. The c stated that the c does have a lien on the vehicle. The c stated in the vmx that the lien release form is attached to the documentation that the c over to ARBS.

Make Public **Created By: Denise Caldwell (9/9/2013 11:21 AM)**
ARBS received an email from the c:
Hi Denise,

Also, did you receive the purchase agreement from Feldmann Nissan. That should include all the fee's I paid on top of vehicle purchase price right (taxes, title, tags ect.)

I also need to get you a receipt for tabs from 2012.

Let me know if you're missing anything, I'll get it to you as soon as I can.

Thanks,

Matthew Hanson

Created By: Denise Caldwell (9/6/2013 12:41 PM)
ARBS left a vmx for the c.
ARBS sent the c an email:

Good afternoon [redacted],

Thank you for your follow up. We are in the process of repurchasing the vehicle. However, the repurchase process does take time. I most certainly understand your concern with the vehicle and will move forward with the repurchase process as quickly and efficiently as possible.

Make Public

I received the registration, sales document, and the lien document. For the certificate of lien perfection, does this document indicate that the vehicle has been paid off? Did you accru finance charges from Wing Financial Credit, if so, please provide the information so that it can be included in the repurchase amount.

The loaner vehicle is provided by the dealership during the repair of your current vehicle. The loaner vehicles are subject to the dealership's availability.

Regards,

Denise CALDWELL
Customer Quality & Dealer Network Development
Arbitration Specialist

Created By: Denise Caldwell (9/6/2013 11:58 AM)
Make Public
ARBS called and spoke with SA Scott at the dlrshp. Asked if the c's veh is at the dlrshp. The veh is at the dlrshp and the c is in a loaner veh. The dlrshp is working to provide a larger veh. Thanked SA Scott for the information. The call ended mutually.

Created By: Denise Caldwell (9/6/2013 11:42 AM)
ARBS received a detailed email from the c.

Hi Denise,

Myself, [redacted], and my wife [redacted] (referred to as "we" or "our" in the remainder of this letter), received the letter from Nissan regarding the offer to repurchase 2011 Nissan Armada based on the Minnesota State Lemon Law. In the letter from you (Nissan) it asks for the particular facts pertaining to our ownership and intentions regarding the vehicle, which I will share below.

We purchased the vehicle new from Feldmann Nissan in Bloomington, Minn. in October of 2011. We've serviced it at Walser Nissan in Burnsville, Minn. since we've owned it. We sta having major problems with the brakes within the first five thousand miles. Since then, we've continued to have major issues with the brakes through present day (9-5-2013). Today, i I had to bring the Armada in to Nissan again to be serviced for the same issue we continue to experience with the breaks. With each instance, the brake light comes on and requires driver to have to push the brake almost all the way to the floor in order to stop the vehicle. While we're braking, there are also considerably loud noises that come from the front end o SUV. The Armada is now in service at Walser Nissan for the fifth time for these same problems.

Make Public

The truck is unsafe and we are not willing to risk injuring our two young children (age 5 and 2), ourselves, or an innocent bystander due to faulty breaks. We obviously need fully-func brakes to stop this very heavy vehicle to avoid others vehicles or people and I'm not willing to risk the brakes not functioning properly.

We've been in contact with a Minnesota Lemon Law attorney who is willing to represent our case if needed. However, we believe that Nissan has supported us by agreeing to repurcl the vehicle. We appreciate Nissan's willingness to recognize that this Armada meets the Minnesota Lemon Law requirements/guidelines and Nissan's diligence in working toward a s resolution of this matter.

We need Nissan to repurchase our Armada immediately. Additionally, we ask that Nissan provide us with a loaner vehicle during and through completion of the repurchase process t us from having to drive the unsafe vehicle. We ask that the loaner vehicle is similar in capacity/size of the Nissan Armada.

Thank you for your prompt offer on the repurchase of our Nissan Armada. We would consider the option of a new Armada to replace ours.

Sincerely,

[redacted]

Make Public

Created By: Denise Caldwell (9/3/2013 2:54 PM)
ARBS received the sales agreement.

Make Public

Created By: Denise Caldwell (8/30/2013 12:48 PM)
ARBS notes FedEx tracking number for repurchase intent letter [redacted]

Created By: Denise Caldwell (8/30/2013 12:42 PM)
ARBS-DC notes the dealer service records:
RO 113203 Opened 11-1-11 Closed 11-1-11 (1 Day) Miles 1075
Concern: customer states driver's side window has lots of wind noise when going over 40mph
Action Taken: Installed foam on inside of window run molding so it would apply more pressure to window to have a tighter seal.

RO 532678 Opened 12-5-11 Closed 12-6-11 (2 Days) Miles 2077
Concern: customer sates rea4r tail gates only goes ¾ of way up when using electronic lift
Action Taken: vehicle is not equipped with electronic rear lift gate no problem found.

RO 119074 Opened 2-14-13 Closed 2-15-12 (2 Days) Miles 4523
Concern: customer states brake light is on
Action Taken: replaced front brake pressure sensor

RO 121095 Opened 3-23-12 Closed 3-28-12 (5 Days) Miles 5791
Concern: customer states the VDC, brake, and traction control lights are all coming on again. Light came on while driving down the road
Action Taken: replaced master cylinder assy
Concern: customer states creaking noise when turning into or out of a parking spot
Action Taken: perform TSB for R/R rear axles and lube spines retorque nuts

RO 131203 Opened 9-12-12 Closed 9-12-13 (1 Day) Miles 14950
Concern: Recall PC142
Action Taken: Recall performed

RO 150706 Opened 7-31-13 Closed 8-7-13 (8 Days) Miles 28327
Concern: customer states twice yesterday brake light came on dash, brake pedal to the floor, was able to brake, a lot of different noise coming from the front end; grinding creaking n
Action Taken: replaced brake booster assembly and bled air from system. Replaced caliper

RO 151896 Opened 8-19-13 Closed 8-23-13 (5 Days) Miles 28,833
Concern: customer states brake light came on dash, feels like ABS engaging when its nto suppose to griding, crunching noise when applying.

Action Taken: replaced ABS Actuator.

ARBS notes 24 days out of service and four repairs to address the brake light concern.

Make Public

Created By: Kristie Soucek (8/28/2013 10:53 AM)
[redacted]
rcas-ks contacted c on day[redacted]1 at 11:50am. rcas-ks informed c that c's request for a possible is being reviewed at thios time by the arbitration dept and a determination sho available 9/3/13.c said that was fine. rcas-ks did verify that repairs were completed and c did pick up the vehicle.

Make Public

Created By: Ricardo Torres (8/26/2013 8:55 AM)
DRTS received the RHR. The RHR was assigned to ARBS-Denise Caldwell for review.

Make Public
Created By: Kristie Soucek (8/24/2013 10:15 AM)
rcas-ks sent email to fom-robert metcalf and csm-joe stone letting both know of c's rhr request.
rcas-ks rhr completed and sent to appropriate dept

Make Public
Created By: Kristie Soucek (8/21/2013 3:01 PM)
rcas-ks contacted sm scott at walser nissan and verified that vehicle was at the dealership. sm said that the very last repair that could be made on the vehicle was complete and that the abs actuator was replaced. sm said that c is in a loaner vehicle and is a great customer. rcas-ks thanked sm for the update. sm said sm would fax over the invoices for c's rhr requ

rcas-ks contacted c on day[redacted] at 4;00pm. rcas-ks informed c that rcas-ks had already spoke with sm scott and requested all ro's for c's rhr request. c said vehicle repairs be completed late tomorrow and then c would need to return the rental correct? rcas-ks said yes. c said ok. follow up for c 8/28/13

Make Public [redacted]
Created By: Kristie Soucek (8/21/2013 11:04 AM)
rcas-ks tried contacting sm scott at walser nissan 952-435-5550, rcas-ks was directed to vmx. rcas-ks requested all customer copy invoices for c;s rhr request. rcas-ks also requestec update on the vehicle

rcas-ks contacted sa ashley at feldman nissan 952-567-2100 and requested all customer copy invoices for c's rhr request.

Make Public
Created By: Michelle Ebert (8/20/2013 12:50 PM)
RCAS spoke with C regarding the brake system, this is the 4th time C has been in for the same concern. C is asking about a veh repurchase. Dlrshp told C to call in regarding the ma

RCAS adv C that call back will be between 24 and 48 hours. C was adv that once RCAS-Kristie Soucek receives the case RCAS-KS will have 10 days to go through the repurchase process. C asked about rental reimb and loan veh during this process. RCAS advised C that unable to offer assistance with question as the agent for that region would be able to ass more than RCAS can. C understood. C is also wanting to get RO's from another dlrshp to give to the current dlrshp but will not release the records to current dlrshp. Adv C that the dl may require that C go to pick up the records as some dlrshps do consider the information as private. C understood. Call ended mutually. Making follow up for 8/21

Make Public
Created By: Kristie Soucek (8/8/2013 9:57 AM)
rcas-ks was unable to data net case

Make Public
Created By: Kristie Soucek (8/8/2013 9:56 AM)
rcas-ks spoke with sm scott and sm said at this time issue is resolved and felt there was no need for rcas-ks to contact c. rcas-ks thanked sm for the info
rcas-ks closing case
summary: case was created per techline. rcas-ks verified customers vehicle is repaired and with the customer

Make Public
Created By: Kristie Soucek (8/6/2013 2:05 PM)
rcas-ks spoke with rcam david foeder and rcam suggested rcas-ks speak with the sm and see if sm would like rcas to reach out to the customer.
rcas-ks spoke with sa eric and verifed that repairs were completed. sa stated that c has had a pressure sensor assembly replaced in 2012 and then a master clyinder and brake boos 2013. rcas-ks thanked sa for the info

rcas-ks tried contacting sm scott at 2:55pm. was directed to vmx. left message asking for a return call. follow up 8/8/13

Make Public
Created By: Kristie Soucek (8/2/2013 9:40 AM)
rcas-ks spoke with rcam- david foeder and rcam is gather ing further info for rcas-ks to complete the case

Make Public
Created By: Kristie Soucek (8/1/2013 10:30 AM)
rcas-ks waiting on further info from csm

Make Public
Created By: Kristie Soucek (8/1/2013 10:28 AM) | Last Modified By: Kristie Soucek (8/1/2013 10:28 AM)
RCAS-KS received info from tl to create a case per techline due to c stated brake petal had went to the floor to stop the vehicle.
rcas-ks contacted sm scot at walser nissan and got vehicle info. sm said sm did duplicate the concern and a master cylinder was ordered for the customer. sm said techline was also contacted and sm was told to opemn a ca case.

rcas-ks contacted csm-joe stone and csm stated that Sounds as if the dealer has this one handled. Diagnosis would be consistent with the customer complaint

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7458117	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/8/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Complete VPP Goodwill Process - CST00027773	[redacted]	✓	9/16/2013	Denise Caldwell	9/20/2013 2:41 PM
Edit | Del	Complete VPP Goodwill Process - CST00027773		✓	9/16/2013	Denise Caldwell	9/20/2013 2:40 PM
Edit | Del	Review Approved Check Request		✓	9/13/2013	Denise Caldwell	9/20/2013 2:40 PM
Edit | Del	Review Approved Check Request		✓	9/13/2013	Denise Caldwell	9/20/2013 2:40 PM
Edit | Del	RHR Review - [redacted]		✓	8/26/2013	Denise Caldwell	8/30/2013 12:42 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed D
Edit	CST00027705	DRT Resolution	5N1AA0NC6BN[redacted]						
Edit	CST00027773	Goodwill VPP		Processed	Multiple Repair Issue	Denise Caldwell	DRT	Rebecca Martin	9/16/2013

Check Activity

Check Activity He

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last N
	CR0108401	464492	9/14/2013	Customer	Approved	$15,890.25	24BUYBACK	Nissan North Central Buyback/Trade	M[redacted]	
	CR0108404	464525	9/14/2013	Lienholder	Approved	$30,371.94	24BUYBACK	Nissan North Central Buyback/Trade		

Forms

Forms He

No records to display

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted].pdf	449KB	9/16/2013 3:08 PM	Denise Caldwell
Edit | View | Del	[redacted] VPP Incentive Email - RE Nissan North America.htm	65KB	9/16/2013 11:26 AM	Denise Caldwell
Edit | View | Del	[redacted]n - Repurchase Letter.pdf	104KB	9/13/2013 8:59 AM	Denise Caldwell
Edit | View | Del	[redacted] - 2012 Veh Registraion Check.PNG	18KB	9/11/2013 2:31 PM	Denise Caldwell
Edit | View | De	[redacted] - 2012 Veh Registraion Back Check.PNG	9KB	9/11/2013 2:31 PM	Denise Caldwell

Show more » | Go to list »

Case History

Case History He

Date	User	Action
9/20/2013 2:41 PM	Denise Caldwell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/16/2013 3:09 PM	Denise Caldwell	Changed **Follow Up Date** from 9/16/2013 to **9/19/2013**.
9/13/2013 10:44 AM	Denise Caldwell	Changed **Follow Up Date** from 9/13/2013 to **9/16/2013**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

^ Back To Top

Always show me more records per related list

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[redacted]

Case Comments [30] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Pamela Bergeron [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/4/2013	Date/Time Opened	8/2/2013 4:21 PM
Supporting Documents		Date/Time Closed	9/4/2013 9:46 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA0ED5CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36512	Beyond PT Warranty Months1	4

Dealer Access

Case Servicing Dealer	CANNON NISSAN JACKSON	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/5/2013
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6BA0ED5CN[redacted]		
Created By	Crisselda Menor, 8/2/2013 4:21 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	SCIN
Days Closed	1,401	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA11801047

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Thomas Elton (9/4/2013 9:45 AM) Rcas called c at [redacted] 10:29 am et and adv c of disclaimer of this call. Rcas c understood. Rcas asked c if vehicle has been to dlr. Rcas c adv was waiting for call from dlr to adv factory tech was available. Rcas adv c and apologized for mis understanding and adv factory tech was not scheduled and adv c once vehicle is at dlr would be contacting tech support for added support for diagnostic with vehicle. Rcas adv c this case will be closed pending diagnostic of this vehicle and adv c if needed can contact NNA back for further assistance after diagnostic has been performed and c is i of further assistance. Rcas c understood and has agreed to be warm transferred to SM David to schedule appointment with dlr. Rcas Summary: c was Warm transferred to SM David to schedule an appointment with dlr to utilize additional support with tech support on this vehicle with c concerns and c will call reopen case if needed. Rcas case closed.
Make Public		Created By: Thomas Elton (9/4/2013 9:24 AM) Rcas te assisting Rcas pb. Rcas called dlr at 6013607490 10:07 am et and was speaking with SM David. Rcas dlr adv c did not make it to dlr on 090313 to address c concerns. Rcas SM states c is concerned with a vibration noise from vehicle. Rcas adv sm will contact c to adv vehicle needs to be scheduled to address c concerns for dlr to diagnose vehicle. Rcas dlr understood and call ended mutually.
Make Public		Created By: Pamela Bergeron (8/27/2013 3:56 PM) rcas-pb placed outbound call to c at [redacted] at 4:51pm est rcas advised c of disclaimer c agreed rcas advised c of appointment 9/3/2013 c is frustrated rcas apologized rcas will follow up with c 9/4/2013 c understood rcas thanked c
Make Public		Created By: Pamela Bergeron (8/27/2013 3:51 PM) rcas-pb placed outbound call to dlrshp at 6013607490 at 4:46pm est requesting sm-david crews rcas reviewed recent conversation with sm sm agreed to consult tech line rcas asked for good date sm advised early next week rcas will schedule for 9/3/2013

	sm agreed rcas thanked sm for time
Make Public	**Created By: Pamela Bergeron (8/27/2013 10:46 AM)** rcas-pb placed outbound call to c at [redacted] at 11:36am est rcas advised c of disclaimer c agreed c stated dlrshp has not corrected veh, brakes, steering wheel shakes too much c stated c found in menu reference to the law lemon, and asked if rcas has heard of that rcas advised c, rcas has heard of lemon law, however does not know anything about it c stated c would like technician to ride with c to show the concern, however dlrshp has not contacted c c stated c was told brake booster on veh, if another booster had same number as c's veh, would not make any difference rcas advised c, rcas would like to get technical support department involved c agreed rcas asked there a time that was not good for c c stated c will take off work if necessary to get veh repaired rcas will make the appointment and let c know c understood rcas thanked c
Make Public	**Created By: Pamela Bergeron (8/27/2013 10:35 AM)** rcas-pb received two vmx from c
Make Public	**Created By: Ronald Cabatbat (8/27/2013 10:08 AM)** Crr-rc received a call from c Crr-rc c states c wants to speak with RCAS-PB Crr-rc verified with c if any of the contact information have change c said no [redacted] crr-rc advised c that i will try to reach the extension of RCAS-PB and if i reach voicemail c will be transferred to voicemail and leave a message c agreed also advised c i will send an internal message to RCAS-PB Crr-rc offered further assistance c declined Crr-rc advised c that the case no. will be the same Crr-rc provided name and extension no. Crr-rc left the case open
Make Public	**Created By: Ronald Cabatbat (8/27/2013 10:06 AM)** Crr-rc received a call from c Crr-rc c states c wants to speak with RCAS-PB Crr-rc verified with c if any of the contact information have change c said no crr-rc advised c that i will try to reach the extension of RCAS-PB and if i reach voicemail c will be transferred to voicemail and leave a message c agreed also advised c i will send an internal message to RCAS-PB Crr-rc offered further assistance c declined Crr-rc advised c that the case no. will be the same Crr-rc provided name and extension no. Crr-rc left the case open
Make Public	**Created By: Pamela Bergeron (8/27/2013 9:27 AM)** rcas-pb placed outbound call to c at [redacted] at 10:25am est c asked to call rcas back in about 15 minutes rcas understood
Make Public	**Created By: Pamela Bergeron (8/22/2013 4:17 PM)** rcas-pb placed outbound call to c at [redacted] at 5:13pm est rcas was advised via recording c is not available call gain later, call was ended rcas placed outbound call to c at [redacted] 3 at 5:15pm est, phone rang five times and stopped, no recording rcas will follow up with c 8/27/2013
Make Public	**Created By: Pamela Bergeron (8/19/2013 11:35 AM)** rcas-pb placed outbound call to c a[redacted] at 12:28pm est rcas advised c of disclaimer c agreed rcas asked c if c was still going to test drive another veh c stated yes, c has concerns with veh and will take to dlrshp c stated engineer told c brake booster on veh, if another booster had same number as c's veh, would not make any difference this was sm-david crews c stated c would like sm to ride or have sm drive and c will ride with sm to show the concern rcas agreed with the course of action rcas will follow up with c 8/22/2013 c understood
Make Public	**Created By: Pamela Bergeron (8/19/2013 11:27 AM)** rcas-pb placed outbound call to dlrshp at 6013607490 at 12:07pm est, requesting sm-david crews rcas asked if c was able to come in and test drive like veh sm stated c has not rcas thanked sm for time and information
Make Public	**Created By: Pamela Bergeron (8/15/2013 9:41 AM)** rcas-pb received inbound call from c at 10:35am est c advised rcas, c just spoke with sm-david crews and will be at dlrshp 8/16/2013 to drive another like veh c is not happy with the concern c is having rcas apologized for c's concern c stated c does not know what c will do next if concern is not resolved, perhaps c purchased a lemon rcas stated rcas will follow up with c 8/16/2013, or if c preferred, c can call rcas c will rcas after visit at dlrshp rcas understood rcas will wait for c's call and proceed accordingly c understood rcas thanked c
Make Public	**Created By: Pamela Bergeron (8/13/2013 3:30 PM)** rcas-pb placed outbound call to c at [redacted] at 4:28pm est case received recording stating customer is unavailable and call ended rcas will follow up 8/16/2013
Make Public	**Created By: Pamela Bergeron (8/13/2013 3:28 PM)** rcas-pb placed outbound call to dlrshp at [redacted] at 3:55pm est, requesting sm-david crews rcas asked for status of c's veh sm stated c was in resurfaced rotors and everything seems to be ok rcas thanked sm for time and information
Make Public	**Created By: Pamela Bergeron (8/12/2013 9:43 AM)** rcas-pb placed outbound call to dlrshp requesting nissan service, on another case sa-bruce answered call sa advised rcas c's veh is at dlrshp and sa will get technician-chad craven to look at c's veh rcas thanked sa for time and information *****this call was placed prior to c calling in

Make Public		**Created By: Pamela Bergeron (8/12/2013 9:41 AM)** rcas-pb received inbound call from c at 10:35am est c stated c took veh into dlrshp rcas thanked c for getting veh into dlrshp and had talked with sa-bruce earlier rcas stated sa has enlisted the assistance of a technician from the plant, however rcas does not know the technician's schedule, however will follow up with sa 8/13/2013 and c to ac c understood rcas thanked c for time
Make Public		**Created By: Pamela Bergeron (8/12/2013 8:40 AM)** rcas-pb received vmx from c stating c will take veh in to dlrshp 8/12/2013 at 9:00am cst
Make Public		**Created By: Pamela Bergeron (8/9/2013 5:46 PM)** rcas-pb placed outbound call to c at [redacted] at 6:44pm est case received recording stating customer is unavailable and call ended rcas will follow up 8/13/2013
Make Public		**Created By: Pamela Bergeron (8/5/2013 5:26 PM)** rcas-pb placed outbound call to c at [redacted] at 6:14pm est rcas asked c to take veh to dlrshp and have it diagnosed, there may be charge for this c stated veh is under warranty, why would c have to pay rcas stated a diagnostic is not a warranty item, however the dlrshp may work with c, however rcas cannot guarantee any assistance c understood rcas gave c contact information and follow up date of 8/9/2013
Make Public		**Created By: Pamela Bergeron (8/5/2013 5:13 PM)** rcas-pb placed outbound call to dlrshp at 6013607490 at 6:02pm est, requesting sm-david crews sm stated c was in last week, however could not wait for service to look at veh rcas thanked sm for time and information
Make Public		**Created By: Pamela Bergeron (8/5/2013 5:01 PM)** rcas-pb reading latest case notes removed number [redacted] fro c's account
Make Public		**Created By: Mark Anthony Rivero (8/5/2013 9:44 AM)** CRR-MR received a call from a certain miss bates that this ref # has their Phone number. pls be adviced that this phone number:5169020143 does not bellong to this c but to anothe nissan c with case ref # [redacted] leaving case open
Make Private	✓	**Created By: Amanda Vanca (8/5/2013 8:39 AM) | Last Modified By: Amanda Vanca (8/5/2013 8:39 AM)** rcas amanda vanca calling c at 9.33 am EST rcas stated that rcas would like to inform c that rcas-av is not c's regional agent. but that rcas had transfered case to c's proper rcas agent. Rcas gave case and contact info, and thanked c for thinki rcas from previous case, but that the proper person to assist c would be calling c. rcas ended call --- rcas called c at [redacted] at 9.37 am EST error message the wireless c you are trying to reach is not available please try again later. no option to leave message rcas ended call rcas exiting case
Make Private	✓	**Created By: Pamela Bergeron (8/5/2013 8:38 AM) | Last Modified By: Amanda Vanca (8/5/2013 8:39 AM)** rcas-pb was able to datanet with dlrshp
Make Private	✓	**Created By: Amanda Vanca (8/5/2013 8:32 AM) | Last Modified By: Amanda Vanca (8/5/2013 8:39 AM)** rcas amanda vanca noting that c had asked for rcas due to rcas being c's CRR agent in previous case. rcas transfered c to appropriate rcas and sent email to inform agent
Make Private	✓	**Created By: Amanda Vanca (8/5/2013 8:26 AM) | Last Modified By: Amanda Vanca (8/5/2013 8:29 AM)** rcas amanda vanca adding note cannot chare case with dlr
Make Private	✓	**Created By: Janice Arellano (8/2/2013 4:53 PM) | Last Modified By: Amanda Vanca (8/5/2013 8:25 AM)** c stated that c need to talk to some body what c need to do to get the problem solved c stated that dealer can't understand what trying to tell them, when c drive along it will stop on traffic light, the veh seems lacking on the rear of it when veh lean forward c stated people at the dealer don't seems to understand when c took the veh yesterday c stated the veh is still under the warranty C got another issue that shaking on the steering wheel that sometimes when going to the curve or the bridge, c think that shouldn't happen on a new veh crr-ja verified information. crr-ja spoke to crr-cm and said that case will escalate to rcas crr-ja informed that case will forward to rcas and should receive a call on the next buss day c understood and wants to be contacted on mobile # and can reach c on home # after 4PM crr-ja advised will be noted . c thanked crr-ja did the recap Crr-ja asked for further assistance. C declined. Crr-ja provided to c name, ext # and case number exiting the case-
Make Private	✓	**Created By: Crisselda Menor (8/2/2013 4:35 PM) | Last Modified By: Amanda Vanca (8/5/2013 8:25 AM)** crr-cm related case no [redacted] crr-cm advised c that file will be transferred to rcas for review. crr-cm advised c to expect a call within the next business day. c understood. crr-cm offered further assistance, c declined. crr-cm provided name, ext and file number. crr-cm leaving file open, transferring resp to rcas.
Make Private	✓	**Created By: Crisselda Menor (8/2/2013 4:33 PM) | Last Modified By: Amanda Vanca (8/5/2013 8:25 AM)** crr-cm received a call from c following-up on the case. crr-cm verified that there are no changes on contact information. C states c has had veh in 4-5 times for brakes. When c hits brakes, the pedal goes all the way to the floor and sometimes does not work, and c has to lift foot off pedal and try again c states this is more like pumping the brakes rather than having brakes in the veh. c also state that c spoke with RCAS-AMnda regarding c's case and c want to transfer the call to the headquarters department. c state that c want o speak back to RCAS-Amande regarding c's concern crr-cm informed c that c's closed already since it's been a months since c's call regarding c's concern.c understood but insists to be transfer to headquarters department.crr-cm apol and inform c that c call cannot be transfer directly to headquarters since NNA doesn't have any access to do that.c understood and insist to talk to RCAs Amanda.crr-cm underd tood.crr-cm inform c that c's case will be transfer to back to amanda as c request crr-cm advised c that file will be transferred to rcas for review. crr-cm advised c to expect a call within the next business day. c understood. crr-cm offered further assistance, c declined. crr-cm provided name, ext and file number. crr-cm leaving file open, transferring resp to rcas.

Case Categorizations Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7488005	BRAKES	GEN. BRAKE COMPONENT(S)	EXCESSIVE NOISE	03	9/4/2013	ZM	AD	121500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
9/4/2013 9:46 AM	Thomas Elton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/27/2013 3:56 PM	Pamela Bergeron	Changed **Follow Up Date** from 8/27/2013 to **9/4/2013**.
8/22/2013 4:17 PM	Pamela Bergeron	Changed **Follow Up Date** from 8/22/2013 to **8/27/2013**.

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jennifer Lanning [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/19/2013	Date/Time Opened	8/15/2013 1:07 PM
Supporting Documents	☐	Date/Time Closed	8/16/2013 5:08 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c called to state that new veh has a brake issue which dlr is unable to diagnose		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0CU4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DON DAVIS NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	8/16/2013
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 1N6AD0CU4DN[redacted]		
Created By	Janis Ian David, 8/15/2013 1:07 PM	Root Cause Code	SCIR
Last Modified By	Bryan Fry, 8/30/2013 8:32 PM	Root Cause Code (2)	
Days Closed	1,420	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA11877833

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Com

Action	Public	Comment
Make Private	✓	**Created By: Jennifer Lanning (8/16/2013 5:08 PM)** Rcas placed call to c #[redacted]. Rcas listened to c concern. Rcas advised c that veh has been diagnosed, inspected, and tested against other veh of same. Techline was conta checks that veh is operating within Nissan specifications. Rcas explained cannot dispute diagnosis as is not a technician. C understood and stated has driven many veh as c is older. C has never has a concern such as on veh. C knows is not right. Rcas advised can seek 2nd opinion from alt Nissan dlr but Rcas as of now has no info to supply c further. C thanked Rcas and call ended Rcas re-closing case
Make Public		**Created By: Pierce Jordan Ramos (8/16/2013 4:09 PM)** crr-pr received a call from c following-up on the case. crr-pr verified that there are no changes on contact information. and c stated that c has not received any called back from anyo is advised that c will expect a callback from rcas crr pr verified contact information of c and it is[redacted] and[redacted]2; crr pr updated c's contact info crr pr advised c that c's contact info on the system is different and advised c that crr will send an internal message to rcas so rcas will be notified of c' contact info; c understood crr-proffered further assistance, c declined. crr-pr gave name & extension. crr-pr exiting case.
Make Private	✓	**Created By: Jennifer Lanning (8/16/2013 11:17 AM)** Rcas placed call to #[redacted] indicated and only # listed. Rcas was informed is wrong #. Rcas apologized and call ended Rcas sending email and closing case pending c follow up
Make Private	✓	**Created By: Jennifer Lanning (8/16/2013 11:14 AM)** Rcas placed call to dlr and spoke with SA-Jose Garcia on c concern. SA explained system had been checked, tested and dlr bled entire system. no concerns were found. Dlr followe Techline who also advised operation is within Nissan specifications. Shop foreman tested against same veh and operations was the same. Rcas thanked for info and call ended
Make Private	✓	**Created By: Janis Ian David (8/15/2013 1:18 PM) | Last Modified By: Jennifer Lanning (8/16/2013 8:24 AM)** caller is c's husband[redacted] who will now be referred to as c at this point. c called to state that new veh has a brake issue which dlr is unable to diagnose crr-jd verified c's contact information. crr-jd asked for the following to the c: diagnosis: unable to duplicate the problem dlr: DON DAVIS NISSAN date: August 15, 2013 c stated that c traded c's 2006 ford f150 with 46000miles in perfect condition for veh. c also stated that c also purchased other nissan vehicles. c stated that c has brought veh to the dlrshp twice already regarding concern. c stated that the first time c went to the dlrshp the dlr advised c that the veh was performing normally. c went back to the dlr again since c stated that the brake pedal is soft and spongy and when pressed continue to go down. c stated that dlr is still unable to dupicate the problem the second time. c stated that Sales manager from dlrshp drove veh and acknowledged the problem and advised c to call NNA for assistance.

c stated that c is a 70year old retired firefighter and has driven plenty of vehicles for years.
c stated that c knows that there is an issue with brand new veh's brakes.
c stated that c put on brakes at the highway and brake pedal went down quite a ways and c got scared.
c stated that c does not wish to get into a wreck due to veh.

crr-jd informed c that the case will be forwarded to a regional office and our regional office specialist will mediate between c and the dlrshp to work for a resolution.
crr-jd told c that c will be contacted before the end of the next business day.
crr-jd verified the best contact number to reach c at, which is: [redacted]

crr-jd offered further assistance to c. c declined.
crr-jd gave name, extension number and case number to c.
crr-jd left case open

Case Categorizations

Case Categoriz

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7466964	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	8/15/2013	YX	AD	120000
Edit | Del	CC-7466965	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	UNABLE DIAGNOSE/DUPLICATE	03	8/15/2013	WT	AD	120000

Open Activities

Open Ac

No records to display

Activity History

View All

Activity H

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/
Edit | Del	Follow Up Call	[redacted]	✓	8/16/2013	Jennifer Lanning	8/16/2013 5:09 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0Goxn1:ref]		✓	8/16/2013	Jennifer Lanning	8/16/2013 11:18 AM

Emails

Send an Email

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0Goxn1:ref] *8/16/2013 Case #1[redacted] Dear[redacted] Thank you for taking the time to ...*	[redacted]	8/16/2013 11:18

Customer Support Tools

Customer Support

No records to display

Check Activity

Check A

No records to display

Forms

No records to display

Attachments

Attach File

Attach

No records to display

Case History

Case H

Date	User	Action
8/16/2013 5:08 PM	Jennifer Lanning	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/16/2013 4:09 PM	Jennifer Lanning	Changed **Follow Up Date** from 8/16/2013 to **8/19/2013**.
8/16/2013 4:04 PM	Pierce Jordan Ramos	Changed **Status** from Closed to **Open**.

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Cynthia Forster [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/10/2013	Date/Time Opened	8/29/2013 9:39 AM
Supporting Documents	☐	Date/Time Closed	9/10/2013 3:50 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	63,415		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18U39W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	27,415
Make	NISSAN	Beyond Basic Warranty Months1	74
Model Line	MURANO	Beyond PT Warranty Miles1	3,415
Model Code	07419	Beyond PT Warranty Months1	50

Dealer Access

Case Servicing Dealer	FIRKINS NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	9/10/2013
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE: VIN:		
Created By	Mark Joven Salumbides, 8/29/2013 9:39 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	1,395	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA12005940

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments H

Action	Public	Comment
Make Public		**Created By: Cynthia Forster (9/10/2013 3:50 PM)** SUMMARY: C seeking assistance with ABS actuator repair. DLRSHP did not recommend assistance. RCAS denied per FOM-Mike Wood empowerment. RCAS informed C of denia assistance.
Make Public		**Created By: Cynthia Forster (9/10/2013 3:49 PM)** RCAS-CF denied C per FOM-Mike Wood empowerment.
Make Public		**Created By: Cynthia Forster (9/10/2013 3:47 PM)** RCAS-CF called C on [redacted]7 at 4:34pm EST. C states is second unusual repair on VEH. C states had to replace alternator at 40k. C states was denied assistance with alterna states now ABS actuator went and IRF put in master cylinder but concern not resolved. C states that took to DLRSHP and DLRSHP diagnosed and informed to contact RCAS for assistance. C verified mileage. C states gets maintenance performed at IRF. C states is first Nissan that C has owned. RCAS informed that part OOW and NNA not able to assist with any goodwill. C states purchased VEH due to quality reputation. C states that has had 2 expensive repairs and C will not purchase another Nissan VEH. C states that DLRSHP was offering 10% repair. C states is unhappy with VEH and C will not own another Nissan VEH. C states that just because the part is OOW that C should not be denied as part are rare to fail RCAS s understood and informed goodwill is not based on rarity of part but on warranty of part and part is OOW. RCAS informed each case is reviewed individually and RCAS not able to as with repair. RCAS offered C RCAS contact information and C declined stating C would not call back in again. C states that NNA does not help any customers outside of warranty. RCAS states t NNA helps as many customers as possible but C must understand NNA not able to help every situation. C states is done and call ended. RCAS closing case due to no further actions required.
Make Private	✓	**Created By: Cynthia Forster (9/10/2013 8:28 AM) | Last Modified By: Cynthia Forster (9/10/2013 8:29 AM)** RCAS-CF received email from SM-Jennifer stating C came into DLRSHP on 8/27/13 at 63251 miles stating C' brake pedal was going to the floor after just having VEH at Firestone a replacing a brake master cylinder. DLRSHP diagnosed the issue as an ABS control unit bypassing internally. SM states part is $1686.00 plus fluid, flush kit, labor tax and waste. DLI states C paid $2339.75 total. SM states C does not have an extended warranty and C admitted does not service the VEH here or any other DLRSHP. SM states DLRSHP does have sparse service history on C with some warranty repairs in 2009, and 1 time in 2012. SM states C did pay for an alternator in 2011 which C did state C called CA on for reimbursemer states purchased the vehicle from DLRSHP in 2008. SM states did not offer C any goodwill assistance.
Make Private	✓	**Created By: Cynthia Forster (9/10/2013 7:31 AM) | Last Modified By: Cynthia Forster (9/10/2013 8:29 AM)** RCAS-CF emailed C's concern to SM-Jennifer as dealer portal not working correctly.
Make Private	✓	**Created By: Joy Acebedo (9/9/2013 1:07 PM) | Last Modified By: Cynthia Forster (9/10/2013 6:44 AM)** C called trying to follow up on the case. CRR-JA apologize and explain that Nissan CA is waiting for c's callback for the case. C provided the vin of the veh and said that the SA is Jc said that the Accelerator repair will be around 2000. C is asking for a financial assistance. CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day. CRR-JA is forwarding the case to RCAS for review. CRR-JA offered further assistance. C declined. CRR-JA provided c the case number, name and extension number.
Make Private	✓	

Created By: Mark Joven Salumbides (8/29/2013 9:46 AM) | Last Modified By: Cynthia Forster (9/10/2013 6:44 AM)
CRR-MS c called regarding a veh concerns
CRR-MS verified c's information;
name, number, mailing st.
CRR-MS created new account for C
C stated that the DLR informed C that the avs accelerator of c's veh
needs to be replaced and it will cost C $2000.00
C want's to speak first to someone in higher department to verify if
the cost for c's veh issues is reasonable.
CRR-MS informed C that c's case will be forwarded to rcas but in order for CRR-MS to escalate it to rcas c should first provide the VIN.
C stated that c can provide the VIN within the next two day. C will just
callback
created case for c
CRR-MS provided case number to c;
CRR-MS offered further assistance, c declined
CRR-MS provided name and extension number
CRR-MS-closing case

Case Categorizations

Case Categorizations [-]

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conce
Edit | Del	CC-7482608	BRAKES	GEN. BRAKE COMPONENT(S)	CHARGING/PRICING CRITICISM	QA	9/10/2013	ZD	AD	121500	OA
Edit | Del	CC-7496286	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	9/10/2013	YI	AD	118500	OA

Open Activities

Open Activities [-]

No records to display

Activity History

Activity History [-]

No records to display

Emails

Send an Email

Emails [-]

No Emails Available

Customer Support Tools

Customer Support Tools [-]

No records to display

Check Activity

Check Activity [-]

No records to display

Forms

Forms [-]

No records to display

Attachments

Attach File

Attachments [-]

No records to display

Case History

Case History [-]

Date	User	Action
9/10/2013 3:50 PM	Cynthia Forster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/10/2013 6:51 AM	Cynthia Forster	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys [-]

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Sharmayne Thomas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/9/2013	Date/Time Opened	8/29/2013 11:20 AM
Supporting Documents	☐	Date/Time Closed	9/9/2013 5:01 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	dlr called in to request assistance		

Customer Detail

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

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	54,177		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AA08D09N[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	18,177
Make	Nissan	Beyond Basic Warranty Months1	65
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	49219	Beyond PT Warranty Months1	41

Dealer Access

Case Servicing Dealer	VALLEY HI NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	9/9/2013
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AA08D09N[redacted]		
Created By	Lester Bellen, 8/29/2013 11:20 AM	Root Cause Code	SDIN
Last Modified By	Bryan Fry, 9/11/2013 8:00 PM	Root Cause Code (2)	
Days Closed	1,396	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA12006746

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Sharmayne Thomas (9/9/2013 4:58 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas called dlr at 7602411700 5:51pmEST Sm stated that c has picked up veh and rcas can close case. Rcas closing case. Summary: Dlr called in opening a case as C brought veh into dlr stating c stepped on pedal, pedal went to floor and would not stop veh. Techline has informed dlr to stop working on and open case with ca. Dlr requested dts for liablility reasons. Dts inspected veh and informed c that c has experience normal abs activation. Sm stated that c has picked up veh anc can close case. Rcas closing case.
Make Private	✓	**Created By: Sharmayne Thomas (9/9/2013 4:35 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas recieved email from dts stating dts inspected the vehicle yesterday. Dts stated that dts scanned the vehicle found only DTC's pertaining to TPMS. Dts stated that Vehicle has aftermarket wheels and tires so it was not unexpected. Dts stated that dts checked brake fluid condition and level both were in spec. Dts stated that dts inspected hydraulic system fo integrity and found all to be operating as intended. Dts stated that Brake pad condition was good and I saw no evidence of overheating. Dts stated that dts I test drove the vehicle for miles without issue. Dts stated that vehicles braking system is operating as intended and dts found no evidence that conflicts with that conclusion. Dts contacted the customer and asked if c could give me a detailed account of the event. C stated c was coming to a stop with a vehicle in front of c, applied the brakes, the pedal w down and c heard a grinding noise. The vehicle was slowing down but not to what c would describe as normal backed off the brakes, reapplied with the same event happening. C did come to a stop without hitting the vehicle in front. Pulled the vehicle over as soon as c could and had it towed to the dealer. From c's story and dts inspection Dts believes what c experienced was normal ABS activation when wheel slippage is detected. Dts explained this to c and went into detail of how the ABS system operates and what to do if it does. Dts s that c accepted dts's conclusion and was satisfied with all that was done in trying to find an answer.
Make Private	✓	**Created By: Sharmayne Thomas (9/6/2013 10:48 AM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas setting follow up for case 9/9/13 to inquire info on veh after dts inspection.
Make Private	✓	**Created By: Sharmayne Thomas (9/6/2013 10:44 AM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas called dlr at 7602411700 11:37pmEST Rcas left vmx for sm-Josh requesting call back to retrieve info on case. Rcas provided contact info and ended call.
Make Private	✓	**Created By: Sharmayne Thomas (9/5/2013 11:18 AM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas called dlr at 7602411700 12:10pmEST Rcas spoke with sm-Josh Sm stated that dts is come to dlr today to inspect veh. Sm stated that dlr has been keeping c updated.
Make Private	✓	**Created By: Sharmayne Thomas (9/4/2013 2:00 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas sent email to dts and sr. dts inquiring date of dts inspection.
Make Private	✓	**Created By: Sharmayne Thomas (9/4/2013 1:54 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Sa stated that c has been placed in rental under c's vsc.
Make Private	✓	**Created By: Sharmayne Thomas (9/4/2013 1:52 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas recieved email from sr. dts-Joe Sorzano inquiring if dts is already set to inspect veh 9/5/13. Sr. Dts stated that sm-Josh had informed sr. dts that there is no damage to the vehicle related to the brake pedal allegation. ********** Rcas called c at[redacted] 2:39pmEST Rcas requested to speak with sm-Josh and was informed that sm had left dlr for the day. Rcas spoke with Sa-sandy Rcas inquired if dts inspection had already been set.

		Sa stated that dts is set to come but dlr is unaware of date. Rcas informed sa that rcas will send email to dts to retrieve date and give dlr call back. Sa understood.
Make Private	✓	**Created By: Sharmayne Thomas (9/4/2013 1:16 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** Rcas to call dlr to inform of dts process status and set follow up for case 9/6/13
Make Private	✓	**Created By: Sharmayne Thomas (9/4/2013 1:15 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** DTS request has been submitted
Make Private	✓	**Created By: Karen Dorner (9/3/2013 2:51 PM) | Last Modified By: Sharmayne Thomas (9/9/2013 4:58 PM)** SRD-KD in review of case for DTS inspection SRD supports DTS
Make Private	✓	**Created By: Sharmayne Thomas (8/30/2013 3:22 PM)** Rcas sent task to srd team for dts request
Make Public		**Created By: Sharmayne Thomas (8/30/2013 12:28 PM)** Rcas setting case for 9/4/13 to follow up on dts inspection info
Make Private	✓	**Created By: Sharmayne Thomas (8/30/2013 12:27 PM) | Last Modified By: Sharmayne Thomas (8/30/2013 12:27 PM)** Rcas recieved call from dlr. Rcas spoke with sm-Josh Sm stated that c brought veh into dlr stating c stepped on pedal, pedal went to floor and would not stop veh. Sm stated that tech pumped brakes and the brakes are fine. Sm stated that techline was called and informed dlr to stop working on veh and call ca to open case. Sm stated that dlr is now at a stand still with veh. Rcas inquired if dts should be requested. C stated that dts should be requested for liablility reasons. Rcas informed dlr that rcas will set up dts and contact dlr for date. Sm stated that veh is currently at dlr. Rcas thanked sm and ended call.
Make Private	✓	**Created By: Sharmayne Thomas (8/29/2013 6:31 PM) | Last Modified By: Sharmayne Thomas (8/30/2013 12:27 PM)** Rcas called dlr at 7602411700 7:23pmEST Rcas was informed that sm-Josh and service advisors were busy and unavailable. Rcas left msg with receptionist for sm-Josh to call rcas back
Make Private	✓	**Created By: Lester Bellen (8/29/2013 11:24 AM) | Last Modified By: Sharmayne Thomas (8/30/2013 12:27 PM)** dlr called in and requested assistance regarding veh concern. SD Josh of VALLEY HI NISSAN stated that dlr was advised by tech to call CA to create a request regarding a safety c on the veh. dlr stated that c has ongoing issue with the brakes which is not working. dlr provided the best phone number to call which is 760.962.9650. crr-lb advised that the case w forwarded to RCAS for review and a specialist will give c a callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7482869	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/29/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Valley Hi	[redacted]	✓	9/9/2013	Sharmayne Thomas	9/9/2013 4:58 PM
Edit | Del	Review for DTS request		✓	8/30/2013	Karen Dorner	9/3/2013 2:51 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F15203	DTS Request	Sharmayne Thomas, 9/4/2013 1:14 PM	9/4/2013

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
9/9/2013 5:01 PM	Sharmayne Thomas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/9/2013 5:01 PM	Sharmayne Thomas	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

Show more » | Go to list »

Surveys He

Surveys

No records to display

Back To Top

Always show me more records per related list

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Customize Page | Printable View | Help f

[redacted]

Case Comments [15] | Case Categorizations [3] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [1] | Case History [5+1] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jessica Collier [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/16/2013	Date/Time Opened	9/4/2013 11:39 AM
Supporting Documents		Date/Time Closed	9/16/2013 4:02 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c wants to file a dlr complaint against the Classic Nissan		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	35,706		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN0NW9E[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	38
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	24011	Beyond PT Warranty Months1	14

Dealer Access

Case Servicing Dealer	BERMAN NISSAN OF CHICAGO, INC.	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	9/5/2013
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$505.74	Goodwill Offered	[redacted]
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AN0NW9B[redacted]		
Created By	Mary Therese Arceo, 9/4/2013 11:39 AM	Root Cause Code	SNFA
Last Modified By	Veronica Moody, 4/12/2015 9:36 PM	Root Cause Code (2)	
Days Closed	1,389	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	CA12043194

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comm

Action	Public	Comment
Make Private	✓	**Created By: Evalyn Celedonio (9/16/2013 2:37 PM) | Last Modified By: Jessica Collier (9/16/2013 4:02 PM)** crr-ec received a call from c, c stated that c would like to commend rcas jc for exemplary assistance rcas jc given to c, and c is very thankful, c further stated that c would like nissan know how well c was assisted by rcas jc crr-ec verified c' s information crr-ec adv c that c's commendation will be properly noted and cascaded, c appreciated crr-ec thanked c and ended the call mutually crr-ec leaving the case open for the information of rca jc about c's call and on rcas jc discretion to close when there is no further action to take crr-ec sent commendation to vts
Make Private	✓	**Created By: Jessica Collier (9/11/2013 2:46 PM)** ***Case Summary*** C called in with concern regarding recently purchased certified preowned veh. C requested assistance for repair of the brakes and other maintenance related items that c feels should have been taken care before c purchased veh. CSM-Joe Stone approved reimb for cost of brake repair and GW for other maintenance items. RCAS reimb c. Dlrshp provided services under GW. C happy.
Make Private	✓	**Created By: Jessica Collier (9/11/2013 2:41 PM)** RCAS-Jessica Collier called c on [redacted] on 9/11/13 at 3:40 PM EST. RCAS spoke to c's wife, hereafter referred to as c. RCAS advised the c's reimb check has been processed and c should receive in the mail within 2-4 weeks. C understood and thanked RCAS for assistance. RCAS closing case.
Make Private	✓	**Created By: Jessica Collier (9/10/2013 1:29 PM)** RCAS-Jessica Collier received inbound call from c. C stated dlrshp advised c that fuel injector cleaning was not being covered by NNA. C stated c is very happy with assistance c has received. C stated c is just curious why other services were being covered under GW but not fuel injector cleaning. RCAS explained that brake fluid flush, cabin filter and air filter should have been taken care of during certified inspection but fuel injector cleaning is not part of that inspection. C understood. RCAS stated fuel injector cleaning would be normal maintenance by c. C understood. C thanked RCAS again for assistance and satisfied with explanation why fuel injector cleaning not being covered. RCAS stated RCAS has submitted c's reimb for check processing and will contact c in a few days when check has been processed. C agreed and call ended mutually.
Make Private	✓	**Created By: Jessica Collier (9/10/2013 10:21 AM) | Last Modified By: Jessica Collier (9/10/2013 1:25 PM)** RCAS-Jessica Collier received inbound call from SA-Anna. SA stated c's veh is currently at dlrshp. SA inquired exactly what services are being provided to c under GW. RCAS advised brake fluid flush, cabin filter replacement and air filter replacement. RCAS stated GW offer does not include fuel injector cleaning. SA understood.

Created By: Jessica Collier (9/9/2013 9:41 AM) | Last Modified By: Jessica Collier (9/9/2013 9:41 AM)
THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF DEALERSHIP: Mid City Nissan

INVOICE DATE: 8/27/13

MILEAGE: 35,706 miles

PART NAME/NUMBER: DA06M-EA02JKNW (BRAKE PADS) AND DD206-EA00JNW (ROTORS X2)

Make Private ✓ PART AMOUNT: $239.95

LABOR AMOUNT: $210.00

SHOP SUPPLIES: $31.91.

SUBTOTAL: $481.86

TAX AMOUNT: $23.88

TOTAL AMOUNT: $505.74

RCAS-JESSICA COLLIER SUBMITTING CHECK REQUEST, APPROVED BY CSM-JOE STONE.

Created By: Jessica Collier (9/9/2013 9:26 AM) | Last Modified By: Jessica Collier (9/9/2013 9:34 AM)
RCAS-Jessica Collier called c on [redacted] 9/9/13 at 10:15 AM EST.
RCAS spoke to c.
RCAS stated RCAS is going to reimb c for brake repair.
C very happy.
C stated c cannot believe how Nissan is handling concern so wonderful.
RCAS stated RCAS needs to verify c's mailing address.

C provided:
[redacted]
CHICAGO, Il[redacted]

Make Private ✓ RCAS noting c's address is correct on c's account.
RCAS advised c that NNA is also going to provide brake fluid flush, cabin filter replacement, and air filter replacement at no charge to c.
C again stated how very happy c is with NNA.
RCAS stated RCAS already spoke to SM-George at Mid City Nissan so SM is aware of the services being provided.
RCAS stated c should contact dlrshp and schedule appt.
C understood.
RCAS inquired if c needs phone # to dlrshp. C stated c has phone #.
RCAS stated RCAS will process c's reimb today.
RCAS stated processing take 2-3 business days.
RCAS stated RCAS will contact c again on 9/12/13.
C agreed and call ended mutually.

Created By: Jessica Collier (9/6/2013 2:28 PM) | Last Modified By: Jessica Collier (9/9/2013 9:34 AM)
RCAS-Jessica Collier received email response from CSM-Joe Stone requesting RCAS to call CSM to review case.

RCAS called CSM.
RCAS reviewed case with CSM.
After complete review, CSM approved RCAS to reimb c in full for brake repair.
CSM also approved GW for Brake fluid flush, cabin filter replacement, and air filter replacement.

Make Private ✓ RCAS called Mid City Nissan on [redacted] on 9/6/13 at 3:15 PM EST.
RCAS spoke to SM-George.
RCAS advised of GW.
RCAS stated RCAS will have c contact dlrshp to make appt.
RCAS stated GW offer does not included fuel injection cleaning.

RCAS called c[redacted] n[redacted] 9/6/13 at 3:27 PM EST.
RCAS tried 3x.
Phone # rings busy.

Make Private ✓ Created By: Jessica Collier (9/6/2013 1:42 PM) | Last Modified By: Jessica Collier (9/9/2013 9:20 AM)
RCAS-Jessica Collier sent email to CSM-Joe requesting review for possible assistance.

Make Private ✓ Created By: Jessica Collier (9/5/2013 10:59 AM) | Last Modified By: Jessica Collier (9/6/2013 1:35 PM)
RCAS-Jessica Collier reviewed case with RCAS-Gabrielle Taye.

RCAS and RCAS-GT agreed to discuss case with CSM-Joe Stone after all information has been obtained.

Created By: Jessica Collier (9/5/2013 10:58 AM) | Last Modified By: Jessica Collier (9/5/2013 10:58 AM)
RCAS-Jessica Collier called Mid City Nissan on 7732826200 on 9/5/13 at 11:16 AM EST.
RCAS spoke to SM-George.
RCAS reviewed c's concerns with SM.
SM confirmed front brakes were metal to metal and grinding.
SM confirmed mileage on veh at time of repair was 35,706 miles.

^^^RCAS noting only 1,694 miles on veh between time of certification and brake repair.

Make Private ✓ RCAS inquired what are costs for the following and SM provided:
Brake fluid flush and fill - $139.00
Cabin filter replacement - $69.00
Air filter replacement - $29.00

SM stated c stated dlrshp in OH offered to assist c only if c returned to dlrshp with veh.
SM stated veh was not safe to drive to OH with condition of brakes.
RCAS inquired if SM could provide RO from brake repair to RCAS.
SM provided RO #454141.
SM stated SM will fax to RCAS.
RCAS provided fax #.
RCAS thanked SM for time and information.

Make Private ✓ Created By: Jessica Collier (9/5/2013 10:44 AM) | Last Modified By: Jessica Collier (9/5/2013 10:45 AM)
RCAS-Jessica Collier updating case servicing dlr to Mid City Nissan.

Make Private ✓ Created By: Jessica Collier (9/5/2013 10:43 AM) | Last Modified By: Jessica Collier (9/5/2013 10:43 AM)
RCAS-Jessica Collier called Classic Nissan on 3304227300 on 9/5/13 at 10:45 AM EST.
RCAS spoke to SM-Matt.
RCAS reviewed c's concern with SM.
SM confirmed veh was purchased 7/2/13 and veh was certified preowned.
RCAS inquired if SM could provide mileage on veh at time of purchase.
SM stated 34,012 miles.
RCAS inquired what condition brakes should be when veh is certified.
SM stated pads should be 5mm or greater (50%).
RCAS inquired if SM could provide additional information regarding c's concern that could have been addressed at time of inspection.
SM stated the following:

Certified inspection requirements include:
Brake fluid - level should be checked and filled if necessary.
Cabin filter - should be replaced if needed.
Air filter - should be replaced if needed.

SM further stated brake fluid flush and fill is recommended maintenance at 30,000 miles.
SM stated system flush should have been performed before veh was sold at 34,000 but was not.

SM stated fuel injection cleaning is regular maintenance addressed as needed.
SM stated not part of scheduled maintenance plan.
RCAS thanked SM for time and information.

Make Private

Created By: Jessica Collier (9/5/2013 10:33 AM) | Last Modified By: Jessica Collier (9/5/2013 10:33 AM)
RCAS [redacted] called c on [redacted] on 9/5/13 at 10:30 AM EST.
RCAS spoke to c.
RCAS reviewed c's concern with c.
C stated c lives in Chicago.
C stated c traveled to OH to visit c's daughter.
C stated c purchased veh on 7/2/13 from SL SP-John Terdick.
C stated on 8/27/13 that c took veh to Mid City Nissan (Chicago) due to c was smelling a rubber smell.
C stated c was advised that brakes were metal to metal on the front of veh.
C stated c had pads and rotors replaced and it cost c over $500.00.
C stated c does not understand how brakes were good enough for veh to be purchased certified preowned but metal to metal less than 2 months later.
RCAS stated RCAS will need to contact both dlrshps to obtain additional information to be able to completely review c's request.
RCAS stated RCAS will need to review case with RCAS-Gabrielle Taye as RCAS-GT is regional specialist for Chicago area.
RCAS stated RCAS will contact c again on 9/10/13.
RCAS provided name and contact information.

Make Private ✓

Created By: Mary Therese Arceo (9/4/2013 1:26 PM) | Last Modified By: Jessica Collier (9/5/2013 9:29 AM)
crr-ma c states that c bought the veh from ohio last july 2, c came back to chicago. c states that c had a problem on the brakes on the veh. c advised by the dlr that there were sever
fuel injection is dirty, brake fluid was contaminated, cabin filter and air filter is dirty. the dlr Mid City Nissan performed an inspections and found out that the veh failed the test. c state
first test drive the veh c told the guy in the dlr; Classic Nissan that the brakes was spongy, but the guy told c that the brakes are fine; c also advised by Classic nissan that the dlr che
everything 20-21 point inspections. when c got home with c's veh
, c smelled a rubber from the veh. c called the dlr where c bought the veh (OH) to inform the dlr about the problem that c was experiencing in the veh but the sm told c that c has all t
responsibility about the veh. The new dlr; Mid City Nissan did replace the brakes and c paid for it.
crr-ma apologized for the inconvenience.
crr-ma advised c that file will be transferred to rcas for review.
crr-ma advised c to expect a call within the next business day.
c understood.
crr-ma asked c the best phone# to reach c[redacted]
crr-ma offered further assistance, c declined.
crr-ma provided name, ext and file number.
crr-ma leaving file open, transferring resp to rcas.

Case Categorizations

Case Categoriza

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7488590	NSN DEALER SALES DEPT.	USED VEHICLE PURCHASE (NISSAN)	CRITICISM	QC	9/4/2013	ZH	BE	222000
Edit | Del	CC-7488591	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	PREMATURE WEAR/FAILURE	03	9/4/2013	WA	AD	121000
Edit | Del	CC-7493255	BRAKES	GEN. BRAKE COMPONENT (S)	PREMATURE WEAR/FAILURE	03	9/9/2013	WA	AD	121500

Open Activities

Open Acti

No records to display

Activity History

View All

Activity Hi

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	9/11/2013	Jessica Collier	9/11/2013 2:41 PM
Edit | Del	Contact CSM		✓	9/6/2013	Jessica Collier	9/6/2013 1:42 PM

Emails

Send an Email

Em

No Emails Available

Customer Support Tools

Customer Support T

No records to display

Check Activity

Check Ac

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To La
	CR0108010	463996	9/12/2013	Customer	Approved	$505.74	24GDWIL	North Central Goodwill	[redacted]	

Forms

Fo

No records to display

Attachments

Attach File View All

Attachm

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	82KB	9/5/2013 11:06 AM	Jessica Collier

Case History

Case Hi

Date	User	Action
9/16/2013 4:02 PM	Jessica Collier	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to Closed.

	[redacted]	Closed.
9/16/2013 2:37 PM		Changed **Follow Up Date** from 9/12/2013 to **9/16/2013**.
9/16/2013 2:33 PM		Changed **Status** from Closed to **Open**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Kelli Souders [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	9/11/2013	Date/Time Opened	9/11/2013 2:20 AM
Supporting Documents		Date/Time Closed	9/11/2013 3:45 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AA0EC1BN[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36411	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BUCKEYE NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	9/11/2013
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	8/17/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6AA0EC1BN[redacted]		
Created By	System Account NNAINT, 9/11/2013 2:20 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,394	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12085072

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Action	Public	Comment
Make Private	✓	Created By: Kelli Souders (9/11/2013 3:44 PM) Rcas placed call to c on [redacted] at 4:43pm. Left vmx advising that comments were received and documented. ~~~~~~ Closing file
Make Private	✓	Created By: System Account NNAINT (9/11/2013 2:21 AM) | Last Modified By: Kelli Souders (9/11/2013 3:42 PM) HAD OIL CHANGED TIRE ROTATION AND BALANCED BRAKES GO ALL THE WAY TO FLOOR WILL PUMP UP TO FULL PEDAL. I WAS TOLD THAT'S NORMAL.HAVE VIBRA --GOES AWAY AT 47 MPH THE TIRE ROTATION AND BALANCE WAS PERFORMED TO FIX THE MOVING VIBRATION. BOUGHT TRUCK USED FROM BUTLER NISSAN FIS COMPLAINTS ABOUT THESE GUY BUT I'M SAVING THOSE FOR THE BETTER BUSSINESS BUREAU AND ATTORNEY GENERALBUCKEYE DOESN'T KNOW OF THE CON VIBRATION PROMBLEMS I'VE NOT HAD TIME TO SET UP A FOLLOW UP ON THAT BUT I HAVE DRIVEN MY FRIENDS 2011 TITAN WITH 24,000 MILES ON IT AND HE HAS PEDAL AND NO MID SPEED VIBRATION SO THEYWILL HAVE TO ADDRESS THIS. I WILL GIVE YOU AN UPDATED EVALUATION AFTER THE NEXT VISIT . THIS ONE WAS KNOW YA VISIT.

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory C
Edit | Del	CC-7498037	TIRE/WHEEL	TIRE (TIRE/VALVE/TUBE)	JUDDER/CHATTER/VIBRATION	19	9/11/2013	ZY	BO	254500

Open Activities

No records to display

Activity History

No records to display

Emails

Send an Email

No Emails Available

Customer Support Tools

No records to display

Check Activity

No records to display

Forms

No records to display

Attachments

Attach File

No records to display

Case History

Date	User	Action
9/11/2013 3:45 PM	Kelli Souders	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
9/11/2013 3:44 PM	Kelli Souders	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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No records to display

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[redacted]

Case Comments [13] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	David Henry [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/27/2013	Date/Time Opened	9/16/2013 4:41 PM
Supporting Documents		Date/Time Closed	9/27/2013 11:07 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	REJECTED-no an IIR		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	67,392		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	5N3ZA0NE2AN[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	7,392
Make	INFINITI	Beyond Basic Warranty Months1	44
Model Line	QX56	Beyond PT Warranty Miles1	0
Model Code	83210	Beyond PT Warranty Months1	20

Dealer Access

Case Servicing Dealer	INFINITI OF NAPERVILLE	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F15759	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N3ZA0NE2AN[redacted]		
Created By	David Henry, 9/16/2013 4:41 PM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 9/27/2013 8:06 PM	Root Cause Code (2)	
Days Closed	1,378	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	CA12120040

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: David Henry (9/27/2013 11:07 AM)** Rcas-dh received call from C Rcas-dh notified C that the case had been reviewed, and INF CA has agreed to pay for half of the costs of the repair Rcas-dh notified C that C would now need to contact RTLR to receive ETA to have the repair preformed Rcas-dh thanked C Rcas-dh and C ended call mutually due to the delivery of this information Rcas-dh is closing and exiting the case
Make Public	☐	**Created By: David Henry (9/27/2013 9:58 AM)** Rcas-dh called C's mobile No answer LMOM
Make Public	☐	**Created By: David Henry (9/26/2013 2:19 PM)** Rcas-dh researched and found C has spent $4110.91 in service and maintenance since purchasing the veh new, no VSC's Rcas-dh called SM-C, and discussed the case with FOM-DR present C is a good servicing customer SM-C stated the warranty costs on parts and labor are $1600 FOM-DR agreed to GW $800 of the costs Rcas-dh notified SM-C and FOM-DR that C would be called and discussed the outcome Rcas-dh thanked FOM-DR, and SM-C Rcas-dh and FOM-DR and SM-C ended call mutually Rcas-dh called C No answer LMOM
Make Public	☐	**Created By: David Henry (9/24/2013 4:39 PM)** Rcas-dh received call from SM-C SM-C stated veh ABS actuator will repair issue with braking, the veh is still off the road at INF RTLR, and C is requesting that INF pay for repairs SM-C stated alleged un-intended acceleration" was not able to be duplicated Rcas-dh thanked SM-C Rcas-dh and SM-C ended call mutually
Make Public	☐	**Created By: David Henry (9/24/2013 3:16 PM)** Rcas-dh received call from C C stated the one or two days before or after the warranty ended, and the veh had accelerated when C's foot had been taken off the gas pedal, and C was riding the brake to try to slo CS while trying to slow the veh down, at the point at which the brake has to stop the VEH, the brake has to be compressed more to brake CS this time the veh was not able to brake the first time, C's foot has been taken off of the brake, and then put back on, the VDC slip light went on, and the brake light went on CS the brakes have been replaced, tires have been replaced CS C is requested that the ABS module be replaced by Infiniti at INF's cost Rcas-dh notified C that the case will have to be reviewed, and C will receive a cb with the answer if INF will participate in reimbursement Rcas-dh thanked C Rcas-dh and C ended call mutually

Make Public	**Created By: David Henry (9/24/2013 2:46 PM)** Rcas-dh called C's mobile No answer LMOM
Make Public	**Created By: David Henry (9/23/2013 1:49 PM)** Rcas-dh called C's phone No answer LMOM
Make Public	**Created By: David Henry (9/21/2013 1:29 PM)** Rcas-dh called C and briefly spoke about case C stated C was in a very busy area, and would like to discuss the case on monday Rcas-dh asked C if Rcas-dh could call C's phone number back and leave a message with Rcas-dh's direct number RCas-dh thanked C Rcas-dh and C ended call mutually
Make Public	**Created By: David Henry (9/19/2013 1:56 PM)** SM-C has stated that the ABS actuator has not been ordered due to C potentially requesting that the Actuator be reimbursed for GW Rcas-dh called C's phone No answer LMOM
Make Public	**Created By: David Henry (9/19/2013 11:17 AM)** Rcas-dh received VM from SM-C Rcas-dh called SM-C no answer LMOM
Make Public	**Created By: David Henry (9/17/2013 4:22 PM)** Rcas-dh called SM-C SM-C stated the veh does not appear to be in an incident for the veh SM-C states the veh has not been repaired Rcas-dh thanked SM-C Rcas-dh and SM-C ended call mutually
Make Public	**Created By: David Henry (9/17/2013 8:58 AM)** Rcas-dh called C's phone No answer LMOM Rcas-dh called SM-C's phone No answer LMOM
Make Public	**Created By: David Henry (9/16/2013 4:50 PM)** Related cases-none Unrelated cases-none Open recalls-none Updated c information-address and phone number confirmed with SM-C Confirmed phone numbers [redacted] Rcas-DH received inbound email from TL-JB, and SUPTL-TJ to start IIR for unintended acceleration IIR C requested on this service visit for an oil change, and veh is having un intended acceleration, as well as veh not wanting to brake SM-C states the veh accelerating was unable to be duplicated SM-C states the veh does not want to brake, veh needs new ABS actuator Rcas-dh confirmed all information with SM-C, and will call C immediately Rcas-dh thanked C Rcas-dh and C ended call mutually Rcas-dh called C's phone No answer LMOM

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7503245	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	9/16/2013	ZR	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F15759	IIR	David Henry, 9/17/2013 9:56 AM	9/17/2013

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
9/27/2013 11:07 AM	David Henry	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/26/2013 4:38 PM	David Henry	Changed **Follow Up Date** from 9/26/2013 to **9/27/2013**.
9/25/2013 12:38 PM	David Henry	Changed **Follow Up Date** from 9/25/2013 to **9/26/2013**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Suzanne Farlow [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/18/2013	Date/Time Opened	9/18/2013 12:37 PM
Supporting Documents	☐	Date/Time Closed	9/18/2013 12:43 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,283		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER4C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	25
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	1

Dealer Access

Case Servicing Dealer	JOHN LEE NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	9/18/2013
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 1N6AD0ER4C[redacted]		
Created By	Suzanne Farlow, 9/18/2013 12:37 PM	Root Cause Code	SRIN
Last Modified By	Bryan Fry, 9/23/2013 7:37 PM	Root Cause Code (2)	
Days Closed	1,387	Action Code	NE6A
Case Record Type	CA Closed Case [Change]	Document ID	CA12133098

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Private	✓	**Created By: Suzanne Farlow (9/18/2013 12:42 PM)** Summary - DTS contacted RCAs to document DTS inspection of customer's vehicle, confirming no repairs are needed for concern.
Make Private	✓	**Created By: Suzanne Farlow (9/18/2013 12:39 PM)** RCAS-SF opening case file per request of DTS Stacy Jefcoat to document DTS inspection of the vehicle at dealer. C brought vehicle to dlr with complaint that the 'brake pedal feels spongy'. DTS confirmed that the vehicle does decelerate as expected when pressing the brake pedal. DTS found the customer's vehicle to be comparable to a like vehicle with 9800 miles and a brand new vehicle from the dealers lot. No repairs are recommended.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7505762	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	9/18/2013	YX	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
9/18/2013 12:43 PM	Suzanne Farlow	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/18/2013 12:41 PM	Suzanne Farlow	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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[redacted]

Case Comments [7] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Jessica Collier [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/23/2013	Date/Time Opened	9/18/2013 6:09 PM
Supporting Documents	☐	Date/Time Closed	9/23/2013 2:48 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c requested assistance regarding veh and dlr concerns		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GERWECK NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV5DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	16
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32413	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	YARK NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	9/19/2013
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0EV5DN[redacted]		
Created By	Lester Bellen, 9/18/2013 6:09 PM	Root Cause Code	SCMV
Last Modified By	Bryan Fry, 9/23/2013 7:37 PM	Root Cause Code (2)	
Days Closed	1,382	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA12135675

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Private	✓	**Created By: Jessica Collier (9/23/2013 2:47 PM)** ***Case Summary*** C called in for brake concern. Master cylinder leaking. Part replaced. Veh repaired. C not satisfied with brake pedal level. Compared to new veh. C's veh normal.
Make Private	✓	**Created By: Jessica Collier (9/23/2013 2:45 PM)** RCAS-Jessica Collier called c on [redacted] on 9/23/13 at 3:42 PM EST. Left vmx with name and contact information. RCAS stated c may return call if further assistance is needed. RCAS called c on [redacted] on 9/23/13 at 3:44 PM EST. Left vmx with name and contact information. RCAS stated c may return call if further assistance is needed. RCAS closing case.
Make Private	✓	**Created By: Jessica Collier (9/23/2013 2:40 PM)** RCAS-Jessica Collier called dlrshp on 8008489275 on 9/23/13 at 3:09 PM EST. RCAS spoke to SM-Ray. RCAS inquired if c picked up veh. SM stated yes. SM stated c compared brake pedal to new veh and accepted c's veh as normal.
Make Private	✓	**Created By: Jessica Collier (9/19/2013 2:44 PM)** RCAS-Jessica Collier called c on [redacted] on 9/19/13 at 3:33 PM EST. RCAS spoke to c's husband, Glen, hereafter referred to as c. RCAS reviewed c's concern with c. C stated when c picked up veh from dlrshp yesterday that brakes were worse than when c dropped off veh. C stated c immediately returned to dlrshp. RCAS stated RCAS was advised by dlrshp that veh has been re-inspected today and veh is considered repaired at this point. C stated c does not believe that. C stated c cannot pick up veh today. RCAS stated RCAS will follow-up with c on 9/23/13 to confirm that veh is actually repaired or if RCAS can assist further. C agreed and call ended mutually.
Make Private	✓	**Created By: Jessica Collier (9/19/2013 2:32 PM)** RCAS-Jessica Collier called dlrshp on 8008489275 on 9/19/13 at 3:06 PM EST. RCAS spoke to SA-Gary, SM-Ray is gone for the day. RCAS reviewed c's concern with SA. SA stated c brought veh in for brake concern. SA stated master cylinder was leaking so it was replaced. SA stated c picked up veh then returned to dlrshp. SA stated c stated brake pedal is too low.

SA stated SA had c leave veh at dlrshp to be re-inspected by master tech.
SA stated c has loaner veh from dlrshp.
SA stated master tech inspected veh and did not find any other leak in system.
SA stated brake pedal level is fine.
SA stated veh compared to new veh and brake pedal is the same.
RCAS requested information regarding c's concern with veh rolling backwards while in drive.
SA stated normal operation for CVT transmission due to CVT does not have any gears.
SA stated SA has left vmx for c that c's veh is fine and c needs to pick up veh.
SA stated c purchased veh from a different dlrshp.

Make Private ✓ **Created By: Jessica Collier (9/19/2013 11:30 AM)**
RCAS-Jessica Collier called dlrshp on 8008489275 on 9/19/13 at 12:25 PM EST.
Left vmx for SM-Ray.
RCAS provided name, contact information, c's name, c's year/model of veh and c's concern.
Requested return call.

RCAS sent email to SM requesting return call.

Make Private ✓ **Created By: Lester Bellen (9/18/2013 6:41 PM) | Last Modified By: Jessica Collier (9/19/2013 11:24 AM)**
c called in and requested assistance regarding the concerns on a brand new veh. c stated that c just went through a lot of financial issues from the dlr.c stated that the reason for the
get assistance regarding major concerns on the veh. c stated that c just went to a family trip. c stated that the veh just started rolling backward while the veh is inclined on a mountai
that this happened while the veh is in drive mode. c was very scared and upset. c stated that c finally decided to take the veh to the nearest dlr when the brake pedal just suddenly w
straight to the floor while driving home. c went to YARK NISSAN and was advised that a fuel saving feature of the veh caused the veh to roll back. c stated that this is unacceptable,
that the primary reason c bought a Nissan veh is for the safety feature. c also stated that the issue got worse after c got the veh back from the dlr. c stated that the brake pedal now
completelu to the floor and c later found out that the mechanic left a wrench on the hood. c stated that the veh is currently back at the dlr for services. c is requesting to get the veh fi
and for all. c stated that the issues that c experienced is very unacceptable for a brand new veh. crr-lb advised that the case will be forwarded to RCAS for review and a specialist wi
callback before the end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7506496	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	PREMATURE WEAR/FAILURE	03	9/18/2013	WA	AD	120000	OA
Edit | Del	CC-7506497	POWERTRAIN	CONTINUOUSLY VARIABLE TRANSMISSION(CVT)	POOR OR IMPROPER OPERATION	10	9/18/2013	YX	BG	302500	OA
Edit | Del	CC-7506498	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	9/18/2013	YY	BF	223500	OC

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Toc

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
9/23/2013 2:48 PM	Jessica Collier	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/19/2013 2:44 PM	Jessica Collier	Changed **Follow Up Date** from 9/19/2013 to **9/23/2013**.
9/19/2013 8:22 AM	Jessica Collier	Changed **Shared via Portal** from false to **true**.

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Surveys

Survey

No records to display

^ Back To Top

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Customize Page | Printable View | Help for this F

[redacted]

Case Comments [48] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [2] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	✓	Case Owner	Rufus Hines [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/5/2013	Date/Time Opened	9/24/2013 12:03 PM
Supporting Documents	☐	Date/Time Closed	11/5/2013 2:30 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,192		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AR5EF6EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	GT-R	Beyond PT Warranty Miles1	0
Model Code	43114	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	TIM DAHLE NISSAN	Data Net	☐
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	11/1/2013	Vehicle Service Contract	
RHR Completed	11/1/2013	VSC Reprint Request	Email

		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: 9999999999 VIN: JN1AR5EF6E[redacted]		
Created By	Rufus Hines, 9/24/2013 12:03 PM	Root Cause Code	SCIN
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	1,339	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12199630

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Rufus Hines (11/5/2013 2:27 PM) *******CASE SUMMARY*******
Make Private	✓	C contacted NNA and stated that the dlr was having trouble getting the veh in alignment. C stated that C believes that this problem did not occur until the transmission was replaced. DTS inspected the veh and found that the veh was operating as designed and the sub-frame was not damaged. Thereafter, C requested a repurchase because C felt that the veh w not in the proper alignment specs. C was informed that NNA is not in the position to repurchase the veh. C stated that C's lawyer will be contacting NNA. Therefore, this case is bein closed.
Make Private	✓	**Created By: Rufus Hines (11/5/2013 2:21 PM)** Exec-RH contacted C and stated that NNA is not in the position to repurchase the veh, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. C stated that C will have C's attorney contact NNA. Thereafter, the call endec mutually.
		Created By: Trisha Zamarron (11/5/2013 8:04 AM) ARBS TZ notes 3 visits/2 repairs/1 transmission/1replaced lower adjusting rods. 27 business days out of service. DTS inspection did not find any abnormalties existing with alignmer rear sub frame.
Make Public		ARBS TZ notes based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been sut an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS TZ suggests providing the C with the offer the dealer and NNA mentioned in the 10/4/13 notes. Dealer/S C will be offered a free brake job in the future. SM also asked if NNA cover C's 4 tires in the future. Per the approval from the FOM, NNA will cover the next set of tires for this C.
Make Public		**Created By: Trisha Zamarron (11/5/2013 7:43 AM)** ARBS TZ notes reviewed the following RHR: 8/1/13 @ 2369 miles 20 days down Concerns: C/S veh is leaking fluids, seems to be coming from the transmission area. Leaving residual all over car and leaving drips on ground, check and advise. C came in for fluid leak. Actions: Found leak coming from the front input pinion seal. Called Tech Line and was told to replace the transmission. Removed rear sub frame and replaced TRANS assembly. Reset Tran learn and installed new trans Data into TCM. Reset clutch learning and topped off fluid. Drove veh as per manual to seat trans clutch. Completed clutch learn again and check fluid le Trans works properly and no leaks found. *Replaced right front tire due to nail and installed air breather hose to TRANS. Dlr replaced the front 2 tires on the veh under GW approved by FOM for customer satisfaction. 9/19/13 @ 3185 miles 20 days down Concerns: C/S that the veh feels like it wanders. C states veh like the brakes feel soft. Actions: Found rear camber was out of specs. Could not get into specs. Called Tech Line and was told to replace lower adjusting rods. Took rods from stock unit and replace lowered sub fra and cleaned mating surfaces and reinstalled. Veh now went into alignment. Veh still has wandering issue with tires. Checked and advise. Found little bit of air in rear brakes. Brakes work properly now. 10/28/13 @ 3190 miles 1 day down

	Concerns: C/S veh alignment is off. C states at 67-74 MPH has rhythmic sound from exhaust, Actions: Check and advise. CR DTS inspected veh for veh not being able to align and possible rear sub frame problem with transmission replacement. C was not present at for the inspectior did states to SM to set veh to normal adjustment settings. DTS TT directed dlr to perform alignments verifying after each adjustment that the rear sub frame adjustment was possible would bring veh into spec. Also after each alignment the veh test driven to verify the steering wheel is startight and no pull was duplicated. Veh was realigned 4 separate times to ver that the rear sub frame was not damaged from transmission replacement. CR DTS TT verifies that at time of inspection that no abnormalities exist with alignment of rear sub frame.
Make Public	**Created By: Sheena Williams (11/1/2013 4:27 PM)** ***DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review.
Make Private	**Created By: Rufus Hines (10/31/2013 3:49 PM)** Exec-RH received the RO's from dlr and will complete a RHR upon C's request.
Make Private	**Created By: Rufus Hines (10/31/2013 12:18 PM)** Exec-RH contacted the dlr and requested all RO's for veh.
Make Private	**Created By: Rufus Hines (10/30/2013 4:21 PM)** C states that the veh is still not is spec. C states that C wants the veh repurchased at this point. C states that NNA or the dlr cannot get the veh is spec. Exec informed that Exec will a repurchase request on C's behalf. Exec informed C that the review process will take up to 7-10 days.
Make Private	**Created By: Rufus Hines (10/30/2013 8:11 AM)** *****DTS INSPECTION REPORT****** Completion of inspection Complaint: • Vehicle cannot be aligned • Since transmission repair customer assumes rear cross member was damaged and not allowing vehicle to be aligned History: • Previous DTS inspection was cancelled by dealer Inspection Notes: • Visually inspected vehicle nothing to note • Customer WAS NOT present at time of inspection • S/M contacted customer and stated the following o Customer feels the rear cross member was damaged when the transmission was replaced o Customer expects that once the vehicle is aligned by current dealer, vehicle can be driven 300 miles to a shop near customers home and have the vehicle alignment checked, ther compare both printouts and expect alignment numbers to be identical o Customer chose "Normal Driving" setting as he stated he is aware that it is the hardest setting to attain and has the narrowest range • Performed four separate alignments on two separate alignment racks • Found the vehicle will go into spec in the rear and the rear cross member is not damaged • Test drove vehicle four separate times after alignments and found the vehicle to track straight regardless of the road crown and no input to the steering needed
Make Private	**Created By: Rufus Hines (10/29/2013 11:08 AM)** Exec-RH emailed the DTS and requested the inspection report upon its completion.
Make Private	**Created By: Rufus Hines (10/28/2013 10:14 AM)** Exec-RH contacted dlr and verified that veh is at the dlr ready for the DTS inspection.
Make Private	**Created By: Rufus Hines (10/25/2013 11:30 AM)** Exec-RH contacted C who verified that C will drive veh to the dlr on Monday for the DTS inspection.
Make Private	**Created By: Rufus Hines (10/25/2013 11:26 AM)** Exec-RH spoke with SM-Frank who stated that the C will drive the veh to dlr and have it there for the DTS inspection on Monday.
Make Private	**Created By: Rufus Hines (10/24/2013 3:17 PM)** Exec-RH also called the dlr and left a message for the SM to call back.
Make Private	**Created By: Rufus Hines (10/24/2013 2:51 PM)** Exec called SM on [redacted] (cell phone) requesting a call back.
Make Private	**Created By: Rufus Hines (10/23/2013 3:24 PM)** Exec called SM on [redacted] 4 (cell phone) requesting a call back.
Make Private	**Created By: Rufus Hines (10/23/2013 2:54 PM)** Exec contacted to see if the dlr sent the correct tire size to C. C confirmed that the dlr sent the tires to C. C stated that C is still having alignment concerns though. Exec informed C t the DTS inspection is still on for Monday and the veh should be towed to the dlr by Friday. Exec informed C that Exec will contact C back then. C thanked Exec for the update.
Make Private	**Created By: Rufus Hines (10/16/2013 4:12 PM)** Exec spoke with C. C states that the dlr put the wrong tire sizes in the veh. Exec then spoke with SM who states that it will attempt to send C the correct tire size. However, Exec exp to both C and SM that the DTS inspection needs to go forward. C stated that C agrees and still wants a DTS to take a look at the veh. Exec will contact C back next week.
Make Private	**Created By: Rufus Hines (10/15/2013 5:13 PM)** Exec-RH contacted C and dlr and confirmed the DTS inspection date for October 28, 2013.
Make Private	**Created By: Rufus Hines (10/15/2013 9:02 AM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	**Created By: Rufus Hines (10/14/2013 2:38 PM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	**Created By: Rufus Hines (10/14/2013 9:37 AM)** Exec-RH called C to inform of the DTS date. C asked Exec to call back.
Make Private	**Created By: Rufus Hines (10/11/2013 11:31 AM)** *******Correction to the previous contact note****** Exec called C @ 2[redacted] and was unable to leave a message due to the VM box being full.
Make Private	**Created By: Rufus Hines (10/11/2013 11:29 AM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	**Created By: Rufus Hines (10/10/2013 10:50 AM)** Exec-RH requested a DTS inspection date.
Make Private	**Created By: Rufus Hines (10/10/2013 10:34 AM)** Exec-RH spoke with C. Exec informed C that NNA would like to conduct DTS inspection on the veh. C stated that C would like a DTS to inspect the veh. Exec told C that NNA will pr C with a DTS inspection date as soon as one becomes available.
Make Private	**Created By: Rufus Hines (10/10/2013 10:32 AM)** CSM-Bob Brissie requested that NNA schedules a DTS inspection.
Make Private	**Created By: Rufus Hines (10/9/2013 4:22 PM)** Exec has reached out and updated the field on this matter. Exec will wait and see how the Field personnel wants to proceed.
Make Private	**Created By: Rufus Hines (10/9/2013 11:02 AM)** Exec-RH spoke with C. C stated that when C received the veh back from dlr, the alignment was still not adjusted correctly. C stated that C took veh to a IRF where the alignment wa worked on some more but it there are still issues with it. C states that C is dissatisfied with the experience. Exec informed C that is why NNA scheduled a DTS to inspect the veh. C s that the date was too far out. Exec apologized for the inconvenience and stated that NNA is being reviewed.
Make Private	**Created By: Rufus Hines (10/9/2013 10:22 AM)** Exec called SM on 8[redacted] (cell phone) requesting a call back.
Make Private	**Created By: Rufus Hines (10/7/2013 4:08 PM)** Exec-RH contacted SM who states that the C states that the front is not aligned correctly. SM states that dlr is dealing directly with the C and will resolved the concern.
Make Private	

		Created By: Rufus Hines (10/4/2013 3:52 PM) Exec-RH called C. C stated that C was in a meeting and will call back.
Make Private	✓	**Created By: Rufus Hines (10/4/2013 3:50 PM)** Ex-RH spoke with the SM who states that the alignment concern has been rectified. SM states that the dlr was in contact with corporate who walked dlr through the repair. The SM s that the veh has been at the dlr all together for about a month in a half. SM states that due to the inconvenience, C will be offered a free brake job in the future. SM also asked if NNA would cover C's 4 tires in the future. Per the approval from the FOM, NNA will cover the next set of tires for this C. The veh was towed back to C last night. Therefore, the DTS inspe was canceled.
Make Private	✓	**Created By: Rufus Hines (10/3/2013 2:26 PM)** Exec contacted C and reconfirmed that the DTS will be there on 10/8. C wanted a DTS date sooner. Exec apologized for the inconvenience and stated that the soonest a DTS can g there is 10/8. C stated that C does not feel that C is being treated like a high end C. Exec informed C that NNA is fervently working to resolve C concerns and wants to make sure tha veh is fully repaired upon its return. Exec informed C that C is very valuable and apologized for the inconvenience. C stated that C has been without a veh. Exec reiterated to C that get a rental veh and NNA would reimburse C. C stated that C is very busy and does not have time to get a rental. Exec then told C that the offer still stands. C then stated that C nee go and the call ended mutually.
Make Private	✓	**Created By: Rufus Hines (10/3/2013 10:47 AM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	✓	**Created By: Rufus Hines (10/2/2013 11:09 AM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	✓	**Created By: Rufus Hines (10/1/2013 4:31 PM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	✓	**Created By: Rufus Hines (9/30/2013 5:00 PM)** Exec-RH contacted C and stated that a DTS inspection for 10-8-13. C states that the 8th is too far out. C states that C wants the veh fixed by the end of the week or wants the veh repurchased. Exec informed C that Exec will give C an update tomorrow.
Make Private	✓	**Created By: Rufus Hines (9/30/2013 4:28 PM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	✓	**Created By: Rufus Hines (9/27/2013 4:28 PM)** Exec-RH requested a DTS inspection on the veh.
Make Private	✓	**Created By: Rufus Hines (9/27/2013 4:20 PM)** Exec-RH contacted C and stated that NNA will be sending a DTS to inspect the veh. C is not currently in a loaner. C lives about 300 miles away from the dlr so Exec informed C that will reimburse C for a rental in C chooses to acquire one. Thereafter, the call disconnected. Exec then called back and the call went to the VM.
Make Private	✓	**Created By: Rufus Hines (9/27/2013 4:10 PM)** Exec called SM on [redacted] cell phone) requesting a call back.
Make Private	✓	**Created By: Rufus Hines (9/26/2013 5:04 PM)** Exec contacted C. C states that everything was ok with the veh until the TRANS was replaced. C states that there appears to be an issue with the subframe. C states that C does nc that anything has anything to do with it. C states the subframe it out of spec and that is the issue. C states that the racing control arms will not rectify the concern. C states that the ot tires on the veh only has on 1500 miles on them so that is not the problem. C states that C works on veh and states that this repair will not change the subframe concern. C states th main concern is the adjustment. C states that the dlr should not be allowed to add aftermarket parts because C cannot. C states that if the veh cannot get in spec without adding aftermarket parts that there is something wrong with the subframe. C states that if the only way to fix the veh is adding the aftermarket parts, that C want the veh to be repurchased. stated that C is not in a loaner veh. Exec informed C that Exec will contact C tomorrow. C thanked Exec and the call ended mutually.
Make Private	✓	**Created By: Rufus Hines (9/26/2013 4:39 PM)** Exec was provided with SM cell number to call for further assistance. SM- states that C had a concern with the transmission, which was replaced. SM states that the dlr replaced twc under GW after the C ran over a nail. SM states that the rear wheels alignment 2 minutes in the degree. SM states that SM reached out to C and stated that the aftermarket control a can be placed in the veh to rectify the concern. SM states that the concern still will not be rectified unless the front tires are replaced as well. SM states that dlr stated it would pay for repair control arm. SM states that SM reached out to C but C has failed to call back.
Make Private	[redacted]	**Created By: Rufus Hines (9/26/2013 12:06 PM)** C called and stated that the dlr had the veh over a month. C stated that C still has not heard from the dlr. Exec informed C that the case is still being reviewed. Exec informed C that soon as an update is provided that Exec will update C. C then thanked Exec and the call ended mutually.
Make Private	✓	**Created By: Rufus Hines (9/25/2013 3:57 PM)** Exec-RH called C @[redacted] and left a message requesting a call back.
Make Private	✓	**Created By: Rufus Hines (9/25/2013 3:54 PM)** Exec-RH contacted dlr. The SM is on vacation until Monday. Dlr stated that it will have the GTR master Tech call Exec back to explain what's going on with the veh.
Make Private	✓	**Created By: Rufus Hines (9/24/2013 12:08 PM)** Verified C's name, address, VIN, mileage, main and alternate phone numbers: verf phone # with rtlr Checked for open recalls/campaigns/upgrades found: none Verified Responsible Dealers: yes Previous related files found: C states that C has had some problems with the dlr. C states that when C went in for the 1,000 mile POS there was a seal that was leaking. C states that the dlr did not want to repla seal but instead it replaced the transmission. C states once the veh was repaired the veh did not drive the same. C states that C took the veh to dlr again and the veh the dlr could n into spec. C states that once the transmission was replace the sub-frame was off. C states that when C took the veh to the dlr, C got a Nissan Sentra for a loaner. C states that since veh has been at the dlr since last Thursday, C has not heard from the dlr. C states that C has took the veh to the dlr 3 times for this concern. C states that C does not understand wh going with the veh. C states that the dlr has truly mistreated C. C states that C paid for the veh with cash. C states that C is a business man and is very busy. C states that on C's anniversary C had to sit a the dlr all day then drive home a Sentra. C's best contact number [redacted].

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7565483	STEERING	GEN. STEERING COMPONENT(S)	GENERAL INQUIRY	QA	9/24/2013	ZR	BM	244000	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Reviewed RHR and Recommendations	[redacted]	✓	11/5/2013	Rufus Hines	11/5/2013 11:23 AM
Edit | Del	RHR Review - [redacted]		✓	11/1/2013	Trisha Zamarron	11/5/2013 8:04 AM
Edit | Del	RHR Review - [redacted]		✓	11/1/2013	Rufus Hines	11/4/2013 10:55 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F16744	DTS Request	Rufus Hines, 10/10/2013 10:48 AM	10/10/2013
Edit | Del	F16260	DTS Request	Rufus Hines, 9/27/2013 4:24 PM	9/27/2013

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted].doc	74KB	11/1/2013 4:15 PM	Rufus Hines
Edit | View | Del	RHR Template- Central Region Case[redacted].doc	76KB	11/1/2013 2:54 PM	Rufus Hines
Edit | View | Del	RO [redacted].pdf	223KB	10/31/2013 3:49 PM	Rufus Hines

Case History

Case History He

Date	User	Action
11/5/2013 2:30 PM	Rufus Hines	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/1/2013 4:29 PM	Sheena Williams	Changed **DRT Support Status** from Pending to **DRT Assigned**.
11/1/2013 4:17 PM	Rufus Hines	Changed **RHR Started** to **11/1/2013**.

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Surveys

Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Demi Lee [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/11/2013	Date/Time Opened	9/27/2013 9:42 AM
Supporting Documents		Date/Time Closed	10/9/2013 3:21 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN0NU1CC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	24312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DAYTONA NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/8/2013
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 5N1AN0NU1C[redacted]		
Created By	Blecille Loren Zabala, 9/27/2013 9:42 AM	Root Cause Code	SNMV
Last Modified By	Bryan Fry, 10/9/2013 8:22 PM	Root Cause Code (2)	
Days Closed	1,366	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA12220090

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments

Action	Public	Comment
Make Private	✓	Created By: Demi Lee (10/9/2013 3:19 PM) RCAS called c at[redacted] at 419pm est and left vmx with contact information. RCAS noting 3rd contact attempt RCAS closing case
Make Private	✓	Created By: Demi Lee (10/8/2013 1:47 PM) RCAS called c at[redacted] at 247pm est and left vmx with contact information. RCAS noted 2nd contact attempt RCAS sending email
Make Private	✓	Created By: Demi Lee (10/3/2013 1:54 PM) RCAS called c at[redacted] at 254pm est and left vmx with contact information
Make Private	✓	Created By: Demi Lee (10/3/2013 9:44 AM) RCAS called dlrshp and spoke to SM Bob Suranovich. SM said that c's brakes are fine and that the brakes are perfoming according to factory specs but c insists on a trade out. SM it will be very difficult to send out the ROs and sent history via email
Make Public		Created By: Stephen Prosak (9/30/2013 5:17 PM) RCAS noting call to c at[redacted] and RCAS confirmed that c is continuing to have concerns with the brakes on the veh after having the brake master cylinder replaced. C furthe advised that c wanted to trade into new veh. RCAS advised on RHR process and stated that RCAS would have c's RCAS contact dlrshp and obtain ROs for veh, and folllow up with later than 10/2. RCAS additionally advised that c would be able to obtain a second opinion from another NNA dlrshp. C stated c would contact second dlrshp. Call ended mutually.
Make Public		Created By: Blecille Loren Zabala (9/27/2013 9:58 AM) c gave another contact n[redacted] but c advised that primary no is still pamela landy mobile on file.
Make Public		Created By: Blecille Loren Zabala (9/27/2013 9:55 AM) crr bz-receive a call from c's boyfriend Mario lazzetti ,referred to as c. c advised that c is at the dlr DAYTONA NISSAN now and would like to trade veh because break is not working. c states that it even did not last 3 months, there had been multiple repairs already with master cylinder ; break is spongy and it went over the floor. c almost got to accident twice already. c advised that c willing to pay 1500$ down to trade veh but dlr giving hard time to c. they will still try to fix veh but c dont want veh. crr-bz advised c that file will be transferred to rcas for review. crr-bz advised c to expect a call within the next business day. c understood. crr-bz offered further assistance, c declined. crr-bz provided name, ext and file number. crr-bz leaving file open, transferring resp to rcas.
Make Public		Created By: Blecille Loren Zabala (9/27/2013 9:47 AM) multiple repairs

Case Categorizations

Case Categorizations

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

Edit | Del	CC-7531924	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	10/9/2013	YX	AD	122000	OA

Open Activities

Open Activities

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Daytona Nissan	Not Started		✓	[redacted]	10/1/2013	N/A	Demi Lee

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09i8L._500F0HOjyB:ref]	[redacted]	✓	10/8/2013	Demi Lee	10/8/2013 1:48 PM

Emails

Send an Email

Emails

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._500F0HOjyB:ref] *10/8/2013 Case f[redacted] Dear[redacted] Thank you for taking the time to c...*	[redacted]	10/8/2013 1:48 PM

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
10/9/2013 3:21 PM	Demi Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/8/2013 1:48 PM	Demi Lee	Changed **Follow Up Date** from 10/8/2013 to **10/11/2013**.
10/8/2013 7:23 AM	Demi Lee	Changed **Shared via Portal** from false to **true**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Paul Smith [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	10/3/2013	Date/Time Opened	10/3/2013 2:09 AM
Supporting Documents	☐	Date/Time Closed	10/3/2013 2:20 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV1C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32812	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	KUHIO NISSAN	Data Net	☐
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	9/6/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0EV1C[redacted]		
Created By	System Account NNAINT, 10/3/2013 2:09 AM	Root Cause Code	LCCE
Last Modified By	Bryan Fry, 10/9/2013 8:20 PM	Root Cause Code (2)	
Days Closed	1,372	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	CA12257504

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	☐	Created By: Paul Smith (10/3/2013 2:19 PM) Las-ps attempted to contact the customer but was unable to speak to customer at either number; WORK number was a DIAL TONE and HOME number was answered TWICE and disconnected before las-ps could finish introduction ********** las-ps CLOSING Case pending customer callback
Make Public	☐	Created By: System Account NNAINT (10/3/2013 2:10 AM) I NEVER HAD A VEHICLE WITH A BREAK PEDDLE AS SOFT AS THIS FRONTIER. IN MY OPINION THIS NOT ONLY DEFECTIVE BUT IS ALSO A HAZARD AS I HAVE ON MO ONE OCCASION STEPPED ON BOTH THE ACCELERATOR & THE BRAKE AT THE SAME TIME! I REPORTED THIS TO THE SERVICE ADVISER & HE ASKED WHY I WOULD I DIDN'T APPRECIATE THE REMARK & THE FINAL REPORT WAS THAT IT IS LIKE ALL THE OTHERS. NOT GOOD.AT A MINIMUM I BELIEVE THE BREAK PEDDLE SHOULD RAISED MAYBE 1/4 INCH SUCH THAT THE ACCELERATOR CANNOT BE DEPRESSED WHILE PRESSING THE BRAKE PEDDLE. THIS CONDITION IS DANGEROUS.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7524450	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	GENERAL INQUIRY	QA	10/3/2013	ZR	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
10/3/2013 2:20 PM	Paul Smith	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
10/3/2013 2:10 AM	System Account NNAINT	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **VIN: 1N6AD0EV1C**[redacted]
		Changed **Home Phone** to [redacted]

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Surveys

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No records to display

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[redacted]

Case Comments [28] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Enid Schindler [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date	10/23/2013	Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	10/24/2013	Date/Time Opened	10/5/2013 11:44 PM
Supporting Documents	✓	Date/Time Closed	10/24/2013 9:33 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Description

firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone
address1 : [redacted]
address2 :
city : Charlotte
twitter :
state : NC
zip [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin :
dealerstate : NC
dealername : East Charlotte
comments : I purchased 2 Nissan versa note sv's last 14 days ago and the master cylinder has already proven to be faulty. Since I liked the car I requested that the c
exchange the car with the problem with another one with the same options and price. The dealership has given me nothing but platitudes and promises that the repai
fine and we know what we are doing. Trust us. Please how can they say that when I have purchased a car that I will never have confidence in ever again. This is my
experience with Nissan and will more than likely be the last. I do not feel that I have been unreasonable in my request for exchange and I stand by my belief that if a
has a problem in such a short period of time with a NEW car from Nissan that they should fix the problem to the customers satisfaction. The resolution reached by th
staff at East Charlotte Nissan may have satisfied the ownersip of this dealership but they have left a very bad taste in this customers mouth. I am writing this note in h
someone at Nissan will come to their senses and fix this issue. I do not have the vin# with me as the car is still in the Nissan repair department please call them for v

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	3N1CE2CP3E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	10

Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	EAST CHARLOTTE NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/8/2013
Responsible District	16	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/9/2013	Vehicle Service Contract	
RHR Completed	10/15/2013	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	Other		
Created By	Managed Services, 10/5/2013 11:44 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Bryan Fry, 10/24/2013 7:44 PM	Root Cause Code	SCMV
Days Closed	1,351	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT1A
		Document ID	CA12275217

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
		Created By: Enid Schindler (10/24/2013 9:32 AM) Rcas is closing the case
Make Private	✓	SUMMARY C contacted NNA to request repurchase as the veh--shortly after purchased needed a master cylinder. Based upon the RHR provided and a good faith review of C's concerns, NNA a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to the terms and conditions of all applicable warranties.**Rcas rendered the denial--and explained that NNA places warranties on the veh for just for reasons like this--to protect the c. (not pleased. No further action is needed as the veh has been repaired
Make Private	✓	Created By: Enid Schindler (10/24/2013 9:27 AM) Rcas noting the denial letter has been sent and the veh has been repair Per previous conversation with the c --no further action is needed--rcas closing the case
Make Private	✓	Created By: Mae Strenciwilk (10/23/2013 11:17 AM) | Last Modified By: Enid Schindler (10/24/2013 9:24 AM) MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer and sending notification to agent to close the case.
Make Private	✓	Created By: Enid Schindler (10/21/2013 2:44 PM) Rcas following SOP 2.15 set a corespondence request for mailing of the attached RHR denial letter to karen thorborg
Make Private	✓	Created By: Enid Schindler (10/21/2013 2:15 PM) Rcas phoned the c at [redacted] at 300pm and spoke to the c Rcas inquired as to if the c's veh concerns have been resolved --c replied yes

Rcas advised the c that rcas has a determination regarding c';s request for repurchase

Rcas advised the c that at this time NNA is not in a position to repurchase c's veh and that NNA will honor all applicable warranties

Rcas apologized for the decision

C stated c is not pleased and c got screwed not only by the dlr but by nissan
C stated c will make sure everyone knows how c was treated and c got a lemon
C stated c will buy and place all over c's white veh--lemons
C stated c will pursue legal action

Rcas acknowledged and advised the c that NNA places warranties on the veh's to protect the owners against a costly repair

Rcas advised the c that the case file is well documented with c's concerns and plans and that rcas cannot advise on any legal advise (c asked about the lemon law)

C asked if there was an appeal process and rcas advised no

Rcas offered assistance with future needs

Rcas verified the mailing address: for the denial letter

4700 Hightimbers Ct
Charlotte, NC 28215-9757
USA

The call ended mutually

Make Private

Created By: Enid Schindler (10/21/2013 9:38 AM)
Rcas phoned the DLR and spoke to PSD-Rich

Rcas advised PSD of the repurchase denial

Make Private ✓

Created By: Janelle Cantrall (10/18/2013 11:09 AM) | Last Modified By: Enid Schindler (10/21/2013 1:40 PM)
Arbs notes:

1 concern for brakes / dealer replaced the brake cylinder.
1 Concern for RMS fluctuate driving steady & when at a light stopped / dealer unable to duplicate.

Total Days down - 4

Based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unrea number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.**

Make Private ✓

Created By: Janelle Cantrall (10/18/2013 11:06 AM) | Last Modified By: Enid Schindler (10/21/2013 1:40 PM)
ARBS-JC rev'd case file, RO, RHR and CPIA

10/5/2013 @ 995 miles RO# 405445 4 days down
REQUEST:
1. C/S the brake pedal goes to the floor and vehicle does not want to stop. Vehicle will roll forward unless you pump the brakes.
2. C/S the RMS fluctuate driving steady and when at a light stopped. Check and advise.

REPAIR:
1. Confirmed c's complaint. Performed Techline database search and was advised to replace brake master cylinder. Internal Failure. Replaced brake master cylinder and confirmed
2. Unable to duplicate at this time.

Make Private ✓

Created By: Enid Schindler (10/16/2013 12:47 PM)
RCAS NOTING CONTACT THE C MID AFTERNOON--2PM ISH

Make Private ✓

Created By: Enid Schindler (10/16/2013 12:46 PM)
Rcas phoned the c at [redacted] at 143pm and spoke to the c

Rcas advised the c that c's request for repurchase is still under review and at this time rcas has no new updates

C stated c picked up the veh the other day and the tire pressure light came on--c checked the tire pressure on all 4 tires--and by the end of the day--the light went off

Rcas advised the c to contact rcas with any additional concerns as rcas will note the case file and that rcas will follow up NLT 10/21/13 and c agreed

---

Make Private ✓

Created By: Ricardo Torres (10/16/2013 9:10 AM) | Last Modified By: Enid Schindler (10/16/2013 12:42 PM)
DRTS received the RHR. The RHR was assigned to ARBS-Janelle Cantrall for review.

Make Private ✓

Created By: Demi Lee (10/15/2013 4:00 PM)
RCAS assisting RCAS Enid Schindler.

RCAS prepared RHR and emailed CSM David Mackay.

Make Private ✓

Created By: Enid Schindler (10/14/2013 1:05 PM)
Rcas phoned the DLR and spoke to PSD-Rich

Rcas requested RO's again

PSD stated the repair is completed and the c has picked up the veh--DLR has not heard from the c and is assuming no additional concerns

RCAS NOTING
Rcas received RO's while speaking with PSD/downloaded and attached to the case file--rcas created RHR templet

---

Make Private ✓

Created By: Enid Schindler (10/14/2013 7:54 AM)
Rcas phoned the DLR and left a message for PSD-Rich to contact rcas

---

Make Private ✓

Created By: Enid Schindler (10/11/2013 10:48 AM)
Rcas sent follow up email to PSD-Rich--reminder--to fax RO's for repurchase request

---

Make Private ✓

Created By: Enid Schindler (10/11/2013 10:43 AM)
Rcas phoned the c at [redacted] at 1141am and spoke to the c

C stated the repair has been completed--but c has not picked up the veh yet

Rcas advised that rcas is in the process of processing c's request for repurchase

Rcas advised the c of next follow up for 10/16/13 and c agreed

C IS REQUESTING CALL AFTER NOON --as c will have phone off in the am--due to court--rcas agreed

---

Make Private ✓

Created By: Enid Schindler (10/9/2013 2:48 PM)
Rcas received a call from PSD-Rich

PSD stated not much service history as the veh's are new
PSD stated the veh has been repaired --repair was completed 10/08/13

Rcas advised the c is displeased the dlr did not assist c with swapping the veh for another and requesting repurchase from NNA as c has lost faith in the product

		Rcas is requesting all RO's to be faxed to rcas--rcas verified PSD has fax # and requesting days down be verified PSD stated c only has one RO--days down 4
Make Private	✓	**Created By: Enid Schindler (10/9/2013 8:10 AM)** Rcas phoned the DLR and left a message for PSD-Rich to contact rcas
Make Private	✓	**Created By: Enid Schindler (10/8/2013 2:39 PM)** RCAS NOTING --C HAS REQUESTED REPURCHASE 10/09/13 RHR DUE 10/15/13 RCAS WILL REQUEST RO'S RCAS WILL COLLECT INFORMATION FROM THE DLR AND
Make Private	✓	**Created By: Enid Schindler (10/8/2013 2:37 PM)** Rcas phoned the c at [redacted] at 327pm and spoke to the c C stated c purchased 2 Versa Notes C stated after 1 week--one of the Notes began to have concerns and needs a Master Cylinder C stated c approached the dlr --sales--to swap the veh for another Notes and dlr refused C stated c has lost faith in the veh Rcas acknowledged and apologized for the veh concerns Rcas advised the c that the dlr does have the option of declining c's request Rcas apologized Rcas confirmed the veh is down at the dlr--the part has been ordered and should be there this week--c is in a loaner Rcas inquired as to what c is expecting of NNA Rcas advised the c that rcas could look into some sort of compensation for the inconvenience C stated c did not want t be compensated C stated c would like Nissan to take back the veh Rcas advised the c that NNA places warranties on the veh--for such situations to protect the c Rcas apologized Rcas advised the c that should c wish to pursue repurchase --rcas would process the request --gather the veh history--and NNA would review the history for repurchase Rcas advised that a request is not a guarantee and a determination takes approx 10 days C agreed Rcas provided rcas contact information and set a follow up for 10/11/13 C agreed
Make Private	✓	**Created By: Enid Schindler (10/8/2013 2:12 PM)** Rcas phoned the DLR and left a detailed message for PSD-Rich to contact rcas
Make Private	✓	**Created By: Enid Schindler (10/8/2013 8:23 AM)** Rcas sent an email to PSD-Rich requesting service history and an explaination of the current problem
Make Private	✓	**Created By: Shaid Brien Tandong II (10/7/2013 11:34 AM) | Last Modified By: Enid Schindler (10/8/2013 7:08 AM)** case moved
Make Private	✓	**Created By: Shaid Brien Tandong II (10/7/2013 11:34 AM) | Last Modified By: Enid Schindler (10/8/2013 7:08 AM)** crr-st called c and asked if the 2 versa's c bought is at the dlrshp. C said only 1 has the issue with the master cylinder. crr-st called East Charlotte Nissan and spoke with SA-JOEY and asked for the VIN. SA provided VIN and advised c that case will be forwarded to RCAS. crr-st advised c that file will be transferred to rcas for review. crr-st advised c to expect a call within the next business day. c understood. crr-st offered further assistance, c declined. crr-st leaving file open, transferring resp to rcas.
Make Private	✓	**Created By: Shaid Brien Tandong II (10/6/2013 3:16 PM) | Last Modified By: Enid Schindler (10/8/2013 7:08 AM)** case pending
Make Private	✓	**Created By: Shaid Brien Tandong II (10/6/2013 3:16 PM) | Last Modified By: Enid Schindler (10/8/2013 7:08 AM)** *****E-MAIL Case Logged***** Previous related case found:0 E-MAIL addressed to : NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact : E-MAIL ******* RESOLUTION: crr-st tried to call East Charlotte Nissan but they are closed for us to get the VIN. crr-st leaving case open
Make Private	✓	**Created By: Jessie Villanueva (10/6/2013 8:49 AM) | Last Modified By: Enid Schindler (10/8/2013 7:08 AM)** firstname [redacted] lastnam [redacted] email : [redacted] homephone : [redacted] address1 : [redacted] address2 : city : Charlotte twitter : state : NC zip : [redacted] owner : false make : Nissan source : NissanContactUs vin : dealerstate : NC dealername : East Charlotte comments : I purchased 2 Nissan versa note sv's last 14 days ago and the master cylinder has already proven to be faulty. Since I liked the car I requested that the dealership excha car with the problem with another one with the same options and price. The dealership has given me nothing but platitudes and promises that the repair will be fine and we know wha doing. Trust us. Please how can they say that when I have purchased a car that I will never have confidence in ever again. This is my first experience with Nissan and will more than the last. I do not feel that I have been unreasonable in my request for exchange and I stand by my belief that if a customer has a problem in such a short period of time with a NEW c Nissan that they should fix the problem to the customers satisfaction. The resolution reached by the sales staff at East Charlotte Nissan may have satisfied the ownersip of this deale but they have left a very bad taste in this customers mouth. I am writing this note in hopes that someone at Nissan will come to their senses and fix this issue. I do not have the vin# as the car is still in the Nissan repair department please call them for verification.
Make Private	✓	**Created B[redacted]M) | Last Modified By: Enid Schindler (10/8/2013 7:08 AM)** firstname [redacted] lastname [redacted] email [redacted] homephon [redacted] address1 : [redacted] address2 : city : Charlotte

twitter :
state : NC
zip : [redacted]
owner : false
make : Nissan
source : NissanContactUs
vin :
dealerstate : NC
dealername : East Charlotte
comments : I purchased 2 Nissan versa note sv's last 14 days ago and the master cylinder has already proven to be faulty. Since I liked the car I requested that the dealership excha car with the problem with another one with the same options and price. The dealership has given me nothing but platitudes and promises that the repair will be fine and we know wha doing. Trust us. Please how can they say that when I have purchased a car that I will never have confidence in ever again. This is my first experience with Nissan and will more than the last. I do not feel that I have been unreasonable in my request for exchange and I stand by my belief that if a customer has a problem in such a short period of time with a NEW c Nissan that they should fix the problem to the customers satisfaction. The resolution reached by the sales staff at East Charlotte Nissan may have satisfied the ownersip of this deale but they have left a very bad taste in this customers mouth. I am writing this note in hopes that someone at Nissan will come to their senses and fix this issue. I do not have the vin# as the car is still in the Nissan repair department please call them for verification.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7527558	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	10/7/2013	YX	AD	122000	OA
Edit | Del	CC-7527559	NSN DEALER SALES DEPT.	SALES PERSONNEL (NISSAN)	POOR TREATMENT	QC	10/7/2013	YZ	BE	221500	OC
Edit | Del	CC-7527560	NSN DEALER SALES DEPT.	NEW VEHICLE PURCHASE (NISSAN)	CRITICISM	QC	10/7/2013	ZH	BE	219500	OC

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Correspondence Request	[redacted]	✓	10/23/2013	Enid Schindler	10/23/2013 11:18 AM
Edit | Del	RHR Decision - [redacted]		✓	10/18/2013	Enid Schindler	10/21/2013 12:49 PM
Edit | Del	RHR Review - [redacted]		✓	10/16/2013	Janelle Cantrall	10/18/2013 11:10 AM
Edit | Del	RHR Review - [redacted]		✓	10/16/2013	Enid Schindler	10/16/2013 9:10 AM
Edit | Del	RHR		✓	10/15/2013	Enid Schindler	10/16/2013 7:19 AM

Show more » | Go to list »

Emails

Send an Email

Emails

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		RCAS Escalation [ref: 00DA09j8L. 500F0HPy8z:ref] *10/7/2013 Case # [redacted] Dear [redacted] Thank you for contacting N...*	[redacted]	10/7/2013 11:32
Reply | To All | Del	Replied		Other *firstname [redacted] I lastname : Edwards email [redacted] homep...*	nissanconsumeraffairs@my-nissan-usa.com	10/5/2013 11:44

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File | View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	C-12275217[redacted]-BBB Ltr.docx	17KB	10/23/2013 11:16 AM	Mae Strenciwilk
Edit | View | Del	Edwards_RHR Denial_102113.doc	35KB	10/21/2013 2:32 PM	Enid Schindler
Edit | View | Del	RHR[redacted]_101513.docx	26KB	10/15/2013 3:57 PM	Demi Lee
Edit | View | Del	RHR Template- Southeast Region Case[redacted].doc	56KB	10/14/2013 12:58 PM	Enid Schindler
Edit | View | Del	RO [redacted]101413.pdf	165KB	10/14/2013 12:57 PM	Enid Schindler

Case History

Case History

Date	User	Action
10/24/2013 9:33 AM	Enid Schindler	Changed **Case Record Type** from CA Email Nissan to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
10/23/2013 11:17 AM	Mae Strenciwilk	Changed **Letter Sent Date** to **10/23/2013**.
		Changed **Supporting Documents** from false to **true**.

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Surveys Surveys

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kelli Souders [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	10/9/2013	Date/Time Opened	10/9/2013 2:07 AM
Supporting Documents		Date/Time Closed	10/9/2013 12:21 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA0ED4CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	TOM WOOD NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	10/9/2013
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	[redacted]
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	10/1/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6BA0ED4C[redacted]		
Created By	System Account NNAINT, 10/9/2013 2:07 AM	Root Cause Code	SCMV
Last Modified By	Bryan Fry, 10/9/2013 7:50 PM	Root Cause Code (2)	
Days Closed	1,366	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12293767

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comm

Action	Public	Comment
Make Private	✓	Created By: Kelli Souders (10/9/2013 12:21 PM) .Rcas placed call to c on[redacted]3 at 1:20pm. Left vmx advising that comments were received and documented. Closing file
Make Private	✓	Created By: System Account NNAINT (10/9/2013 2:09 AM) | Last Modified By: Kelli Souders (10/9/2013 12:19 PM) WE HAVE BEEN EXPERIENCING CHRONIC FRONT BRAKE PROBLEMS AND SOFT SQUISHY BRAKING SINCE THE TRUCK WAS FIRST PURCHASED LAST YEAR. WE AS WOOD NISSAN TO LOOK INTO THIS (AGAIN) FOR US. NOTHING WAS DONE AS IT WAS DEEMED TO BE NO PROBLEM.WE TOOK THE CAR TO ANOTHER DEALER THAT THE FRONT ROTORS TO BE WARPED. (2ND TIME IN 36K MILES). THE BRAKES WERE STILL SQUISHY.VERY DISSAPPOINTED.

Case Categorizations

Case Categoriza

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7531393	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	MULTIPLE REPAIR ATTEMPTS	03	10/9/2013	YE	AD	121000

Open Activities

Open Acti

No records to display

Activity History

Activity Hi

No records to display

Emails

Send an Email | E

No Emails Available

Customer Support Tools

Customer Support T

No records to display

Check Activity

Check Ac

No records to display

Forms

F

No records to display

Attachments Attach File Attachm

No records to display

Case History Case Hi

Date	User	Action
10/9/2013 12:21 PM	Kelli Souders	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/9/2013 12:20 PM	Kelli Souders	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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[redacted]

Case Comments [30] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [2] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]4
Executive Referral	[redacted]	Case Owner	Anna Naraeva [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/16/2014	Date/Time Opened	10/9/2013 1:48 PM
Supporting Documents	☐	Date/Time Closed	1/16/2014 12:21 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	IIR - C was in an accident due to brakes failing.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,161		

Incident Codes - IIR REQUIRED

Incident Date	10/7/2013	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☑	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	5N1BA0NE6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	2
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26613	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN 104	Data Net	☐
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F16720	Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	12/18/2013	Vehicle Service Contract	
RHR Completed	12/19/2013	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1BA0NE6DN[redacted]		
Created By	Michelle Henares, 10/9/2013 1:48 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 1/19/2014 8:30 PM	Root Cause Code (2)	DR800
Days Closed	1,267	Action Code	NT3M
Case Record Type	CA Closed Case [Change]	Document ID	CA12297104

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	[redacted]	**Created By: Anna Naraeva (1/16/2014 12:21 PM)** Case closed.
Make Public		**Created By: Anna Naraeva (1/16/2014 12:21 PM)** ARBS called c and advised that NNA is not in a position to repurchase c's veh at this time. C started to scream and states that c will hire an attorney and will contact BBB. ARBS apologized to c. C thanked for the call and disconnected.
Make Public		**Created By: Anna Naraeva (1/16/2014 12:20 PM)** ARBS-AN reviewed repair history. NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public		**Created By: Anna Naraeva (1/16/2014 12:20 PM)** No notice to manufacturer was received.
Make Public	[redacted]	**Created By: Anna Naraeva (1/16/2014 12:19 PM)** Veh was out of service for 28 business days, 3 sunroof leaks repair, 1 sunroof rattle, 2 concerns for shimmy noise over 80 mph, 1 concern for leather seat coming apart (replaced), br concern - IIR DTS inspection was processed.
Make Public		**Created By: Anna Naraeva (1/16/2014 11:54 AM)** RHR Cont: Dates: 10/07/13- 10/16/13 Mileage: 11,161 RO#[redacted] Days:10 *See special notes A. C/S was traveling at 35 mph 2 car lengths behind another vehicle when the brakes were applied. No ABS, screeching of tires and the front end did a nose dive. C was unable to st hit person in front of C. C would like braking system check for defects. B. C/S the heater is blowing cold. C. C/S squeaking noise from 3rd row seat. D. C/S rattle in right side rear door. E. MPI. DLR ACTIONS: A. Checked for codes none found. Also checked for leaks, none found. Called tech line said to have manager call Nissan manager. Called Nissan said to give back to C. Carrie drove home and back about 120 miles no problems found. B. Heating working as designed. C. No noise found. D. Removed door panel nothing found. Installed door panel drove car. No noise at this time. E. Completed. *******See special notes******* Dates: 11/05/13- 11/12/13 Mileage: 11,289 RO#: 7[redacted]Days: 8 *See special notes A. C/S was traveling at 35 mph 2 car lengths behind another vehicle when the brakes were applied. No ABS, screeching of tires and the front end did a nose dive. C was unable to st hit person in front of C. C would like braking system check for defects. B. MPI. C. C/S sunroof is leaking. D. C/S when weather is warm vehicle is squirrely when driving.

DLR ACTIONS:
A. DTS-TT performed IIR inspection, time is for tech assistance in performing inspection.
B. Completed.
C. Checked sunroof glass position. Found glass sitting to low in rear area (below roof line). Adjusted glass to roof line, ran water over sunroof, no leak after repair.
D. Ambient temp around 45 degrees. Test drove vehicle and did not feel squirrely at this time. All tire pressures ok at around 38 psi warm, steering and suspension check ok. No loos parts or leaking shocks, alignment wear good. No failure found at this time.
*******See special notes*******

DLR ACTIONS:11/18/13- 11/22/13 Mileage: 11,451 RO#: [redacted] Days: 5
A. Upgrade maintenance.
B. LOF.
C. C/S sunroof rattles.
D. MPI.
E. C/S right front/rear doors do not seem to seal correctly.
F. C/S right front seat belt is not releasing.
G. Tighten front mud flaps.
H. C/S radio will freeze intermittently.

DLR ACTIONS:
A. Dealer notes.
B. Completed.
C. Adjusted and replaced sunroof bolts.
D. Completed.
E. Found wind noise at top of front door in rear and front top of rear door. Adjusted door still has wind noise. Replaced body side weather strip. Drove car and no noise at this time.
F. Ordered seat belt buckle.
G. Completed.
H. Found radio freezing up. Looked for TSB and found NTB13-067. Reprogrammed and test drove. Car working as designed.

SPECIAL NOTES:

SA-Carrie from Dlr # 3525 verified days down on RO's:
698469 – Vehicle was only down for 2 days. Vehicle was down on 03/21/13 for diagnoses, parts were ordered and C picked vehicle up then returned on 03/29/13 to have repairs completed.
708740 – Vehicle was only down for 2 days. SA is not sure why it was not closed.
714385 and 716686 – Vehicle was at the dealership from 10/07/13 – 11/12/13 until IIR inspection was completed. RO # [redacted] was closed so a new RO could be open for IIR inspec on 11/05/13.

Make Public

Created By: Anna Naraeva (1/16/2014 11:51 AM)
ARBS-AN reviewed RHR with following repairs that were complete at the time:

Dates: 12/27/13- 12/28/13 Mileage: 6 RO#: [redacted] Days:2
A. PDI.
B. Top off fluids.
C. Install locking lug nuts.
D. Install bug shield.
E. Fill tires with nitrogen.

DLR ACTIONS:
A. Completed.
B. Completed.
C. Completed.
D. Completed.
E. Completed.

Dates: 02/25/13- 02/28/13 Mileage: 368 RO[redacted] Days:4
A. Sublet to ATD for tint.
B. Replace chrome tip for exhaust.
C. Install all weather mats per clay.
D. MPI.

DLR ACTIONS:
A. Completed.
B. Completed.
C. Completed.
D. Completed.

Dates: 03/21/13- 03/29/13 Mileage: 1,637 RO[redacted] Days:2
A. C/S shifter is binding and won't go into low g[redacted]
B. Tighten battery cables.
C. MPI.
D. 4 wheel alignment.
E. Sublet for windshield tint.

DLR ACTIONS:
A. Removed shifter cover found no light bulb in shifter and wires are rubbing on shifter put bulb in and routed wires in places that will not rub shifter. Working as designed.
B. Completed.
C. Completed.
D. Completed.
E. Completed.

Dates: 04/30/13- 04/30/13 Mileage: 3,874 RO[redacted] Days:1
A. MPI.
B. LOF and tire rotation.
C. C/S shimmy over 60mph.

DLR ACTIONS:
A. Completed.
B. Completed.
C. Drove car found shimmying both front and rear. Balanced all four tires left front out of balance by 30 grams right front out by 25 grams, right rear out by 15 grams and left rear out b grams. Balanced tires to 0 out. Drove car no shimming at this time.

Dates: 05/29/13- 05/29/13 Mileage: 5,150 RO#[redacted] Days:1
A. MPI.
B. C/s sunroof is leaking.
C. Sublet to ATD for clear bra repair.

DLR ACTIONS:
A. Completed.
B. Found sunroof leaking. Adjusted sunroof glass still leaks. Replaced sunroof glass and adjusted. Working as designed.
C. Completed.

Dates: 07/23/13- 07/31/13 Mileage: 7,213 RO#[redacted] Days:2
A. MPI.

B. C/S shimmy in wheel over 80 mph.
C. C/S vehicle is pulling.
D. C/s right rear door whistles at highway speed.
E. C/S sunroof is leaking from the right rear corner.
F. C/S slides need to be lubed.

DLR ACTIONS:
A. Completed.
B. Removed all tires, balanced tires. Drove car no shimmy at this time.
C. Performed a 4 wheel alignment.
D. Adjusted door/weather strip.
E. Adjusted sunroof. No leaks at this time.
F. Lubed brake slides.

Dates: 08/21/13- 08/21/13 Mileage: 8,525 RO[redacted] Days:1
A. Replace air filter.
B. C/S left rear of the car droops.
C. C/S passenger front seat leather is tearing.
D. MPI.

DLR ACTIONS:
A. Completed.
B. Found pin hole in left rear air shock bag. Replaced left rear air shock holds air at this time.
C. Ordered seat cushion.
D. Completed.

Dates: 09/09/13- 09/10/13 Mileage: 9,895 RO#[redacted] Days:2
A. C/S ambient temp sensor is reading wrong.
B. C/S leather on passenger seat is coming apart.
C. C/S squeaking in rear, goes away with weight in rear.
D. C/S rear blade is streaking badly.
E. Full suspension check including alignment specs.
F. MPI.

DLR ACTIONS:
A. Found ambient temp sensor is reading wrong temp. Replaced temp sensor. Working as designed.
B. Found leather on passenger seat coming apart service manager looked at it. Replaced bottom seat cushion.
C. Looked at rear seat all bolts are tight.
D. Found rear wiper blade not cleaning rear window. Cleaned blade. No good. Replaced wiper blade.
E. Checked alignment and all suspension all ok.
F. Completed.

Cont:

Make Public — **Created By: Barbara Parker (12/19/2013 1:17 PM)**
DRTS completed RHR and attached to case.

Make Public — **Created By: Barbara Parker (12/18/2013 1:02 PM)**
DRTS rec'd RO's from Dlr # 3525 and attached to case.

Make Public — **Created By: Barbara Parker (12/18/2013 12:36 PM)**
DRTS called Dlr # 3525 and requested any and all RO's. SA-Stacy agreed to fax RO's. Provided name and fax #.

Make Public — **Created By: Anna Naraeva (12/18/2013 12:31 PM)**
ARBS submitted a task to DRTS-Barbara Parker asking to create a RHR for c's case.

Created By: Anna Naraeva (12/18/2013 12:30 PM)
ARBS received an email from IIR specialist - Pat Reynolds stating that c requested a call back.

****

Make Public — ARBS called c. C states that c is not satisfied with how the DTS inspection on the brakes was performed. C states c is aware of recall for master cylinder for 13 Armada and c's veh experiencing the same conditions as described in the recall. ARBS advised c that c's veh does not fall into the range for recall. ARBS advised c that if c still thinks there is a problem v the veh to take the veh to dlr for inspection.
C states c's veh also has a leak in the roof when c takes the veh through high pressure car wash and c addressed it to dlr five times.
C requests veh to be repurchase.
ARBS advised c that will review c's RHR and will contact c back. C understood, thanked and disconnected the call.

Created By: Anna Naraeva (11/22/2013 11:49 AM)
ARBS reviewed c's case.

Make Public — DTS inspection was complete on 11/5 and no problems were found with c's veh.

****
ARBS emailed BBB representative Daniel Hernandez about DTS inspection and results on 11/22.

Created By: Richard Chozinski (11/12/2013 10:43 AM)
DRTS rec'd CCF pertaining to case, reopening case.

Make Public — NIS1331086. DRTS rec'd CCF from BBB on 11/12/13, dated same. C seeks for brake system full investigated and front end repaired. CCF states: Not enough braking pressure, repa attempts 3.

Make Public — **Created By: Richard Chozinski (11/12/2013 10:41 AM)**
Cases fou[redacted]

Make Public — **Created By: Pat Reynolds (11/8/2013 9:47 AM) | Last Modified By: Pat Reynolds (11/8/2013 9:47 AM)**
ARBS-PR
- called C and relayed no problem found. C was very understanding. C wants it noted he is aware there is a recall on similar 2013 Armadas, even if it isn't his vehicle. He is concerne about expanding campaign because what he reads in the campaign is what he is experiencing. He is still concerned and is going to take some time to process...
- Offered VPP-A because C is a great customer. C is going to think about it.

C expressed discontent with the customer service of DTS. Noted.

Make Public — **Created By: Pat Reynolds (11/8/2013 9:27 AM)**
ARBS-PR received action matter from PL, recommend denial.

Make Public — **Created By: Pat Reynolds (11/5/2013 10:18 AM)**
ARBS-PR
- received call from C who was angry about customer service. Discussed how ARBS could have communicated better, how DTS should have approached him and explained the proc prior to starting the inspection. C stated all is "happy go lucky" now. Call ended amicably.

Make Public — **Created By: Pat Reynolds (11/5/2013 9:37 AM)**
ARBS-PR:
- received call from DTS, C verbally attacked DTS.
- received VMX from C stating there were problems, demanding immediate call back.
- called C left VMX requesting call back.

Make Public — **Created By: Pat Reynolds (10/16/2013 3:15 PM)**
ARBS-PR Called C and left VMX that the inspector cannot get out earlier, but his case has been made a priority, however, it could take 7-8 weeks,

Make Public [redacted] — **Created By: Pat Reynolds (10/16/2013 9:51 AM)**
ARBS-PR received email from inspector TEJEDA who stated he could not get to inspection earlier but would make it a priority to upload.

Make Public		**Created By: Pat Reynolds (10/16/2013 8:08 AM)** ARBS-PR - received VMX from C irritated the inspection is taking so long. - emailed TEJEDA asking if there were anyway to bring that forward some.
Make Public	[redacted]	**Created By: Pat Reynolds (10/15/2013 10:20 AM)** ARBS-PR received email from inspector, change to 11/5 due to schedule conflict.
Make Public		**Created By: Pat Reynolds (10/15/2013 8:58 AM)** ARBS-PR received email DTS inspector TEJEDA 10/29. attached
Make Public		**Created By: Pat Reynolds (10/14/2013 9:42 AM)** RBS-PR - called C at 7204250101 and completed probe. - submitting IIR to DTS.
Make Public		**Created By: Pat Reynolds (10/14/2013 9:40 AM)** ARBS-PR - received and reviewed case. - NO Campaigns - NO related open cases.
Make Public	[redacted]	**Created By: Mark Chester Carpio (10/11/2013 5:45 PM)** CRR-MC received call from c following up on the case. C stating that C has not yet received a callback CRR-MC verified if any of c's contact info changed. c said no CRR-MC advised c that crr-mc will send an internal msg to resp agent. CRR-MC ask c to provide the best number, c provided contact #[redacted]1 CRR-MC offered further assistance, c declined. CRR-MC thank c and mutually ended the call
Make Public	[redacted]	**Created By: Michelle Henares (10/11/2013 5:27 PM)** CRR-MH received a call from C stating that C has not yet received a callback and that it is 40 minutes to the end of the business day. CRR-MH confirmed no change in C's contact information.The best no. to reach C is[redacted] CRR-MH advised C that CRR will send an internal message regarding contact with C. CRR-MH asked for further assistance, C declined CRR-MH provided CRR's name and EXT#. CRR-MH exiting case.
Make Public	[redacted]	**Created By: Ana Margarita Creer (10/11/2013 1:52 PM)** crr-ac received a call from c following-up on the case. crr-ac verified that there are no changes on contact information. crr-ac informed c on the follow up date 10/11/13 crr-ac advised c that the case is already handled by rcas. crr-ac advised c that please allow rcas to call c within the end of the business day. crr-ac advised c that the case is still being reviewed. crr-ac informed c that crr-ac will just send internal msg for c for rcas to call c back. C understood. crr-ac offered further assistance, c declined. crr-ac gave name & extension. crr-ac exiting case. (internal msg was sent to responsible agent)
Make Public		**Created By: Michelle Henares (10/9/2013 2:39 PM)** CRR-MH received a call from C stating that the C was in an accident because the brakes of the veh failed. C hit the veh in front, a Toyota Camry. C's front bumper cracked from the i C stated that impact was a slow speed impact and that airbags did not deploy. Veh was towed to the dlrshp on the same day. C stated that dlrshp assured C that dlrshp will be calling C's behalf to report incident. CRR-MH verified C's updated contact information. CRR-MH checked for related cases and did not find IIR filed. CRR-MH found only a TECH LINE case and a related case no. [redacted] NO IIR. "CRR-MH stated that CRR had already opened up a Case and will obtain some preliminary information from C today, so I have a few questions that will only take a few minutes." Likewise, CRR-MH stated "A Nissan representative will call you within two business days from receipt of the Case to ask you a series of detailed questions. The call should only take 20 minutes. Is the[redacted]) number the best number to reach you?" Initially, C declined and demanded that C is contacted today otherwise C will be in contact with lawyer. C stated that nobody had been in contact with C from Nissan. CRR-MH informed C that as per policy, C will be contacted within 2 business days upon receipt of report. CRR-MH stated that the first thing CRR did upon learning about incident wa look for the case filed by the dlrshp. CRR-MH found none. CRR-MH requested to put C on hold and consult TLI-FM. TLI-FM advised to inform C that this is the policy and if C does not agree, to advise c to send in a letter of representation for lawyer. CRR-MH reiterated that policy that needs to be followed. C stated that C will talk to the dlrshp and agreed to proceed with the case. CRR-MH then proceeded to obtain preliminary information. CRR-MH offered further assistance to C. C declined. CRR-MH gave name, extension number and case number to C. CRR-MH leaving case open.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7531724	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/9/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Create RHR	[redacted]	✓	12/26/2013	Barbara Parker	12/19/2013 1:17 PM
Edit | Del	Collect RO Documents		✓	12/20/2013	Barbara Parker	12/18/2013 1:02 PM
Edit | Del	[redacted] I - CCF - NIS1331086		✓	11/12/2013	Anna Naraeva	11/12/2013 10:44 AM
Edit | Del	Call		✓	10/11/2013	Pat Reynolds	10/15/2013 7:46 AM
Edit | Del	IIR		✓	10/10/2013	Pat Reynolds	10/10/2013 11:43 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F16843	DTS Request	Pat Reynolds, 10/14/2013 9:45 AM	10/14/2013
Edit | Del	F16720	IIR	Michelle Henares, 10/9/2013 6:07 PM	10/9/2013

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] - RHR.doc	101KB	12/19/2013 1:17 PM	Barbara Parker
Edit | View | Del	[redacted] - RO's - Autonation Nissan 104.pdf	914KB	12/18/2013 1:02 PM	Barbara Parker
Edit | View | De	[redacted] - CCF - NIS1331086.pdf	107KB	11/12/2013 10:44 AM	Richard Chozinski
Edit | View | Del	[redacted] C CALLED UNHAPPY WITH INSP DATE_12297104.WAV	876KB	11/12/2013 10:41 AM	Pat Reynolds
Edit | View | Del	[redacted] L_ACTION MATTER_12297104.htm	25KB	11/12/2013 10:41 AM	Pat Reynolds

Show more » | Go to list »

Case History

Case History He

Date	User	Action
1/16/2014 12:21 PM	Anna Naraeva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/16/2014 12:21 PM	Anna Naraeva	Changed **Follow Up Date** from 12/23/2013 to **1/16/2014**.
12/19/2013 1:17 PM	Barbara Parker	Deleted Pending in **DRT Support Status**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Vonya Lynch [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/18/2013	Date/Time Opened	10/17/2013 1:22 PM
Supporting Documents		Date/Time Closed	10/18/2013 2:53 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,644		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER3C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	17
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CARRIAGE NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/18/2013
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] N: 1N6AD0ER3C[redacted]		
Created By	Parrish Glover, 10/17/2013 1:22 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	1,357	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA12349374

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Com

Action	Public	Comment
Make Public		Created By: Vonya Lynch (10/18/2013 2:53 PM) summary c contacted nna in regards to brake pedal concern that the dealership finds to be a normal characteristic of the veh .
Make Private	✓	Created By: Vonya Lynch (10/18/2013 2:51 PM) | Last Modified By: Vonya Lynch (10/18/2013 2:52 PM) rcas-vl called c or[redacted] and the stated the c is not happy with the dealership advising the c that the c's concern is a design issue of the veh and there is nothing that can be c stated the c finds this to be unacceptable rcas apologize t the c for the concern but advised the c that after speaking to the dealership the veh is comparable to brand new veh's on th c's concern is the design and the characteristic of the veh this is something that can't be altered and rcas apologized the c is not happy with the design and characteristic of the veh. the if the c would like to receive a second opinion on regards to the concern rcas can provide information to another nissan dealership rcas provided the c with the information to Sut dealership the agreed but stated that the c feels that nna should change the design of the veh due to the c thinks this is a safety concern. rcas advised the concern the c receives the opinion and needs further assistance to contact rcas the c agree and ended the call rcas closing the case no further action to be taken
Make Private	✓	Created By: Vonya Lynch (10/18/2013 1:59 PM) | Last Modified By: Vonya Lynch (10/18/2013 2:01 PM) rcas-vl called s/m Kevin parsons and was advised that the c was seen 8/21/13 at 3925 miles with the compliant that the brakes and brake pedal feels spongy the dealership bleed th system for the brakes to make sure there was no air bubbles and there wasn't and then the veh was compared to a new veh at the dealership and the veh drove the same. s/m state was seen on 10/14/ and the veh was inspected and the hydraulic system and brake system were fine and the veh was compared again to a brand new veh the veh drove and was c the new veh at this time the veh is running as designed.
Make Private	✓	Created By: Parrish Glover (10/17/2013 1:30 PM) | Last Modified By: Vonya Lynch (10/18/2013 1:37 PM) CRR- checked for previously related cases found:0 CRR- checked for previously nonrelated cases found[redacted] CRR- verified primary contact number: CRR- verified and updated c's name, address, primary & alternative phone numbers, email, VIN, mileage, how acquired veh, and srv dlr. CRR- checked for open campaigns found:0 C states that veh brakes are being mashed all the way to he floor and are also spongy,C states that Dealer Technical Speacialist is needed and was advised by dealer Best time to call is 10:00 am [redacted]3

Case Categorizations

Case Categoriz

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7544112	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	UNABLE DIAGNOSE/DUPLICATE	03	10/18/2013	WT	AD	120000

Open Activities

Open Ac

No records to display

Activity History

Activity H

No records to display

Emails

Send an Email

No Emails Available

Customer Support Tools Customer Support

No records to display

Check Activity Check A

No records to display

Forms

No records to display

Attachments Attach File Attach

No records to display

Case History Case H

Date	User	Action
10/18/2013 2:53 PM	Vonya Lynch	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/18/2013 1:38 PM	Vonya Lynch	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	David Henry [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/30/2013	Date/Time Opened	10/24/2013 11:30 AM
Supporting Documents		Date/Time Closed	10/30/2013 8:52 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Brake system issue. Veh has been at rtl 3 times for the same issue.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	67,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N3ZA0NE2AN[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	7,000
Make	INFINITI	Beyond Basic Warranty Months1	44
Model Line	QX56	Beyond PT Warranty Miles1	0
Model Code	83210	Beyond PT Warranty Months1	20

Dealer Access

Case Servicing Dealer	INFINITI OF NAPERVILLE	Data Net	
Case Servicing Dealer Region	Infiniti North Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N3ZA0NE2A[redacted]		
Created By	Yadira torres, 10/24/2013 11:30 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,345	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	CA12395668

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: David Henry (10/30/2013 8:52 AM)** Rcas-dh called C's phone[redacted], and discussed case C stated C has not taken veh into RTLR for diagnosis and will not for the time being due to the scheduling being inconvenient Rcas-dh asked C to call INF CA to notify about the date and time that when the veh will be diagnosed C asked what would happen next Rcas-dh notified C that due to C's previous request of being reimbursed for any previous repairs and to see what issues needed to be address now the veh would need to be taken to RTLR for diagnosis Rcas-dh asked C if C had any other questions, C did not Rcas-dh thanked C Rcas-dh and C ended call mutually due to receiving the information of C not attempting to have the veh diagnosed Rcas-dh is closing and exiting the case
Make Public	☐	**Created By: David Henry (10/29/2013 2:03 PM)** Rcas-dh called C's phone[redacted] No answer LMOM
Make Public	☐	**Created By: David Henry (10/29/2013 11:06 AM)** Rcas-dh received call from SM-C SM-C stated that C has not called to schedule an appointment to have the veh brought in for service SM-C stated C is going to attempt to pursue having a portion of the previous repair reimbursed, and not take the veh into be diagnosed Rcas-dh notified SM-C that C will be contacted and the issue would be discussed to attempt to come to a mutual resolution Rcas-dh thanked SM-C Rcas-dh and SM-C ended call mutually
Make Public	☐	**Created By: David Henry (10/29/2013 10:15 AM)** Rcas-dh called SM-C's phone No answer LM w/ Hillary
Make Public	☐	**Created By: David Henry (10/28/2013 1:57 PM)** Rcas-dh sent email inquiry into SM-C to find out if the veh has been dropped off for diagnosis Rcas-dh has not received a response
Make Public	☐	**Created By: David Henry (10/25/2013 3:10 PM)** Rcas-dh received call from C, and discussed issue C stated thatt the veh has brake pressure that is off and takes longer to brake than expected C asked if INF reimburses for past repairs preformed Rcas-dh notified C that Rcas-dh would not be able to speculate as to reimbursing any repairs due to the veh not being diagnosed C stated C would take the veh to the INF RTLR monday to be diagnosed rcas-dh thanked C rcas-dh and C ended call mutually
Make Public	☐	**Created By: David Henry (10/25/2013 2:09 PM)** Rcas-dh called C's phone[redacted]

No answer
LMOM

Make Public

Created By: David Henry (10/25/2013 1:07 PM)
Rcas-dh sent email inquiry to SM-CL

Make Public

Created By: David Henry (10/25/2013 10:09 AM)
Rcas-dh called C's phone [redacted]
No answer
LMOM

Make Public

Created By: David Henry (10/24/2013 3:35 PM)
Rcas-dh called SM-C to discuss unrelated case
SM-C stated that the C is still having some of the issues from previously and want all money back
Rcas-dh notified SM-C that C will be receiving CB 10-25
Rcas-dh thanked SM-C
Rcas-dh and SM-C ended call mutually

Make Public

Created By: Yadira torres (10/24/2013 11:44 AM)
Previous related cases found: 12120040
Previous unrelated cases found: None

RCAS-YT verified c's name, address, VIN#, mileage, day/eve#, and responsible rtlr
C did not provide:

RCAS-YT checked for open recalls/campaigns/upgrades, found: none

RCAS-YT checked for Nissan/Infiniti Veh's, found: None
RCAS:YT checked for VSC, found: none

C's best contact #: [redacted]

****

RCAS received call from C's spouse(Lyna Effner), whom will be referred to as C for the duration of this notation.
C states c took veh to the rtl two weeks ago for brake issue concern and now the veh is having the same issue again.
C states c would like for INF to reimbursed the c all c has paid for the brake issue repair since the issue continues.
C states there is a recall open for some INF veh that are the same as what c's veh is having.
C states veh brake preassure output level is longer than it should for what c is expecting.
C states will go to the rtl to get a new car other than INF becuase veh has not been repair.
C states c shouldn't pay all the money since veh has not been fixed.
C states c does not want to be driving on a veh that could kill someone while driving on this condition.
RCAS advice c that veh needs to be inspected for a diagnose.
C agreed and states will contact the rtl right now.
C declined farther assist.

RCAS-yt advice c that recall are VIN specific.
RCAS-YT stated to c reg agent will look contact c by EOB tomorrow. Advised the c that assistance is not guaranteed; however the case will be thoroughly reviewed by a Reg Manage
ended mutu.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7551213	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	10/24/2013	YE	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
10/30/2013 8:53 AM	David Henry	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2013 2:03 PM	David Henry	Changed **Follow Up Date** from 10/29/2013 to **10/30/2013**.
10/28/2013 4:46 PM	David Henry	Changed **Follow Up Date** from 10/28/2013 to **10/29/2013**.

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[redacted]

Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kristie Soucek [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/30/2013	Date/Time Opened	10/28/2013 2:13 PM
Supporting Documents		Date/Time Closed	10/30/2013 4:09 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,900		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	3N1CE2CP1EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	11
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	ST CHARLES NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/29/2013
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 3N1CE2CP1EL[redacted]		
Created By	Melissa Lianko, 10/28/2013 2:13 PM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 10/30/2013 8:01 PM	Root Cause Code (2)	
Days Closed	1,345	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12418755

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public		**Created By: Kristie Soucek (10/30/2013 4:08 PM)** rcas-ks contacted c wife on [redacted] at 4:45pm. wife will now be refered to as c. c said that c has alot of concerns. c said vehicle is only 2 months old and the brakes go ou said then c had made a appt by c's work. c couldnt make the appt so c asked the dealership if the vehicle was ok to drive. c said this sa joe with out even looking at the vehicle says y said c let c;s daughter drive the vehicle and c's daughter could of been killed. c said brakes didnt work and c's daughter had to vere off the road. c said c's daughter could of rear end someone or been hurt. rcas-ks understood and so apologized to c. c said this is a major issue and c wants to know why it happened. rcas-ks told c that rcas-ks was provided the sam the the brake master cylinder was leaking. rcas-ks has no further answer for why no one does. c said c has been driving for 45 yrs and never replace a part like this before. c said c k a couple yrs ago the altima had a issue like this but c didnt see anything recent.c said c was afraid issue was going to happen agin. rcas-ks again apologized and told c that rcas-ks c note c's concern. c was not happy that a issue like this would just be noted and a repair done. c feels something further needs to happen. rcas-ks asked c how rcas-ks could further a and c said c didnt know. c said c might have to contact someone else. c wanted a copy of this case rcas-ks informed c that rc-ks was not able to provide a copy of the case. rcas-ks t that rcas-ks could only provide the case # c said ok. c will call back if c needs anything further. call end ed mutaully
Make Public		**Created By: Kristie Soucek (10/29/2013 3:14 PM)** rcas-ks contacted sa bill at st charles nissan and was informed that vehicle repairs are completed and vehicle is bacjk with c. sa said that the brake master cylinder was leaking into t brake booster. sa said c was having to push the brake to the floor to engage.rcas-ks asked for a copy of the ro to be faxed to rcas-ks. sa bill said that was not a problem.rcas-ks thank for the assistance. rcas-ks tried contacting on day [redacted] and alter# [redacted] at 4;12pm. got vmx. left message that included case# phone# name and ext. follow up 10/30/13
Make Public		**Created By: Melissa Lianko (10/28/2013 2:20 PM)** c's best contact # is [redacted]
Make Public		**Created By: Melissa Lianko (10/28/2013 2:19 PM)** crr-ml recevied a call from [redacted], wife of c, referred now as c. c stated that c took veh to the dlr last Sat, Oct 26 and c was assisted by SA/ Bill. C stated that something to do with the master cylinder assembly that is why the brake is malfunctioning. c stated that the part would be coming in today from Memphis and c's veh is still at the dlr. c is concern on the safety of the person driving the veh and the passenger of the veh. c is requesting to be contacted since c stated that brake shld not go out on a 2 month old veh. crr-ml advised c that file will be transferred to rcas for review. crr-ml advised c to expect a call within the next business day. c understood. crr-ml offered further assistance, c declined. crr-ml provided name, ext and file number. crr-ml leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7555396	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/28/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File View All Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	58KB	10/29/2013 3:15 PM	Kristie Soucek

Case History Case History He

Date	User	Action
10/30/2013 4:09 PM	Kristie Soucek	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/29/2013 3:15 PM	Kristie Soucek	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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[redacted]

Case Comments [49] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [4] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Sarah Pratt [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/23/2013	Date/Time Opened	10/29/2013 12:17 PM
Supporting Documents		Date/Time Closed	12/23/2013 12:15 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,200		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA0NF4D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	13
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26513	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN ORANGE PARK	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/30/2013
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$656.80	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	10/30/2013	Vehicle Service Contract	
RHR Completed	10/30/2013	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: 5N1BA0NF4DN[redacted]		
Created By	Princess Torres, 10/29/2013 12:17 PM	Root Cause Code	SCAV
Last Modified By	System Account NNAINT, 12/25/2013 8:11 PM	Root Cause Code (2)	
Days Closed	1,291	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	CA12425813

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
		Created By: Natalie Silva (12/23/2013 12:14 PM) RCAS confirmed check approved
Make Public		RCAS closing case Summary** C called regarding back order part. C requested repurchase. RCAS confirmed part arrived and repair completed. RCAS advised NNA not in position to replace vehicle. C one month reimbursement per ARBS
		Created By: Natalie Silva (12/23/2013 9:28 AM) RCAS made outbound call to C[redacted] at 10:22 AM EST RCAS reached C RCAS advised C that fax had. Advised C that RCAS will be processing reimbursement and C would receive within 2-4 weeks.
Make Public		C understood. C asked if extended warranty would be offered. RCAS advised C that veh. month payment was offered. C understood. RCAS verified C mailing address. Call ended mutually
Make Public		Created By: Natalie Silva (12/23/2013 9:22 AM) Payment reimbursement AUTONATION NISSAN ORANGE PARK One month: 656.80 Approved by ARBS Janelle Cantrall
Make Public		Created By: Natalie Silva (12/19/2013 9:51 AM) RCAS made outbound call to C at[redacted] at 10:42 AM EST RCAS reached C RCAS advised statement not received. C stated that C will fax today. C stated that Nissan of Gainesville offered C four oil changes. C asked if could use at another dealership. RCAS advised c that oil changes offered by Gainesville would need to be used at Gainesville. C understood. C stated that C as still not heard from Gainesville Nissan regarding floor mats. RCAS advised C that RCAS will follow up with Dealership C stated that C will get fax sent today RCAS advised will follow up with C on 12/23/13

C agreed

Call ended mutually.

Created By: Natalie Silva (12/16/2013 3:24 PM)
RCAS made outbound call to C at [redacted]2 at 4:20 PM EST
RCAS reached C

RCAS advised c that RCAS did follow up with Dealership. Advised Dealership stated vehicle is operating as designed.

C understood.

Make Public

RCAS advised C that for inconvenience NNA would like to offer one month vehicle payment reimbursement

C accepted

RCAS requested vehicle statement faxed.

C stated will fax

RCAS resetting follow up for 12/19/13

Created By: Natalie Silva (12/16/2013 3:17 PM)
RCAS sent made outbound call to Dealership
RCAS reached Assistant service manager Anthony

Make Public

Assistant service manager stated that no concern was found. SM stated that no repair recommended.

RCAS thanked for info. Call ended mutually.

Make Public

Created By: Natalie Silva (12/13/2013 3:12 PM)
RCAS sent made outbound call to Dealership
RCAS advised service busy and unable to answer at this time.

Created By: Natalie Silva (12/11/2013 9:59 AM)
RCAS made outbound call to C at [redacted] at 10:52 AM EST
RCAS reached C

C stated that C was able to get vehicle into Dealership. C stated light had came back on. C stated received call from Dealership and was advised no concern found. C stated that C feel as if vehicle is safe. C stated brakes do not feel correct. C stated that

RCAS acknowledged. Advised C that RCAS will contact Dealership regarding concern. Advised C that if no concern found and no repair completed then no new information to file repurchase request.

Make Public

C understood.

RCAS advised C that RCAS will follow up with C on 12/16/13

C agreed

Call ended mutually.

RCAS resetting follow up

Created By: Natalie Silva (12/9/2013 10:38 AM)
RCAS made outbound call to C at [redacted]2 at 11:35 AM EST
RCAS reached C

RCAS asked C if C was able to get vehicle into Dealership.

C stated that C is going into Dealership today. C stated that many things had come up.

Make Public

RCAS acknowledged. Advised C that RCAS will follow up with C on 12/11/13

C agreed

Call ended mutually

RCAS resetting follow up

Created By: Natalie Silva (12/4/2013 10:10 AM)
RCAS made outbound call to C at [redacted] at 11:06 AM EST
RCAS reached voicemail. Left message with contact info and case number. Advised was following up on case.

Make Public

RCAS made outbound call to C at [redacted]at 10:08 AM EST
RCAS reached high pitched noise

RCAS resetting follow up for 12/09/13

Created By: Natalie Silva (12/4/2013 9:27 AM)
RCAS made outbound call to Dealership

RCAS reached SA Anthony

Make Public

RCAS noting Dealership has no SM

SA stated that C has not been to Dealership for concern

RCAS thanked SA for info. Call ended mutually.

Created By: Natalie Silva (11/27/2013 9:43 AM)
RCAS made outbound call to C a[redacted] at 10:37 AM EST
RCAS reached C

C stated that C has not been able to get into Dealership. C stated brakes have been better. C stated that C will still get vehicle into Dealership to have inspected.

RCAS acknowledged. Asked C when C would be getting vehicle into dealership.

Make Public

C stated will get vehicle into Dealership 12/03/13

RCAS advised will follow up with C on 12/4/2013

C agreed

Call ended mutually

RCAS resetting follow up

Make Private ✓

Created By: Natalie Silva (11/27/2013 8:00 AM)
RCAS made outbound call to Dealership
RCAS reached SA Anthony

SA stated that C has not been back to Dealership since repair to master cylinder.
RCAS thanked SA for info. Call ended mutually.

Created By: Natalie Silva (11/22/2013 8:44 AM)
RCAS made outbound call to C a[redacted] at 9:35 AM EST
RCAS reached C

RCAS asked C if C was able to get into Dealership.

C stated that C had family concern come up and has not yet been able to get vehicle into Dealership. C stated that vehicle has been parked.

RCAS acknowledged. Advised that RCAS did speak with Gainesville Nissan and Customer relations manager is looking into concern.

Make Public ☐ C understood.

RCAS asked C when C would be getting diag. completed.

C stated diag will be completed beginning of week.

RCAS advised will follow up with C on 11/27/13

C agreed

Call ended mutually

Created By: Natalie Silva (11/22/2013 8:35 AM)
RCAS made outbound call to Dealership

RCAS reached Customer Relations Manager Tyeasha

Make Public ☐ RCAS advised Customer Relations Manager about concern.

Customer Relations Manager stated will look into concern further and then contact C

RCAS thanked. Call ended mutually.

Created By: Natalie Silva (11/21/2013 2:52 PM)
RCAS made outbound call to Dealership
RCAS reached PM Paul

Make Public ☐ PM stated will find out if C came back in for appointment. PM stated will contact RCAS back

Call ended mutually.

Created By: Natalie Silva (11/20/2013 10:12 AM)
RCAS made outbound call to C at[redacted] at 11:03 AM EST
RCAS reached C

RCAS asked C if C was able to pick up vehicle.

C stated that C picked up vehicle Monday night. C stated noticed that having to press on brakes until hits floor board. C stated is planning on getting vehicle into Dealership today.

RCAS acknowledged. Advised C that RCAS would like to follow up with C to determine what Dealership has found.

C stated RCAS can follow up with C on 11/22/13

RCAS agreed

Make Public ☐ C stated that C had spoke with SRD/ES-Sue and was advised C may get compensation for concern.

RCAS acknowledged. Advised C that RCAS would first like concern to be resolved.

C understood.

C asked about Gainesville Dealership. C stated that C was given pathfinder rubber mats and said Armada rubber mats would be given.

RCAS advised can contact Dealership and advise on concern. Advised can not make dealership provide and C would have to speak with dealership as well.

C understood

RCAS advised will follow up with C no later than 11/22/13

C agreed

Call ended mutually.

Created By: Natalie Silva (11/15/2013 12:42 PM)
RCAS made outbound call to C at[redacted] at 1:39 PM EST
RCAS reached voicemail. Left voicemail with contact info and case number. Advised was following up on case.

Make Public ☐ RCAS made outbound call to C a[redacted] at 1:41 PM EST
RCAS reached high pitch sound

RCAS resetting follow up for 11/20/13

Created By: Natalie Silva (11/15/2013 12:36 PM)
RCAS made outbound call to Dealership
RCAS reached PM Paul

Make Public ☐ PM stated that part had arrived and repair has been completed. PM stated that service is waiting for customer to pick up vehicle.
RCAS thanked PM for info. Call ended mutually.

Created By: Natalie Silva (11/15/2013 8:27 AM)
RCAS made outbound call to Dealership
RCAS reached SM Paul

Make Public ☐
RCAS asked if part had arrived.
SM stated will review and contact RCAS back
Call ended mutually.

Created By: Natalie Silva (11/14/2013 1:52 PM)
RCAS received message from SM Paul requesting call back

Make Public ☐ RCAS advised received ETA for 11/13/13. Asked if part had arrived
SM stated part has not yet arrived.
RCAS thanked for info. Call ended mutually.

Make Private ✓ Created By: Natalie Silva (11/14/2013 8:04 AM)
RCAS made outbound call to Dealership

RCAS reached SA RJ
SA stated SM is in meeting. SA stated will let SM know RCAS called
Call ended mutually.

Make Public		**Created By: Natalie Silva (11/12/2013 1:41 PM)** RCAS received email from NNA parts stating ETA is for on or about 11/13
Make Public		**Created By: Natalie Silva (11/12/2013 10:10 AM)** •Part Name CYL BRAK MASTER •Part Number 460107S20A •Order Number n/a part restriction •Dealer Name and Code AUTONATION NISSAN ORANGE PARK/ 19099 •Region Code 34 •Location of the vehicle Dealership •Can the vehicle be driven? If not, why? No •The date the vehicle became inoperable 10/30/13 Is the part needed due to a warrantable failure? Yes
Make Public		**Created By: Natalie Silva (11/12/2013 10:01 AM)** RCAS correcting follow up date. RCAS sending email to NNA parts coordinator regarding part restriction.
Make Private	✓	**Created By: Suzanne Farlow (11/12/2013 9:42 AM)** SRD/ES-SF adding note that after repairs completed, customer appears interested in some form of compensation or reassurance to restore confidence in the vehicle.
Make Private	✓	**Created By: Suzanne Farlow (11/12/2013 9:41 AM)** SRD/ES-SF called the customer at requested phone [redacted]2 at 10:28am est and spoke to the customer. SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed. SRD/ES-SF asked the customer how SRD/ES-SF can assist at the current time. The customer advised that the veh has been giving the c problems since purchase. C states that spouse does not want the vehicle any longer and c and spouse just had a baby boy that could have been injured when the brake master cylinder failed. C states new veh has been in the shop for two weeks and c is in a loaner that is a car, not a truck. C feels c has been treated very badly from day one and is a very unhappy NNA customer. SRD/ES-SF empathized but advised that the RCAS agent is working with dlr to ensure veh is repaired to specs. C states that c just wants NNA to take the veh back and provide a replacement one. SRD/ES-SF advised that RHR was submitted and declined at this time. C states that c is upset as well that it took the dlr took two months to register the veh in the sytate of FL which ended up with the c incurring $400 additional interest charges. SRD/ES-SF empathized and apologized. C states that c is also upset that the dlr does not even have an ETA on the part at this time. SRD/ES-SF empathized but advised that the RCAS agent is working with PC to obtain ETA and will contact the c NLT 11/14 to provide any available updates. C understood and the call ended mutually.
Make Private	✓	**Created By: Suzanne Farlow (11/12/2013 9:26 AM)** SRD/ES-SF called the customer at requested phone [redacted] and was advised call cannot be completed as dialed. SRD/ES-SF retriednw with the same results.
Make Public		**Created By: Sarah Pratt (11/11/2013 4:18 PM)** TL-SP in review of escalated case. TL sending case to SRD/ES-Suzanne Farlow for escalation handling.
Make Public		**Created By: Amora Angeles (11/11/2013 1:16 PM)** CRR-AA received a call from c following up on the case. CRR-AA confirmed no contact information has been changed C stated that c want to escalate c's case to an RCAS supervisor.c stated that c not satisfied with wats happening onc's case and c stated that its been two weeks and the parts is stil backorder.c inssisted to speak to an RCAS supervisor CRR-AA advised c that RCAS supervisor will give c a callback within 4 to 8 bussiness hours C understood.c stated best contact number to reach c mobile:[redacted] CRR-AA offered further assistance, c declined. CRR-AA provided name, ext. CRR-AA exiting case.
Make Public		**Created By: Natalie Silva (11/11/2013 9:26 AM)** RCAS made outbound call to Dealership RCAS reached SM Paul SM stated that SM spoke with parts and part has not yet arrived. SM stated that there is no order number due to order done by email. RCAS thanked SM for info. Call ended mutually.
Make Public		**Created By: Natalie Silva (11/7/2013 12:51 PM)** RCAS made outbound call to C at [redacted] at 1:47 PM EST RCAS reached C RCAS advised C that RCAS has contacted Dealership and part has not yet arrived. Advised C that RCAS is looking into getting ETA for part. C asked how long will take for part to arrive. RCAS advised C that RCAS does no have ETA. C asked if review for repurchase has been looked at again. RCAS advised C that at this time repurchase decision is still same C understood. RCAS advised will review information for part and contact C no later than 11/12/13 C agreed Call ended mutually RCAS resetting follow up
Make Public		**Created By: Natalie Silva (11/7/2013 10:34 AM)** RCAS made outbound call to Dealership RCAS reached PA John PA stated emailed campaign department. PA stated that order was completed via email. PA stated will email again to get ETA. PA stated will contact RCAS back.\ Call ended mutually
Make Public		**Created By: Natalie Silva (11/6/2013 7:58 AM)** RCAS made outbound call to Dealership RCAS reached SM Paul SM stated that part has not yet arrived. SM stated that SM will speak with PM Paul to request further information. RCAS thanked SM. Call ended mutually.
Make Public		**Created By: Natalie Silva (11/4/2013 10:39 AM)** RCAS made outbound call to C at [redacted] at 11:23 AM EST RCAS reached C

RCAS advised C that RCAS did follow up with Dealership and was advised part not yet arrived. Advised C that decision has been made as well. Advised C that NNA is not in a posit offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. Advised would like to continue to follow up with customer with con repair completed.

C asked if Nissan is going to repurchase vehicle.

RCAS advised C that NNA is not in position to offer repurchase.

C stated that C will like to get lawyer involved. C stated took vehicle three times to Dealership. C stated that concern is not minor concern. C stated that C has been in loaner vehicle week. C stated that C was not put into compatible vehicle. C stated has been treated poorly since vehicle was purchased. C stated that C's wife is terrified of what could have happe stated has month old son that was in vehicle. C stated that concern not right that NNA will not purchase vehicle. C stated that C wanted to speak with some one higher.

RCAS acknowledged C's concern. Advised C that case has been reviewed. Advised C that case is reviewed with Arbitration department that work with RCAS. Advised C that case w reviewed and at this time NNA is not in the position to offer repurchase. Advised would like to continue to follow up with C regarding concern. Advised would like to confirm repair do completed.

C stated that C should be offer extended warranty for concern. C stated that C has not been treated fairly.

RCAS advised C that repair needs to be completed first. Advised C that once repair is completed then review can be completed further.

C understood.

RCAS advised will follow up with C on 11/07/13

C agreed

Call ended

RCAS resetting follow up

Make Public

Created By: Natalie Silva (11/4/2013 7:38 AM)
RCAS made outbound call to Dealership.
RCAS reached SM Paul

SM stated that still waiting on part to arrive. SM stated that part is on restriction. SM stated SM has no ETA on when part would arrive.
RCAS acknowledged. thanked SM for info.
Call ended mutually.

Make Public

Created By: Janelle Cantrall (11/1/2013 7:34 AM)
Arbs recommendations:

Offer c 1 month vehicle payment.

Make Public

Created By: Janelle Cantrall (11/1/2013 7:34 AM)
Arbs Notes:

If the vehicle is not repaired by 11-27-2013 resubmit the RHR for further consideration.

Make Public

Created By: Janelle Cantrall (11/1/2013 7:33 AM)
Arbs notes:

This is the 1st repair, no tech line involved and no DTS ordered.

Based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unrea number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.**

Make Public

Created By: Janelle Cantrall (11/1/2013 7:32 AM)
ARBS NOTES:

Total Days Down 4 The RO is open and waiting on SOP
C/S Brake light on & Skid light on Intermittently

Dealer has ordered SOP / Master Cylinder.

Make Public

Created By: Janelle Cantrall (11/1/2013 7:30 AM)
ARBS-JC rev'd case file, RO's and RHR

10/29/13 @ 2269 RO# 260531 Open
REQUEST:
1. Multi point inspection
2. Customer states since time of purchase the brake light and skid light comes on intermittently
REPAIR:
1. Customer declined multi point inspection
2. Master cylinder leaking causing fluid to be below. Master cylinder on order.

Make Public

Created By: Kathleen Pernici (10/30/2013 12:32 PM)
***DRTS received the RHR. The RHR was assigned to ARBS-Janelle Cantrall for review.

Make Public

Created By: Natalie Silva (10/30/2013 12:31 PM)
RCAS completed and submitted RHR

Make Public

Created By: Natalie Silva (10/30/2013 12:15 PM)
RCAS sent email to CSM David Mackay advising of RHR

Make Public

Created By: Natalie Silva (10/30/2013 10:47 AM)
RCAS made outbound call to Dealership
RCAS reached SM Paul

RCAS requested work order
SM stated will fax.

•How many times has the customer's vehicle been in for repairs? 2
•What repairs were performed? brake fluid topped, brake master cylinder on order to be replaced
•How many days has the vehicle been kept out of service at your dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders contain the technician time stamps.
•Has Techline been involved? No
•Has the Dealer Technical Specialist (DTS) been involved? No

Make Public

Created By: Natalie Silva (10/30/2013 10:44 AM)
•Why do you want to return the vehicle to Nissan North America? Customer is unhappy with major repair needed.
•Where is the vehicle currently? AUTONATION NISSAN ORANGE PARK
•Where was the vehicle purchased? GAINESVILLE NISSAN
•Was it purchased new or used? New
•If used, when was the vehicle purchased?
•Where is the vehicle serviced? AUTONATION NISSAN ORANGE PARK
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? No

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Make Public

Created By: Natalie Silva (10/30/2013 10:43 AM)
RCAS made outbound call to C a[redacted] at 11:29 AM EST
RCAS reached C

RCAS confirmed C called regarding concern with brake master cylinder needing to be replaced.

C stated that C's concern is that vehicle is for C's wife. C stated took vehicle into Dealership around 400 miles and was advised fluids needed to be filled. C stated second time C wa

advised light needed to be reset. C stated is now being advised that there is an internal leak in the master cylinder. C stated that c does not feel right. C stated repair is major. C stat C's wife does not want vehicle. C stated ever since vehicle was purchased from Gainesville Nissan C has not had good experience.

RCAS acknowledged C's concern. Empathized with C. Asked C what C was requesting at this time from NNA.

C stated wants brand new vehicle of C would like money . C stated does not want vehicle back.

RCAS acknowledged. Advised C in most cases, it will take up to 10 business days for their request to be reviewed. Advised C that RCAS can not guarantee that vehicle would be repurchased.

C stated that C was advised vehicle would be in Dealership for week C stated was put in Nissan Sentra and C's vehicle in an Armada.

RCAS acknowledged. Advised C that RCAS did speak with SM and was advised sentra was only loaner vehicle available. Advised C that review process would be started

C understood.

RCAS advised C that RCAS will follow up with C on 11/04/13 with any update and repair update.

C agreed.

RCAS provided contact info.

C provided best contact number [redacted]

Call ended mutually.

RCAS resetting follow up

Make Public

Created By: Natalie Silva (10/30/2013 8:07 AM)
RCAS made outbound call to Dealership
RCAS reached SM Paul

SM stated that master cylinder is leaking. SM stated C is in loaner vehicle, Sentra. SM stated part was ordered, SM stated part number is 460107S20A and waiting on ETA. SM stat only one repair order.
RCAS thanked SM for info. Call ended mutually.

Make Private ✓

Created By: Princess Torres (10/29/2013 12:48 PM) | Last Modified By: Natalie Silva (10/30/2013 7:18 AM)
crr-pt received call from c stating that c brougght 2013 armada but there are lights on the dash so c took veh to the drlshp and was advised by the dlr that problem is because of the came back again and was then advised that dlr will reset the system but c went again today to the dlr for the third time as when c drove the veh, c's wife and new born baby could ha seriously injured bec the brakes are not good and as c took the veh again to the dlr only for the third time the dlr found out the real problem with c's veh that there is an internal leaka the master cylinder
crr-pt verified c's name, vin, address, mileage, phone number, email address & dlr.
crr-pt checked for open recalls/campaigns/upgrades found: none

crr pt- c said that c's wife was really terrified bec of what happened and c's wife does not even like the truck now;c said that veh is now being repaired at the dlrshp but c is not satisfi this and c needs to know what nissan will do or can do for what happened to c as c's veh was purchased brand new and experiencing this with the veh; crr pt apologized to c for all t inconvenience and advised c that crr pt will forward case to rcas for further review and investigation; c understood

crr pt- c brought veh to AUTONATION NISSAN ORANGE PARK but could not remember the name of the dlrshp c spoke with from the dlrshp

crr-pt advised c to expect a call within the next business day.
c understood.
crr-pt offered further assistance, c declined.
crr-pt provided name, ext and file number.
crr-pt leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7556916	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	10/29/2013	YX	AD	122000	OA
Edit | Del	CC-7619616	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	PARTS AVAILABILITY (BACKORDER)	QA	12/23/2013	YP	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	12/23/2013	Natalie Silva	12/23/2013 12:12 PM
Edit | Del	AUTONATION NISSAN ORANGE PARK		✓	12/13/2013	Natalie Silva	12/13/2013 3:12 PM
Edit | Del	AUTONATION NISSAN ORANGE PARK		✓	11/21/2013	Natalie Silva	11/21/2013 2:52 PM
Edit | Del	Call		✓	11/1/2013	Natalie Silva	11/4/2013 7:45 AM
Edit | Del	RHR Review - Abosini - 12425813		✓	10/30/2013	Janelle Cantrall	11/1/2013 7:35 AM

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Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Na
	CR0115036	479227	12/24/2013		Approved	$656.80	34GDWIL	Southeast Goodwill	[redacted]	[redacted]

Forms

Forms

No records to display

Attachments

Attach File | View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR[redacted]_103013.docx	26KB	12/23/2013 12:15 PM	Natalie Silva
Edit | View | Del	invoice-PF[redacted]_121913.pdf	44KB	12/23/2013 12:15 PM	Natalie Silva
Edit | View | Del	RO_Abosini_103013.pdf	121KB	12/23/2013 12:15 PM	Natalie Silva
Edit | View | Del	RHR Template- Southeast Region Case[redacted].doc	56KB	12/23/2013 12:15 PM	Natalie Silva

Case History

Case History

Date	User	Action
12/23/2013 12:15 PM	Natalie Silva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/23/2013 12:15 PM	Natalie Silva	Changed **Case Owner** from Natalie Silva to **Sarah Pratt**.
12/19/2013 9:51 AM	Natalie Silva	Changed **Follow Up Date** from 12/19/2013 to **12/23/2013**.

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Surveys

Surveys

No records to display

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[redacted]

Case Comments [8] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Guadalupe Bessette [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/5/2013	Date/Time Opened	10/29/2013 12:44 PM
Supporting Documents		Date/Time Closed	11/5/2013 12:34 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Dublin Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	500		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	9
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DUBLIN NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/30/2013
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0ER4DN[redacted]		
Created By	Eric Cuthrell, 10/29/2013 12:44 PM	Root Cause Code	SCSV
Last Modified By	Bryan Fry, 11/20/2013 8:07 PM	Root Cause Code (2)	SCMV
Days Closed	1,339	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA12426032

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public		Created By: Guadalupe Bessette (11/11/2013 10:51 AM) *** [Added after the case is closed.] *** Rcas rec'd vmx from c that noone from dlr has called c. Rcas called c on[redacted]: C advised that c went up to dlrshp & spoke with SM John Crowe. SM confirmed to c that 2013 Frontier have new brake system & brake pedal is worki properly. C accepted this and at c's convenience will get 2nd opinion. Rcas welcomed c to callback for further documentation if 2nd opinion advises different or any future inquires. C
Make Private	✓	Created By: Guadalupe Bessette (11/5/2013 12:32 PM) | Last Modified By: Guadalupe Bessette (11/5/2013 12:32 PM) RCAS CLOSING CASE C CALLED TO SEE IF THERE IS A BRAKE PEDAL CONCERN WITH OTHER C'S. C ADVISE THAT PEDAL GOES ALL THE WAY TO FLOOR. C WENT TO DLR TWICE. BRK M REPLACED, AND THEN C HAD TEST DRIVE ON KGV. DLR ADVISED THAT VEHICLE COMPARED THE SAME BUT C ADVISED KGV DID NOT HAVE PEDAL GO TO FLOOR. FOUND NTB 00033 THAT CAN BE IN RELATION & BROUGHT TO DLR ATTN. DLR WILL LOOK INTO NTB & GET C BACK. C ACCEPTED THIS AND WILL CALLBACK IF NECE
Make Private	✓	Created By: Guadalupe Bessette (11/5/2013 12:27 PM) | Last Modified By: Guadalupe Bessette (11/5/2013 12:28 PM) Rcas called c on[redacted]: Rcas advised of call recording purposes. Rcas updated c that rcas found a bulletin for brake noise/judder/pedal feel diag & repair. Rcas informed dlr s SA. Sa will discuss bulletin and will be calling c on this. C just wanted to know if this concern is the new brake system and / or other have had concerns. Rcas advised that there is th and dlr will check the relation to c's concern. There may have been a few concerns which lead to ntb or can be the brake system. Rcas did bring to dlr attn, C thanked and did not ne further assistance and will callback if needed. Call ended mutually
Make Private	✓	Created By: Guadalupe Bessette (11/5/2013 12:18 PM) | Last Modified By: Guadalupe Bessette (11/5/2013 12:18 PM) Rcas called SM John on cel[redacted]: left detailed vmx Rcas called dlr service: Spoke to Service Advisor -Terri who took care of c. Sa advised c came in twice 1. brake master cyl installed, 2 road with c with kgv and c stated that pedel fe Sa advised kgv felt same to dlr but dlr doesn't drive c vehicle everyday. Tech is currently talking to sm on this right now next door. SA will discuss with Tech-Keith to review bulletin n provided ntb 00033 & see if dlr can get c back in.
Make Private	✓	Created By: Guadalupe Bessette (11/4/2013 10:15 AM) | Last Modified By: Guadalupe Bessette (11/5/2013 7:06 AM) Rcas called SM John Crowe on ce[redacted]: SM advised that c's concern was not duplicated. C stated concern is intermittent. SM will discuss with tech who worked with c. Rca mentioned ntb also is for pedal feel. C mentioned test drove like vehicle and did not experience concern. Rcas asked for sm to do a courtesy call to c as well. SM asked for callback
Make Private	✓	Created By: Guadalupe Bessette (11/1/2013 9:37 AM) | Last Modified By: Guadalupe Bessette (11/4/2013 9:55 AM) Rcas found NTB 00033 which came out 7/23/13 all nissan: brake noise/judder/pedal feel diag & repair Rcas called SM John Crowe on ce 478-308-9961: Rcas advised of case brake pedal concern. Rcas noted ntb 00033. SM asked if rcas can callback on Monday to discuss further. R
Make Private	✓	Created By: Guadalupe Bessette (10/30/2013 4:34 PM) | Last Modified By: Guadalupe Bessette (11/1/2013 9:06 AM) Rcas called c on[redacted] c answered that c doesn't accept calls from unidentified # & hung up Rcas tried again.. Rcas called c on[redacted]: C stated the same. Rcas tried to catch c before hanging up again. Rcas had to hurry and introduced self. C advised c doesn't answer unidentified call asked if c would like to discuss case. C stated c just called to see if any other brake concerns are known on 2013 Frontiers. Rcas will research and look into concerns with resources follow up 11/5-Tues. C was provided contact info. Call ended mutually C follow up 11/5 task to research concerns 11/1-11/4
Make Private	✓	Created By: Eric Cuthrell (10/29/2013 1:07 PM) | Last Modified By: Guadalupe Bessette (10/30/2013 8:16 AM) C called with an issue concerning C's brakes.

CRR-EC verified C's account information.
CRR-EC checked for previous related cases, found none.
CRR-EC checked for previous unrelated cases, found 2.
CRR-EC checked for open campaigns, found none.
CRR-EC asked C to go into further detail about the issue C is experiencing.
C stated that, while the brakes do work, the brake peddle goes all the way to the floor when pressed.
CRR-EC asked C if C had been to a Nissan dealership for a diagnostic.
C stated that C had been to Dublin Nissan twice already.
C stated that the first time the dealer replaced the master cylinder and the second time the dealer flushed the brake lines.
C stated that the dealer acknowledges the issue but cannot find the cause or fix the issue.
C stated that when the dealer was working on C's vehicle, C drove a same model vehicle and did not experience the issue with the brakes.
CRR-EC informed C that C's case would be sent to RCAS for further review.
CRR-EC informed C that RCAS would be in contact by the end of the next business day.
C understood.
CRR-EC asked C if there was anything else CRR-EC could do to assist C today.
C said no.
CRR-EC provided C with C's case number and CRR-EC's extension number.
C's VIN is 1N6AD0ER4DN[redacted]

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7557867	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	10/30/2013	YX	AD	120000	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	CALL DLR DUBLN FOR UPDATE	[redacted]	✓	11/11/2013	Guadalupe Bessette	11/11/2013 10:51 AM
Edit | Del	dublin brake concern input		✓	11/4/2013	Guadalupe Bessette	11/4/2013 10:15 AM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
11/5/2013 12:34 PM	Guadalupe Bessette	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
11/5/2013 12:33 PM	Guadalupe Bessette	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to CA.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Alexander Allen [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/5/2013	Date/Time Opened	10/30/2013 4:44 PM
Supporting Documents		Date/Time Closed	11/5/2013 5:20 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	82		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	3N1CE2CP2E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	8
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	MCCARTY MOTORS	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	17	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 3N1CE2CP2E[redacted]		
Created By	Ronald Valencia, 10/30/2013 4:44 PM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 11/5/2013 7:48 PM	Root Cause Code (2)	
Days Closed	1,339	Action Code	NL8F
Case Record Type	CA Closed Case [Change]	Document ID	CA12435411

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
		Created By: Alexander Allen (11/5/2013 5:20 PM) RCAS-AA placed out bound call to C[redacted] at 6:16PM EST 11/05/13. Left VMX for C in regards to case. Advised ECW was processed.
Make Public		Closing case due to no further concerns. *SUMMARY* C called in with vehicle concerns. RCAS-AA advised C that ECW was processed and C would receive paperwork within 2-4 weeks.
Make Private	✓	**Created By: Alexander Allen (10/31/2013 1:38 PM) | Last Modified By: Alexander Allen (11/5/2013 10:52 AM)** RCAS-AA placed out bound call to C[redacted] at 2:32PM EST 10/31/13. Advised call may be monitored. RCAS-AA offered C ECW for steering, suspension and brake. C stated laughing at the absurd nature of concern. C understood ECW was approved and time from for approval. C understood follow up on 11/05/13. CSM-Bob Brissie approved ECW for steering, suspension and brakes.
Make Private	✓	**Created By: Alexander Allen (10/31/2013 1:26 PM) | Last Modified By: Alexander Allen (10/31/2013 1:32 PM)** RCAS-AA placed out bound call to C[redacted] at 2:16PM EST 10/31/13. Advised call may be monitored. C mentioned that C's Honda vehicle never had a problem. C claims dea is giving C a deal on an extended warranty on the vehicle. C's wife is terrified. C does have option to return by Tuesday 11/05/13. C wanted to know about a price on an extended wa RCAS-AA advised concern would be looked in to and C would be informed.
Make Private	✓	**Created By: Alexander Allen (10/31/2013 11:40 AM) | Last Modified By: Alexander Allen (10/31/2013 11:41 AM)** RCAS-AA placed out bound call to MCCARTY MOTORS 3077458921 at 12:37PM EST 10/31/13. Asked to speak with service. Got Brake Master Cylinder on overnight order. Interna bypass. Brake pedal goes all the way to the floor. Hasn't seen part in yet.
Make Private	✓	**Created By: Ronald Valencia (10/31/2013 9:49 AM) | Last Modified By: Alexander Allen (10/31/2013 11:38 AM)** CRR RV adding notes on the case C prefers to be contactyed early in the morning before 9:30 ot after 12:30 CRR RV sending internal msg to rcas about c's contact preference.
Make Private	✓	**Created By: Ronald Valencia (10/30/2013 4:57 PM) | Last Modified By: Alexander Allen (10/31/2013 11:38 AM)** CRR RV received a call fron c about a brake that failed on c's 2014 Nissan Versa Note which c only purchased on Monday and after two days, today the veh failed with c's family on CRR rv tried to verify contact information but c wants a direct or general answer as to wheter there is an ongoing campaign for the 2014 Note. CRR RV explained tp c that it all depend on the vin of the veh but c is demanding now for a supervisor, crr rv assured c that crr is capable of addressing c's concern if only c could pr the vin, then crr rv asked c the dealership so crr can ask for the vin, crr rv called the Mc Carty group to ask the dealership in wyoming, finally got hold of SA Jason and was given the the information that inded the brakes master cylinder failed and veh is at the dealership. C was informed that there is no ongoing campaign with the brake master cylinder, but c wou know what Nissan is doing to address this problem on the 2014 NOTE, c also mentioned that if this is going to be an issue on the veh c just wanted to know if Nissan will give c an E service contract at a discounted price or as c is also thinking of returning the veh, as ci feels that a two day old veh should not be failing on the brakes. CRR RV expalins to c that crr rv needs to create anaccount for a case to be created and forwarded to rcas but c is very much in a hurry, crr rv offered to call back the c for the case r c agreed and gave c's address and phone number and ended call CRR RV created an account and added vin CRR RV created the case and calls back c to provide the ref number. CRR-RV advised c that file will be transferred to rcas for review. CRR-RV advised c to expect a call within the next business day. c understood. CRR-RV offered further assistance, c declined. CRR-RV provided name, ext and file number. CRR-RV leaving file open, transferring resp to rcas.
Make Private	✓	

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7559249	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	PREMATURE WEAR/FAILURE	03	10/30/2013	WA	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed I
Edit	CST00029823	Goodwill ECW	3N1CE2CP2[redacted]	Processed	Service Experience	Bob Brissie	CEM	Jim Land	10/31/2013

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
11/5/2013 5:20 PM	Alexander Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/31/2013 1:38 PM	Alexander Allen	Changed **Follow Up Date** from 10/31/2013 to **11/5/2013**.
10/30/2013 4:58 PM	Ronald Valencia	Changed **Transferred to RCAS** from false to **true**.

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Surveys

Surveys

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	bob whitbeck	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Blecille Loren Zabala [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/4/2013	Date/Time Opened	11/4/2013 10:12 AM
Supporting Documents		Date/Time Closed	11/4/2013 10:17 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA0CC6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	9
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	34813	Beyond PT Warranty Months1	0

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 1N6BA0CC6D[redacted]		
Created By	Blecille Loren Zabala, 11/4/2013 10:12 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 11/4/2013 7:36 PM	Root Cause Code (2)	
Days Closed	1,340	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA12457818

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Blecille Loren Zabala (11/4/2013 10:16 AM) crr-bz received a call from c asking if the veh has any open recall. crr-bz advised c that recalls are vin specific. C understood. crr-bz informed c that the veh is not part of any recall. crr-bz asked if c has any veh concerns. C said that brakes are soft. crr bz-advised c to bring veh to a nissan dlr for diagnosis. crr-bz offerred further assistance, c declined. crr-bz provided case#, name and ext # crr-bz closing case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7562926	NISSAN PRODUCT INQUIRIES	TITAN	GENERAL INQUIRY	QF	11/4/2013	ZR	AZ	258500	OF

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
11/4/2013 10:17 AM	Blecille Loren Zabala	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2013 10:14 AM	Blecille Loren Zabala	Changed **Description**.
11/4/2013 10:12 AM	Blecille Loren Zabala	Changed **Work Phone** to [redacted]

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/14/2013	Date/Time Opened	11/8/2013 3:46 PM
Supporting Documents		Date/Time Closed	11/14/2013 9:24 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern: Brakes went out.		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,300		

Incident Codes - IIR REQUIRED

Incident Date	10/11/2013	Rollover	
Sent to Legal		Property Damage	
Accident	✓	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	5N1AR1NN9C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	25
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	25112	Beyond PT Warranty Months1	1

Dealer Access

Case Servicing Dealer	DICK SMITH NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F17938	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 5N1AR1NN9C[redacted]		
Created By	Joy Acebedo, 11/8/2013 3:46 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:10 PM	Root Cause Code (2)	
Days Closed	1,330	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA12489803

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☑	**Created By: Michael Lucas (11/14/2013 9:23 AM)** "Contacted C and left a VMX stating that 30 mins of time is needed to discuss C's situation and discover what Nissan can do to assist. Gave all follow up information and case numbe reference. Informed C in VMX that ARBS MI will be closing case pending follow up from C. CLOSING CASE DUE TO LACK OF COMMUNICATION, PROBE INCOMPLETE, 3RD CALL **********
Make Public	☑	**Created By: Michael Lucas (11/13/2013 9:10 AM)** "Contacted C and left a VMX stating that 30 mins of time is needed to discuss C's situation and discover what Nissan can do to assist. Gave all follow up information and case numbe reference. PROBE INCOMPLETE, 2ND CALL **********
Make Public	☐	**Created By: Michael Lucas (11/12/2013 10:24 AM)** "Contacted C and left a VMX stating that 30 mins of time is needed to discuss C's situation and discover what Nissan can do to assist. Gave all follow up information and case numbe reference. PROBE INCOMPLETE, 1ST CALL **********
Make Public	☐	**Created By: Michael Lucas (11/11/2013 4:25 PM)** Received Case, Under Review, Verify Probe
Make Public	☐	**Created By: Joy Acebedo (11/8/2013 4:07 PM)** C said that c had an accident and slightly hit a policeman. C said the reason is that the brake did not work. C called Nissan CA insisting that the veh should have a recall on the ABS I dlr already explain to c that veh does not have a recall. C insisted that because of the brake that did not work properly, c would like to file a case. Approximate mileage on vehicle at time of accident or incident: C STATES that the mileage is 33300 P-2) Description of the accident or incident: a. Who was involved? C STATES c and children. b. What happened? C STATES that c was driving when the veh in front suddenly stop. C hit the brake but the veh is not stopping. C said the brake pedal went lock that is why the veh did not stop. C eve almost hit a policeman. c. What areas of the vehicle are affected? C STATES the lower front part of the veh which is the transmission. d. When did it happen? DOCUMENT date and time. C STATES last 10/11/2013 at 4:15pm e. Where did it happen? C STATES 4801 Hard Scrable Rd . Columbia, SC f. How did it happen? C STATES c states that c was infront of the school when the veh just stop infront that is why c needs to hit the brake but the brake did not work. P-3) What the customer is requesting of Nissan North America:

C STATES c would llike a reimbursement from a ticket of 81, the deductible of c for 1000 and the veh rental for around 500 because the insurance company only paid a veh rental for certain days.

CRR-JA explain to c that a representative will give c a callback after 2 business days and the call might take longer which will be around 20 mins. C understand.

CRR-JA offered further assistance. C declined.

CRR-JA provided c the case number,
name and extension number.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7570477	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/8/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	11/11/2013	Michael Lucas	11/11/2013 1:54 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F17938	IIR	Joy Acebedo, 11/11/2013 10:10 AM	11/11/2013

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
11/14/2013 9:24 AM	Michael Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/13/2013 9:10 AM	Michael Lucas	Changed **Follow Up Date** from 11/13/2013 to **11/14/2013**.
11/12/2013 10:24 AM	Michael Lucas	Changed **Follow Up Date** from 11/12/2013 to **11/13/2013**.

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Surveys

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Gabrielle Tave [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	11/12/2013	Date/Time Opened	11/12/2013 2:03 AM
Supporting Documents	☐	Date/Time Closed	11/12/2013 5:17 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W29W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07819	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BOB ROHRMAN NISSAN OF CHESTERTON IN BURN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	11/12/2013
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	9/19/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: JN8AZ18W29W[redacted]		
Created By	System Account NNAINT, 11/12/2013 2:03 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 11/20/2013 7:59 PM	Root Cause Code (2)	
Days Closed	1,332	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12509085

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Julio morales (11/12/2013 3:19 PM) Rcas-Julio M assisting Rcas-Gabrielle T RCAS contacting c on 11/12/13 at 4:13pm EST, and spoke with c. RCAS advised c that the call may be recorded for quality and training purposes. c agreed. RCAS advised c that RCAS is calling to thank c for completing the service survey and inquired if c requires any further assistance. c states no further assistance required rcas closing
Make Public	☐	Created By: System Account NNAINT (11/12/2013 2:03 AM) WEEKS AFTER THE WORK WAS COMPLETED, MY HUSBAND DROVE MY VEHICLE AND SAID THE BRAKES WERE GOING OUT - THEY WENT TO THE FLOOR FOR HIM T STOP. WE TOOK THE VEHICLE IN RIGHT AWAY, THEY CHECKED IT OVER COMPLETELY, SAID THEY FOUND NOTHING WRONG AND DID NOT CHARGE US. WE DON'T I WHY THIS HAPPENED TO MY HUSBAND, BUT IT HAS NOT HAPPENED SINCE.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7573885	NSN DEALER SERVICE DEPT.	SERVICE SURVEY (NISSAN)	GENERAL INQUIRY	QC	11/12/2013	ZR	BF	223000	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
11/12/2013 5:17 PM	Julio morales	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/12/2013 3:20 PM	Julio morales	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys Surveys He

No records to display

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[redacted]

Case Comments [17] | Case Categorizations [1] | Open Activities [0] | Activity History [5] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Bardwell [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	11/19/2013	Case Origin	Phone
Follow Up Date	12/4/2013	Date/Time Opened	11/13/2013 2:47 PM
Supporting Documents		Date/Time Closed	12/2/2013 8:48 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	Correspondence
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh returning back by customer		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,070		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	9
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32413	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GARCIA NISSAN SANTA FE	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/20/2013	Vehicle Service Contract	
RHR Completed	11/20/2013	VSC Reprint Request	Email

Contact Name	PATSY GAMBLER

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6AD0EV6DN[redacted]		
Created By	Lester Robert Russell Delantar, 11/13/2013 2:47 PM	Root Cause Code	SCSH
Last Modified By	Bryan Fry, 12/2/2013 7:56 PM	Root Cause Code (2)	
Days Closed	1,312	Action Code	NT4A
Case Record Type	CA Closed Case [Change]	Document ID	CA12520271

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	[redacted]	**Created By: Michael Bardwell (12/2/2013 8:47 AM)** ARBS received reply from NM AG-Linda Vigil (attached) advising that dlr and c have resolved concern and that dlr agreed to unwind deal. ARBS closing case as c no longer owns ve
Make Public		**Created By: Michael Bardwell (11/26/2013 2:18 PM)** ARBS notes no reply from NM AG's office. ARBS setting follow-up to 4-Dec pending contact from AG's office.
Make Public		**Created By: Michael Bardwell (11/20/2013 2:53 PM)** ARBS notes the following: NM Applicable Lemon Law 3 visits, 8 days down for brake concerns within first 1,300 miles. ARBS to offer veh replacement. ARBS notes AG letter requests NNA not contact c directly, but to go through AG's office. ARBS sent reply to NM AG-Linda Vigil (attached) via FedEx: 797207870776. ARBS setting follow-up to 26-Nov pending AG reply.
Make Public		**Created By: Michael Bardwell (11/20/2013 2:25 PM)** ARBS in review of case from AG Letter. ARBS notes the following: Previous CA Cases: None TECH LINE: 12225870 & 12444074 Repair History: 16-Oct-13 at 408 miles. RO # 746188 - Days Down: 6 CONCERN: 1. Customer states the brake pedal goes to the floor and it is slow to stop. ACTION TAKEN: 1. Found no external leaks, but did find internal failure of brake master cylinder. Replaced brake master cylinder. 31-Oct-13 at 965 miles. RO # 748922 - Days Down: 1 CONCERN: 1. Customer states the brake pedal intermittently still goes all the way to the floor. ACTION TAKEN: 1. Called TECH LINE. Ordered brake booster and check valve. 11-Nov-13 at 1,293 miles. RO # 750892 - Days Down: 1 CONCERN: 1. Customer states the brake pedal intermittently goes to the floor. SOP here ACTION TAKEN: 1. Replaced brake booster and check valve. Test drove vehicle. All working normally.
Make Public		**Created By: David Ramirez (11/20/2013 1:57 PM)** DRTS-DR attached RHR to case.

Make Public		**Created By: David Ramirez (11/20/2013 1:57 PM)** DRTS-DR rec'd RO's from dlr 5280
Make Public		**Created By: David Ramirez (11/20/2013 11:18 AM)** DRTS-DR contacted Mike at dlr 5280 and requested all CC RO's
Make Public		**Created By: David Ramirez (11/20/2013 11:16 AM)** DRTS-DR rec'd NM Attorney General Letter on 11/19/13, dated 11/13/13 to NNA Inc sent via US Mail Letter states: The New Mexico Attorney General's Consumer Protection Division has received a complaint against your business. Copies of the consumer's complaint and related documentation a enclosed. Our role is to consider the views of both parties and attempt to resolve this matter in an amicable fashion to the satisfaction of all parties, without the added cost of litigation you have reviewed the enclosed documents and complaint, we request that you send a written statement of your position to us within ten (10) business days. Please include copies o documents you feel are pertinent to this matter. Please be sure that all copies are legible, and clearly show all signatures and dates. If, after reviewing the statements by each party, v believe that a violation of the New Mexico consumer protection laws appear to have occurred, we will notify you of that fact. We will again urge you to resolve the matter to avoid poss litigation or continued investigation. A copy of your response will be furnished to the consumer. In addition, we ask that you not contact the consumer. All communication should be di to and through this office. Please send your written response and all correspondence to the address below. Due to the volume of complaints handled by our office, we must ask that y contact us in writing. Thank you for your cooperation. Customer states brakes don't function when pressed then go to the floor and it doesn't stop. Vehicle has been taken in 3 times f
Make Public		**Created By: David Ramirez (11/20/2013 11:11 AM)** Previous cases: 12444074 TECH LINE, 12225870 TECH LINE No open recalls
Make Public		**Created By: Patrick Jensen (11/18/2013 11:16 AM)** RCAS called DLR at 5059551000 at 12:13 PM EST Requested RO's to be faxed for RHR. SM agreed
Make Public		**Created By: Patrick Jensen (11/15/2013 6:16 PM)** RCAS called C at [redacted] at 7:04 PM EST First week after purchase brakes went out and C rented a car and had brakes repaired. Brakes continued to fail and C went back and DLR worked on it again. After first issue the wa return veh and DLR said no. Second time they wanted to return veh and DLR said no. Veh has been repaired 3 times and still having issues with brakes . C wants NISSAN to give ba down payment and take veh back. C referred RCAS to LINDA at atty generals office at number 505 827 6665. C said veh has 1400 miles on it. C owns 4 NISSAN vehicles. RCAS advised C that he will pursue a buyback request and follow up in 5 business days. C understood. Provided callback info and case number.
Make Public		**Created By: Patrick Jensen (11/15/2013 6:02 PM)** RCAS called SM at [redacted] AT 6:48 PM EST First diag DLR replaced master cylinder and second time at 965 miles TECHLINE got involved replaced check valve and booster ordered parts and repaired at 1300 miles and C doe want to bring it in again. C is talking about calling Atty general and wants to possibly pursue buyback. SM provided C contact numbers [redacted] o [redacted] for C contact. S talked to sales yesterday but did not go to service and SM has not verified issue is happening again but C says it is. C states he is not bringing in again for repairs again he is going t rid of vehicle as it is unsafe.
Make Public		**Created By: Patrick Jensen (11/15/2013 1:43 PM)** RCAS called DLR at 5059551000 at 2:37 PM EST Left VMX inquiring in veh issues with brakes and asked for insight into situation with multiple repair attempts.
Make Public		**Created By: Patrick Jensen (11/14/2013 4:17 PM)** RCAS called C at [redacted] at 5:16 PM EST Received busy signal
Make Public		**Created By: Patrick Jensen (11/14/2013 3:29 PM)** UNABLE to DATANET CASE
Make Public	[redacted]	**Created By: Patrick Jensen (11/14/2013 2:12 PM)** RCAS called C at [redacted] at 3:11 PM EST Received busy signal
Make Public		**Created By: Lester Robert Russell Delantar (11/13/2013 3:08 PM)** crr-lrrd c called asking for vehicle information crr-lrrd verified name phone add, email, vin crr-lrrd c gave information and concern veh crr-lrrd c states billy the husband of c had a brandnew 2013 frontier brakes was not good c went to the dealer for repair for three times and multiple repair had been done to the veh w same issue and got the veh was supposedly repaired and when fixing again returning it today 13,700 the millage, c told that is not safe with the veh three times for for repair c wants t return the veh to the dealer its not safe dealership would not accept the c wants the down payment back crr-lrrd billy gambler patsy gambler crr-lrrd [redacted] cp husband [redacted] cp of c crr-lrrd advised c that the concern will be forwarded to rcas for a review and c agreed crr-lrrd c has no more concern crr-lrrd gave case number and extension number

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7583049	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/20/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Create RHR	[redacted]	✓	11/26/2013	David Ramirez	11/20/2013 1:59 PM
Edit | Del	Collect RO Documents		✓	11/22/2013	David Ramirez	11/20/2013 1:23 PM
Edit | Del	Attorney General Letter - [redacted]		✓	11/20/2013	Michael Bardwell	11/20/2013 11:24 AM
Edit | Del	Attorney General Letter - [redacted]		✓	11/20/2013	Patrick Jensen	11/20/2013 9:09 AM
Edit | Del	GARCIA NISSAN SANTAFE		✓	11/19/2013	Michael Bardwell	11/20/2013 10:13 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] - AG Reply.pdf	99KB	12/2/2013 8:48 AM	Michael Bardwell
Edit | View | Del	[redacted] - RHR.docx	24KB	11/20/2013 1:56 PM	David Ramirez
Edit | View | Del	[redacted] - Garcia Nissan Santa Fe RO's.pdf	146KB	11/20/2013 1:26 PM	David Ramirez
Edit | View | Del	[redacted] - Customer Provided RO's.pdf	642KB	11/20/2013 11:22 AM	David Ramirez
Edit | View | Del	[redacted] - Attorney General Letter.pdf	810KB	11/20/2013 11:21 AM	David Ramirez

Show more » | Go to list »

Case History

Case History He

Date	User	Action
12/2/2013 8:48 AM	Michael Bardwell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/26/2013 2:19 PM	Michael Bardwell	Changed **Follow Up Date** from 11/26/2013 to **12/4/2013**.
11/20/2013 2:54 PM	Michael Bardwell	Changed **Follow Up Date** from 11/22/2013 to **11/26/2013**.

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Surveys

Surveys He

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[redacted]

Case Comments [9] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Rikki Ford [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/22/2013	Date/Time Opened	11/18/2013 7:11 AM
Supporting Documents		Date/Time Closed	11/23/2013 9:28 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	C is requesting assistance from nna for the repair of c's veh		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	LEWIS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV2BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	35
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32411	Beyond PT Warranty Months1	11

Dealer Access

Case Servicing Dealer	LEWIS NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	11/18/2013
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6AD0EV2B[redacted]		
Created By	Maria Cristina Crisol, 11/18/2013 7:11 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:08 PM	Root Cause Code (2)	
Days Closed	1,321	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	CA12545194

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public		**Created By: Sarah Pratt (11/23/2013 9:27 AM)** TL noting that case was worked but case was not closed. TL closing case as advised by assisting RCAS agent
Make Public		**Created By: Cynthia Forster (11/22/2013 3:48 PM)** SUMMARY: C seeking to inform NNA that C had concern with brake pedal being soft. DLRSHP advised VEH operating as designed and characteristic. DLRSHP good willing brake cylinder for C. C declined further assistance from NNA. C informed if concern not resolved C will trade VEH for non-Nissan VEH.
Make Private	✓	**Created By: Cynthia Forster (11/22/2013 3:43 PM) | Last Modified By: Cynthia Forster (11/22/2013 3:44 PM)** RCAS-CF assisting RCAS-Rikki Ford RCAS-CF called C on [redacted]0 at 4:35pm EST. C states that received call from SM at DLRSHP and was informed no repairs will be performed as concern is normal. RCAS informed that concern is considered normal per the DLRSHP but C can go to another DLRSHP for a second opinion. C states that was informed by DLRSHP that will order a master cylinder and install at no charge to C. C states states part is ordered and would be 3-5 days. C states that DLRSHP v provide a loaner VEH for one day while VEH getting repaired. C states that DLRSHP ordered part yesterday. C states that VEH has always had concern. C states has had VEH into DLRSHP twice for concern. C states that was informed VEH met specifications. C states when presses brake almost down to floor. C states does not have time to pump brakes. C states that wanted NNA to be aware of concern. RCAS offered to work with DLRSHP and follow up with C and C declined. RCAS offered RCAS-RLF contact information and C st DLRSHP cannot fix VEH then C will trade VEH and will not get another Nissan. C thanked RCAS and call ended mutually. RCAS closing case as C declined assistance from NNA.
Make Private	✓	**Created By: Keyonna Goodwin (11/21/2013 3:38 PM)** Rcas attempt to contact c on [redacted] @04:37pm. Rcas left a detailed message on c's vmx.
Make Private	✓	**Created By: Rikki Ford (11/20/2013 12:40 PM)** RCAS-RLF left vmx on phone #[redacted] at 2:16pm EST. RCAS provided case # and contact info.
Make Public		**Created By: Maria Cristina Crisol (11/20/2013 7:31 AM)** CRR-CSC received a call from c requesting to speak with RCAS CRR-CSC verified c's information did not change. CRR provided c with rcas name and ext as well as the notes on the case. c understood. CRR-CSC offered to transfer c to rcas. CRR-CSC added that if crr-csc reached vmx, CRR-CSC asked c if c still want to be transferred and crr will send an internal message to rcas stating that c requested for a callback. c agreed. CRR-CSC offered further assistance, c declined. CRR provided name, ext and file number. CRR -CSC transferred c to rcas and reached vmx. CRR-CSC sending internal message and exiting file
Make Private	✓	**Created By: Rikki Ford (11/19/2013 1:16 PM)** RCAS-RLF left vmx on phone #[redacted] at 2:16pm EST.

RCAS provided case # and contact info.

Make Private ✓

Created By: Rikki Ford (11/19/2013 1:14 PM)
RCAS-RLF spoke with SM-Mike.

SM advised that C was into dlrshp approximately 2 weeks ago for a low pedal level. The dlrshp could not find anything abnormal with the pedal. SM also took C out to a veh on the l compared the pedals. C confirmed the veh on the lot was no different from C's veh. Dlrshp confirmed normal veh operation.

Make Private ✓

Created By: Maria Cristina Crisol (11/18/2013 7:22 AM) | Last Modified By: Rikki Ford (11/18/2013 12:27 PM)
CRR-CSC received a call from c requesting assistance from nna for the repair of c's veh. C added that c went to the dlr twice for the brake issue. C added that c cannot recall the SA assisted c however c was told that there was nothing wrong with the veh. C added that was told of the same thing before. C added that after c's first visit the dlr turn on the rotors but not solve the issue. C added that c went to IRF ad was told that both rotors are not even and the inside tof he rotors are rusting
and c also had the brake pads replaced. C added that c paid $167.00 for the repairs. C added that as a way of making things even with c, the dlr gave c 4 free oil changes which c sl was fair enough for c.
C stated that now c is experiencing brake issue again and c want NNA to assist c on the repair since the dlr still cannot duplicate the issue.
CRR apologized and advised c that c's concern will be escalated to rcas for review and c will be contacted before the end of the next business day.c understood and told crr to put o that c requested to be contacted at [redacted] before 12:30 pm.
CRR informed c that c's request was notes on the case. C thanked crr.
CRR-CSC offered further assistance, c declined.
CRR-CSC provided name, ext and file number.
CRR-CSC provided recap.
CRR-CSC transferring file to rcas and exiting case.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7579028	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	11/18/2013	WT	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	11/20/2013	Rikki Ford	11/20/2013 1:12 PM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
11/23/2013 9:28 AM	Sarah Pratt	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/21/2013 3:38 PM	Keyonna Goodwin	Changed **Follow Up Date** from 11/21/2013 to **11/22/2013**.
11/20/2013 12:40 PM	Rikki Ford	Changed **Follow Up Date** from 11/20/2013 to **11/21/2013**.

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Surveys

Survey

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	William Miller [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/25/2013	Date/Time Opened	11/20/2013 9:12 AM
Supporting Documents		Date/Time Closed	11/25/2013 10:36 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage	165	Related Vehicle Make	Nissan
Current Mileage	300		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	3N1CE2CPXEL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	8
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BEL AIR NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 3N1CE2CPXE[redacted]		
Created By	Shiela Capuz, 11/20/2013 9:12 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 12/2/2013 8:03 PM	Root Cause Code (2)	DR800
Days Closed	1,319	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	CA12567267

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Public		Created By: Mario Ferguson (11/25/2013 10:33 AM) ********** **********CASE SUMMARY********** RCAS-MF contacted c about veh brake master cylinder concern and inquired to what c wanted from NNA. C stated that c plans to drive the veh for awhile and see if dlr resolved brake issues before making a decision to escalate the case. RCAS-MF advised c that case would be closed and c could contact NNA for any future assistance. c understood RCAS-MF closing case. **********
Make Public		Created By: Mario Ferguson (11/25/2013 10:14 AM) RCAS-MF received return call from James Robinson, now referred to as c. C stated that c plans to drive the veh before exploring any assistance. RCAS-MF advised c that RCAS understood, c's case would be closed and provided c with case number 1257267 for c's reference. C stated that c understood and may contact NNA in the future if need be.
Make Public		Created By: Mario Ferguson (11/25/2013 10:04 AM) RCAS-MF assisting RCAS-WM RCAS made outbound call to c @10:38 on requested/only number (410) 812-8111 and spoke with James Robinson, now referred to as c. RCAS-MF verified c's concerns previously documented in the case. RCAS-MF asked c what c wanted from NNA? C stated that c may want to take this case to the highest level for assistance but c wants to discuss the matter further with c's wife and c plans to contact RCAS back with a decision. RCAS-MF provided both agents contact info and c plans to contact RCAS by 1pm EST on 11/25/13 call ended mutually
Make Private	✓	Created By: William Miller (11/22/2013 11:03 AM) RCAS made outbound call to c@11.59am on requested/only number (410) 812-8111 c asked to contact RCAS back as c is driving. RCAS provided contact information. c states c will call back. call ended mutually.
Make Private	✓	Created By: William Miller (11/21/2013 2:52 PM) RCAS called dlr and spoke with SA-Corey as SM was off SA advised dlr replaced Brake Master Cylinder and veh was down @3days, this is the only repair to veh under c, SA advised of previous in inventory repair, left ABS sensor, left axl RCAS asked SA to send all RO's for veh. SA agreed. RCAS thanked SA.
Make Private	✓	Created By: William Miller (11/21/2013 9:53 AM) RCAS made outbound call to c@10.52am on requested/only number (410) 812-8111 RCAS left vmx with name, ext, and case#
Make Public		Created By: Grace Marie Yu (11/20/2013 2:55 PM) CRR-GY REOPENED CASE AS PER CUSTOMER CALLBACK. crr-gy received a follow up call from c's husband [redacted], now referred to as c. c provided case number. crr-gy verified if any of c's contact information changed, c said none. c stated that c already contacted BEL AIR NISSAN and c is not satisfied with the decision. c stated that c purchased a veh that has master cylinder issue. as per c, c was told by the

the dlr will try to resolve the issue since c already signed the paperworks. c stated that since veh have a defective part, c wants the dlr to replace the veh.
crr-gy verified if the veh was diagnosed, c said yes and provided the following information:

NAME OF DEALER: BEL AIR NISSAN
DATE OF DIAGNOSIS: 11/18/13
DIAGNOSIS OF THE VEH: Master cylinder is broken and needs to be replaced
SERVICE ADVISOR: SA-Andrew

crr-gy informed c that since the dlr is willing to resolve the issue, c can let the dlr fix veh and informed c that dlrships are independently owned and operated, in which dlrs will be in th position at this time to have the issue resolved, c understood and stated that even if the dlr provided c a loaner veh while veh is serviced at the dlr, c and c's wife have decided to hav replace the veh. c stated that c purchased a brand new veh to avoid issues and right now, c will have to pay for a veh that c didn't have the chance to drive much.
crr-gy asked c, how can NNA assist c.
c stated c would like to NNA to assist c in getting a replacement veh and further discuss c's frustration on the veh that c purchased.
crr-gy informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will contact C before the end of the next business day, C acknowledg
crr-gy asked for the best number to reach C, C provided (410) 812-8111.
crr-gy provided recap, c acknowledged.
crr-gy offered further assistance, C declined.
crr-gy gave name, extension and case number.
crr-gy forwarding case to RCAS.

Make Public

Created By: Shiela Capuz (11/20/2013 9:24 AM)
CRR-SC received a call from James Robinson, c's husband now referred to as c regarding the issue on c's veh. C said that c purchased the veh to dlr last Saturday. C said that the spot. C said that c asked the dlr to have the paint work done before c take the veh. C said that dlr replaced the veh. C said that c didn't test drive the new veh. C said that while c was the veh on c's way home, the brakes is not stopping like the way it supposed to be. C said that c wasn't able to bring the veh back to dlr because dlr is closed during Sunday. C said took the veh last Monday and dlr advised c that the master cylinder needs to be fixed. C said that c is planning to asked dlr to replaced the veh with a new one. C was asking what c CRR-SC advised c that CRR will document c's concern about c's veh. CRR-SC advised c that c can go to dlr first and talk to dlr about the issue on c's veh. CRR-SC advised c that if satisfied with dlr resolution, c can callback for further assistance, c agreed. C said that c will go to dlr first and will request dlr to replace the veh.
CRR-SC offered further assistance, c declined.
crr-sc gave name, extension & case number.
Crr-sc closing case.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7582715	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	11/20/2013	YX	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Bel Air - Collect RO's	[redacted]	✓	11/22/2013	William Miller	11/22/2013 7:56 AM

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO[redacted].pdf	223KB	11/22/2013 7:56 AM	William Miller

Case History

Case History

Date	User	Action
11/25/2013 10:36 AM	Mario Ferguson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/22/2013 11:03 AM	William Miller	Changed **Follow Up Date** from 11/22/2013 to **11/25/2013**.
11/21/2013 9:53 AM	William Miller	Changed **Follow Up Date** from 11/21/2013 to **11/22/2013**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Joy Marie Gloria [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/20/2013	Date/Time Opened	11/20/2013 10:31 AM
Supporting Documents		Date/Time Closed	11/20/2013 10:36 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W69W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	69
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07819	Beyond PT Warranty Months1	45

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: JN8AZ18W69[redacted]		
Created By	Joy Marie Gloria, 11/20/2013 10:31 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 11/20/2013 7:48 PM	Root Cause Code (2)	
Days Closed	1,324	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12567890

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Joy Marie Gloria (11/20/2013 10:36 AM) crr-jg received call from c stating that c is having issues with the brakes. C states that when c's wife push the brakes down, it was soft and even goes down almost on the floor C states that c usually took the veh at IRF since c mentioned that NNA dlr is 100 miles away crr-jg verified c's name, vin, address, mileage, phone number, email address & responsible dlr. crr-jg advised c to have the veh diagnosed by NNA dlr and even offer to transfer the call to nearest dlr for further assistance, upon checking on dlr locator based on zip code which is: MILLS NISSAN 2000 S. FIRST ST. WILLMAR, MN 56201 (56.7 Miles); C declined and hung up already crr-jg unable to provide name, ext and case number. crr-jg closing the case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7582931	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/20/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
11/20/2013 10:36 AM	Joy Marie Gloria	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/20/2013 10:31 AM	Joy Marie Gloria	Changed **Subject** to **CUSTOMER:**[redacted] **PHONE: VIN: JN8AZ18W69W**[redacted]
		Created.

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Melanie Betzel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	12/2/2013	Case Origin	Phone
Follow Up Date	12/6/2013	Date/Time Opened	11/22/2013 5:01 PM
Supporting Documents	✓	Date/Time Closed	12/6/2013 3:52 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	139,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1BA08D78[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	103,000
Make	NISSAN	Beyond Basic Warranty Months1	81
Model Line	ARMADA	Beyond PT Warranty Miles1	79,000
Model Code	79218	Beyond PT Warranty Months1	57

Dealer Access

Case Servicing Dealer	NISSAN OF NEW ORLEANS	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE [redacted] VIN: 5N1BA08D78N[redacted]		
Created By	Joy Sanchez, 11/22/2013 5:01 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 1:28 AM	Root Cause Code (2)	SNFA
Days Closed	1,308	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA12593379

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Private	✓	**Created By: Melanie Betzel (12/6/2013 3:51 PM)** Unable to share the case with the dlr
Make Private	✓	**Created By: Melanie Betzel (12/6/2013 3:50 PM)** C contacted NNA for FA with the repairs completed on the veh for the ABS module, control unit & the master cylinder. NNA is not in the position to assist due to the veh being substa outside of warranty. Closing case.
Make Private	✓	**Created By: Melanie Betzel (12/6/2013 3:49 PM)** RCAS called c on [redacted] @ 4:39 pm est time, RCAS spoke to c & apologized for the inconvenience of the repairs needed on the veh. RCAS advised c that RCAS has revie request for reimbursement on the repairs that c has paid for & discussed the concerns with the dlr SM & NNA is not in the position to assist with the cost of the repairs due to the veh substantially outside of warranty. C stated that the SM told c in September that the master cylinder should have been repaired at the time of the ABS repairs. RCAS understood & ac that the repairs have nothing to do with one another & NNA cannot guarantee any time nor mileage that any component may fail or need repairs so if c feels that the dlr should have the master cylinder at the time the ABS was repaired, that would be between c & the dlr as RCAS is not able to question the workmanship of the technicians. C understood & hung u RCAS. RCAS was not able to offer contact info.
Make Public		**Created By: Melanie Betzel (12/6/2013 3:38 PM)** RCAS called c on [redacted] @ 4:38 pm est time, number is disconnected
Make Private	✓	**Created By: Melanie Betzel (12/6/2013 3:20 PM)** Based on FOM-Jamyla Jackson's goodwill empowerment & the veh being substantially outside of warranty, NNA is not in the position to assist with the cost of the repairs with the br components.
Make Private	✓	**Created By: Melanie Betzel (12/6/2013 3:16 PM)** RCAS called MS-Marc Dapremont on cell # @ 4:00 pm est time, SM went over the repair history of the veh for the brake concerns that c has had, all of c's concerns have been while was outside of warranty. In 1/2012 c had the ABS module & the control unit replaced at 95,543 miles. Then in 3/2012 c had a concern with the rear brakes (pads) Then the most recent repair to the brake components was for the Master cylinder in 9/2013 at 139,000 miles. SM stated that none of the repairs to the brake components have been related & have all been addressed outsic warranty. SM doe not recommend goodwill assistance. RCAS agreed & the call ended mutually.
Make Private	✓	**Created By: Melanie Betzel (12/6/2013 3:05 PM)** RCAS reviewed c's letter.
Make Private	✓	**Created By: Susan Fresh (12/5/2013 2:01 PM) | Last Modified By: Melanie Betzel (12/6/2013 3:05 PM)** MT SF received letter dated 11/21/13 from customer via regular mail on 12/02/13; reopening case, attaching copy and transferring to RCAS for review and handling.
Make Private	✓	**Created By: Joy Sanchez (11/22/2013 5:07 PM) | Last Modified By: Melanie Betzel (12/6/2013 3:05 PM)** crr-js received a call from C. C stated c would like to get the mailing address for nna for complaint about the veh. c said that c have been having some issue with the brakes of the ve that c went to the dlr 3 times and c was being charge $5000 for the abs system for the veh however still the veh is malfunctioning. crr-js verified and updated C's information. crr-js offered to assist c with the concern however c insisted to have the mailing address for consumer affairs. crr-js provided c the mailing address Consumer Affairs P3C PO Box 685003 Franklin TN 37068

C understood
crr-js offered further assistance. C said No.
crr-js gave name, extension and case number.
crr-js closing case

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7586756	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	11/22/2013	YX	AD	118500	OA
Edit | Del	CC-7586757	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	11/22/2013	YI	AD	118500	OA
Edit | Del	CC-7601316	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	12/6/2013	YI	AD	121500	OA
Edit | Del	CC-7601317	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	OOW GOODWILL ASSISTANCE REQUEST	03	12/6/2013	YI	AD	122000	OA
Edit | Del	CC-7601318	NISSAN PRODUCT INQUIRIES	ARMADA	CRITICISM	QF	12/6/2013	ZH	AZ	268000	OF

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File | View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Ltr-RO-PP-RentalReceipt-MiscDocs_Hales_120213.pdf	912KB	12/5/2013 2:02 PM	Susan Fresh

Case History

Case History

Date	User	Action
12/6/2013 3:52 PM	Melanie Betzel	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/5/2013 2:02 PM	Susan Fresh	Changed **Transferred to RCAS** from false to **true**.
		Changed **Escalated By ID** to **005F0000001zOWQ**.

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Jim Land [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Internal
Follow Up Date	12/2/2013	Date/Time Opened	12/2/2013 1:23 PM
Supporting Documents		Date/Time Closed	12/2/2013 1:32 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	*****NOTE: Case opened to document a Dealer/Retailer DTS request for month-end reporting purposes. GWC-JL had no customer contact, communication or follow in the creation of the case. Any further customer follow-up or concern should be directed to a RCAS or other appropriate Customer Care team.		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BD0CT8DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	10
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31113	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	ADVANTAGE NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6BD0CT8DN[redacted]		
Created By	Jim Land, 12/2/2013 1:23 PM	Root Cause Code	SCSV
Last Modified By	Bryan Fry, 12/2/2013 7:54 PM	Root Cause Code (2)	
Days Closed	1,312	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12645161

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	☐	Created By: Jim Land (12/2/2013 1:23 PM) CUSTOMER AND VEHICLE INFO • Eugene Ollenburger • 13 Frontier 2.5 • 1N6BD0CT8DN[redacted] INSPECTION INFO • Vehicle inspection conducted on 11/20/13 at Advantage Nissan in Bremerton, WA. • Odometer at time of inspection: 1,285 miles. • Odometer at end of inspection: 1,287 miles. CUSTOMER ROOT CONCERN • Brake pedal sinks to the floor at stops. SYMPTOM VERIFICATION • Verified customers concern by applying constant moderate pressure while engine is running. PRELIMINARY TESTING • Checked brake fluid level. • Checked for stored DTC's. • Test drove vehicle. • Compared to like model DIAGNOSIS & REPAIR • No repair performed due to vehicle is operating as designed. SERVICE HISTORY REVIEW • No RO history. • Customer has taken vehicle to the dealer before. • No repairs have ever been performed ADDITIONAL COMMENTS • Customer feels that this is an Engineering flaw. • Customer also stated that when the pedal sinks he will depress the accelerator due to foot placement. • Dealership owner was involved previously. • Met with Customer, Dealership's Owner, Service Manager and discussed findings of inspection. • Customer previously compared to like model and discovered that the vehicle operated the same. • Customer refused to test other vehicles during inspection. DTS REQUEST INFORMATION • Requested by Dealer • Durwin Frank • CA none – Customer stated he called, however got frustrated due to unable to speak to US CA • FI 1323050 – Please update and close the file.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7594377	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	12/2/2013	YX	AD	120000	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

Action	Form	Request Type	Created By	Created Date
Edit | Del	F18686	DTS Request	Jim Land, 12/2/2013 1:27 PM	12/2/2013

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
12/2/2013 1:32 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/2/2013 1:23 PM	Jim Land	Changed **Work Phone** to [redacted].
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **VIN: 1N6BD0CT8DN** [redacted]

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Surveys

Survey

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/11/2013	Date/Time Opened	12/6/2013 8:42 AM
Supporting Documents		Date/Time Closed	12/6/2013 3:53 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	79,575		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	JN8AZ18U29W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	43,575
Make	NISSAN	Beyond Basic Warranty Months1	67
Model Line	MURANO	Beyond PT Warranty Miles1	19,575
Model Code	07419	Beyond PT Warranty Months1	43

Dealer Access

Case Servicing Dealer	REGAL NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	12/6/2013
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F18882	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: JN8AZ18U29W[redacted]		
Created By	Vonya Lynch, 12/6/2013 8:42 AM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 12/12/2013 7:56 PM	Root Cause Code (2)	
Days Closed	1,308	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA12671840

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
		Created By: Michael Lucas (12/6/2013 3:04 PM) Contacted C and completed probe. ARBS ML stated that Nissan is not currently in a position to inspect C's vehicle and that ARBS ML would like to contact C's SM - Steve Vaughn a Nissan to discuss what C and aRBS ML have spoken about. C stated yes. C stated that C would like to have the issue put behind C and ARBS ML stated that ARBS ML will provide to C describing Nissans position and will indicate that you have reached out to Nissan over C's matter. ARBS ML stated that if C had any further questions to please contact ARBS M C understood, thanked ARBS ML for info and disconnected call.
Make Public		Assembled letter for C and sent to C's email address. ARBS ML contacted SM - Steve Vaughn at Regal Nissan and informed that Nissan is not in a position to inspect the vehicle and recommends that C continue to work with C's insura company. SM understood and thanked ARBS ML. CLOSING CASE DUE TO EXCESSIVE MILES, SECOND OWNERSHIP, NO INJURY, NO PROPERTY DAMAGE AND NO SEVERE ACCIDENT OR ANY OPEN / RELATED CAMI OR RECALLS **********
Make Public		**Created By: Michael Lucas (12/6/2013 2:57 PM)** Received Case, Under Review, Verify Probe
Make Private	✓	**Created By: Vonya Lynch (12/6/2013 9:45 AM) | Last Modified By: Vonya Lynch (12/6/2013 9:45 AM)** RCAS-VL PROCESSED IIR FOR REVIEW
Make Private	✓	**Created By: Vonya Lynch (12/6/2013 9:17 AM) | Last Modified By: Vonya Lynch (12/6/2013 9:18 AM)** rcas-vl called c pm[redacted] and left vxm RCAS called c on[redacted] and the c stated that the veh was towed to the dealership due to the the police advised the c that the not safe to drive the c stated the has been seen previously for brake concerns but the dealership hasn't been able to duplicate the concern the c advised RCAS that at this time the c hasn't reported the concern to the c's insurance due to the c doesn't want this to go against the c's insurance especially for a concern that caused by a manufacturing defect. rcas advised the that rcas will gather additional information in regards to the c's and will follow up with the c nlt 12/11/13 the c agreed
Make Private	✓	**Created By: Vonya Lynch (12/6/2013 9:12 AM) | Last Modified By: Vonya Lynch (12/6/2013 9:12 AM)** rcas-vl called c pm[redacted] and left vxm RCAS called c on[redacted] and the stated that the e veh was towed to the dealership due to the the police advised the c that the was not safe to drive the c stated the has been seen previously for brake concerns but the dealership hasn't been able to duplicate the concern
Make Private	✓	**Created By: Ma. Crisenti Cabrera (12/6/2013 9:01 AM) | Last Modified By: Vonya Lynch (12/6/2013 9:12 AM)** crr-mc received a call from c stating that c got into an accident because the brake failed c stated that the brakes did not work and the dlr said that the dlr was waiting for someone frc nissan to inspect the veh. crr-mc informed c that a case has been created regarding c's concern and it has already been acknowledge. crr-mc c received phone call from rcas and said that its already okay and hung up crr-mc exiitng case
Make Private	✓	**Created By: Vonya Lynch (12/6/2013 8:54 AM) | Last Modified By: Vonya Lynch (12/6/2013 8:55 AM)** rcas-vl documenting that the c's brake pads and rotors are fine and at this time the c is in a loaner and the c s/m will be contacting the c to obtain a copy of the policy report and to in the c is going to have the repairs completed due to the repairs will be covered under the c's ext. warranty
Make Private	✓	**Created By: Vonya Lynch (12/6/2013 8:50 AM) | Last Modified By: Vonya Lynch (12/6/2013 8:51 AM)** rcas-vl recieved email form s/m Steve Vaugh requesting infield case to be openeded due to the c's Murano was involved in an accident. due to the c states that the brake pedal went to the floor and the vehicle would not stop and the c hit a infiniti in the rear end. The vehicle towed to the dealership and the dealership have inspected the veh and the brake pedal does go all the way to the floor. The brake master cylinder is bad and will need replaced. the the vehicle in 8/10/13 with 72,760 miles on it with the complaint that the pedal went all the way to floor when the c was trying to stop at slow speeds. the dealership inspected the bra system and found no codes, no problem with the brakes and vehicle test drove fine. s/m stated the c has been for 2 more services since but with no complaint about the brakes. the has 79,575 miles on it and the accident occurred last night. She wants Nissan to pay for the damage to both vehicles. the c has a preowned preferred policy that will handle the mas cylinder.and the c has been a great customer for a long time and has had a Maxima before this Murano.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7600305	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	12/6/2013	YX	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

Action	Form	Request Type	Created By	Created Date
Edit | Del	F18882	IIR	Vonya Lynch, 12/6/2013 9:43 AM	12/6/2013

Attachments

Attach File | View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] - Nissan Letter.doc	149KB	12/6/2013 2:54 PM	Michael Lucas
Edit | View | Del	[redacted] - Nissan Letter.pdf	72KB	12/6/2013 2:54 PM	Michael Lucas
Edit | View | Del	[redacted] #4 WO 191557.pdf	69KB	12/6/2013 1:32 PM	Michael Lucas
Edit | View | Del	[redacted] #3 WO 186705.pdf	69KB	12/6/2013 1:32 PM	Michael Lucas
Edit | View | Del	[redacted] #2 WO 182984.pdf	69KB	12/6/2013 1:31 PM	Michael Lucas

Show more » | Go to list »

Case History

Case History

Date	User	Action
12/6/2013 3:53 PM	Michael Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/6/2013 1:23 PM	Michael Lucas	Changed **Case Owner** from Vonya Lynch to **Michael Lucas**.
12/6/2013 1:09 PM	Vonya Lynch	Changed **Follow Up Date** from 12/6/2013 to **12/11/2013**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Emilie Peacock [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/16/2013	Date/Time Opened	12/10/2013 2:48 PM
Supporting Documents	☐	Date/Time Closed	12/12/2013 1:00 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,075		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN0NW7C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	16
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	24412	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN MEMPHIS	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	12/11/2013
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AN0NW7C[redacted]		
Created By	Tamcine Salio-an, 12/10/2013 2:48 PM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	1,302	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA12699400

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Emilie Peacock (12/12/2013 1:00 PM)** RCAS called c at Home Phone [redacted] returning VMX to be contacted at this #. RCAS advised per SM Ginger that Field engineer inspected veh yesterday and states no pro found, advising of normal characteristic of vehicle. SM added per field engineer, pedal does not go all the way to floor, but will go down a bit while sitting at idle. SM advised all Xterr that, and is how veh is designed. C advised if there is a problem and c is in a wreck, c will sue. RCAS advised engineer inspected safety factor of concern, and verified veh is operati correctly. RCAS advised if c has further questions or concerns, c is welcome to contact RCAS back. C understood. C ended call. RCAS closing case Summary: C contacted NNA advising brake system is not operating correctly. Dlr & DTS inspected concern and advised veh's brake system is operating correctly. C was not happy.
Make Private	✓	**Created By: Emilie Peacock (12/12/2013 10:15 AM)** RCAS received email from SM Ginger advising Field engineer inspected veh yesterday and states no problem found, advising of normal characteristic of vehicle. SM added per field engineer, pedal does not go all the way to floor, but will go down a bit while sitting at idle. SM advised all Xterra's do that, and is how veh is designed, .per field tech
Make Private	✓	**Created By: Emilie Peacock (12/12/2013 7:56 AM)** RCAS received VMX from C advising DTS has inspected VEH and determined brake system operation is normal. C does not agree and feels like c is riding around in a death trap. C requesting a call back. RCAS sent additional email to SM Ginger requesting review from possible DTS inspection.
Make Private	✓	**Created By: Emilie Peacock (12/11/2013 2:15 PM)** RCAS called c at Home Phone [redacted] C confirmed concern with break system. C advised DTS according to dlr, should be looking at the veh today. C verified dlr has attem to correct brake concern while driving, however when veh is sitting there is no pressure. C advised there is no reason for this to be normal. C also advised dlr has bled breaks 8 times, c does not understand why the dlr would do this, this many time. C advised finally master cylinder was replaced. RCAS advised as c's advocate RCAS will make sure veh is repair efficiently and correctly. RCAS advised of contact # advising RCAS will call c no later than 12/16/13. C understood
Make Private	✓	**Created By: Emilie Peacock (12/11/2013 9:11 AM)** RCAS sent email to SM Ginger for case review.
Make Private	✓	**Created By: Tamcine Salio-an (12/10/2013 2:57 PM) | Last Modified By: Cynthia Forster (12/11/2013 6:57 AM)** crr-ts received a call from [redacted] husband referred to as c. crr-ts verified c's name , vin , current address, email address, current mileage, daytime and alternate phone number,how the vehicle was acquired,servicing dealer. crr-ts checked for open recall/campaigns/upgrades found: none C stated c took c's veh at the nissan dealership for service. c stated the brakes on c's veh stopped working. c stated the first time c took c's veh at the nissan dealership, the dealersl replaced the fluid on the brake system. c stated the second time c took c's veh at the nissan dealership the dealership replaced the master cylinder. c stated the veh lock pressure in the brake pedal. when c step on the pe the pedal goes to the floor. c stated the veh had been at the nissan dealership for 7 days. c was advised by the nissan dealership to call nna ca for assistance. c stated c would want c's issue resolved. c stated if possible for nissan to send an engineer from nissan to the dealership to check on c's veh. crr-ts advised c that c's case will be forwarded to rcas for further review. crr-ts advised c that rcas will call c before end of the next business day. c understood. crr-ts offered further assistance, c declined. crr-ts provided c name, extension and case number. crr-ts transferred case to rcas.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7604889	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	12/10/2013	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	SM Ginger - Autonation Memphis	[redacted]	✓	12/12/2013	Emilie Peacock	12/12/2013 10:15 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
12/12/2013 1:00 PM	Emilie Peacock	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/11/2013 2:15 PM	Emilie Peacock	Changed **Follow Up Date** from 12/11/2013 to **12/16/2013**.
12/11/2013 6:57 AM	Cynthia Forster	Changed **Shared via Portal** from false to **true**.

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Alexander Allen [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/3/2014	Date/Time Opened	12/12/2013 5:56 PM
Supporting Documents		Date/Time Closed	1/31/2014 3:55 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	parts backorder ********** RO 305553 does not have time stamps, may have been left open in error. **********		

Customer Detail

First Name	[redacted]	Home Phone	7202705200
Middle Initial		Work Phone	2534722300
Last Name		Contact Email	systeminvasion@gmail.com

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	AUTONATION NISSAN ARAPAHOE
# Vehicles Owned	1	Previous Repair Date	11/28/2013
Vehicle Purchased	New	Previous Repair Location	AUTONATION NISSAN ARAPAHOE
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	21,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EVXC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	22
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32662	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN ARAPAHOE	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	12/16/2013
Responsible District	03	Dealer Instructions	Parts Dept. Review

Related Items

Approved Check Requests	$648.14	Goodwill Offered	
IIR		Goodwill Processed	0

IIR Date		VCAN	
RHR Started	1/13/2014	Vehicle Service Contract	
RHR Completed	1/13/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0EVXC[redacted]		
Created By	Amora Angeles, 12/12/2013 5:56 PM	Root Cause Code	PCIN
Last Modified By	William Taylor, 2/5/2014 7:54 PM	Root Cause Code (2)	
Days Closed	1,252	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12715157

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Alexander Allen (1/31/2014 3:54 PM) RCAS-AA placed out bound call to C[redacted]0 at 4:53PM EST 01/31/14. Advised call may be monitored. RCAS-AA advised C that check was approved and C would receive with weeks. C understood.
Make Private	✓	Closing case due to no further concerns. *SUMMARY* C had concerns with back ordered parts never arriving. RCAS-AA confirmed C traded vehicle out and reimbursed C 2 months payment.
Make Private	✓	Created By: Alexander Allen (1/30/2014 1:50 PM) RCAS-AA placed out bound call to C [redacted] at 2:44PM EST 01/30/14. Advised call may be monitored. RCAS-AA advised C that NNA would reimburse C 2 months payment. C understood and was happy. RCAS-AA verified C's address as: Submitting check for two months under FOM approval. 6889 E Costilla Cir Centennial, CO 80112-1103 USA Details of the reimbursement: Name of the repair facility: Autonation Nissan Arapahoe Mileage: 21,000 Date of Invoice: 12/11/2013 Monthly Statement: $324.07 Total Reimbursable Amount: $648.14 RCAS-AA Submitting Check Request:
Make Private	✓	Created By: Alexander Allen (1/30/2014 11:06 AM) FOM-Jessica Heinzen approved two months payment to be reimbursed.
Make Private	✓	Created By: Alexander Allen (1/28/2014 1:38 PM) RCAS-AA placed out bound call to C [redacted] at 2:35PM EST 01/28/14. Advised call may be monitored. RCAS-AA confirmed C's monthly statement was received. C understood follow up by 01/30/14. RCAS-AA e-mailed FOM in regards to case.
Make Public		Created By: Jocelyn Cavanan (1/25/2014 9:52 AM) crr-jc adding c's comments on email: Alex, Thank you for helping me out with this, attached are my statements. Please let me know if you need anything else. [redacted]

Make Public	**Created By: Jocelyn Cavanan (1/25/2014 9:50 AM)** **********E-MAIL Case Logged***** Previous related case found:13036547 E-MAIL addressed to : NNACONSUMERAFFAIRS@NISSAN-USA.COM Method of contact : E-MAIL crr-jc checked for open recalls/ svc campaign found: None crr-jc received c's documents and attached on case 12715157. crr-jc advised c that c's concern has been forwarded to RCAS. crr-jc exiting the case.
Make Private	**Created By: Alexander Allen (1/24/2014 1:20 PM)** RCAS-AA placed out bound call to C[redacted] at 2:16PM EST 01/24/14. Advised call may be monitored. C tried sending some info over. RCAS-AA advised of how to send info c will send info over. C understood. Next follow up on 01/28/14.
Make Private	**Created By: Alexander Allen (1/22/2014 1:11 PM)** RCAS-AA placed out bound call to C 7202705200 at 2:06PM EST 01/22/14. Advised call may be monitored. C traded vehicle in to LARRY H. MILLER HIGHLANDS RANCH NISSAI got a new vehicle and C is happy with. C wants NNA to reimburse for 2 months. $328. RCAS-AA advised C to send info in for review for reimbursement. Provided fax and e-mail. Next follow up on 01/24/14.
Make Private	**Created By: Alexander Allen (1/21/2014 11:35 AM)** RCAS-AA was informed by ASM-Elsbeth that C picked vehicle up and traded vehicle in at another dealership.
Make Private	**Created By: Alexander Allen (1/17/2014 4:16 PM)** RCAS-AA placed out bound call to C[redacted] at 5:11PM EST 01/17/14. Advised call may be monitored. C still hasn't heard anything from arbitration. RCAS-AA advised C that decision wasn't posted yet to the case. C found truck that C want if NNA repurchases the vehicle. C is frustrated and feels C is getting run around. C understand for follow up.
Make Public	**Created By: Melissa Lianko (1/17/2014 3:29 PM)** RCAS Case Follow-up
Make Public	**Created By: Melissa Lianko (1/17/2014 2:07 PM)** crr-ml confirmed that no contact info has changed. crr-ml received call from c. crr-ml informed that the follow-up date is set 01/17/14. c understood. crr-ml offered further assistance, c declined. crr-ml provided name, ext. crr-ml exiting case.
Make Private	**Created By: Alexander Allen (1/17/2014 11:09 AM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:03PM EST 01/17/14. Spoke with service. Spoke with SA-Rich. Got an e-mail on 01/16/14 Tiger Team stating no ETA still.
Make Private	**Created By: Alexander Allen (1/14/2014 1:55 PM)** RCAS-AA placed out bound call to C[redacted] at 2:50PM EST 01/14/14. Advised call may be monitored. RCAS-AA provided info about part back order and process. C met with and claims hands are tied. C's dealer is stating C need to go to arbitration and news media.
Make Private	**Created By: Alexander Allen (1/14/2014 11:20 AM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:17PM EST 01/14/14. Spoke with service. No parts are available yet.
Make Public	**Created By: Kimberly Richmond (1/13/2014 2:46 PM)** DRTS received the RHR. The RHR was assigned to ARBS-Anthony Zacharyasz for review.
Make Public	**Created By: Jonathon Spurling (1/13/2014 1:46 PM)** rcas-jonathon spurling assisting rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR rcas completed and submitted RHR
Make Private	**Created By: Alexander Allen (1/10/2014 12:02 PM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:42PM EST 01/10/14. Spoke with service. Asked to speak with SM-George. Tried to have Rich call back. Requested time stamps. No time stamps, was worked on the same day. May have had wrong oil charged on it. RO 305553 does not have time stamps, may have be open in error.
Make Public	**Created By: Alexander Allen (1/10/2014 12:00 PM)** parts backorder
Make Private	**Created By: Alexander Allen (1/9/2014 4:58 PM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 5:32PM EST 01/09/14. Spoke with parts. Requested RO with timestamp after speaking with warranty clerk. Vehicle has been down since 11/21/13. No ETA by Tiger Team. STP number 12736128. As of 01/06/14. Requested open RO and time stamps. Variable H, which sh variable hold. Spoke with SA-Rich and left VMX for SM-George.
Make Public	**Created By: Evalyn Celedonio (1/9/2014 2:29 PM)** crr-ec received a call from c , c provided case number crr-ec authenticated c's account information crr-ec offered assistance, c declined c stated c would like to speak to rcas aa crr-ec offered to transfer c at ext num, c stated c do not wanted to be transfered if it is on a vmx crr-ec adv c that the ext is engaged on another call and crr-ec advised c , as crr ec be sending internal message to rcas aa, c appreciated crr-ec thanked c , provided name and ext number crr-ec exiting the case
Make Private	**Created By: Alexander Allen (1/9/2014 1:30 PM)** RCAS-AA placed out bound call to C[redacted] at 2:29PM EST 01/09/14. Left VMX in regards to case. Provided case number.
Make Private	**Created By: Alexander Allen (1/9/2014 12:56 PM)** RCAS-AA placed out bound call to TACOMA NISSAN 2535791200 at 12:57PM EST 01/09/14. Asked to speak with service. No time stamps on RO 6007743. Waiting for a hitch that special ordered.
Make Private	**Created By: Alexander Allen (1/9/2014 12:03 PM)** RCAS-AA sent e-mail to CSM-Bob Brissie in regards to RHR and RCAS-AA was not advised.
Make Private	**Created By: Alexander Allen (1/9/2014 11:42 AM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:33PM EST 01/09/14. Spoke with parts. Dealer stated that part was on VOR. RCAS-AA concerned due to calling dealership to have part ordered under an STP. PM-Bob not available and will have call back.
Make Private	**Created By: Alexander Allen (1/6/2014 1:30 PM)** RCAS-AA placed out bound call to C[redacted] at 2:26PM EST 01/06/14. Advised call may be monitored. RCAS-AA advised that all RO's were received and that RHR was being submitted and we should hear back within 7 business days. C understood and asked if part was received. RCAS-AA advised no info as if part was received given by dealership. C understood.
Make Private	**Created By: Alexander Allen (1/6/2014 11:40 AM)** RCAS-AA placed out bound call to TACOMA NISSAN 2535791200 at 12:38PM EST 01/06/14. Asked to speak with service. RCAS-AA advised of RHR and needing RO's to complet request. Provided fax number to send RO's to.
Make Private	**Created By: Alexander Allen (1/6/2014 11:20 AM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:12PM EST 01/06/14. Asked to speak with service. Asked to speak with SM-George. RCA advised SM-George of RHR request and needing all RO's for C's vehicle.
Make Private	**Created By: Alexander Allen (12/31/2013 12:38 PM)** •Why do you want to return the vehicle to Nissan North America? C's unhappy with being out of the vehicle for almost 7 weeks. •Where is the vehicle currently? AUTONATION NISSAN ARAPAHOE •Where was the vehicle purchased? TACOMA NISSAN •Was it purchased new or used? New •If used, when was the vehicle purchased? N/A

		•Where is the vehicle serviced? AUTONATION NISSAN ARAPAHOE •Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? AUTONATION NISSAN ARAPAHOE, TACOMA NISSAN
Make Private	✓	**Created By: Alexander Allen (12/31/2013 12:36 PM)** RCAS-AA placed out bound call to C[redacted] at 1:29PM EST 12/31/13. Advised call may be monitored. C understands situation and is extremely upset about the concern. C is frustrated and wanting C's vehicle back. C wants out of the vehicle rental. C mentioned wanting to get a different vehicle. C also mentioned lemon law, C wants to know about other options. RCAS-AA advised C of RHR info.
Make Private	✓	**Created By: Alexander Allen (12/31/2013 11:17 AM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:12PM EST 12/31/13. Asked to speak with service. Part has still not arrived. No updates c ETA.
Make Private	✓	**Created By: Alexander Allen (12/26/2013 1:12 PM)** RCAS-AA placed out bound call to C 7202705200 at 2:11PM EST 12/26/13. Left VMX in regards to case. Advised that parts department does not have an update. Sending e-mail in regards to case.
Make Private	✓	**Created By: Alexander Allen (12/19/2013 1:31 PM)** RCAS-AA placed out bound call to C 7202705200 at 2:31PM EST 12/19/13. Left VMX in regards to case. Provided part status. Provided contact info.
Make Private	✓	**Created By: Alexander Allen (12/19/2013 11:30 AM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:26PM EST 12/19/13. Asked to speak with service. Asked in regards to case. Part is still c backorder.
Make Private	✓	**Created By: Alexander Allen (12/16/2013 1:04 PM)** RCAS-AA placed out bound call to C[redacted] at 2:01PM EST 12/16/13. Left VMX in regards to case. Provided part status. Provided contact info. ********** RCAS-AA placed out bound call to C[redacted] at 2:02PM EST 12/16/13. C no longer works there.
Make Private	✓	**Created By: Alexander Allen (12/16/2013 12:01 PM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:58PM EST 12/16/13. Spoke with parts. Advised to have order upgraded to STP. Was ad would be done. RCAS-AA understood.
Make Private	✓	**Created By: Alexander Allen (12/13/2013 1:14 PM)** RCAS-AA placed out bound call to C[redacted] at 2:10PM EST 12/13/13. Advised call may be monitored. RCAS-AA confirmed concern with C. Dealership has been great and ke C up to date. C understands as to what is going on. C is upset about part not having an ETA. RCAS-AA advised C that NNA has requested an ETA. C understood for follow up on 12/16/13.
Make Private	✓	**Created By: Alexander Allen (12/13/2013 11:19 AM)** RCAS-AA placed out bound call to AUTONATION NISSAN ARAPAHOE 3037907333 at 12:11PM EST 12/13/13. Asked to speak with service. Asked for information on backorder pa process could be moved up. •Part Name ABS Control Module •Part Number 476609BE6D •Order Number 15900343 •Dealer Name and Code (where parts were ordered) Autonation Nissan Arapahoe 3524 •Region Code 32 •Location of the vehicle (business name, phone number, and contact person) Autonation Nissan Arapahoe 3037907333 PA-Jeff. •Can the vehicle be driven? If not, why? No, braking system. Safety issue. •The date the vehicle became inoperable 11/21/13 Is the Part Needed for a warrantable failure? Yes
Make Private	✓	**Created By: Amora Angeles (12/12/2013 6:02 PM) | Last Modified By: Alexander Allen (12/13/2013 10:40 AM)** CRR-AA received a call from c CRR-AA verified c's information C stated that c veh its been to the the dlrshp for repair but the parts for the ABS control module is still in backorder and the dlrshp dont have an ETA for the parts.c really frustrated th been 3 weeks that c veh is not yet been repaired. CRR-AA informed c that c need to obtain information such as •Part Name •Part Number •Order Number •Dealer Name and Code (where parts were ordered) •Region Code •Location of the vehicle (business name, phone number, and contact person) •Can the vehicle be driven? If not, why? •The date the vehicle became inoperable C stated that c dont know the information all c know is that the parts need to be replace ABS control module CRR-AA acknowledged and informed c that c's concern will be escalated to RCAS for further review. CRR-AA advised c that RCAS will call c on the next business day. C understood. CRR-AA offered further assistance, c declined. CRR-AA gave c name, extension and case CRR-AA transferred case to RCAS CRR-AA exiting case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7609022	NISSAN PRODUCT INQUIRIES	FRONTIER	GENERAL INQUIRY	QF	12/13/2013	ZR	AZ	205000	OF
Edit | Del	CC-7609023	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PARTS AVAILABILITY (BACKORDER)	QA	12/13/2013	YP	BK	233500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Tim
Edit | Del	Call	[redacted]	✓	1/30/2014	Paula Lingenfelter	1/31/2014 7:46 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0IjqSG:ref]		✓	1/22/2014	Alexander Allen	1/22/2014 1:10 PM
Edit | Del	RHR Review - [redacted]		✓	1/13/2014	Anthony Zacharyasz	1/21/2014 11:50 AM

Edit | Del	RHR Review - [redacted]	[redacted]	✓ 1/13/2014	Alexander Allen	1/13/2014 2:47 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0IjqSG:ref]		✓ 12/26/2013	Alexander Allen	12/26/2013 1:13 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0IjqSG:ref] *1/22/2014 Case # [redacted] Dear [redacted] ,Thank you for taking the ti...*	[redacted]	1/22/2014 1:10 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0IjqSG:ref] *12/26/2013 Case # [redacted] Dea [redacted] ,Thank you for taking the time to...*		12/26/2013 1:13 PM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0IjqSG:ref] *12/16/1312/19/2013 Case # [redacted] Dear [redacted] Thank you for taking the...*		12/19/2013 1:33 PM

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last Nan
	CR0117733	484910	2/1/2014	Customer	Approved	$648.14	32GDWIL	South Central Goodwill	Chris	Squires

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	VEHPYMT2[redacted]012414.pdf	828KB	1/25/2014 9:45 AM	Jocelyn Cavanan
Edit | View | Del	VEHPYMT [redacted] 012414.pdf	828KB	1/25/2014 9:44 AM	Jocelyn Cavanan
Edit | View | Del	RHR [redacted] 12715157.docx	27KB	1/13/2014 1:45 PM	Jonathon Spurling
Edit | View | Del	RHR Template- Central Region Case [redacted] doc	111KB	1/13/2014 1:37 PM	Jonathon Spurling
Edit | View | Del	DOC [redacted] 010614 1.pdf	123KB	1/6/2014 11:53 AM	Alexander Allen

Show more » | Go to list »

Case History

Case History He

Date	User	Action
1/31/2014 3:55 PM	Alexander Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/30/2014 1:47 PM	Alexander Allen	Changed **Follow Up Date** from 1/30/2014 to **2/3/2014**.
1/28/2014 1:38 PM	Alexander Allen	Changed **Follow Up Date** from 1/28/2014 to **1/30/2014**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

^ Back To Top

Always show me more records per related list

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Customize Page | Printable View | Help for t

[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	[redacted] Joy Acebedo [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/13/2013	Date/Time Opened	12/13/2013 1:57 PM
Supporting Documents		Date/Time Closed	12/13/2013 2:03 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	VSC Concerns: Brake system soft pedal issue.		

Customer Detail

First Name	MELVIN	Home Phone	
Middle Initial		Work Phone	
Last Name	DUNN	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	38,000	Related Vehicle Make	Nissan
Current Mileage	70,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W89W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	34,000
Make	NISSAN	Beyond Basic Warranty Months1	67
Model Line	MURANO	Beyond PT Warranty Miles1	10,000
Model Code	07619	Beyond PT Warranty Months1	43

Dealer Access

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	NND608725274/NND608725274
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN:		
Created By	Joy Acebedo, 12/13/2013 1:57 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 12/25/2013 8:17 PM	Root Cause Code (2)	
Days Closed	1,301	Action Code	NT8D
Case Record Type	CA Closed Case [Change]	Document ID	CA12721542

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
		Created By: Joy Acebedo (12/13/2013 2:01 PM) C called asking if the Brake system soft pedal is going to be covered by the VSC. CRR-Ja explain that CRR's can only check if it is listed but the dlr still needs to check the veh. C un CRR-JA inform c on what are listed which are : Master cylinder, vacuum assist booster, wheel cylinders, disc calipers, hydraulic valves, lines and fittings and anti-lock braking system and gaskets. C asked if there is any deductible. CRR-JA check and explain that the deductible is 50. C will communicate with the dlr where c is right now later.
Make Public		CRR-JA offered further assistance. C declined. CRR-JA provided c the case number, name and extension number. CRR-JA is closing the case.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7609649	SECURITY PLUS	PRE-OWNED PLUS PLAN	COMPONENT COVERAGE INQUIRY	QB	12/13/2013	ZE	BL	242000	OE
Edit | Del	CC-7609650	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	SEC+ COVERAGE INQUIRY	QA	12/13/2013	WN	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email | Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
12/13/2013 2:03 PM	Joy Acebedo	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/13/2013 2:02 PM	Joy Acebedo	Changed **Description**.
12/13/2013 1:57 PM	Joy Acebedo	Changed **Subject** to **CUSTOMER:** [redacted] **PHONE: VIN:**.

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Surveys

Surve

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[redacted]

Case Comments [4] | Case Categorizations [3] | Open Activities [0] | Activity History [2] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	12854578
Executive Referral		Case Owner	Melanie Betzel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	Sales & Service
Letter Received Date		Case Origin	Data Load
Follow Up Date	1/10/2014	Date/Time Opened	1/1/2014 11:45 PM
Supporting Documents		Date/Time Closed	1/10/2014 9:17 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Customer Connection Sales Hot Alert		

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6BA0EC1DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	7
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36413	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	JOE MACHENS NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	1/10/2014
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	18808300
Survey Type		Case Type	CC Sales
Survey Request Date		Receipt Date	12/16/2013
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim	Customer Concerns I'm still working with the dealer to resolve some mechanical problems found with the truck.	Hot Alert Type	CC
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] - Address: [redacted], Gravois Mills, MO, [redacted] Daytime Phone: [redacted] - Evening Phone: [redacted] Email Addres [redacted] Preferred Email:		

Roadside Assistance Details

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

System Information

Subject	HOT ALERT: [redacted] PHONE: [redacted] VIN: 1N6BA0EC1DN[redacted]		
Created By	castiron, 1/1/2014 11:45 PM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/12/2015 4:59 PM	Root Cause Code (2)	
Days Closed	1,273	Action Code	NT4A
Case Record Type	CA Closed Case [Change]	Document ID	CA12854578

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Action	Public	Comment
Make Private	✓	Created By: Melanie Betzel (1/10/2014 9:09 AM) RCAS spoke to SM-Kevin Schultz in reference to the case. SM stated that the dlr now owns the veh & there is no further assistance needed for he customer. Closing case.
Make Public		Created By: Adrian Ochoa (1/3/2014 11:49 AM) Call #: [redacted]7 Call Type: Outbound Customer Call Assigned To: Notes: [redacted] was contacted by Joe Machens Nissan but his concerns still exist. The vehicle vibrates/pulses at 60 mph. The brakes seem soft and only get fir them. He has taken the vehicle to the dealer on 2 occasions to try to have the concerns resolved with no success. I warm transfered the customer to Nissan Consumer Affairs for fut
Make Public		Created By: Adrian Ochoa (1/2/2014 6:19 PM) Call #: [redacted] Call Type: Outbound Customer Call Assigned To: Notes: 5738824141 wrong number
Make Public		Created By: Adrian Ochoa (1/2/2014 6:17 PM) Call #: [redacted] Call Type: Outbound Customer Call Assigned To: Notes: [redacted]

Case Categorizations

Case

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcatego
Edit | Del	CC-7638862	POWERTRAIN	GEN. POWERTRAIN COMPONENT	GENERAL INQUIRY	QA	1/10/2014	ZR	BG	227000
Edit | Del	CC-7638863	POWERTRAIN	GEN. POWERTRAIN COMPONENT	UNABLE DIAGNOSE/DUPLICATE	10	1/10/2014	WT	BG	227000
Edit | Del	CC-7638864	BODY	MOLDING/EMBLEMS/ACCESSORY	PART MISSING/LOOSE/FELL OFF	QA	1/10/2014	YO	AB	107500

Open Activities

No records to display

Activity History

View All

Action	Subject	Name	Task	Due Date	Assigned To	L
Edit | Del	Email: Nissan Consumer Affairs Contact Information [ref: 00DA09j8L. 500F0JG3OR:ref]	[redacted]	✓	1/3/2014	Adrian Ochoa	1/
Edit | Del	Email: Please confirm that your dealer responded to your Sales concern- 1st Attempt [ref: 00DA09j8L. 500F0JG3OR:ref]		✓	1/2/2014	Adrian Ochoa	1/

Emails

Send an Email

Action	Status		Subject	Email Address	Mess
Reply | To All | Del	Sent		Nissan Consumer Affairs Contact Information [ref: 00DA09j8L. 500F0JG3OR:r... Dea[redacted], *Thank you for taking the time to discuss your rec...*	phillipw2@earthlink.net	1/3/2
Reply | To All | Del	Sent		Please confirm that your dealer responded to your Sales concern- 1st Attempt ... Dear[redacted] *Thank you for your recent feedback regarding your ...*	phillipw2@earthlink.net	1/2/2

Customer Support Tools

Custome

No records to display

Check Activity

No records to display

Forms

No records to display

Attachments

Attach File

No records to display

Case History

Date	User	Action
1/10/2014 9:17 AM	Melanie Betzel	Changed **Case Record Type** from CA Sales & Service to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/10/2014 9:17 AM	Melanie Betzel	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

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[redacted]

Case Comments [12] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	12913294
Executive Referral	[redacted]	Case Owner	Jennifer Lanning [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/14/2014	Date/Time Opened	1/7/2014 3:25 PM
Supporting Documents	☐	Date/Time Closed	1/14/2014 10:11 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	AUTONATION NISSAN DALLAS
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	71,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18U39W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	35,000
Make	NISSAN	Beyond Basic Warranty Months1	59
Model Line	MURANO	Beyond PT Warranty Miles1	11,000
Model Code	07419	Beyond PT Warranty Months1	35

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN DALLAS	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	1/8/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

		Contact Name	JAY PINK

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: JN8AZ18U39W[redacted]		
Created By	Jackie Santos, 1/7/2014 3:25 PM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:09 PM	Root Cause Code (2)	
Days Closed	1,269	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	CA12913294

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Jennifer Lanning (1/14/2014 10:11 AM) SUMMARY********** C CALLED INTO NNA REQUESTING FA FOR BRAKE BOOSTER AS OTHER REPAIRS DID NOT FIX. RCAS COLLECTED INFO AND FOUND MASER CYLINDER REPLACED A REMOVED SINCE DID NOT FIX. RCAS AGREED TO COVERAGE OF LABOR AND C TO PAY PARTS PORTION. C AGREED TO OFFER AND WILL FOLLOW UP IF NEEDS FURTHER ASSISTANCE. CASE CLOSED **********
Make Private	✓	Created By: Jennifer Lanning (1/14/2014 10:09 AM) Rcas placed call to c #[redacted]. Rcas thanked c for calling Rcas back. Rcas apologized again for concern and verified c was not charged for master cylinder repair. C agreed Rcas explained after completing review, and understanding c is OOW, Rcas has agreed to cover labor portion of repair, but c still responsible for parts. C agreed C thanked Rcas C referred to SM-Jeff. Rcas verified c has Rcas contact info if needs further follow up Call ended
Make Private	✓	Created By: Jennifer Lanning (1/14/2014 9:57 AM Rcas received VMX from c asking for return call to c #[redacted]
Make Public		Created By: Jerico Delafuente (1/13/2014 3:25 PM) crr-jd received a call from c. c wants to follow up case id 12913294 crr-jd asked c if there are changes in the contact info. c said no. c said that c is just returning a phone call. crr-jd advised c to leave a message if c reached a voicemail. c agreed and understood. crr-jd offered further assistance. c declined. crr-jd provided name, case number and extension number. exiting the case
Make Private	✓	Created By: Jennifer Lanning (1/13/2014 9:34 AM) Rcas placed call to c[redacted] and[redacted]. Rcas left VMX and asked for return call. Rcas provided contact # and call ended Rcas placed call to c #[redacted]. Rcas was not able to speak with c. call ended
Make Private	✓	Created By: Jennifer Lanning (1/13/2014 9:28 AM) Rcas received rates from SM-Jeff and reviewed info. Rcas notinf last repair c paid for was reversed and c was provided reimbursement. Rcas agreeing to cover labor under Rcas empowerment ****** Rcas emailed info to SM
Make Public		Created By: Jennifer Lanning (1/10/2014 4:34 PM) Rcas emailed SM-Jeff for rates on repair
Make Private	✓	Created By: Jennifer Lanning (1/8/2014 3:34 PM) Rcas placed call to c #2143549170. Rcas verified c complaint and explained will look into c request, but as is OOW, cannot guarantee C understood and advised dlr has advised veh is ok to drive for now. Rcas explained is waiting on further info from dlr to complete review and will follow up with c no later than 1/13/14. c agreed and thanked rcas Rcas provided c with Rcas contact info on return call to c VMX as c was driving Call ended

Make Private ✓ **Created By: Jennifer Lanning (1/8/2014 3:05 PM)**
Rcas placed call to dlr and spoke with SM-Jeff on c concern.
SM advised info on repairs is per Techline.
Dlr removed brake master cylinder and converted back to old one so c was not charged.
SM cannot advised c for certain if brake booster will fix concern as simply does not know
Rcas asked to be provided warranty rates.
SM agreed to send. Call ended

Make Private ✓ **Created By: Jennifer Lanning (1/8/2014 9:09 AM)**
Rcas emailed SM-Jeff for info on c concern. Rcas asked for warranty rates and current mileage to be verified

Make Private ✓ **Created By: Jackie Santos (1/7/2014 5:03 PM) | Last Modified By: Jennifer Lanning (1/8/2014 9:04 AM)**
crr-js adding notes that crr informed c that crr informed c that c's veh has open campaign for 2008-2009 - cube-Murano-Rogue Wheel Valve Stem Nut (Non-Salt States) that is for th
States that regularly use heavy concentrations of road salt
c understood
crr-js exiting the case

Make Private ✓ **Created By: Jackie Santos (1/7/2014 3:46 PM) | Last Modified By: Jennifer Lanning (1/8/2014 9:03 AM)**
crr-js received a call from c
c said that c is having issue with the brakes
dlr put new brake pads and rotors but the brake is very spongy
c said that c took it back and then dlr did something and was told that c will need master cylinder
c said that c waited a week for the master cylinder but when it was installed it didnt fix the issue of the veh
c said that c took it again and was told that this time c was told that c would need to have a brake booster but this will cost $1300
c said that c has been having this issue for a month now and c said c keeps on taking it to the dlr but then veh is not yet fix
c said that brake booster is expensive and c said that c not even sure if this time this will resolve c's issue with the veh
c said that c wanted veh to be fix and c said that c wants to know if there is anyhting that nissan can do for c
crr-js apologized for the inconvenience.
crr-js verified c's information
JAY PINK
12218 Shiremont Dr
Dallas, TX 75230-2212
USA
2143549170-cel
[redacted]
crr-js informed c that c's case will be forwarded to rcas for a review and c will be contacted by the end of the next business day.c understood.
crr-js offered further assistance to c. c declined.
crr-js gave name, extension number and case number to c.
crr-js transferring case to RCAS, leaving case open.

crr-js forwarding case to rcas for review because c has concern with the brake of the veh and that c is seeking assistance too with the repair

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7635148	BRAKES	BRAKE BOOSTER	OOW GOODWILL ASSISTANCE REQUEST	03	1/8/2014	YI	AD	119000	OA
Edit | Del	CC-7635149	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	1/8/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	AUTONATION NISSAN DALLAS	[redacted]	✓	1/10/2014	Jennifer Lanning	1/10/2014 4:37 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/14/2014 10:11 AM	[redacted]	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/13/2014 9:34 AM		Changed **Follow Up Date** from 1/13/2014 to **1/14/2014**.
1/8/2014 3:31 PM		Changed **Follow Up Date** from 1/8/2014 to **1/13/2014**.

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Londa Adkins [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/9/2014	Date/Time Opened	1/7/2014 6:15 PM
Supporting Documents		Date/Time Closed	1/9/2014 2:15 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	32,000	Related Vehicle Make	Nissan
Current Mileage	51,787		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W19W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	15,787
Make	NISSAN	Beyond Basic Warranty Months1	62
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07619	Beyond PT Warranty Months1	38

Dealer Access

Case Servicing Dealer	SALEM NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: JN8AZ18W19W[redacted]		
Created By	Kevin Dela Rosa, 1/7/2014 6:15 PM	Root Cause Code	SNFA
Last Modified By	System Account NNAINT, 1/19/2014 7:58 PM	Root Cause Code (2)	
Days Closed	1,274	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA12914542

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
		Created By: Londa Adkins (1/9/2014 2:15 PM) **********SUMMARY********** 01/07/2014 C called requesting OOW FA with repairs to master cylinder replaced at IRF and now failed. Rcas reviewed with SM-Kerry at Salem Nissan with determination veh to dlr 01/07/2014 under name Kate Frawley requesting brake pedal goes to floor please check. Official diagnosis: Aftermarket master cylinder does not have output required for veh. ABS actuator failed. Cause of failure: Aftermarket not appropriate for veh and actuator internal failure Correction: Replace master cylinder with factory authorized master cylinder and replace ABS actuator switch. Mileage: 51,787 Has veh been repaired: No Is veh at dealership: Ye VOR Warranty Rates: Master Cylinder 535.00 parts and labor ABS actuator switch parts and labor 235.65 Total: 770.65 Total Customer pay at dealer: No service history at this dealership Dealer recommendations for goodwill: declined Is dealer willing to participate: NO Rcas reviewed with FOM-Paul Rogers with determination based on information provided NNA declines OOW FA. Rcas conveyed decision to c. C not happy with determination and ended call. Rcas closing case
Make Private	✓	**Created By: Londa Adkins (1/9/2014 2:11 PM)** Rcas placed outbound call to only number in case [redacted] at 2:58 P.M. Rcas informed c that call may be being monitored and recorded for quality and training purposes. C agreed. Rcas advised c reason for call is to follow up with c regarding OOW request for assistance with master cylinder and ABS actuator. C states c knows c should have gone to dealership for repairs but c feels Nissan should assist c as c feels this is safety concerns. Rcas advised after collecting information from dlr based on facts provided NNA not in position to assist with OOW repairs. C inquired what information. Rcas advised one factor is aftermarket brake cylinder not appropriate for veh causing need for new one. C states well what about the first master cylinder that was defective and failed. Rcas advised c all defects are covered within warranty parameters and unfortunately c's veh concerns fall outside those parameters and Rcas regrets more favorable decision not p (Per FOM-Paul Rogers). C inquired if repairs made to anti lock brakes accumulator. Rcas advised c will need to contact dlr and authorize and be responsible for all repairs. C states until those repairs are made this case is not closed or resolved. Rcas reiterated to c that Rcas must respectfully decline c's request for assistance with OOW repairs to both master cylinder and ABS actuator. and unless c has other concerns Rcas will close case. C states Rcas will be hearing from c. Rcas provided name, number (800) 343-6913, ext: 457305 and case[redacted] C states thanks for nothing and ended call.
Make Private	✓	**Created By: Londa Adkins (1/9/2014 1:58 PM)** Rcas received e mail with regional goodwill decision from FOM-Paul Rogers NNA declines OOW assistance with repairs to master cylinder and ABS actuator switch.
Make Public		**Created By: Londa Adkins (1/8/2014 1:00 PM)** Regional goodwill request sent to FOM-Paul Rogers.

Make Private ✓ **Created By: Londa Adkins (1/8/2014 12:50 PM)**
Rcas placed outbound call to SM-Kerry at Salem Nissan at 603-894-4300
at 11:34 A.M. to request information regarding brake concerns and requesting information for goodwill review.
SM states veh to dlr 01/07/2014 under name Kate Frawley requesting brake pedal goes to floor please check.

Official diagnosis: Aftermarket master cylinder does not have output required for veh.
ABS actuator failed.
Cause of failure: Aftermarket not appropriate for veh and actuator internal failure
Correction: Replace master cylinder with factory authorized master cylinder and replace ABS actuator switch.

Mileage: 51,787
Has veh been repaired: No
Is veh at dealership: Ye VOR
Warranty Rates: Master Cylinder 535.00 parts and labor
ABS actuator switch parts and labor 235.65
Total: 770.65
Total Customer pay at dealer: No service history at this dealership
Dealer recommendations for goodwill: declined
Is dealer willing to participate: NO

Rcas thanked SM for information call ended mutually.

Created By: Kevin Dela Rosa (1/7/2014 6:34 PM) | Last Modified By: Londa Adkins (1/8/2014 1:00 PM)
Make Private
CRR-KDR received a call from c saying c is experiencing issues with the bakes on c's veh. C stated that c have serviced the veh outside the facility (IRF) to replace the brake maste
cylinder because c is on tight budget at that time.
When part was replaced already,issues are still occurring and c have decided to bring the veh at SALEM NISSAN and assisted by SA-Paul Hickey and have confirmed that brake ma
cylinder needs replacement and c mentioned that accumulator cost $1,000 for replacement.
C wanted to ask FA towards the repair.
CRR-KDR verified and updated C's information.
Inform also c that since c mentioned when c is searching the internet about the brake master cylinder, c is always seeing many issues with c's year model about the brake master cy
CRR- KDR advised c that veh has no safety recall involving right now.
Inform c that case will be forwarded to RCAS for review since veh is already diagnosed and also mentioned that there is no guarantee for financial assistance because veh is OOW.
CRR-KDR informed c that case has been created for c's concern and RCAS will call by the end of next business day to review and try to solve the issue.
C stated c will wait for the call at [redacted] anytime.
CRR-KDR offered further assistance. C said "No"
CRR-KDR gave name, extension and case number.
CRR-KDR provided recap of c's concern.
CRR-KDR leaving case Open.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7634851	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	OOW GOODWILL ASSISTANCE REQUEST	03	1/7/2014	YI	AD	122000	OA
Edit | Del	CC-7634864	NISSAN PRODUCT INQUIRIES	MURANO	PROVIDED RECALL INFORMATION	QF	1/7/2014	VG	AZ	206500	OF
Edit | Del	CC-7638035	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	1/9/2014	YI	AD	118500	OA

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Da
Edit	CST00032932	Regional GW Request		Created			FOM		

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
1/9/2014 2:15 PM	Londa Adkins	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/8/2014 1:01 PM	Londa Adkins	Changed **Case Servicing Dealer** from SALEM NISSAN to **SALEM NISSAN**.
		Changed **Follow Up Date** from 1/8/2014 to **1/9/2014**.

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Surveys Surveys

No records to display

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[redacted]

Case Comments [12] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Tiffany Bair [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/15/2014	Date/Time Opened	1/8/2014 3:41 PM
Supporting Documents		Date/Time Closed	1/15/2014 12:37 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	97,031		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ1MWXAW[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	61,031
Make	NISSAN	Beyond Basic Warranty Months1	54
Model Line	MURANO	Beyond PT Warranty Miles1	37,031
Model Code	23610	Beyond PT Warranty Months1	30

Dealer Access

Case Servicing Dealer	FRED BEANS NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	1/9/2014
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AZ1MWXAW[redacted]		
Created By	Mark Anthony Rivero, 1/8/2014 3:41 PM	Root Cause Code	DR800
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	SCIN
Days Closed	1,268	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	CA12923973

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	**Created By: Tiffany Bair (1/15/2014 12:36 PM) | Last Modified By: Tiffany Bair (1/15/2014 12:36 PM)** SUMMARY C called in with brake/no stop concern. Dlrshp unable to duplicate. C wanted rental veh while dlrshp diagnoses veh. RCAS-TL advised of $35 a day for 3 day rental reimbursement. C upset by this, escalated case and refused further assistance. RCAS-TL closing case; dlrshp unable to duplicate, c declined further assistance. SUMMARY
Make Private	✓	**Created By: Lesley Howard (1/15/2014 11:05 AM) | Last Modified By: Tiffany Bair (1/15/2014 12:34 PM)** TLS-LAH placed outbound call to c 1/15/14@6103314658 @12:01p and spoke with c. TLS reviewed case with c. c states that c traded in the veh on 1/14/14. c states that c did not have time to argue with who was paying for what. c states that when c tells the dlrshp and nna that c has had 2 brake pressuring concerns in the last 2 months c expects concerns to be jumped on and not debate who is paying for r c states that the customer service c received all around was appalling. TLS apologized for c's experience and advised c's complaint will be notated. TLS ended call mutually. TLS transferring case back to rcas-tiffany lane to close
Make Private	✓	**Created By: Lesley Howard (1/15/2014 10:58 AM) | Last Modified By: Lesley Howard (1/15/2014 10:58 AM)** TLS-LAH placed outbound call to c 1/15/14@[redacted] @11:57a and left vmx. provided , case number, contact information, date of call. advised that c is seeking return call from s and that is the reason for the vmx. advised follow up set for 1/16/14
Make Private	✓	**Created By: Lesley Howard (1/14/2014 11:50 AM) | Last Modified By: Brett Locher (1/15/2014 10:48 AM)** TLS-LAH placed outbound call to c 1/14/14[redacted] @12;49p and left vmx. provided name, case number, contact information, date of call. advised that c is seeking return call supervisor and that is the reason for the vmx. advised follow up set for 1/15/14
Make Private	✓	**Created By: Tiffany Bair (1/13/2014 2:43 PM) | Last Modified By: Tiffany Bair (1/13/2014 2:43 PM)** ESCALATION SUMMARY C called in with brake concern. Dlrshp unable to duplicate. C wants rental veh while dlrshp diagnoses veh. RCAS-TL advised of $35 a day for 3 day rental reimbursement. C upset with this and requested to escalate. RCAS-TL advised c of 4-8 business hour parameter. C upset with this, advised that c would look into rental options and DISCONNECTED THE CALL. ESCALATION SUMMARY
Make Private	✓	**Created By: Tiffany Bair (1/13/2014 2:30 PM) | Last Modified By: Tiffany Bair (1/13/2014 2:30 PM)** RCAS-TL placed call to c on[redacted] at 3:19 pm EST and spoke with c.

		C states that c spoke with a friend of c's who is a mechanic who had an idea about the brakes, c states c talked to Lou and Gary at the dlrshp who would be willing to drive the veh fc days but c would need a rental as the dlrshp doesn't have any loaners to offer. RCAS-TL advised c that RCAS-TL could reimburse for 3 days up to $35 a day for rental. C states that c has to argue about a rental veh and c doesn't think c should have to. C finds this whole situation unacceptable and not very concerned. RCAS-TL apologized and advised c that everyone involved is very concerned. C states if that was the case c would be in a rental. RCAS-TL advised c again of rental reimbursement offer. C requested to speak with a supervisor and RCAS-TL advised c of call back parameters of 4-8 business hours making it NLT EOB tomorrow. C stated this is unacceptable. C states this will be c's last Nissan. C stated that c will contact RCAS-TL when c has coordinated with the dlrshp and rental company and C DISCONNECTED THE CALL. RCAS-TL closing the case pending c call back.
Make Private	✓	**Created By: Tiffany Bair (1/13/2014 2:17 PM) | Last Modified By: Tiffany Bair (1/13/2014 2:30 PM)** RCAS-TL received vmx from c requesting call back on [redacted]
Make Private	✓	**Created By: Tiffany Bair (1/13/2014 10:13 AM) | Last Modified By: Tiffany Bair (1/13/2014 10:13 AM)** RCAS-TL received call from SM-Gary advising that SM had spoken with c, and c is requesting someone to pay for a veh for c while the dlrshp is checking c's veh. RCAS-TL understood and advised SM that RCAS-TL would look into c's concern and rental request. SM understood and thanked RCAS-TL and call ended mutually.
Make Private	✓	**Created By: Tiffany Bair (1/9/2014 2:53 PM) | Last Modified By: Tiffany Bair (1/9/2014 2:53 PM)** RCAS-TL conferred with IHDTS who advised RCAS-TL to confer with senior DTS. RCAS-TL sent email to senior DTS.
Make Private	✓	**Created By: Tiffany Bair (1/9/2014 11:30 AM) | Last Modified By: Tiffany Bair (1/9/2014 11:30 AM)** RCAS-TL placed call to c or [redacted] at 12:14 pm EST and spoke with c. C states in October c had diagnostic at Fred Beans Nissan and c also went to Exton Nissan and was advised that there was no duplication. C states c took the veh to Fred Beans yesterday, c states technician experienced concern the first time the tech stepped on the brake pedal, but then the brake pressure returned. RCAS-TL understood and asked c what c was seeking of NNA. C states the dlrshp asked c to call NNA CA as a precaution for c, to have this concern documented, in case c does get into an accident or c experiences a major brake concern wher OOW. C states the dlrshp advised sometimes an engineer is sent in to look at the veh. C states c doesn't feel safe in the veh, c does not want to drive it at this point. C states that this is c's only mode of transportation. C states c does not have any other way to get around as c lives alone and is not married. RCAS-TL understood and advised that RCAS-TL would put this in the notes. C understood and asked if a master technician would be in the area. RCAS-TL advised that there is a proper channel to follow for any request of that nature, and RCAS-TL would like to look into other options that may be available for c. C understood and RCAS-TL provided c with case #, RCAS 800 #, name and ext # of RCAS-TL, as well as follow up expectation of 1/14, and call ended mutually.
Make Private	✓	**Created By: Tiffany Bair (1/9/2014 8:20 AM) | Last Modified By: Tiffany Bair (1/9/2014 8:20 AM)** RCAS-TL placed call to dlrshp on 6104951856 at 8:55 am EST and spoke with SM-Gary. SM states calipers were taken off and are fine, and the brakes are fine as well. SM states no leaks were found and the fluid levels are fine. RCAS-TL understood and thanked SM and call ended mutually. RCAS-TL sending email to IHDTS-Tim Freeman with case information.
Make Private	✓	**Created By: Mark Anthony Rivero (1/8/2014 4:02 PM) | Last Modified By: Tiffany Bair (1/9/2014 8:20 AM)** CRR-MR received a call from c reguarding c's veh's eratic problem with c's breaks. CRR-MR verrified c's account details. C's best # to [redacted] C stated that, c had stated broblem started way back in october last year when c just finished a sale and drove off to go to c's next client. while driving in a fortunate low speed, veh's did not work and luckily, no veh nor any one on the road and after 5 mins breaks came back. shaken, c went to dealership to have it checked and dealerships advice was no issue c found. aftee a while and today, c was driving in a tight street comunity when all of the sudden the issue with the breaks started again. agrily going to the dealership because c almost ended a volvo, c had another test but still, dealerships SA said after all the test was made, no issue. C is deeply concerned now and is realy troubled since that no codes nor anything could be seen wrong on the veh and c is always using the veh because of c's line of work. C would like for NNA to further and to thoroughly look in to the issue and to fix c's veh. CRR-MR acknowledged and informed c that c's concern will be escalated to RCAS for further review. CRR-MR advised c that RCAS will call c on the next business day. C understood. CRR-MR offered further assistance, c declined. CRR-MR gave c name, extension and case number CRR-MR transferred case to RCAS. CRR-MR leaving case open for RCAS further assistance.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7645290	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	1/15/2014	YX	AD	121500	OA
Edit | Del	CC-7645291	BRAKES	GEN. BRAKE COMPONENT(S)	REQUEST FOR RENTAL ASSISTANCE	QA	1/15/2014	WH	AD	121500	OA
Edit | Del	CC-7645292	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	1/15/2014	WT	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histor

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Fred Beans Nissan Call Dealership	[redacted]	✓	1/10/2014	Tiffany Bair	1/10/2014 7:18 AM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachment

No records to display

Case History

Case Histo

Date	User	Action
1/15/2014 12:37 PM	Tiffany Bair	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/15/2014 11:05 AM	Lesley Howard	Changed **Case Owner** from Brett Locher to **Tiffany Lane**.
1/14/2014 11:50 AM	Lesley Howard	Changed **Follow Up Date** from 1/14/2014 to **1/15/2014**.

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Surveys

Survey

No records to display

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[redacted]

Case Comments [33] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Sharmayne Thomas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/5/2014	Date/Time Opened	1/15/2014 11:21 AM
Supporting Documents	☐	Date/Time Closed	2/5/2014 2:33 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	17,000	Related Vehicle Make	Nissan
Current Mileage	52,600		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AN08U78[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	16,600
Make	NISSAN	Beyond Basic Warranty Months1	69
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	04118	Beyond PT Warranty Months1	45

Dealer Access

Case Servicing Dealer	NISSAN OF SAN BERNARDINO	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	1/23/2014
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	1/23/2014	Vehicle Service Contract	
RHR Completed	1/23/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AN08U78C[redacted]		
Created By	Mark Anthony Rivero, 1/15/2014 11:21 AM	Root Cause Code	SNSH
Last Modified By	Bharath Tadipatri, 4/3/2015 8:06 PM	Root Cause Code (2)	SCDS
Days Closed	1,247	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA12976500

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public		Created By: Andrew Czarney (2/5/2014 2:31 PM) ***CONTINUED NOTES*** C states c isn't a fool. TL advised c that dlrshp performed a repair, and c has not returned to dlrshp for diagnosis since repair. C states that dlrshp won't repair c's veh. C states c won't pay money for repairs that are not covered under warranty. C states that Nissan of San Bernardino should take back the veh. C states c feels that NNA is crazy for telling c to take c's veh to another dlrshp. C states c feels that NNA is wasting c's time. C continues to interrupt TL anytime TL speaks. C asked of what c's next actions are. TL advised c to take veh to a different dlrshp for diagnosis. C asked if TL has contacted dlrshp. TL advised RCAS has contacted dlrshp. C asked if TL has contacted dlrshp. TL advised c RCAS is working case, not TL. TL advised c that RCAS has contacted dlrshp for information about repair history of veh. C states TL has c's full repair history. C states TL knows that TL sees the diagnosis performed. TL advised c that a diagnosis needs to be performed for every repair to be performed on the veh. C interrupted TL. C reiterated c's concerns C states that the dlrshps aren't honoring c's warranty. TL advised c that it is NNA's warranty and warranty cannot be determined until a diagnosis is performed. C asked what warranty c has on veh. TL advised c that c has the following warranties on VIN: EMISSION DEFECTS 9/25/2016 80,000 SRS FRNT CRASH SENSOR WARRANTY EXTN 9/25/2018 999,999 RADIATOR WITH A/T COOLER WRNTY EXTN 9/25/2016 80,000 C interrupted TL before TL can advise of the following:

RAD 80-90K W/COPAY $2500 WBI12-028 9/25/2017 90,000
RAD 90-100K W/COPAY $3000 WBI12-028 9/25/2018 100,000
CALIF EMISSION LONG TERM DFCT WRNTY 9/25/2015 70,000
SEATBELTS 9/25/2018 9,999,999

C asked about c's transmission warranty coverage.

TL advised c that c's veh is out of the power train warranty of 5 years or 60,000 miles whichever comes first.

C asked what prior repairs were performed if c is OOW for power train.

TL advised c the ECM repaired is an emissions component.

C states that c doesn't know why Nissan of San Bernardino didn't fix c's veh.
C states c cannot afford repairs.
C states veh should be under warranty as c has only owned the veh for a year.

TL advised c that warranty follows veh not owner.

C asked about RHR decision.

TL advised per review with ARBS, NNA is not in a position to assist with c's repurchase request.

C states that c felt that ARBS should have looked at veh.

TL advised c that this is not how the review process is conducted.

C states c should at least get $5000 back for veh.
C states the veh is no good in c's opinion.
C states c feels that veh is a lemon.

TL advised c that NNA is not offering anything at this time.

C states c doesn't know what to do.

TL advised c that TL can only recommend c take the veh to another dlrshp for diagnosis.
TL advised c that NNA cannot guarantee assistance, but TL cannot assist c without a diagnosis.

Call ended mutually.
TL closing case as summary by RCAS is below.

Make Private ✓ **Created By: Andrew Czarney (2/5/2014 2:30 PM)**
TL received call from c.
TL asked c how TL can further assist c

C states c purchased the veh last year.
C states c has been having multiple concerns with veh.
C states c feels that veh was in a collision prior to c's ownership.
C states that veh then would turn off on c.
C states Nissan of san Bernardino repaired this.
C states that then veh started overheating.
C states c was advised by the Nissan of san Bernardino that c's transmission may need repair.
C states that the Nissan of san Bernardino advised c to bring the dlrshp to the diagnosis.
C states c wanted c's money back from the dlrshp.
C states that Nissan of san Bernardino has been playing games with c.
C states that the veh was then repaired by dlrshp.
C states that a light came on with the dlrshp, but c didn't know which light.
C states that the dlrshp didn't fix c's veh as dlrshp told c that c's tires needed replaced.
C states that c again had a shudder with veh, and the dlrshp replaced the veh.
C states that the dlrshp fixed the veh 6 times.
C states that currently, c feels that veh will not accelerate how c expects veh to accelerate.
C states that c's SES light then turned on.
C states c was told about the $150 diagnostic fee at the Riverside Nissan dlrshp.
C states that while c was driving veh, then c's pedal went to the floor.
C states that c made it to work.
C states that the Nissan of san Bernardino then told c that c needs to take the veh to the Nissan of san Bernardino where c purchased veh.
C states that it took c an hour to get to Nissan of san Bernardino dlr because c was driving slow.
C states that c didn't receive a tow truck.
C states that c feels that something is wrong with veh.
C states c doesn't want another Nissan veh.
C states that Nissan of san Bernardino tried to get a loan approved for c to get another veh.
C states that the dlrshp had the veh for a week and a half approx.
C states that Nissan of san Bernardino provided c a loaner veh for c.
C states that when c picked up the veh from Nissan of san Bernardino, there was a crack in the windshield.
C states that Nissan of san Bernardino doesn't want to work with c any further.
C states c feels that Nissan of san Bernardino disrespected c.
C states that c hasn't been driving the veh.
C states c feels that Riverside doesn't want to service c's veh any further.
C states c wants NNA to take the veh back.
C states c also wants $5000.
C states c feels NNA should just issue a campaign c's whole veh.
C states c was told by RCAS that NNA will not repurchase c's veh.
C asked what options c has to get veh for repairs.

TL advised c to take veh to a different dlrshp for diagnosis.

C states that c shouldn't have to find a dealership.
C states that c doesn't know why dlrshp won't take the veh back.
C states that c feels that whole veh is a campaign.
C states c doesn't know what to do.

TL advised c that TL can provide c other dlrshps in c's area to service c's veh.

C states that TL is not listening to c's story.
C states c doesn't have time for Nissan of San Bernardino.
C states that c feels NNA hasn't done anything to assist c.

TL advised c that NNA has reviewed c's request and c has been provided NNA's decision by RCAS.

C interrupted TL.
C states that NNA isn't doing anything to help c.

TL advised c that per c's warranty book it is the customer responsibility to present the dlrshp for diagnosis.

C interrupted TL and c interrupted the concerns.
C continued to interrupt TL and reiterating concerns.
C states c will not go back to the Nissan of San Bernardino.

TL advised c that NNA cannot determine what c's warranty will cover without diagnosis.

C states c was just at the dlrshp for a diagnosis.

TL advised c that dlrshp performed a repair, and c has not returned to dlrshp for diagnosis since repair.

Make Private ✓

Created By: Andrew Czarney (2/5/2014 10:58 AM)
TL received vmx from c requesting a callback on 2/5/14 at approximately 16:00 EST.

Created By: Andrew Czarney (2/4/2014 7:04 PM)
TL calling c's requested number of 9517851019 at 20:00 EST.
TL attempted to leave vmx, but vmx cut TL off stating memory full.

Make Public

TL called c on [redacted] at 20:04 EST.
TL left vmx with name, extension, and case number.

TL keeping follow up for 2/5/14.

Make Public

Created By: Andrew Czarney (2/4/2014 4:33 PM)
TL received vmx from c requesting a callback on 9517851019 after 19:30 EST on 2/4/14 or at 11:00 EST on 2/5/14.

Created By: Andrew Czarney (2/3/2014 6:30 PM)
TL called c on [redacted] at 19:28 EST.
TL left vmx with name, extension, and case number.

Make Private ✓

TL called c on [redacted] at 19:30 EST.
TL left vmx with name, extension, and case number.

TL keeping follow up for 2/4/14.

Make Private ✓

Created By: Sharmayne Thomas (2/3/2014 12:06 PM)
Summary: C called in with multiple veh concerns and dlr complaints. C denied repair that had been completed on veh, even though the dlr verified that veh had been repaired. C req
Rhr was denied. C stated that veh currently is not driving. Rcas apologized for the outcome of case and informed c to take veh to nna dlr. Rcas informed c that rcas cann assist in wo
toward repairing veh with dlr. C repeatedly stated that c's veh is not fixable. Rcas apologized for outcome of case and informed c that rhr decision will not change. C requested to spe
someone above rcas. Rcas informed c that c will recieve call within 4-8 business hours. Rcas escalating case.

Make Private ✓

Created By: Sharmayne Thomas (2/3/2014 12:01 PM)
Rcas recieved call from c.
Rcas informed c that veh does not qualify for repurchase.
C stated that the veh currently does not drive.
C stated that the clutch completely went out.
C stated that c almost got in an accident.
C stated that c had to have the veh towed back to c's house.
C stated that NNA is playing games with c and c will not be making another payment on veh.
C stated that the day the c picked veh up the dlr told c not to come back.
Rcas apologized for the outcome of case and informed c to take veh to nna dlr.
Rcas informed c that rcas cann assist in working toward repairing veh with dlr.
C inquired how c was going to get veh to dlr.
Rcas informed c that matter will be up to c and NNA CA can review for towing reimbursement.
C requeted to speak with someone above rcas.
Rcas informed c that c will recieve call within 4-8 business hours.
C repeatedly inquired why veh was not repurchased.
Rcas repeatedly informed c that NNA CA is not able to honor c's requested based on info available on veh.
Rcas informed c that NNA CA can only work towards repairing veh.
C repeatedly stated that c's veh is not fixable.
C stated that veh is a lemon veh.
C stated taht if c dies due to veh concern, rcas will get fired.
Rcas apologized dor outcome of case and informed c that rhr decision will not change.
Rcas inquired if c would still like to speak with supervisor.
C requested supervisor.
Rcas informed c that c will recieve call within 4-8 business hours.
C declined further assistance.
Rcas setting follow up for c 2/4/14

Make Private ✓

Created By: Sharmayne Thomas (1/31/2014 7:24 PM)
Rcas called c at [redacted] 8:20pmEST
Rcas left vmx prompting call from c.
****
Rcas called c at [redacted] 8:22pmEST
Rcas left vmx prompting call from c.
Rcas provided contact info and ended call.
Rcas setting follow up for c 2/3/14

Make Public

Created By: Lundy Flowers (1/29/2014 9:44 AM)
**ARBS-LF reviewed the repair history and at this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreas
number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.*

ARBS-LF recommends that no offer be made at this time.

Make Public

Created By: Lundy Flowers (1/29/2014 9:43 AM)
ARBS-LF notes the dealer service records:
Open 9-26-12 Closed 10-4-12 Miles 24,737 RO 229354
Concern: 1. Battery light comes on, engine surges
2. Perform MPI
Action Taken: 1. Replaced alternator
2. Complete

Open 3-7-13 Closed 3-7-13 Miles 33,348 RO 234155
Concern: 1. There is a squeaking noise going over bumps while driving
2. CD player will stop playing after approx. 45 minutes
3. Tire light is flashing
4. Perform LOF
Action Taken: 1. Re adjusted hood
2. No problem found
3. C declined to replace sensor
4. Complete

Open 3-11-13 Closed 3-11-13 Miles 33,465 RO 234277
Concern: 1. Check engine light on
2. Perform MPI
Action Taken: 1. C declined purge volume control
2. Complete

Open 6-11-13 Closed 6-11-13 Miles 38,131 RO 237489
Concern: 1. Perform LOF
Action Taken: 1. Complete

Open 9-20-13 Closed 9-20-13 Miles 43,147 RO 241152
Concern: 1. Perform LOF
Action Taken: 1. Complete

Open 1-11-14 Closed 1-15-14 Miles 50,904 RO 245054
Concern: 1. Veh shuts off while driving
2. Perform MPI

		Action Taken: 1. Replaced ECM 2. Complete
Make Private	✓	**Created By: Sharmayne Thomas (1/27/2014 8:51 PM)** Rcas called c at [redacted] :38pmEST Rcas left vmx informing c that rcas still reviewing case for rhr. Rcas provided contact info and ended call. ********** Rcas called c at [redacted] Rcas informed c that rhr is still in process and rcas hopes to have decision for c sometime this week. C stated that NNA CA never had someone come out and look at c's veh. C stated that c's gas pedal is still going down to the floor. C inquired how rhr process works. Rcas informed c that ARBS agent reviews all neccessary info on case. c stated argued questioning how NNA CA makes decision on paperwork. Rcas informed c that dlr does not want to work with c however if c is obligated to have wrrty work performed at dlr. C got upset and argued for a long period of time. Rcas inquired what nna ca can do to assist c. C stated that wants money back from veh. Rcas informed c that rcas will continue to update c until a decison is made. C declined furtehr assistance. C agreed to follow up 1/31/14
Make Public		**Created By: Kathleen Pernici (1/23/2014 12:07 PM)** ***DRTS received the RHR. The RHR was assigned to ARBS-Lundy Flowers for review.
Make Public		**Created By: Jonathon Spurling (1/23/2014 11:53 AM)** rcas-jonathon spurling assisting rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR rcas completed and submitted RHR
Make Private	✓	**Created By: Sharmayne Thomas (1/23/2014 11:28 AM)** Rcas recieved and attached ro's from Nissan of Montclair. Rcas sending ro's to rcas-Jonathon Spurling and datanetting csm.
Make Private	✓	**Created By: Sharmayne Thomas (1/22/2014 11:40 AM)** Rcas called dlr at 9096255575 12:38pmEST Rcas spoke with cashier-Danielle. rcas requested that all ro's on vin be faxed to rcas. Cashier agreed to fax ro's to rcas. Rcas thanked cashier.
Make Private	✓	**Created By: Sharmayne Thomas (1/21/2014 5:48 PM)** Rcas called Family nissan of Laredo Rcas spoke with sa-Gillermo Rcas requested that all ro's on vin be faxed to rcas. Saagreed to fax ro's Rcas provided fax# Rcas thanked sa and ended call.
Make Private	✓	**Created By: Sharmayne Thomas (1/21/2014 4:16 PM)** Rcas called dlr at 9098853883 5:03pmEST Rcas spoke with sd-Phillip Sd stated that sd spoke with c who is currently blaming dlr for ruining c's brakes and cracked c's windshield. Sd verified that ro#229354 was open 9/26/12 and closed 10/04/12. Sd stated that ro was opened such time as dlr was awaiting parts. Rcas thanked sd and ended call.
Make Public		**Created By: Andrew Czarney (1/21/2014 1:26 PM)** TL noting that TL advised c that RCAS would follow up on 1/27/14, not 1/20/14 and TL set follow up accordingly.
Make Public		**Created By: Andrew Czarney (1/21/2014 1:25 PM)** **CONTINUED NOTES** TL advised c that it is c's choice not take veh to an authorized Nissan location, but c would need to take veh to dlrshp to receive warranty service. TL advised c that c's request still requires further review. C interrupted TL and advised c that c doesn't want to take veh to any dealership. TL advised c that it is c's choice not take veh to an authorized Nissan location, but c would need to take veh to dlrshp to receive warranty service. TL advised c that c's request still requires further review. C asked what c should do next. TL advised c that it is c's choice not take veh to an authorized Nissan location, but c would need to take veh to dlrshp to receive warranty service. TL advised c that c's request still requires further review. TL advised c that RCAS will follow up with c on or before 1/20/2014 to provide a status update on the case. C understood. Call ended mutually. TL sending case back to RCAS to work.
Make Public		**Created By: Andrew Czarney (1/21/2014 1:25 PM)** TL called c on [redacted] at 13:51 EST. TL left vmx with name, extension, and case number. TL called c on [redacted] at 13:52 EST. TL asked c how TL can assist c at this time. C states c is on c's way to work. C states c can only talk for 10 minutes. C states c has taken veh into dlrshp 5 times over the last year. C states c's first request was denied by RCAS. C states c's check engine light has been on for a year, and c doesn't know why concern is occurring. C states that Nissan of San Bernardino gave c a bad experience. C states that the dlrshp isn't helping c repair veh. C states c is upset that c had to drive the vehicle with concerns to dlrshp. C states that c feels veh is dangerous. C states that the dlrshp provided a loaner veh to c based on c's experience with dlr. C states that when c picked up the veh from the dlrshp, there was a crack in the windshield. C states that dlrshp is difficult to work with as dlrshp is refusing to service c's veh. C states c feels that the veh is a lemon. C states c doesn't know where to take veh if c cannot take veh back to Nissan of San Bernardino. C states c wants NNA to take c's veh back. C states c will never, never, never, ever deal with Nissan again, ever. C states c wants to get enough to buy a new vehicle. C states c wants to know c's options. TL advised C that TL cannot advise c of what to do with veh or provide a direction for c. TL advised c that c can service at any authorized Nissan location if c is not satisfied with c's service at this dlrshp. C states that RCAS won't even come look at c's veh. TL advised c that RCAS does not diagnosis or inspect vehs, and TL referred c to an authorized Nissan location for a diagnosis to veh.

		C states c doesn't want to pass on Nissan of San Bernardino's problem to another dlr. TL advised c that RCAS does not diagnosis or inspect vehs, and TL referred c to an authorized Nissan location for a diagnosis to veh. TL advised C that TL cannot advise c of what to do with veh or provide a direction for c. TL asked what c is requesting from NNA at this time. C states c is beyond getting a diagnosis of the vehicle. C states c doesn't want to pass on Nissan of San Bernardino's problem to another dlr. C states c wants NNA to buy back c's veh so that c can continue on with c's life. TL advised c that a review of case normally takes approx 10 business days, as c had been advised by RCAS. TL advised c that NNA is still reviewing c's case. C states c doesn't know any other dealerships to take veh to, anyway. C wants to know what to do with case. TL advised c that TL is only stating that c can take veh back to dlrshp for diagnosis of veh, or c can take the veh to another authorized dlrshp if c is not satisfied with the service c is r at the first dealership. C interrupted TL. C states the situation is not working for c. C states c wants a resolution. C states c needs to move on from this case. C states c isn't a fool. TL advised c that TL is only stating that c can take veh back to dlrshp for diagnosis of veh, or c can take the veh to another authorized dlrshp if c is not satisfied with the service c is r at the first dealership. TL advised c that NNA is otherwise still reviewing the case for c's request. C states c feels that c's vehicle is not fixable. C states c doesn't want everyone working on veh. C states that there's no need to take the vehicle anywhere else. C states that c feels that Nissan has no morals. C states c wants NNA to buy the vehicle back from c. C states c feels that the vehicle is no good. TL advised c that it is c's choice not take veh to an authorized Nissan location, but c would need to take veh to dlrshp to receive warranty service. TL advised c that c's request still requires further review. C interrupted TL and advised c that c doesn't want to take veh to any dealership.
Make Public		**Created By: Janice Arellano (1/21/2014 12:23 PM)** c stated that no one calls c crr-ja verified no information changed crr-ja advised that follow up date is today and case is handled by rcas c asked where to take the veh bec that dealer can't have the veh there crr-ja advised that rcas will informed c the next thing to do once rcas call c c stated c never got a call crr-ja advised that is it set up today to contact c and the case escalated to a supeervisor c keeps on talking and said would like to speak to a supervisor crr-ja told c that case escalated and was not able to hear that crr-ja mentioned to c as c keeps on talking and saying that c never got a call c ended the call
Make Private	✓	**Created By: Sharmayne Thomas (1/21/2014 11:17 AM)** Rcas called NIssan of Montclair at 9096255575 12:10pmEST Rcas spoke with cashier-Danielle Rcas requested that all ro's on vin be faxed to rcas. Cashier agreed to fax all ro's. Rcas thanked cashier and ended call.
Make Private	✓	**Created By: Sharmayne Thomas (1/20/2014 8:36 PM)** Rcas retrieve all ro's from Nissan of San Bernardino. Rcas to retrieve ro's on vin from Nissan of Montclair and Family Nissan of Laredo.
Make Private	✓	**Created By: Sharmayne Thomas (1/20/2014 12:44 PM)** Sd-Phillip stated that veh is currently with c.
Make Private	✓	**Created By: Sharmayne Thomas (1/20/2014 12:43 PM)** Rcas called dlr at 9098853883 1:17pmEST Rcas spoke with assistant sm-Damien and SD-Phillip Rcas requested that all ro's be faxed to rcas. Sd agreed to fax ro's. Rcas inquired info on c's concerns. Sd stated that c's concerns cannot be duplicated. Sd stated that c has concern on veh that veh wont stop as the brakes do not work and a concern stating that the gas pedal goes all the way to the floor. Sd stated that the veh is operating as normal. Sd stated that the recent repair performed was good willed. Sd stated that the dlr performed an ecm relay and repaired the tire pressure sensor on veh. Sd stated that c's behavior at dlr is disorderly and c is not allowed on premises.
Make Private	✓	**Created By: Sharmayne Thomas (1/17/2014 5:16 PM)** Rcas called dlr at 9098853883 5:44pmEST Rcas spoke with assisant sm-Damien assist sm stated that sm was busy and rcas would have to call dlr back. Rcas understood and ended call.
Make Public		**Created By: Joy Marie Gloria (1/17/2014 12:54 PM)** crr-jg made correction crr-jg escalating case to rcas' sup
Make Public		**Created By: Joy Marie Gloria (1/17/2014 12:53 PM)** crr-jg received a call from c providing case number crr-jg verified that there are no changes on contact information C states that c wants to speak with a supervisor regarding concern right away crr-jg pulled up case and advised c that case is already been handled by rcas C states that c c needs someone to speak with, right now since c does not know what to do with the veh; c seems frustrated crr-jg advised c that crr will send IM to rcas-st to be notified of c's call today regarding case; c insisted to speak with sup C states that the veh is no good and dlr cannot fix the issue on the veh crr-jg then advised c that since c is requesting to speak with sup, crr will escalate case to rcas' sup and informed c that c will receive a call back within 4-8 business hours; c declined insisted to speak with crr's sup crr-jg explained that rcas is from a higher department; c acknowledged and ended the call crr-jg unable to offer further assistance; c hung up crr-jg unable to provide name and ext crr-jg exiting case and escalating case to rcas
Make Private	✓	**Created By: Sharmayne Thomas (1/16/2014 10:28 PM)** (Cont.) Rcas informed c that rcas will look into getting an inspector out to make sure veh is repaired. C began to argue non-stop as c stated that c dlr has asked c to return the rental veh c is in and c does not feel comfortable driving veh. Rcas informed c that c will has to discussed matters of rental with dlr.

Rcas informed c that rcas can assist with rental on a reimbursement basis only once the veh has been verified to be repaired.
C continued to argue continuously.
Rcas informed c that rcas wants to assist c and will set up case for rhr process as well as contact dlr as it is rcas job.
Rcas iformed c that rcas will contact c 1/21/13 with an update.
C stated that c is scared to get in veh but has no choice and has to go to work.
C declined further assistance.
Rcas setting follow up for c 1/21/14

Created By: Sharmayne Thomas (1/16/2014 10:28 PM)
12976500

Rcas called c at [redacted] 6:41pmEST
Rcas leftvmx informing c that rcas handling case.
Rcas provided contact info and ended call.
****
Rcas called c a[redacted] 6:43pmEST
C verified that c had multiple concerns on veh.
C stated that c wants to give back veh.
C stated that concerns on veh had been going on since march 2013.
C stated that c's veh had dents when c first purchased veh.
C stated that 30 days later c's veh cut off and 2months following, c's veh started over heating and had a burnt rubber smell.
C stated that c was told c could give back veh yet when c attempted to, the dlr would not assist.
C stated that c decided to focused on fixing veh and was informed that nothing was no longer wrong on veh.
C stated that c continued to drive veh with the tire warning light on dashboard.
C stated that c took veh to recently for current concern and was informed that c would need to pay $110 to look under roof of veh.
C stated that service engine light is on currently in c's veh and c is afraid.
C stated that c was on the on freeway and the gas pedal went straight to the floor.
C stated that c could stop veh but could not give gas to veh appropriately.
C stated that c ended up driving from orange county to san Bernardino because the dlr never returned c's calls and picked c up from c's location.
C stated that when c arrived at dlr c was informed that nothing was wrong with veh.
C stated that dlr kept veh overnight.
C state dthat dlr called c 1/15/14 and informed c that c's concern on veh is related to a campaign that c's vin is not involved in.
C stated that dlr stated that dlr fixed c's veh yet c does not believe c's veh is fixed.
Make Private ✓
C stated that c will never buy another nna veh.
Rcas apologized for c's experience with dlr and veh.
Rcas inquired how NNA CA can assist c.
C stated that c wants "them" to keep veh and give money back.
Rcas inquired who c was referring to.
C stated that dlr informed c to contact nna ca.
C verified that c is requesting nna give c's money and and take veh back.
Rcas informed c that rcas would set case up for rhr.
Rcas informed c that review wil begin once all documntation is collected.
Rcas informed c that process can take up to ten days.
Rcas informed c that rcas will keep c updated until decision is made.
Rcas asked c the following questions:

Why do you want to return the vehicle to Nissan North America- C stated that c has never been able to enjoy c's veh due to c having to take veh back and forth to dlr since the veh w
purchased. C stated that c's veh is not safe.
Where is the vehicle currently-Nissan of San Bernardino
Where was the vehicle purchased- Nissan of San Bernardino
Was it purchased new or used- New
Where is the vehicle serviced- San Bernardino
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers- No
Rcas reiterated rhr process.
Rcas informed c that rcas will be working with dlr as rcas must make sure veh is in a repaired state.
C began to argue that c does not want to be in c's veh as c does not believe veh is repared.
Rcas informed c that rcas will be checking to make sure veh is repaired.
C argued that rcas cannot be sure that veh is repaired over the phone.
(Continue in next comment.)

Created By: Arvin Jan Cruz (1/16/2014 5:18 PM)
c calling in cause c has not receive call back. c stating that c was suppose to receive call back from RCAS.

Make Public
crr-ac apologized for the delay and verified case. informed c that case is still being reviewed by RCAS and that best thing that crr-ac could do is to send internal msg to RCAS to follc
call back.

c understood.

crr-ac asked for further assistance, c declined.
crr-ac ended call.

Created By: Mark Anthony Rivero (1/15/2014 12:08 PM)
CRR-MR received a call from c for a dealership complaint
CRR-MR verified c's account. best # to call c[redacted]
C stated that, c is having a dealership complaint all over again. c had a case before that has been dismissed (10962733) and as c had adviced, c is still having issues with the same
about c's veh. c was keep on going back to dealership with multiple complaints against c's veh like; having the tire pressure light on, gen manager said that there is a issue with engi
transmission, service engine light turned on, last issue was the gas peddal went and hit the floor and did not went back again and service manager said that they will be contacting r
assistance but never did. no phone calls back to c no road side assistance. c was been stranded and c now is fed up.

Make Public
C is not only asking but demanding assistance from NNA to have ALL OF C'S MONEY BACK and does not want c's veh, nor to deal with nissan any more after this to be resolved.

CRR-MR acknowledged and informed c that c's concern will be escalated to RCAS for further review.
CRR-MR advised c that RCAS will call c on the next business day.
C understood.
CRR-MR offered further assistance, c declined.
CRR-MR gave c name, extension and case number
CRR-MR transferred case to RCAS.
CRR-MR leaving case open for RCAS further assistance.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7671440	POWERTRAIN	AUTOMATIC TRANSMISSION	MULTIPLE REPAIR ATTEMPTS	10	2/5/2014	YE	BG	224500	OA
Edit | Del	CC-7671441	POWERTRAIN	AUTOMATIC TRANSMISSION	PREMATURE WEAR/FAILURE	10	2/5/2014	WA	BG	224500	OA
Edit | Del	CC-7671442	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	RUDE/DISCOURTEOUS	QC	2/5/2014	WL	BF	222500	OC
Edit | Del	CC-7671443	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	DEALER REFUSED SERVICE	QC	2/5/2014	ZJ	BF	223500	OC

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histor

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	San Bernardino	[redacted]	✓	1/24/2014	Sharmayne Thomas	1/27/2014 8:51 PM
Edit | Del	RHR Review - [redacted]		✓	1/23/2014	Lundy Flowers	1/28/2014 4:27 PM
Edit | Del	RHR Review - [redacted]		✓	1/23/2014	Sharmayne Thomas	1/23/2014 12:18 PM
Edit | Del	Montclair!!!!		✓	1/23/2014	Sharmayne Thomas	1/23/2014 11:29 AM
Edit | Del	Family Nissan of Laredo!!!		✓	1/22/2014	Sharmayne Thomas	1/22/2014 5:30 PM

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Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File View All

Attachment

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted].docx	26KB	1/23/2014 11:53 AM	Jonathon Spurling
Edit | View | Del	RHR Template- West Region Case [redacted].doc	124KB	1/23/2014 11:40 AM	Jonathon Spurling
Edit | View | Del	Ro [redacted]_012314.pdf	521KB	1/23/2014 11:16 AM	Sharmayne Thomas
Edit | View | Del	RO [redacted]_012214.pdf	498KB	1/22/2014 5:29 PM	Sharmayne Thomas
Edit | View | Del	RO [redacted]_012014.pdf	843KB	1/20/2014 3:31 PM	Sharmayne Thomas

Case History

Case Histor

Date	User	Action
2/5/2014 2:33 PM	Andrew Czarney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/5/2014 2:33 PM	Andrew Czarney	Changed **Escalated By ID** from 005F00000021iyq to **005F00000020kgZ**.
		Changed **Case Owner** from Andrew Czarney to **Sharmayne Thomas**.

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Surveys

Survey

No records to display

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[redacted]

Case Comments [13] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Susan Robinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/23/2014	Date/Time Opened	1/17/2014 1:43 PM
Supporting Documents		Date/Time Closed	1/23/2014 1:12 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	80,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W79W [redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	44,000
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	MURANO	Beyond PT Warranty Miles1	20,000
Model Code	07819	Beyond PT Warranty Months1	44

Dealer Access

Case Servicing Dealer	GLICK NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	1/20/2014
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name	ALISON PAGE

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AZ18W79W[redacted]		
Created By	Lester Robert Russell Delantar, 1/17/2014 1:43 PM	Root Cause Code	SNFA
Last Modified By	System Account NNAINT, 1/26/2014 8:17 PM	Root Cause Code (2)	
Days Closed	1,260	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA12991617

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Susan Robinson (1/23/2014 1:12 PM) RCAS made outbound call to C a[redacted] at 2:02 pm and spoke to C RCAS informed C RCAS did gather all info including the 2 Infinitis C owned for this review and after a thorough review this OOW GW FA request is denied. C stated C wanted to know why RCAS informed C veh is OOW and review is based on the current concern and info obtained related to this concern. The reason for denial is C requested OOW GW FA and since G means veh is OOW that is the reason stated.
Make Public		C stated C would expect more of an answer waiting 3 days RCAS understood and apologized to C but reminded C RCAS does have to gather complete info and research concern and to give a fair review it does take time and 3 days is stanc C understood and thanked RCAS for trying and RCAS verified C has contact info RCAS closed case *SUMMARY* C requested OOW GW FA for brake actuator concern. FOM denied request veh is OOW
Make Public		**Created By: Susan Robinson (1/23/2014 11:15 AM)** RCAS received vmx from C (ALEX) returning call as requested leaving contact number to call back as[redacted]
Make Public		**Created By: Susan Robinson (1/22/2014 2:19 PM)** RCAS made outbound call to C at[redacted] at 3:15 pm and left vmx stating reason for call provided contact info and requested a return call Called 5083975480 and was informed this number and phone belongs to a 10 year old and to remove this number from any list. RCAs changed follow up date to 1/23
Make Public		**Created By: Susan Robinson (1/22/2014 2:15 PM)** RCAS received email from FOM John Jeffires stating OOW GW FA request is denied. Veh is OOW and IRF has done repairs on veh.
Make Public		**Created By: Susan Robinson (1/21/2014 3:51 PM)** RCAS received vmx from C(Husband[redacted]) who wanted to know if RCAS found Infiniti vin numbers C stated C owned to show loyalty to nissan C left contact number o[redacted] to return call RCAS made outbound call to C at[redacted] at 4:48 and left vmx stating reason for call provided contact info stating RCAS did locate Infiniti owner info JNKCV51F34M[redacted] 2004 INFINITI G35 Sedan JNKBV61F77M[redacted] 2007 Infiniti G35 AWD RCAS provided contact info stating RCAS will follow up when review for OOW GW FA is completed.
Make Public		**Created By: Susan Robinson (1/21/2014 9:31 AM)** RCAS emailed FOM John Jeffries OOW GW FA request for this repair
Make Private	✓	**Created By: Susan Robinson (1/20/2014 3:57 PM) | Last Modified By: Susan Robinson (1/21/2014 9:29 AM)** RCAS made outbound call to C at[redacted] at 4:44 pm and spoke to C

C verified this concern C and C added C is a loyal nissan owner. C owned 2 infinities when living in IL. and this veh is wifes under maiden name. SO total of 3 nissans and C cannot this high repair cost at this time and knows veh is OOW.

RCAS understood and informed C case will be reviewed under GW and follow up date is 1/23

C stated C needs answer asap since veh cannot be driven

RCAS apologized to C and understood stating RCAS will follow up as soon as RCAS can get info and review and will try to get this done asap

C thanked RCAS and RCAS provided contact info

RCAS asked C to call with other vin numbers if C can to add to case for review since RCAS needs info and will make this faster.

C understood and agreed

RCAS changed follow up date to 1/23

Make Public

Created By: Susan Robinson (1/20/2014 1:28 PM)
RCAS received email stating C is requesting a call on this case and the number to call is [redacted].

Make Private ✓

Created By: Jose Mari Gozar ..Jr (1/20/2014 1:00 PM) | Last Modified By: Susan Robinson (1/21/2014 9:29 AM)
CRR-JG received a call from c's husband, Alex Page, who will now be referred to as c
CRR-JG received a call from c wishing to talk to RCAS
CRR-JG verified c's name and case number
C is asking about the callback c is about tor eceive from RCAS.
CRR-JG advised c that there is a schedule follow-up call before this business day ends. C understood.
CRR-JG advised c that CRR will sen RCAS an IM asking them to get in touch with c as soon as they can. C is grateful
CRR-JG exiting case.

Make Public

Created By: Susan Robinson (1/20/2014 10:11 AM)
RCAS received email from SM Mary Ellen stating cost of actuator is $1687.86 + labor is $218.00

Make Public

Created By: Susan Robinson (1/20/2014 9:38 AM)
RCAS emailed SM Mary Ellen requesting warranty cost for this repair

Make Private ✓

Created By: Service Manager (1/20/2014 8:23 AM)
Cust had car towed here on 1-15-14. previously had car at a Midas or Monroe service dept. had front and rear brakes replaced due to pedal issue..they also told him they replaced n cylinder which we confirmed they did not..we bleed the system no different, we tried a new master cylinder and booster no different....diagnosed with Nissan tech line assistance nee abs actuator...vehicle is a 2009 Nissan murano with 86,604 miles and this is the first time we are seeing the car....appears all work to be done at a independent...c/s paid Monroe/mi lot to repair problem and did not fix...

Make Private ✓

Created By: Lester Robert Russell Delantar (1/17/2014 1:50 PM) | Last Modified By: Susan Robinson (1/20/2014 7:12 AM)
crr-ld c called
crr-ld verified name ,add,phone,email
crr-ld c states alex page has 2009 murano c has brakes issue with the vehicle the vehicle is registered to the wife they went to the dealership for a diagnosis check because c had th brake pedal up to the floor the dealer had it diagnosed and also called called tech line c has abs accuatore defective and needs the part which cost 1,700$ dealership name is glick ! c is out of warranty the vehicle is still in the dealer, chas 80,000 miles , c best contact number [redacted] cp alex page c would like nissan tohelp for the part replacement c needs financial sistance , c is loyal to nissan had sveral infinity vehicles, c said
crr-ld advised c that the concern will be reviewed by rcas c agreed
crr-ld c has no more concern
crr-ld gave case number ext number

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7654100	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	1/22/2014	YI	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Glick/ FU warranty cost	ALISON PAGE	✓	1/21/2014	Susan Robinson	1/21/2014 1:32 PM
Edit | Del	Review Dealer Comment		✓	1/21/2014	Susan Robinson	1/20/2014 2:43 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/23/2014 1:12 PM	Susan Robinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.

		Closed.
1/20/2014 3:57 PM	Susan Robinson	Changed **Follow Up Date** from 1/20/2014 to **1/23/2014**.
1/20/2014 7:14 AM	Susan Robinson	Changed **Shared via Portal** from false to **true**.

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Surveys Surveys He

No records to display

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[redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kevonna Goodwin [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	1/20/2014	Date/Time Opened	1/20/2014 2:06 AM
Supporting Documents		Date/Time Closed	1/20/2014 4:40 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18U79W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07419	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	SUTHERLIN NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	1/20/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	12/23/2013	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: JN8AZ18U79W[redacted]		
Created By	System Account NNAINT, 1/20/2014 2:06 AM	Root Cause Code	SCCO
Last Modified By	System Account NNAINT, 1/26/2014 8:17 PM	Root Cause Code (2)	
Days Closed	1,263	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	CA12994723

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Eric Cuthrell (1/20/2014 4:39 PM) RCAS-EC assisting RCAS-KG. RCAS noting that this survey is related to open case #[redacted] RCAS is closing survey.
Make Public	☐	Created By: System Account NNAINT (1/20/2014 2:06 AM) JEROME WAS HIGHLY PROFESSIONAL WITH HELPING ME THRU THE PROCESS OF FIXING MY CAR. HIS HEIGHT COULD BE THREATING TO A WOMAN BUT HE HAS A COURTEOUS, GENTLEMANLY MANNER THAT PUTS YOU AT EASILY. IT OBVIOUSLY HE IS WORKING HARD TO HELP, AND ALSO PROMOTING NISSAN AND THE PRODU THAT IT IS. HE'S A GOOD MAN.PERSONALLY I'M IMPRESSED BY NISSAN TO HIRE SUCH AN INDIVIDUAL.I'M VERY PLEASED AND RELIEVED THAT NISSAN UNDERSTOO THE BUSINESS I RUN AND THE NEED OF THE VEHICLE IN MY BUSINESS TO SEE MY CLIENTS. I REALLY APPRECIATE JEROME PROFESSIONALISM UNDERSTANDING TAKING OUT THE ANXIETY IN MY HEAD. THANK YOUMY BRAKE SYSTEM WAS NOT RIGHT. MISS DIAGNOSED, AFTER 3 WEEKS, MY BRAKES HIT THE FLOOR AGAIN. T THE LEAST - SCARY - I'M IN LOTS OF TRAFFIC AND THIS IS NOT FIXED, AND DAMN I HAVE APPOINTMENT FOR FINAL PROPOSAL AND SIGNING CONTRACTS FOR A DENTAL OFFICE IN NAPLES, FL 35 MILES AWAY. IT WAS THE WRONG SOLUTION TO CORRECTING THE REAL PROBLEM. THANK GOD FOR JEROME! THE WORK IS NO DONE YET.I THINK YOU SHOULD AWARE OF THE INTEGRITY OF JEROME - HE SAW FIRE IN MY EYES, DISAPPOINTMENT IN YOUR DEALERSHIP,AND A GREAT DEAL C MISS TRUST. HE'S SMART! I RESPECT THE WAY HE HANDLED WHAT COULD BE VERY UNPLEASANT AND MADE IT WORKABLE. WE BOTH WON'T WIN, BUT I DO LOVE NISSAN, THE SEATS ARE CORRECT FOR MY BACK AND I KNOW I'M SAFE IN THIS VERY HIGH TRAFFIC TOURIST.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7650990	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	GENERAL COMPLIMENT	QC	1/20/2014	ZQ	BF	222500	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
1/20/2014 4:40 PM	Eric Cuthrell	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
1/20/2014 4:38 PM	Eric Cuthrell	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [27] | Case Categorizations [4] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Patrick Jensen [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/19/2014	Date/Time Opened	1/23/2014 4:53 PM
Supporting Documents	☐	Date/Time Closed	2/19/2014 3:55 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Dealership complaint / brake problem		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,400		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0EV4DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	12
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32613	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	JACK KEY NISSAN	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0EV4D[redacted]		
Created By	Ronald Cabatbat, 1/23/2014 4:53 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 2/19/2014 7:13 PM	Root Cause Code (2)	DR800
Days Closed	1,233	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA13030528

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
		Created By: Patrick Jensen (2/19/2014 3:54 PM) | Last Modified By: Patrick Jensen (2/19/2014 3:54 PM) SUMMARY: C called with a concern with brakes on veh Dealer had a difficult time duplicating and diagnosing issue
Make Private	✓	RCAS worked to get C and SM to work together and pursue a resolution to the concern SM is going to provide a loaner veh to c and continue to pursue a resolution to concern no further assist needed CASE CLOSED
		Created By: Patrick Jensen (2/19/2014 3:48 PM) | Last Modified By: Patrick Jensen (2/19/2014 3:49 PM) rcas called c a[redacted] at 441 pm est advised C that SM is going to contact c as sson as a loaner veh is available to pursue addressing the veh concerns that C has Rcas advised C that SM stated sm was unaware of a certain diag that was done that did indicate there was an issue with vehicle
Make Private	✓	C understood Rcas asked if c wants rcas to follow up any further on this situation and c stated NO No further assist needed
		Created By: Patrick Jensen (2/19/2014 3:41 PM) | Last Modified By: Patrick Jensen (2/19/2014 3:41 PM) RCAS called dlr SM at[redacted]
Make Private	✓	SM advised RCAS that SM is going to provide c with a loaner veh in the next couple of days and has left a message informing C of that SM stated that SM was unaware of a certain diag done by a tech aor SA that did mange to duplicate issue to an extent and SM is willing to try to work with the customer
Make Private	✓	**Created By: Suzanne Farlow (2/19/2014 3:24 PM)** SRD/ES-SF called the customer at requested phone[redacted] 4:02pm est and spoke to the customer. SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed. SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time. The customer advised that c is looking for a copy of this case file sent to the c. C advised that c plans to do some kind of drastic action and needs this to proceed. C states c spent a lot of money on this vehicle and this is a safety issue that no one is addressing. SRD/ES-SF advised that according to notes, c needs to take veh in for duplication. C was VERY unhappy and advised that concern has been duplicated multiple times. SRD/ES-SF apologized and advised that NNA relies on dlrs for diag, and SM is advising this needs to be done. C insists that dlr techs and SA have verified concern. SRD/ES-SF advised that RCAS would make dlr contact to clarify with tech/SA and then SM to define further options at this time.

		The customer understood and the call ended mutually. SRD/ES-SF transferring case back to RCAS ********** SRD/ES-SF discussed case with RCAS and RCAS to make dlr contact to clarify difference of opinion between SM and tech/SA regarding customer complaint and duplication of issu as repair options.
Make Private	✓	**Created By: Leslee Koleszar (2/19/2014 6:49 AM) | Last Modified By: Patrick Jensen (2/19/2014 3:25 PM)** TL reviewed case and transferred to SRD ESC Sue
Make Private	✓	**Created By: Patrick Jensen (2/18/2014 7:04 PM) | Last Modified By: Patrick Jensen (2/19/2014 3:25 PM)** rcas called C at [redacted] at 800 pm est C was unable to contact supervisor yesterday and really wants to speak to a supervisor rcas agreed escalate and that supervisor will contact on 2/19/14 C stated c would be available
Make Private	✓	**Created By: Suzanne Farlow (2/18/2014 12:30 PM)** SRD/ES-SF noting no return calls from customer. SRD/ES-SF sending case back to RCAS for closure pending callback.
Make Private	✓	**Created By: Suzanne Farlow (2/17/2014 3:27 PM)** SRD/ES-SF called the customer at requested phone [redacted] at 4:25pm est and left vmx advising of supervisor contact per request. SRD/ES-SF asked for callback to 800.343.6913 x458174 at the customer's earliest convenience. SRD/ES-SF resetting case follow up NLT 2/18.
Make Private	✓	**Created By: Andrew Czarney (2/14/2014 6:46 PM)** TL noting c has requested assistance with loaner veh as dlrshp is unwilling to provide loaner during diagnosis. TL noting that at this time, NNA cannot review for goodwill assistance as further diagnosis has been completed. TL would recommend c take veh to second dlr if c as c is not satisfied with experience at current dlr.
Make Public		**Created By: Siena Sheen Barnuevo (2/14/2014 3:37 PM)** RCAS Case Follow-up
Make Private	✓	**Created By: Siena Sheen Barnuevo (2/14/2014 3:37 PM) | Last Modified By: Patrick Jensen (2/18/2014 7:02 PM)** c's husband called in [redacted]) referred now as c crr sb verified that there are no changes on c's contact info c stated that c was assisted by rcas and request something from rcas crr sb verified if c's request is to speak to a sup, c stated yes crr sb informed c that rcas escalated c's concern to rcas sup and c will be contacted by the end of the next business day, c understood crr-sb offered further assistance, c declined. crr-sb provided name, ext crr sb exiting case
Make Private	✓	**Created By: Patrick Jensen (2/14/2014 1:38 PM) | Last Modified By: Patrick Jensen (2/18/2014 7:02 PM)** rcas called C at [redacted] at 222 pm est advised C that RCAS is unable to assist with c concern with DLR and case is going to be documented as a dealer complaint issue rcas advised C that if C is uncomfortable or unhappy with treatment at DLR that C should try to take veh to a different DLR C inquired into DLR current stance on veh concern RCAS explained SM wants C wife to return to DLR to take tech on a test drive to demonstrate concern at slow speeds so SM is able to duplicate veh concern and determine that vel operating normally C requested a copy of all conversations rcas has has with C and SM Rcas advised that NNA cannot provide those documents C requested to speak to a supervisor regarding document question because if NNA is unable to assist then C is going to sue DLR and put a world of hurt on them rcas agreed to escalate to a supervisor advised c that supervisor will contact C by the end of the next business day 2/17/14
Make Private	✓	**Created By: Patrick Jensen (2/14/2014 1:22 PM) | Last Modified By: Patrick Jensen (2/14/2014 1:22 PM)** DISREGARD PREVIOUS COMMENT IS FOR DIFFERENT CASE **********
Make Private	✓	**Created By: Patrick Jensen (2/14/2014 1:20 PM) | Last Modified By: Patrick Jensen (2/14/2014 1:21 PM)** rcas called Randy C brother in law a [redacted] at 157 pm est B-I-L states BIL has info regarding incident but needs to call rcas back in 45 minutes to give to rcas rcas understood BIL is concerned that veh is still having hesitation and accel issues and is concerned about safety of veh as veh has been released to c after tire repair BIL said veh is still out of alignment rcas explained rcas is proceeding with process to address further repairs needed on veh
Make Private	✓	**Created By: Patrick Jensen (2/13/2014 5:57 PM) | Last Modified By: Patrick Jensen (2/14/2014 1:16 PM)** rcas called C at [redacted] at 641 pm est advised C that sm will not provide a loaner to C until C wife comes in and demonstrates concern with tech in veh C went crazy and said this has already been done and that tech stated out loud to c and wife while wife was driving behind two slow vehicles that concern was duplicated and shoulc happening rcas advised C that rcas will contact SM and advise of this and that at this point rcas may be able to assist with situation by getting c into a rental veh and reimburse c after concerns addressed rcas also will contact FOM to try and get some progress on this case set follow up for 2/18/14
Make Private	✓	**Created By: Patrick Jensen (2/12/2014 1:10 PM) | Last Modified By: Patrick Jensen (2/13/2014 5:40 PM)** notify of open campaign
Make Private	✓	**Created By: Patrick Jensen (2/12/2014 1:09 PM) | Last Modified By: Patrick Jensen (2/12/2014 1:09 PM)** rcas called SM Melissa at 9[redacted]1 at 202 pm est sm advised DLR is not willing to put C in loaner until C wife can come in to DLR and drive with tech and duplicate issue with tech if issue is duplicated at that time then DLR will pursue further diag and loaner for C
Make Private	✓	**Created By: Patrick Jensen (2/12/2014 1:02 PM) | Last Modified By: Patrick Jensen (2/12/2014 1:04 PM)** rcas called C at [redacted] 155 pm est dlr that messed up the records was not Jack Key it was ABC Nissan in Phoenix

rcas advised c that rcas is going to close case pending further diag on veh and further assist needed

c agreed
no further assist needed at this time

Created By: Patrick Jensen (2/11/2014 11:53 AM) | Last Modified By: Patrick Jensen (2/12/2014 12:55 PM)
rcas called SM Melissa at [redacted] 1 at 1246 pm est

Make Private ✓

left vmx advising that C is waiting to hear from DLR about availability of loaner and scheduling an appt for further diag on veh

also advised that C contacted RCAS and informed that C received a call from a different customer from DLR that had been mixed up with C and on invoice all of C records were on i instead of actual customer's info and that SA has mistakenly kept referring to other customer as AMBER RCAS advised SM to check records and address mixup

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Make Private ✓ Created By: Patrick Jensen (2/7/2014 4:41 PM) | Last Modified By: Patrick Jensen (2/7/2014 4:41 PM)
set follow up for 2/12/14

Created By: Patrick Jensen (2/7/2014 4:40 PM) | Last Modified By: Patrick Jensen (2/7/2014 4:41 PM)
rcas called C at [redacted] at 531 pm est

c stated c is having an issue with Nissan stating that C got a call from a woman last night stating that Dealer had given a different customer all of C's personal information

Make Private ✓ At dealership this woman said they kept calling woman by wrong name AMBER which is C's name and the woman had address and email address and the vehicles were seemingly on receipt also

C states his account has wrong color
rcas checked color through VIN and it is correct in salesforce

rcas agreed to contact to tell SM what has happened

set follow up for 2/6/14

Created By: Patrick Jensen (2/3/2014 3:01 PM) | Last Modified By: Patrick Jensen (2/3/2014 4:14 PM)
rcas called C [redacted] at [redacted] at 3:55 pm est

c stated tha veh was taken in and did a test drive and technician did notice issue with vehicle and issue was duplicated completely

Make Private ✓ rcas asked if DLR has a course of action

C stated that c is waiting for a loaner vehicle to be available and then DLR will attempt to address concerns and hopefully repair issue.

Rcas advised c rcas will follow up with c on Friday 2/7/14

c understood

Created By: Patrick Jensen (1/29/2014 2:01 PM) | Last Modified By: Patrick Jensen (1/30/2014 11:01 AM)
RCAS called C at [redacted] at 2:53 pm est

left vmx containing case# and callback info

Make Private ✓ advised C of conversation with SM and SM recommendation to bring vehicle in for diag and attempt to duplicate issue

explained to C that SM feels c and wife should both be present for test drive with SA SAM to try to duplicate issue if possible so each driver can demonstrate concerns they experien

set follow up for 2/3/14

Created By: Patrick Jensen (1/29/2014 1:52 PM) | Last Modified By: Patrick Jensen (1/29/2014 1:53 PM)
RCAS called SM Melissa at [redacted] at 2:39 pm est

SAM is SA working with vehicle
SM advised rcas to inform next step is for C and wife to bring vehicle in for another test drive with SA SAM and try to duplicate issue

Make Private ✓ There is no loaner veh available at this time but C and wife can come in for diag first and then if issue is duplicated an appt can be made when a loaner veh is available

SM stated that if weekdays are inconvenient for C that dealer is open on Saturday, except for this coming Saturday due to inventory, but SAM will be at DLR on Feb 8th Saturday an be able to assist with duplication effort that day

C needs to call SM Melissa and advise when is a good time to do test drive

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Created By: Patrick Jensen (1/24/2014 2:48 PM) | Last Modified By: Patrick Jensen (1/29/2014 1:36 PM)
rcas called C at [redacted]
at 3:05 pm est

rcas inquired what veh concern veh is having

c states that ABS system is not working properly at all and hasn't been working properly for a long time

c advised that this is a follow up on a previous case that was closed by RCAS case# 12678227

Make Private ✓ c advised that issue was never solved by dealer and C will attempt to take veh back to dealer one more time to see if issue can be adequately resolved and fixed and if not then C w LEMON LAW

Rcas advised C that rcas closed previous case because issue was never duplicated and no repairs were being recommended at that time

C stated issue is worse than ever and is happening a lot and there is no way dealer can not duplicate issue
c also stated c must have a loaner vehicle when c returns for diag

Rcas advised c that rcas will contact SM MELISSA and advise of situation and inquire about loaner veh availability and how DLR can accommodate C with a loaner

C agreed
set follow up for 1/29/14

Created By: Ronald Cabatbat (1/23/2014 5:04 PM) | Last Modified By: Patrick Jensen (1/24/2014 2:04 PM)
crr-rc adding notation that
c's husband was the one who called
Make Private ✓ Name: [redacted]
Phone no.: [redacted]
crr-rc exiting the case

Make Private ✓ Created By: Ronald Cabatbat (1/23/2014 5:02 PM) | Last Modified By: Patrick Jensen (1/24/2014 2:04 PM)
RELATED CASE NO. 12678227

Crr-rc received a call from c
Crr-rc c states c wants to speak with RCAS-PJ

Crr-rc verified with c if any of the contact information have change c said the contact person should be
Name: [redacted]
Phone no.: [redacted]

crr-rc informed c about the the last advise of RCAS-PJ
to c noted on the related case no.

c understood but c insisted to speak with RCAS-PJ
c said that c tried to call RCAS-PJ and c requested for call back but RCAS-PJ never called c back

c mentioned that c should be the one that needs to be contacted not c's wife

crr-rc advised c that crr-rc will try to reach the extension of RCAS-PJ and
if crr-rc reach voicemail c will be transferred to voicemail and c could leave a message c agreed also advised c crr-rc will send an internal message to RCAS-PJ

Crr-rc offered further assistance c declined
Crr-rc advised c that the case no. will be the same
Crr-rc provided name and extension no.
Crr-rc left the case open

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7656349	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	1/23/2014	YZ	BF	222500	OC
Edit | Del	CC-7656350	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	1/23/2014	YX	AD	118500	OA
Edit | Del	CC-7689003	BRAKES	ANTI-LOCK BRAKE SYSTEM	UNABLE DIAGNOSE/DUPLICATE	03	2/19/2014	WT	AD	118500	OA
Edit | Del	CC-7689004	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	2/19/2014	ZR	AD	118500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histor

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Jack Key FOM	[redacted]	✓	2/14/2014	Patrick Jensen	2/14/2014 1:38 PM
Edit | Del	Jack Key		✓	2/14/2014	Patrick Jensen	2/14/2014 1:20 PM
Edit | Del	Jack Key		✓	2/10/2014	Patrick Jensen	2/11/2014 11:54 AM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachment

No records to display

Case History

Case Histor

Date	User	Action
2/19/2014 3:55 PM	Patrick Jensen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/19/2014 3:24 PM	Suzanne Farlow	Changed **Escalated By ID** from 005F0000002zw3l to **005F0000001zQjh**.
		Changed **Case Owner** from Suzanne Farlow to **Patrick Jensen**.

Show more » | Go to list »

Surveys

Survey

No records to display

^ Back To Top

Always show me more records per related list

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

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[redacted]

Case Comments [31] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [2] | Attachments [5+] | Case History [5+]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Anna Naraeva [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	1/24/2014	Case Origin	Letter/Fax
Follow Up Date	4/22/2014	Date/Time Opened	1/24/2014 9:50 AM
Supporting Documents	☐	Date/Time Closed	4/30/2014 1:00 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	BBB Faxes
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	1N6AD0ER3C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	20
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	FENTON NISSAN OF ARDMORE	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	3/26/2014	Vehicle Service Contract	
RHR Completed	3/26/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER [redacted] PHONE [redacted] VIN: 1N6AD0ER3C[redacted]		
Created By	Richard Chozinski, 1/24/2014 9:50 AM	Root Cause Code	SCMR
Last Modified By	NNAETL, 10/14/2015 1:38 AM	Root Cause Code (2)	
Days Closed	1,163	Action Code	NL3M
Case Record Type	CA Closed Case [Change]	Document ID	CA13033820

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case (

Action	Public	Comment
Make Public		**Created By: Fijabi Julien-Gallam (4/30/2014 1:00 PM)** NIS1333263-1R. DRTS rec'd A/R docs from BBB on 4/30/14, dated same. C rejects arbitration decision. Signed / dated 4/24/14.
Make Public		**Created By: Anna Naraeva (4/22/2014 10:40 AM)** Case closed.
Make Public		**Created By: Fijabi Julien-Gallam (4/21/2014 8:56 AM)** NIS1333263-1R. DRTS rec'd Denial Decision docs from BBB on 4/21/14, dated same.
Make Public		**Created By: Anna Naraeva (4/9/2014 4:31 PM)** ARBS mailed the hearing packet to DTS-Glen Nakagawa at: GLEN NAKAGAWA 1800 Highland Village RD. Highland Village, TX 75077 Via FedEx track # 7985 0008 7118. Copy of hearing packet is attached to the case.
Make Public		**Created By: Anna Naraeva (4/8/2014 4:11 PM)** ARBS submitted hearing request to Sr. DTS-Danny Guzman.
Make Public		**Created By: Fijabi Julien-Gallam (4/3/2014 3:55 PM)** NIS1333263-1R. DRTS rec'd NOH from BBB on 4/3/14, dated same. Hearing set for 04/17/14 10:00 am CST, in person.
Make Public		**Created By: Fijabi Julien-Gallam (4/2/2014 3:58 PM)** NIS1333263-1R. DRTS rec'd ATA from BBB on 4/2/14, dated same. ATA states: All parties named submit to arbitration the following: Vibration in vehicle when driven. The parties ha agreement on the following: N/A. Each Party requests the arbitrator(s) render the following decision: Consumer: Repair, Manufacturer: Denial. The manufacturer also agrees to exten arbitrator(s) to award the following: N/A.
Make Public		**Created By: Anna Naraeva (4/2/2014 3:40 PM)** ARBS received below results from DTS-Glen Nakagawa on 3/19:" I have met with this consumer along with the service manager. (RobertTroup) 1) [redacted] started out by stating "all the 2012 and 2013 Frontiers are defective" after shaking my hand. "states they all have the same driving feel at 30-35 mph and at 60mph" 2) [redacted] started out by stating and showing me previous dealership R.O.s that stated "no problem found characteristics are normal as other like 2012 Frontiers" 3) [redacted] was upset when I reminded him "he, himself stated in front of Service manager (Robert Troup) and myself, that he drove 2012 and 2013 Frontiers and they are all like hi 2014 is not like the 2012 and 2013 Frontiers" 4) [redacted] commented that I was not consumer friendly and neither is Nissan North America because they won't repurchase his 2012 Frontier and replace it with a 2014 because, t have the (so called) vibration, that [redacted] states Nissan knew about but would not disclose at the time of purchase. 5) At first [redacted] was going to walk out, as I still asked him if he would attempt to show both of us his concerns, [redacted] was very confrontational, and was asking many persona which I stated we should focus on driving and showing us the incident. DTS decided to video record in front of [redacted] to document all the conversations. After driving 5 miles service manager and DTS agreed there were no current warranty related repairs required at this time. [redacted] was more upset and stated "we'll let a judge dec [redacted] n that the vehicle is operating as other like 2012 Frontier trucks. [redacted] left abruptly.

		No warranty related repairs are required at this time operation is characteristic of 2012 model Crewcab Frontier trucks. Regards,"
Make Public		**Created By: Barbara Parker (3/26/2014 9:23 AM)** DRTS completed updated RHR and attached to case.
Make Public	[redacted]	**Created By: Barbara Parker (3/26/2014 9:16 AM)** DRTS rec'd RO from Dlr # 3992 and attached to case.
Make Public		**Created By: Barbara Parker (3/25/2014 2:29 PM)** DRTS called Dlr # 3992 and requested any new RO's since RO # 104380. SA-Trevor agreed to fax RO's. Provided name and fax #.
Make Public		**Created By: Fijabi Julien-Gallam (3/25/2014 2:19 PM)** NIS1333263-1R. DRTS rec'd MRF from BBB on 3/25/14, dated same. C seeks for Nissan to eliminate the loud vibrations. CCF states: Vibration 40mph refer to invoice 184776. Vibra and 60 much lower.
Make Public		**Created By: Fijabi Julien-Gallam (3/25/2014 2:16 PM)** NIS1333263, DRTS rec'd an Email from the BBB on 3/25/14, dated same. Email States: The case is closed and finished. For cases settled or arbitrated where the customer accepte have confirmed the action has been performed. Letter States: The actual Performance date was received.
Make Public		**Created By: Anna Naraeva (2/28/2014 2:43 PM)** ARBS received below email from DTS-Glen Nakagawa:" Anna, The MARCH 20, 2014 Date is no longer available. Hopefully the afternoon of March 19, 2014 1:00PM will do or MARCH 27, 2014 is available at 10:00AM at Fenton East Nissan. Please let me know as soon as possible which will be confirmed. Regards," **** ARBS called c. C states will be able to meet on 3/19 at 1:00pm. **** ARBS called dlr spoke to SM-Dennis and advised about inspection. **** ARBS sent email to DTS confirming the date for 3/19 at 1:00pm at Fenton East Nissan.
Make Public		**Created By: Anna Naraeva (2/20/2014 10:56 AM)** ARBS emailed DTS-Glen Nakagawa asking to change the date and dlr. (Fenton Nissan East)
Make Public		**Created By: Anna Naraeva (2/20/2014 10:55 AM)** ARBS called c and advised about DTS date 2/26. C states c is not able to meet at that date and requested to meet at Fenton Nissan East dlr in Oklahoma City. ARBS advised c that will resubmit the request for a different date and dlr. ARBS advised c will follow up with c when new date will be received. C understood, thanked and disconnected the call.
Make Public		**Created By: Anna Naraeva (2/20/2014 10:52 AM)** ARBS received below email from DTS - Glen Nakagawa:" I have available The morning of FEB. 26, 2014 at 10:00 AM at FENTON NISSAN OF ARDMORE, to meet with this consumer and have him demonstrate his concerns. When confirmed please make sure the service manager is made aware and a Master technician be made available to assist in the inspection."
Make Public		**Created By: Anna Naraeva (2/20/2014 10:12 AM)** C owns Frontier.
Make Public		**Created By: Anna Naraeva (2/20/2014 9:45 AM)** ARBS received below email from DTS-Glen Nakagawa:" Anna, I have available The morning of FEB. 26, 2014 at 10:00 AM at FENTON NISSAN OF ARDMORE, to meet with this consumer and have him demonstrate his concerns. When confirmed please make sure the service manager is made aware and a Master technician be made available to assist in the inspection. Regards, _____ Glen NAKAGAWA"
Make Public		**Created By: Fijabi Julien-Gallam (2/13/2014 3:09 PM)** NIS1333263. DRTS rec'd settlement from the BBB on 2/13/14, dated same. Anna Naraeva, on behalf of Nissan of North America, and [redacted] have reached an agreement re A Nissan DTS will inspect [redacted] 2012 Frontier at an authorized Nissan dealership. Warrantable non-conformities verified during inspection will be repaired under the direction c [redacted] will be contacted by a Nissan Representative regarding implementation of this agreement, including the date, time and location of the inspection and repairs. The terms of agreement are to be carried out no later than 30 days from the date this letter is sent.
Make Public		**Created By: Anna Naraeva (2/13/2014 3:00 PM)** ARBS submitted DTS request to sr. DTS-Danny Guzman.
Make Public		**Created By: Anna Naraeva (2/13/2014 2:52 PM)** ARBS emailed the offer to BBB agent - Daniel Hernandez and received a response that c accepted DTS inspection.
Make Public		**Created By: Anna Naraeva (2/13/2014 2:49 PM)** NNA offers DTS inspection for customer's satisfaction. ARBS faxed the response to BBB with an offer. Copy of the response with fax confirmation is attached to the case.
Make Public		**Created By: Anna Naraeva (2/13/2014 2:46 PM)** ARBS-AN reviewed RHR with following repairs that were complete at the time: Dates: 04/08/13- 04/30/13 Mileage: 3,937 RO#: 177414 Days:1 DLR Code: 3992 A. C/S that there is a strange vibration around 40 mph with engine under load. Sometimes vibrate at around 60 mph as well. B. MPI. DLR ACTIONS: A. Test drove for complaint. No abnormal vibration felt at this time. B. Completed. Dates: 04/20/13- 04/20/13 Mileage: 4,453 RO: 100662 Days:1 DLR code:5349 A. LOF. B. C/s to check wipers, are they working properly. DLR ACTIONS: A. Completed. B. Maintenance service. Dates: 08/30/13- 08/30/13 Mileage: 8,936 RO#: 102435 Days: 1 DLR code: 5349 1. LOF. B. MPI. C. C/S vibrates at 60 mph with pressure on pedal. D. C/S brakes feel soft when starting off. DLR ACTIONS: A. Completed. B. Completed.

C. Tech test drove vehicle and verified that vehicle met specs.
D. Tech was unable to duplicate concern.

Dates: 09/23/13- 09/24/13 Mileage: 9,669 RO#: 184776 Days: 2 DLR code: 3992
A. C/S there is an abnormal drivetrain vibration at 40 mph and sometimes at 60 mph.
B. MPI.

DLR ACTIONS:
A. Service manager test drove for complaint. Verified C's concern. No problem found. Vibration is part of normal operation.
B. Completed.

Dates: 10/04/13- 10/04/13 Mileage: 10,023 RO#: 102893 Days: 1 DLR code: 5349
A. C/s while driving about 40 mph he feels a vibration.
B. MPI.

DLR ACTIONS:
A. No problem found. Test drove 2 other vehicle with C. All vehicles experience torque converter shutter.
B. Completed.

Dates: 01/17/14- 01/17/14 Mileage: 13,972 RO#: 104380 Days:1 DLR code: 5349
A. LOF.
B. MPI.
C. C/S there is a vibration in vehicle between 35-45 mph and also at 60 mph.

DLR ACTIONS:
A. Completed.
B. Completed.
C. Tech and SM drove the vehicle and did verify concern but the vehicle met specs.

Make Public		**Created By: Barbara Parker (1/27/2014 10:50 AM)** DRTS completed RHR and attached to case.
Make Public		**Created By: Barbara Parker (1/27/2014 9:29 AM)** DRTS rec'd RO's from Dlr # 5349 and attached to case.
Make Public		**Created By: Barbara Parker (1/27/2014 9:16 AM)** DRTS called Dlr # 5349 and requested any and all RO's. SA-Stephen agreed to email RO's. Provided name and email address.
Make Public	[redacted]	**Created By: Barbara Parker (1/27/2014 7:14 AM)** DRTS rec'd RO's from Dlr # 3992 and attached to case.
Make Public		**Created By: Barbara Parker (1/24/2014 10:17 AM)** DRTS called Dlr # 5349 and requested any and all RO's. SA-Dennis agreed to email RO's. Provided name and email address. DRTS called Dlr # # 3992 and requested any and all RO's. SA-Trevor agreed to fax RO's. Provided name and fax #.
Make Public		**Created By: Richard Chozinski (1/24/2014 9:58 AM)** cases found: 12432224, 12209311, 10633179, 10446321
Make Public		**Created By: Richard Chozinski (1/24/2014 9:54 AM)** NIS1333263. DRTS rec'd MRF from BBB on 1/24/14, dated same. C seeks for Nissan to eliminate the loud vibrations. CCF states: Vibration 40mph refer to invoice 184776, repair att now at 35-45 and 60 much lower, repair attempts 3.

Case Categorizations

Case Categ

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory C
Edit | Del	CC-7656828	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	JUDDER/CHATTER/VIBRATION	02	1/24/2014	ZY	BN	252000

Open Activities

Oper

No records to display

Activity History

View All

Activ

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted] - AR Docs - NIS1333263-1R	[redacted]	✓	4/30/2014	Anna Naraeva	4/30/2014 1:00 PM
Edit | Del	[redacted] Decision - NIS1333263-1R		✓	4/21/2014	Anna Naraeva	4/21/2014 8:56 AM
Edit | Del	[redacted] - NOH - NIS1333263-1R		✓	4/3/2014	Anna Naraeva	4/7/2014 9:19 AM
Edit | Del	[redacted] - NOH - NIS1333263-1R		✓	4/3/2014	Anna Naraeva	4/3/2014 3:56 PM
Edit | Del	[redacted] - ATA - NIS1333263-1R		✓	4/2/2014	Anna Naraeva	4/2/2014 3:59 PM

Show more » | Go to list »

Emails

Send an Email

No Emails Available

Customer Support Tools

Customer Sup

No records to display

Check Activity

Che

No records to display

Forms

Action	Form	Request Type	Created By	Created Date
Edit | Del	F24123	DTS Request	Anna Naraeva, 4/8/2014 4:08 PM	4/8/2014
Edit | Del	F21592	DTS Request	Anna Naraeva, 2/13/2014 2:59 PM	2/13/2014

Attachments

Attach File | View All

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] - AR Docs - NIS1333263-1R.pdf	149KB	4/30/2014 1:00 PM	Fijabi Julien-Gallam
Edit | View | Del	[redacted] n - Denial Decision - NIS1333263-1R.pdf	233KB	4/21/2014 8:57 AM	Fijabi Julien-Gallam
Edit | View | De	[redacted] 13033820 - Hearing packet.pdf	4.69MB	4/9/2014 4:19 PM	Anna Naraeva
Edit | View | Del	[redacted] - NOH - NIS1333263-1R.pdf	572KB	4/3/2014 3:57 PM	Fijabi Julien-Gallam
Edit | View | Del	[redacted] - ATA - NIS1333263-1R.pdf	52KB	4/2/2014 3:59 PM	Fijabi Julien-Gallam

Show more » | Go to list »

Case History

Date	User	Action
4/30/2014 1:00 PM	Fijabi Julien-Gallam	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
4/30/2014 12:59 PM	Fijabi Julien-Gallam	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys

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[redacted]

Case Comments [14] | Case Categorizations [1] | Open Activities [1] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [2] | Attachments [5+] | Case History [5+]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/21/2014	Date/Time Opened	1/24/2014 4:21 PM
Supporting Documents	✓	Date/Time Closed	2/21/2014 3:42 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	**GTR Hotline- C states vehicle accelerated and wrecked into c's fence- IIR started***		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	350		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	✓	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	JN1AR5EF6EM[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	8
Model Line	GT-R	Beyond PT Warranty Miles1	0
Model Code	43214	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DOWNTOWN NASHVILLE NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F20767	Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN1AR5EF6EM[redacted]		
Created By	Bryanna Alexander, 1/24/2014 4:21 PM	Root Cause Code	SCIN
Last Modified By	Managed Services, 10/14/2015 7:30 PM	Root Cause Code (2)	
Days Closed	1,231	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA13037182

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (2/21/2014 3:42 PM)** Contacted C and C stated that C wanted to know if the vehicle will be safe after C receives the vehicle back from the body shop. ARBS ML stated that if C has any concerns C is we vehicle to C's local Nissan dealership and have them inspect the vehicle. C understood and thanked for the follow up. CLOSING CASE AS INFORMATION HAS BEEN SUPPLIED **********
Make Public	☐	**Created By: Mark Chester Carpio (2/21/2014 3:15 PM)** ARBS Case Follow-up
Make Public	☐	**Created By: Mark Chester Carpio (2/21/2014 3:15 PM)** CRR-MC Reopening the Case at the customer's request. CRR-MC received call from c following up on the case. CRR-MC received a call from c asking if c can be transferred to ARBS-ML CRR-MC verified if any of c's contact info changed. c said no C stated that c needs to speak to ARBS-ML for very important concern CRR-MC advised c that crr-mc will send an internal msg to resp agent. CRR-MC ask c to provide the best number, c provided contact[redacted] or[redacted] CRR-MC offered further assistance, c declined. CRR-MC provided name, ext and case number.
Make Public	☐	**Created By: Michael Lucas (2/21/2014 1:51 PM)** Received email from PL stating that the results have been provided and the current recommendation is contact C to discuss as well as assemble a letter explaining. ARBS ML assembled a letter explaining and printed the warranty information booklet for C's reference. Printed FedEx shipping label with tracking number 797995656120 Contacted C to discuss case and provided the results to C's inspection. C understood and ARBS ML explained that after receiving the information and if C has any further questions with ARBS ML . C understood and thanked ARBS ML. CLOSING CASE AS RESULTS HAVE BEEN PROVIDED AND LETTER FEDEX'D TO C'S HOME ADDRESS **********
Make Public	☐	**Created By: Michael Lucas (2/17/2014 7:37 PM)** Received Email from DTS stating that the report has been completed and uploaded to the FTP site for review. WAITING ON PL TO REVIEW THE REPORT AND PROVIDE RESULTS **********
Make Public	☐	**Created By: Michael Lucas (1/31/2014 6:16 PM)** Received Email from DTS stating that 02-14-2014 at 10:00 Am will be the soonest available date that the vehicle can be inspected. Contacted C at home number and mobile number and left 2 VMX's stating the soonest available date and time to inspect and that ARBS ML will be reaching out to the SM of dealers Gave direct number and case number for follow up as needed. Contacted SM at dealer and left a VMX stating that the soonest available date to inspect the vehicle will be on 02-14-2014 at 10:00 AM and if C decides to have the vehicle moved fo please inform ARBS ML. Gave direct phone number and case number for follow up as needed. WAITING FOR DTS TO PERFORM INSPECTION AND SUBMIT REPORT **********

Make Public		**Created By: Michael Lucas (1/30/2014 2:48 PM)** C contacted ARBS ML and completed probe. Informed C that Nissan would like the opportunity to inspect C's vehicle. C understood and thanked ARBS ML for looking into the vehic phone number and case number for reference. SUBMITTING DTS REQUEST **********
Make Public		**Created By: Michael Lucas (1/29/2014 1:13 PM)** Contacted C and partially completed the probe. C stated that now was not the best time to continue the questioning as C is at C's doctors office. C states that C would like to receive tomorrow to continue the discussion. ARBS ML understood and stated that ARBS ML will call before noon. C understood and disconnected the call. PROBE INCOMPLETE - FOLLOW UP ON 01-30-2014 **********
Make Private	✓	**Created By: Bryanna Alexander (1/28/2014 4:56 PM) | Last Modified By: Bryanna Alexander (1/28/2014 4:57 PM)** Per TL-AN EXEC-BP called c to confirm receipt of vmx EXEC-BP called c @[redacted] EXEC-BP explained case has been assigned to ARBS-ML and c will received call back by COB tomorrow C states c has an apt 11:45- 2:00. EXEC-BP advised this will be noted. C declined further assistance Call ended mutually
Make Private	✓	**Created By: Bryanna Alexander (1/28/2014 2:14 PM) | Last Modified By: Bryanna Alexander (1/28/2014 2:15 PM)** **Correction** Someone
Make Private	✓	**Created By: Bryanna Alexander (1/28/2014 2:12 PM) | Last Modified By: Bryanna Alexander (1/28/2014 2:12 PM)** C left vmx Tue 1/28/2014 1:55 PM C states c needs to speak with some one immediately C states veh is getting ready to be moved to body shop for repairs C requests call to 615-681-6602
Make Public		**Created By: Michael Lucas (1/27/2014 5:01 PM)** Received Case, Under Review, Verify Probe
Make Public		**Created By: Kalia Johannes (1/27/2014 4:44 PM)** EXEC-KJ received a call from c and c advised c would like to speak with EXEC-BP EXEC-KJ advised EXEC-BP is currently out of the office. C advised needs to speak with EXEC-BP now. EXEC advised again EXEC-BP is out of the office and asked if there is something EXEC-KJ can assist c with? C advised c needs c's case#. EXEC provided 13037182. C understood C asked again for EXEC-BP. EXEC-KJ advised c can leave a vmx for EXEC-BP and have c's call returned 1/28/14. C asked what time EXEC-BP gets in? EXEC-KJ advised between 7:30 and 8 am central. EXEC again offered assistance, c advised c would like to know when the veh will be inspected? EXEC advised that info is not documented in the case. C understood EXEC thanked c and call ended mutually
Make Private	✓	**Created By: Bryanna Alexander (1/24/2014 4:50 PM) | Last Modified By: Bryanna Alexander (1/24/2014 4:50 PM)** EXEC-BP received call on GTR hotline C states vehicle accelerated on its own and caused an accident IIR Initial probe : 1. Approx Mileage at Time of Incident 350 2. Description of Accident or Incident 2. Description of Accident or Incident 2. Description of accident or incident C states c was pulling into c's driveway, and the vehicle accelerated striking c's neighbors fence 2a. Who was involved? C states c was the only passenger in the vehicle 2b. What Happened? C states was slowing down to pull into his driveway at 215 Cindy Pl Goodlettsville, TN 37072-2701 USA. C state's c's driveway has a high lip so c has to swing wide to turn parallel into c's driveway C states c pressed the brakes to come to a stop and the vehicle accelerated .C states c was was traveling approximately 40-50 MPH C states c tried to continue to push on the brakes C states the more c tried to stop the vehicle the harder and faster it accelerated. C states it felt like c was "double clutching the vehicle" . C states c did not touch the accelerator C states the car pulled to the right into c's neighbor's fence. C states vehicle traveled straight for approximately 175 feet until it came to rest where 2 fences form a T. C states there is a rod from the fence that got stuck into the hood and turbo charger. C states the right side of the vehicle was severely damaged. C states the vehicle began leaking start again. C states vehicle towed to Downtown Nashville Nissan for inspection. C states insurance has inspected the vehicle and determined there is $20,000 C states insurance did not examine the vehicle, but simply provided an estimate for the cost of the repairs. C states insurance plans to take the vehicle to Ridgetop Collision Center (C does not know when the vehicle will be transported 2c. What areas of vehicle affected? C states the right side and the hood 2d. When did it happen? C states 1/19/14 @ 2e. Where did it happen? C states parallel to c's driveway /neighbors yard 2f. How did it happen? C states c pressed the brake to slow down and turn into c's driveway and the vehicle accelerated C states c pushed the brake to the floor and the vehicle would not stop C states vehicle was slowed down by the fence and came to a stop at where two fences come to a T C states the air bags did not deploy 3. What customer requesting of NNA? C requests the vehicle be inspected to determine what caused the accident C requests NNA assist with the cost of the repairs $20,000 _____ EXEC-BP verified best contact #[redacted] EXEC-BP advised c, c will receive call back by COB Wednesday C declined further assistance Call ended mutually

Case Categorizations

Case Cate

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory C
Edit | Del	CC-7664703	INTERIOR (NON-ELECTRIC)	GAS PEDAL (PEDAL/LINKAGE/CABLE/SPRING)	GENERAL INQUIRY	QA	1/30/2014	ZR	AU	188000

Open Activities

Ope

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To

Edit | Cls	Call	Not Started	✓	BOBBY THURMAN	2/21/2014	N/A	Michael Lucas

Activity History

View All

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	1/27/2014	Michael Lucas	1/27/2014 1:21 PM

Emails

Send an Email

No Emails Available

Customer Support Tools

No records to display

Check Activity

No records to display

Forms

Action	Form	Request Type	Created By	Created Date
Edit | Del	F20979	DTS Request	Michael Lucas, 1/30/2014 2:50 PM	1/30/2014
Edit | Del	F20767	IIR	Bryanna Alexander, 1/24/2014 4:45 PM	1/24/2014

Attachments

Attach File View All

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	FedEx Shipment 797995656120 - Letter Delivered.msg	50KB	2/24/2014 8:57 AM	Michael Lu
Edit | View | Del	2014_NIS WIB.pdf	355KB	2/21/2014 1:52 PM	Michael Lu
Edit | View | Del	2014_NIS GT-R_OM.pdf	4.84MB	2/21/2014 1:52 PM	Michael Lu
Edit | View | Del	RE 115676[redacted].msg	84KB	2/21/2014 1:51 PM	Michael Lu
Edit | View | Del	[redacted] - Nissan.pdf	61KB	2/21/2014 1:51 PM	Michael Lu

Show more » | Go to list »

Case History

Date	User	Action
2/21/2014 3:42 PM	Michael Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/21/2014 3:16 PM	Mark Chester Carpio	Changed **Follow Up Date** from 3/4/2014 to **2/21/2014**.
2/21/2014 3:07 PM	Mark Chester Carpio	Changed **Status** from Closed to **Open**.

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[redacted]

Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kelli Souders [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/5/2014	Date/Time Opened	1/28/2014 8:39 AM
Supporting Documents		Date/Time Closed	2/4/2014 2:18 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DLR/IRF
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	38,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ1MU1AW[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	2,000
Make	NISSAN	Beyond Basic Warranty Months1	49
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23310	Beyond PT Warranty Months1	25

Dealer Access

Case Servicing Dealer	COYLE NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	1/29/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] pri VIN: JN8AZ1MU1AW[redacted]		
Created By	Joy Sanchez, 1/28/2014 8:39 AM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	1,248	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	CA13055397

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Kelli Souders (2/4/2014 2:17 PM) ~~~

Csaid that c veh would not start last march and wad informed by COYLE NISSAN that c need to replace the brakes and battery of the veh which is not under warranty which cost $1
C said that last October 2013 c's was driving and the brake pedal would go to the floor C said that c left the veh before and c was informed that the master cylinder was replace and not under warranty which cost $700.
C said that today c's veh is having the same issue when c replace the master cylinder of the veh.
C said that the veh is at COYLE NISSAN
according to SA-mike that DLR is not able to duplicate the veh.
c was told by the DLRSHIP that according to NNA c would have to replace the ABS System of the veh which cost $2,000 for the ABS system, brake fluid and the labor of the veh.

Crr-js asked c how crr-js can assist c.
C said that c would like nna to cover the repair for the veh.

Crr-js informed c that the case will be escalated to rcas,reviewed and c will get an update before the end of the next business day
Crr-js offered further assistance to c. c declined

C's best number is [redacted]

Crr-js gave name, extension number and case number to c.
Crr-js transferring case to rcas.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7669783	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	2/4/2014	YX	AD	118500	OA
Edit | Del	CC-7669784	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	2/4/2014	YI	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject		Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	COYLE	[redacted]	✓	2/4/2014	Kelli Souders	2/4/2014 2:18 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Da
Edit	CST00034382	Regional GW Request	JN8AZ1MU1AW[redacted]	Created					

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/4/2014 2:18 PM	Kelli Souders	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/3/2014 9:36 AM	Kelli Souders	Changed **Follow Up Date** from 2/3/2014 to **2/5/2014**.
1/29/2014 4:03 PM	Kelli Souders	Changed **Follow Up Date** from 1/29/2014 to **2/3/2014**.

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	13073082
Executive Referral		Case Owner	Tiffany Bair [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/4/2014	Date/Time Opened	1/30/2014 3:32 PM
Supporting Documents		Date/Time Closed	2/5/2014 8:31 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	54,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AZ18W49W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	18,000
Make	NISSAN	Beyond Basic Warranty Months1	57
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	07819	Beyond PT Warranty Months1	33

Dealer Access

Case Servicing Dealer	HERTRICH NISSAN JEEP-EAGLE	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	1/31/2014
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

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

Roadside Assistance Details

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AZ18W49W[redacted]		
Created By	Vanessa Arguelles, 1/30/2014 3:32 PM	Root Cause Code	SNFA
Last Modified By	William Taylor, 2/5/2014 8:11 PM	Root Cause Code (2)	
Days Closed	1,247	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA13073082

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Private	✓	**Created By: Suzanne Farlow (2/4/2014 3:19 PM)** SRD/ES-SF called the customer at requested phone [redacted] at 4:14pm est and spoke to the customer. SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed. SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time. The customer advised that the ABS needs to be replaced at the current time, not the master cylinder. C was advised that the repair was originally quoted at $2300 by the dlr but the dlr was able to priovide better pricing at $1400. C states that amount is doable, but the $2300 was not. C advised that c would appreciate any type of additional assistance that NNA could provide. SRD/ES-SF advised the customer that goodwill decisions are made on on a case-by-case basis. SRD/ES-SF advised that at this time, the customer's case was reviewed thoroughly by the RCAS agent who is empowered by NNA to make these decisions and unfortunately, NNA the position to assist with the ABS repair as the vehicle is outside of the warranty parameters, the key consideration. The customer understood and the call ended mutually. SRD/ES-SF transferring case back to RCAS for closure.
Make Private	✓	**Created By: Suzanne Farlow (2/4/2014 3:14 PM)** SRD/ES-SF called the customer at requested phone [redacted] at 4:14pm est and left vmx advising of supervisor contact per request. SRD/ES-SF asked for callback to 800.343.6913 x458174 at the customer's earliest convenience. SRD/ES-SF resetting case follow up NLT 2/6.
Make Public		**Created By: Brett Locher (2/3/2014 3:47 PM)** TL reviewed case and transferred to SRD/ES for C follow up on 02/04/14. Please see summary below.
Make Private	✓	**Created By: Tiffany Bair (2/3/2014 3:37 PM) | Last Modified By: Tiffany Bair (2/3/2014 3:37 PM)** ESCALATION SUMMARY C called in with FA request for master cylinder. C's request denied; supported by FOM-Tim Cherba; veh OOW. C upset by denial, requested to escalate case. RCAS-TL advised c that a supervisor would contact c NLT EOB 2/4. RCAS-TL advised c that decision is unlikely to change. C understood and declined further assistance. ESCALATION SUMMARY
Make Private	✓	**Created By: Tiffany Bair (2/3/2014 3:35 PM) | Last Modified By: Tiffany Bair (2/3/2014 3:35 PM)** RCAS-TL placed call to c on 3[redacted]5 at 4:29 pm EST and spoke with c. RCAS-TL advised c that after review, RCAS-TL would be unable to assist c with c's veh repair financially. C understood and requested to speak with someone higher than RCAS-TL. RCAS-TL advised that case could be escalated, however it would take 4-8 business hours before a supervisor would contact C NLT EOB 2/4. C understood. RCAS-TL advised c that decision was unlikely to change. C understood and declined further assistance. C confirmed contact information for RCAS-TL and call ended mutually.
Make Private	✓	**Created By: Tiffany Bair (2/3/2014 7:41 AM) | Last Modified By: Tiffany Bair (2/3/2014 8:22 AM)** RCAS-TL received email from FOM-Tim Cherba advising no assistance for c.
Make Private	✓	

Created By: Tiffany Bair (1/31/2014 2:09 PM) | Last Modified By: Tiffany Bair (1/31/2014 2:13 PM)
RCAS-TL placed call to c on [redacted] at 2:53 pm EST and left vmx requesting call back.
RCAS-TL provided c with case #, RCAS 800 #, name and ext # of RCAS-TL, and expectation date of 2/3.

RCAS-TL placed call to c on [redacted] at 2:55 pm EST and spoke with c.
RCAS-TL confirmed c's veh concern.
RCAS-TL asked what c was requesting of Nissan.
C states c would like some type of assistance with the repair.
C feels that c shouldn't be experiencing this concern with the veh, and c feels Nissan should stand behind it's product.
RCAS-TL understood and advised c that RCAS-TL could review c's request, but that FA is never promised or guaranteed.
RCAS-TL advised c that review is approximately a 3 business day process, making it NLT 2/5 when RCAS-TL would have a decision for c.
C states c is tired of messing around with this, c states to tell dlrshp to fix the veh, and c will be taking c's veh somewhere else in the future.
RCAS-TL advised c that RCAS-TL could not authorize repairs, and that RCAS-TL was attempting to assist c, but review process would have to be followed.
C states c doesn't think the dlrshp knows what's going on or how to fix the concern.
C states that c has looked online and a master cylinder for c's veh is $83.
C states to fix the veh and c will just take it somewhere else in the future.
C states that adding another 3 days to this process is ridiculous.
RCAS-TL understood and apologized.
C stated that any assistance that could be offered would be appreciated, but that c would be going to the dlrshp today to authorize repairs.
RCAS-TL understood and c declined further assistance.
C declined contact information for RCAS-TL and call ended mutually.

Make Private ✓ Created By: Tiffany Bair (1/31/2014 8:44 AM) | Last Modified By: Tiffany Bair (1/31/2014 8:44 AM)
RCAS-TL sent email to SA-Frank with goodwill form questions.

Make Private ✓ Created By: Tiffany Bair (1/31/2014 8:40 AM) | Last Modified By: Tiffany Bair (1/31/2014 8:40 AM)
RCAS-TL placed call to dlrshp on 3026784553 at 9:31 am EST and was advised that SM-Dave is on vacation.
RCAS-TL requested to speak with acting SM, who is Frank.
RCAS-TL spoke with SA about c's veh and SA advised that c needs a master cylinder replaced.
RCAS-TL advised SA that RCAS-TL needed to ask some goodwill questions and advised SA that RCAS-TL would email them to SA.
SA understood and provided fzupan@hertrichs.com
RCAS-TL advised that email would be sent shortly and call ended mutually.

Make Private ✓ Created By: Tiffany Bair (1/30/2014 3:53 PM) | Last Modified By: Tiffany Bair (1/30/2014 3:53 PM)
RCAS-TL sent email to SM-Dave providing case and c info and inquiring into veh concern.

Created By: Vanessa Arguelles (1/30/2014 3:43 PM) | Last Modified By: Tiffany Bair (1/30/2014 3:53 PM)
c called in regarding an issue with the veh & c would like top speak with someone from NISSAN

c said that the brakes has gone out & issue happened in Jan 2013
when c put on the brakes, it goes all the way done
the veh was taken to HERTRICH NISSAN JEEP-EAGLE &
the master cylinder was replaced , but the veh is having the same issue at this time

c said that the veh was taken back to HERTRICH NISSAN JEEP-EAGLE on Tues & dlr said that the ABS is having an issue

Make Private ✓ dlr said that cost is $2300 for part & labor
SM-Dave Brobst is working with the veh, tel # is [redacted]

C is asking assistance for the repair, as this is the 2nd time c is experiencing the issue

crr-va told c that case will be forwarded to rcas for review & c will receive call before the end of the next business day. c understood

crr-va offered further assistance, c declined.
crr-va gave name, extension & case number.
crr va is leaving case open

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7664813	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	1/30/2014	YX	AD	118500	OA
Edit | Del	CC-7664814	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	1/30/2014	YX	AD	122000	OA
Edit | Del	CC-7664815	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	1/30/2014	YI	AD	118500	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Hertrichs Nissan Jeep-Eagle Check Email for FOM Response	[redacted]	✓	2/3/2014	Tiffany Bair	2/3/2014 8:23 AM

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed
Edit	CST00034496	Regional GW Request	JN8AZ18W49W[redacted]	Created					

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments Attach File Attachments

No records to display

Case History Case History

Date	User	Action
2/5/2014 8:31 AM	Brett Locher	Changed **Case Record Type** from **CA** to **CA Closed Case**.
		Changed **Status** from **Open** to **Closed**.
		Closed.
2/4/2014 3:58 PM	Suzanne Farlow	Changed **Escalated By ID** from **005F0000002zw3f** to **005F0000001zQjh**.
		Changed **Case Owner** from **Suzanne Farlow** to **Tiffany Lane**.

Show more » | Go to list »

Surveys Surveys

No records to display

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

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[redacted]

Case Comments [23] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Raquel Taylor [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date	3/6/2014	Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/7/2014	Date/Time Opened	1/31/2014 11:59 AM
Supporting Documents	✓	Date/Time Closed	3/6/2014 11:42 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

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

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,000		

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AR1NN2BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	40
Model Line	PATHFINDER	Beyond PT Warranty Miles1	0
Model Code	25511	Beyond PT Warranty Months1	16

Dealer Access

Case Servicing Dealer	DOWNEY NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	3/4/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	2/27/2014	Vehicle Service Contract	
RHR Completed	2/27/2014	VSC Reprint Request	Email

Contact Name	IRIS RODRIGUEZ

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE: (999) 999-9999 VIN: 5N1AR1NN2B[redacted]		
Created By	Raquel Taylor, 1/31/2014 11:59 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 1:42 AM	Root Cause Code (2)	
Days Closed	1,218	Action Code	NT3I
Case Record Type	CA Closed Case [Change]	Document ID	CA13077903

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Mae Strenciwilk (3/6/2014 11:37 AM) | Last Modified By: Raquel Taylor (3/6/2014 11:42 AM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer and sending notification to agent to close the case.
Make Private	✓	**Created By: Raquel Taylor (3/4/2014 4:56 PM)** summary c called in and stated that c's veh vibrates too much. rcas did an rhr but c was declined a repurchase. c stated c was getting an attorney and refused to take veh back to dl repairs. rcas sending denial letter and closing case
Make Private	✓	**Created By: Raquel Taylor (3/4/2014 4:49 PM)** rcas called c at [redacted] 5:34pm rcas spoke with c's husband will here be known as c RCAS-rq advised c that the call may be recorded for quality purposes. C understood. rcas advised c at this time after an investigation of c's repair NNA is not in a position to repurchase or replace c's veh. c understood and asked why rcas advised this was an investigation done on the repairs c's currently done on c's veh c than asked whether c should continue with (seeking an attorney) rcas advised c that rcas can not advise c to seek legal council but if c does decide to obtain an attorney c can send a letter of representation to Nissan North America, Inc. Consume Affairs P.O. Box 685003 Franklin, TN 37068 c understood and than stated that c doesn't feel c's veh is being fixed and c is just going to seek legal council rcas provided c with case# name and ext# rcas closing case
Make Private	✓	**Created By: Raquel Taylor (3/4/2014 11:53 AM)** csm responded with no suggestions for c
Make Private	✓	**Created By: Raquel Taylor (3/3/2014 1:35 PM)** rcas received denial of rhr sending email to csm requesting suggestions
Make Private	[redacted]	**Created By: Adrienne Dickens (3/3/2014 12:15 PM) | Last Modified By: Raquel Taylor (3/4/2014 11:52 AM)** Arbs notes 6 days out of service. Arbs notes 2 repair visits for vibration and 1 repair for a rough idle Arbs notes 3 repair visits for right front speaker for not sitting flush. Arbs notes C complaint of brake pedal losing pressure was never duplicate. ** Based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.** Arbs recommends RCAS review the matter with RCAS's TL and CSM to determine the best course of action for the file.
Make Private	✓	**Created By: Adrienne Dickens (3/3/2014 12:09 PM) | Last Modified By: Raquel Taylor (3/4/2014 11:52 AM)** Arbs rev'd RHR and CPIA 2/20/12....Mileage: 4,640....RO: 70481....Days Down: 1 1..Pass front speaker grille on dash does not sit correctly - SOP 01/21/13....Mileage: 10,997....RO: 102257....Days Down: 1 1.Right speaker on dash is not in completely – Part of BO

02/04/13....Mileage: 11,091....RO: 103563....Days Down: 1
1.Install right upper speaker on dash - Replace right upper speaker unit

06/17/13....Mileage: 13,478....RO: 115845....Days Down: 1
1. Vibration coming from engine when engine is running - Remove and replace RT engine mount

1/20/14....Mileage: 17,330....RO: 136380....Days Down: 3 - CP and no dup
1.Veh wants to shut off when coming to a stop - Replace drive belt due to wear - CP
2.Veh brake pedal lost pressure one time - No duplication

1/30/14....Mileage: 17,451....RO: 137452....Days Down: 1 - normal operation
1.Veh and dash vibrates too much when engaging gears. If AC is on, it is worse. - Normal operation

02/13/14....Mileage: 17,628....RO: 98101....Days Down: 1
1.Veh has rough idle - Replace engine mounts and perform ECM reprogram

Make Private ✓ **Created By: Raquel Taylor (2/28/2014 6:31 PM)**
rcas called c at [redacted] 5:45pm rcas spoke with c's husband (will here be known as c)
RCAS-rq advised c that the call may be recorded for quality purposes.
C understood.
rcas advised c that at this time there is current time there is no answer on c's case but the rhr was submitted and rcas is waiting on a response. rcas advised would be in contact with
03/05/14 if no response was available earlier

Make Private ✓ **Created By: Barbara Parker (2/27/2014 11:16 AM) | Last Modified By: Raquel Taylor (3/4/2014 3:49 PM)**
***DRTS received the RHR. The RHR was assigned to ARBS-Adrienne Gehrke for review.

Make Private ✓ **Created By: Danielle Bragg (2/27/2014 9:36 AM) | Last Modified By: Raquel Taylor (3/4/2014 3:49 PM)**
**rcas-danielle spurling assisting with RHR. rcas reviewed CPIA and SF VIN history. rcas noting rcas-RQ has noted dlr is unable to provide RO 52504 as RO is archived. rcas compl
and submitted RHR**

Make Private ✓ **Created By: Raquel Taylor (2/26/2014 6:29 PM)**
rcas submitting rhr to be submitted for review

Make Private ✓ **Created By: Raquel Taylor (2/26/2014 6:26 PM)**
rcas contacting csm through email fernando.hernandez@nissan-usa.com

Make Private ✓ **Created By: Raquel Taylor (2/26/2014 5:22 PM)**
rcas called dlr at 8187698100 spoke with sm mel

How many times has the c's vehicle been in for repairs? 7

What repairs were performed? 08/11 squeaky rail dlr ordered a part 02/12 reorders grill 01/21 oil change, 02 replaced 06/13 replaced a defective engine mount 01/14 replaced drive

How many days has the vehicle been kept out of service at the dealer for repairs?sm is not sure

Has Techline been involved? no

Has the Dealer Technical Specialist (DTS) been involved? no

rcas asked for ro# 52504 to be faxed to rcas
sm can not access ro cause it was too old

Make Private ✓ **Created By: Raquel Taylor (2/26/2014 3:53 PM)**
rcas called dlr UNIVERSAL CITY NISSAN 8187698100 4:50pm and was advised sm was with another client

Make Private ✓ **Created By: Raquel Taylor (2/26/2014 12:45 PM)**
rcas called dlr UNIVERSAL CITY NISSAN 8187698100 at 1:08pm dlr advised rcas that sm was not avail but would advise to call back as soon as sm was done with c

Make Private ✓ **Created By: Raquel Taylor (2/26/2014 10:47 AM)**
received fax from downey nissan with ro's attaching to case

Make Private ✓ **Created By: Raquel Taylor (2/25/2014 6:45 PM)**
rcas called dlr at [redacted] 33pm and spoke asked to speak sm
sa advised rcas that sm was out sick rcas spoke with assisting sm frank (will here be known as sm)

How many times has the c's vehicle been in for repairs? 1 repair 3 oil changes

What repairs were performed? replaced engine reprogrammed ecm

How many days has the vehicle been kept out of service at the dealer for repairs?sm is not sure

Has Techline been involved? no

Has the Dealer Technical Specialist (DTS) been involved? no

rcas asked to have all ro's faxed to rcas provided fax number

Make Private ✓ **Created By: Raquel Taylor (2/25/2014 6:34 PM)**
rcas called dlr at 5623341090 7:33pm and spoke asked to speak sm
sa advised rcas that sm was out sick

Make Private ✓ **Created By: Raquel Taylor (2/25/2014 4:57 PM)**
rcas called c at [redacted] 5:28pm and spoke with c's husband nelson Rodriguez (will here be known as c)
RCAS-rq advised c that the call may be recorded for quality purposes.
C understood.
rcas advised c that at this time rcas is working c's case and does not have any new information to provide
c than stated that c feels as if NNA is not taking c's request seriously and is just calling to waste time , and that it has been a week since c called and there is no response
rcas advised c that NNA takes veh repurchases as a priority and rcas is not calling to waste time, but to give c reassurance that c's case is being worked. rcas also advised c that rca
informed c from the beginning that in most cases i can take up to 10 business days so c just has to give rcas until at least 03/06/14
c stated that c just wanted to make sure that this case was being taken seriously and because if NNA does not repurchase c's veh c has spoken with a lawyer that advised c that the
lawyer would assist c in filling a motion for lemon law
rcas advised c that rcas is working on c's case and advised c that rcas would try and have a response by 03/06/14
c understood
rcas advised c that rcas would contact c on 02/28/14 to advise c where the case was but would probably not have a response by than
c understood and agreed

Make Private ✓ **Created By: Raquel Taylor (2/24/2014 1:45 PM) | Last Modified By: Raquel Taylor (2/25/2014 6:34 PM)**
repair assistance

Make Private ✓ **Created By: Raquel Taylor (2/20/2014 2:50 PM)**
rcas received a warm transfer from crr- Bernardo Capellan
c's husband nelson Rodriguez called in will here be known as c

c stated that c has taken the veh to the dlr a lot of times. c stated that the veh keeps doing the same thing. c stated the veh vibrates a lot when c is driving and does not accelerate e
c stated the issue gets worst when the air conditioner is running. c stated that c talked to an attorney but wanted to give NNA a chance to repurchase the veh before taking legal acti
rcas confirmed c was allowing NNA to assist before getting legal assistance
c agreed
rcas advised c that in this case rcas can do an investigation for the repurchase of c's veh. rcas advised c that rcas would do an rhr that could take up to 10 business days, and c wha
exactly can be done for c's veh and whether a repurchase was possible. rcas advised that rcas would be in contact with c every 3 business day first follow up would be 02/25/14
c understood and agreed
rcas asked:

Why does c want to return the vehicle to Nissan North America? c stated c has taken the veh too many times

Where is the vehicle currently? with c

Where was the vehicle purchased? universal city nissan

Was it purchased new or used? new

Where is the vehicle serviced? universal and downey nissan

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
universal and downey nissan

RCAS-rq provided C with name, ext. 458180 , and case #.
RCAS-rq offered further assistance. C was satisfied & declined further assistance.
RCAS-rq thanked C for calling CA.

Make Private ✓

Created By: Bernardo Capellan (2/20/2014 2:34 PM) | Last Modified By: Raquel Taylor (2/20/2014 2:51 PM)
CRR-BC received a call from c stating c wants to speak with RCAS- Raquel Quinones

verified and updated c's name, address, primary & alternative phone numbers, email:
C stated veh keep shaking and want to get back the veh to nissan or bbb
CRR-BC asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted.
CRR-BC came back to c & thanked c for hold time.
CRR-BC explained that RCAS said is available and will take the call
CRR-BC transfer susessfully
CRR-BC provided c with Name and EXT #.
CRR-BC exiting case.

Make Private ✓

Created By: Raquel Taylor (1/31/2014 12:29 PM) | Last Modified By: Raquel Taylor (2/20/2014 2:27 PM)
c's husband called in will here be known as c
RCAS-rq checked for previously related cases found none
RCAS-rq checked for previously unrelated cases found 13027685
RCAS-rq checked for open campaigns found none
RCAS-rq verified and updated C's name , email, VIN, mileage, how acquired veh and srv dlr.
address: 3908 CARLIN AVE
LYNWOOD, CA 90262
primary & alternative phone numbers phone #'s: [redacted]

RCAS-rq received a call from C stating c is having issues with c's veh. c stated that c's veh when c puts veh in drive or puts on the air the veh vibrates. c stated that c took the veh to
unversal city nissan and the dlr advised c that there was nothing wrong with the veh that the issue was normal function of the veh. c stated that the issue started about a month ago
knows that there is an issue.
RCAS-rq advised that in this case the only thing that RCAS can advise would be to take the veh to another dlr for a second diagnosis
C stated that what if the veh is still not able to find anything
RCAS advised c if there are no issues if there is nothing to repair so c can take the veh to the other dlr but that is all RCAS can advise
c understood
RCAS advised c a case where something is found RCAS can assist from there
c understood
RCAS-rq provided C with name, ext. 458180 , and case #.
RCAS-rq offered further assistance. C was satisfied & declined further assistance.
RCAS-rq thanked C for calling CA.
RCAS-rq closed file awaiting call back

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7666136	NISSAN PRODUCT INQUIRIES	PATHFINDER	GENERAL INQUIRY	QF	1/31/2014	ZR	AZ	207500	OF
Edit | Del	CC-7666137	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	GENERAL INQUIRY	QC	1/31/2014	ZR	BF	223500	OC

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent	[redacted]	✓	3/6/2014	Raquel Taylor	3/6/2014 11:42 AM
Edit | Del	Correspondence Request		✓	3/6/2014	Raquel Taylor	3/6/2014 11:38 AM
Edit | Del	Review RHR Decision - [redacted]		✓	3/3/2014	Raquel Taylor	3/3/2014 6:54 PM
Edit | Del	RHR Review - [redacted]		✓	2/27/2014	Adrienne Dickens	3/3/2014 12:16 PM
Edit | Del	RHR Review - [redacted]		✓	2/27/2014	Raquel Taylor	2/27/2014 12:42 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	C-13077903[redacted]BBB Ltr.docx	20KB	3/6/2014 11:37 AM	Mae Strenciwilk
Edit | View | Del	C-13077903[redacted]-BBB Ltr.docx	20KB	3/6/2014 11:37 AM	Mae Strenciwilk
Edit | View | Del	dnl_rodriguez_030414.dot	73KB	3/4/2014 5:05 PM	Raquel Taylor
Edit | View | Del	RHR 1[redacted]_022714.docx	28KB	2/27/2014 9:36 AM	Danielle Bragg
Edit | View | Del	RHR_[redacted]022714.docx	28KB	2/27/2014 9:33 AM	Danielle Bragg

Show more » | Go to list »

Case History

Case History He

Date	User	Action
3/6/2014 11:42 AM	Raquel Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/6/2014 11:37 AM	Mae Strenciwilk	Changed **Letter Sent Date** to **3/6/2014**.
		Changed **Supporting Documents** from false to **true**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [23] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [2] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Mellisa Gosnell [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/12/2014	Date/Time Opened	2/7/2014 9:30 AM
Supporting Documents		Date/Time Closed	3/12/2014 3:44 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	REJECTED-this is not an IIR.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	COOKEVILLE TN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,900		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	1N6AD0ER2DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	10
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF COOKEVILLE	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	2/10/2014
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F21540	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0ER2DN[redacted]		
Created By	Mark Joven Salumbides, 2/7/2014 9:30 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 3/12/2014 7:16 PM	Root Cause Code (2)	
Days Closed	1,212	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA13123310

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	**Created By: Mellisa Gosnell (3/12/2014 3:43 PM)** rcas-mg received case in regards to c stating that the veh brakes intermittently did not stop the veh. dts inspected the veh and found the brake system functioning properly and was u duplicate a braking concern. c is insistance that the dlrshp and dts would not be able to duplicate the concern. rcas advised c that in order to recommend a repair the concern would duplicated. rcas advised c to contact the dlrshp to set an appt to take the veh in when the concern is able to be duplicated. rcas closing case.
Make Private	✓	**Created By: Mellisa Gosnell (3/12/2014 3:40 PM)** rcas-mg placed call to c at [redacted]. rcas informed c that rcas received the report from dts advising that dts was unable to duplicate cs concern and c declined to test drive c's dts and a kgv. c stated that c did not decline to test drive the veh. c stated that c advised that dts was not going to be able to duplicate the concern. rcas asked c why c is so insistant dts would not be able to duplicate the concern. c stated because the concern is intermitent. rcas understood. rcas advised c that rcas can only suggest that if c continues to have a c with the veh to contact a nissan dlrshp to take the veh in. rcas advised c that the dlrshp is not going to be able to recommend a repair if unable to duplicate the concern. c understoo verified c has rcas contact info and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (3/12/2014 3:09 PM)** rcas-mg received message from dts-bryan hayden. dts advised that c would not test drive the veh with dts because c insisted that dts would not be able to duplicate the concern. dts that dts test drove and inspected the veh and found the veh brake system to be operating as designed. dts advised that dts offered to test drive a like veh with c but c declined to as advised that c's veh is operating as designed and no repairs are recommended.
Make Private	✓	**Created By: Mellisa Gosnell (3/7/2014 10:54 AM)** rcas-mg placed call to c at 11:48am on [redacted]. rcas informed c that rcas is calling to follow up and remind c of c's dts appt on 3-10-14. c confirmed. c stated that c wants to know that it is going to take dts longer than just monday to identify and resolve c's cocnern. c stated that c's brake concern has only happened 5x since c last spoke with rcas. rcas u and thanked c for info. rcas advised c that rcas will advised dts. c stated that c does not have anyting else to drive either. rcas advised c that dts will do what dts feels neccessary to c's concerns. c thanked rcas. rcas advised c that rcas will follow up with c on 3-12-14. c thanked rcas and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (2/18/2014 9:34 AM) | Last Modified By: Mellisa Gosnell (2/18/2014 9:34 AM)** rcas-mg placed call to c at 10:31am on [redacted]. rcas informed c of inspection date Monday 3/10/14 at 10:30. c agreed to date. rcas thanked c. rcas advised c that rcas will s up for 3-7-14 to remind c of appt date. rcas verified c has rcas contact info and requested c contact rcas is c has to reschedule for any reason. c agreed and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (2/18/2014 9:31 AM) | Last Modified By: Mellisa Gosnell (2/18/2014 9:31 AM)** rcas-g received message from dts-bryan hayden providing alt dts inspection date. Monday 3/10/14 at 10:30
Make Private	✓	**Created By: Mellisa Gosnell (2/18/2014 8:28 AM)** rcas-mg sent message to dts-bryan hayden requesting a different date.
Make Private	✓	**Created By: Mellisa Gosnell (2/18/2014 8:28 AM)** rcas-mg placed call to c at 9:24am on [redacted]. rcas informed c that rcas received dts inspection date of 3-4-14 @ 10:30am. c advised c has dr appts that day. rcas understo advised c that rcas will request anouther date and contact c back. c thanked rcas. rcas thanked c and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (2/18/2014 7:45 AM)** rcas-mg received message from dts-bryan hayden. dts provided an inspection date of 3-4-14 @ 10:30am.
Make Private	✓	**Created By: Mellisa Gosnell (2/14/2014 3:57 PM)** rcas-mg placed call to c at 4:55pm on [redacted]86. rcas informed c that rcas has submitted request for dts inspection. rcas advised c that rcas will contact c on or before 2-18-14 appt date with c. c understood and thanked rcas. rcas verified c has rcas contact info and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (2/14/2014 3:51 PM)** rcas-mg submitted request for dts inspection.
Make Private	✓	**Created By: Karen Dorner (2/14/2014 2:39 PM) | Last Modified By: Mellisa Gosnell (2/14/2014 3:50 PM)** SRD-KD in review of case for DTS inspection SRD supports DTS for C satisfaction.
Make Private	✓	

		Created By: Mellisa Gosnell (2/14/2014 2:25 PM) rcas-mg spoke with dts-bryan hayden. rcas advised dts that IIR was rejected. dts advised rcas that he only cas can do is requset that c take the veh to the dlrshp for diag. dts advise brake system is checked and no problem is found the veh would be released. rcas understood. dts advised that dts could inspect the veh but dts will not have a date avail until marcl understood and call was ended mutually.
Make Private	✓	**Created By: Annice Hill (2/13/2014 11:11 AM) | Last Modified By: Mellisa Gosnell (2/14/2014 7:25 AM)** Veh Concern
Make Private	✓	**Created By: Mellisa Gosnell (2/12/2014 2:59 PM) | Last Modified By: Mellisa Gosnell (2/14/2014 7:25 AM)** rcas-mg contacted c on [redacted]. rcas advised c that rcas received c's case in regards to c's brake concerns. rcas filed out IIR with c. rcas provided rcas contact info and adv agent from the proper dept will contact c on up to 2 business days. c understood. rcas advised c that if c is not contacted by the end of the day 2-4-14 to contact rcas. c understood. provided rcas contact info and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (2/12/2014 2:38 PM)** rcas-mg spoke with dts-bryan hayden. dts advised rcas that tech assistance has not opened a case on c's concern. dts advised tech assistance would not open a case unless the dl duplicated concern. dts advised tech assistance would have advised the dlrshp to contact nna to have IIR reported. rcas understood and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (2/11/2014 4:07 PM) | Last Modified By: Mellisa Gosnell (2/12/2014 2:37 PM)** rcas-mg placed call to c at 5:05pm on [redacted]. c advised rcas that c has had concerns with the brakes on he veh multiple times but c just is leaving c's brothers funeral. rca to contact c tmrw 2-12-14. c thanked rcas and call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (2/11/2014 4:04 PM)** rcas-mg placed call to c at 5:04pm on [redacted]. rcas left vmx for c to return call. rcas provided name and ext #458143.
Make Private	✓	**Created By: Mellisa Gosnell (2/10/2014 3:49 PM)** rcas-mg placed call to c at 4:48pm on [redacted] rcas left vmx for c to return call. rcas provided name and ext #458143.
Make Private	✓	**Created By: Mellisa Gosnell (2/10/2014 3:48 PM) | Last Modified By: Mellisa Gosnell (2/10/2014 3:48 PM)** rcas-mg placed call to c at 4:48pm on [redacted]9. rcas left vmx for c to return call. rcas provided name and ext #458143.
Make Private	✓	**Created By: Mellisa Gosnell (2/10/2014 12:46 PM)** rcas-mg spoke with sa-stacy due to sm-josh being out sick. sa advised that c c's complaint is that intermittently the brakes on the veh do not work ([pedal to the floor) and c has to pu in park to stop. sa advised that the dlrshp has found nno problems with the brake systme and have not been able to duplicate the concern. rcas asked if tech assistance as been cor advised that the sa working with c stated yes but no recommendations were made and dlrshp was only advised that there are no tsb's or info on that type of concern. rcas thanked s
Make Private	✓	**Created By: Mark Joven Salumbides (2/7/2014 9:35 AM) | Last Modified By: Mellisa Gosnell (2/10/2014 3:28 PM)** Vehicle Concern
Make [redacted]	✓	**Created By: Mark Joven Salumbides (2/7/2014 9:34 AM) | Last Modified By: Mellisa Gosnell (2/10/2014 7:20 AM)** CRR-MS received a call from c regarding veh concerns CRR-MS verified c's information; name, number, mailing st. c provided best number to reach ; [redacted] ome p C stated that c's veh brakes is not working properly, c said that c took c's veh at the dlr but the dlr cannot figure out what is the issue on c's brakes and c was advised to call nna to a further assistance. CRR-MS apologized to C and advised C that C's case will be forwarded to RCAS for assistance. CRR-MS advised C that C will received a call by the next business day by an RCAS specialist. CRR-MS offered further assistance. C declined. CRR-MS gave C name, extension number and case number. CRR-MS forwarded case to RCAS. CRR-MS leaving the case open

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7718306	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	3/12/2014	WT	AD	121500	OA
Edit | Del	CC-7718307	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/12/2014	YX	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	2/14/2014	Karen Dorner	2/14/2014 2:40 PM
Edit | Del	Call		✓	2/14/2014	Mellisa Gosnell	2/14/2014 2:27 PM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

Action	Form	Request Type	Created By	Created Date
Edit | Del	F21653	DTS Request	Mellisa Gosnell, 2/14/2014 3:49 PM	2/14/2014
Edit | Del	F21540	IIR	Mellisa Gosnell, 2/12/2014 2:57 PM	2/12/2014

Attachments

Attach File

Attachment

No records to display

Case History

Case Histor

Date	User	Action
3/12/2014 3:44 PM	Mellisa Gosnell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/7/2014 10:57 AM	Mellisa Gosnell	Changed **Follow Up Date** from 3/7/2014 to **3/12/2014**.
2/18/2014 9:35 AM	Mellisa Gosnell	Changed **Follow Up Date** from 2/18/2014 to **3/7/2014**.

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Surveys

Survey

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[redacted]

Case Comments [51] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	13126998
Executive Referral	[redacted]	Case Owner	Joshua Lemus [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/11/2014	Date/Time Opened	2/7/2014 6:13 PM
Supporting Documents	☐	Date/Time Closed	3/10/2014 2:26 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh repair inquiry		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,627		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	[redacted]	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AA08D78N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	78
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	49218	Beyond PT Warranty Months1	54

Dealer Access

Case Servicing Dealer	EMPIRE NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	2/10/2014
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE: VIN: 5N1AA08D78N[redacted]		
Created By	Jennifer Sanchez, 2/7/2014 6:13 PM	Root Cause Code	SCFA
Last Modified By	NNAETL, 10/31/2016 9:52 PM	Root Cause Code (2)	
Days Closed	1,214	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA13126998

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Joshua Lemus (3/10/2014 2:26 PM)** RCAS received call from the C stating that the wanted to know what information RCAS has for the C RCAS advised the C that RCAS has spoken to the DTS & the ABS is what is needed to repair the veh & RCAS advised the C that no goodwill be given for the repair C asked why RCAS advised the C that the veh is out of warranty C states that the C has been going to the dlrshp since July with the concern RCAS advised the C that on 7/20/13 the C went in with the concern & the brake booster & delta sensor were replaced because that's what came up, RCAS advised the C that the la code came out on 2/7/14 & that is for the ABS, RCAS advised the C that at the appointment with the DTS the veh came out with more codes & the same one as 2/7/14 & that is wha determined to repair the veh C understood & states that no matter what it is all the same thing but it is fine RCAS understood RCAS provided name & ext RCAS closing case *Summary** C called in requesting assistance with the brakes, C had a DTS sent out to verify the concern with the veh, C needs a ABS system & C is declined goodwill
Make Private	✓	**Created By: Raquel Taylor (3/10/2014 2:20 PM)** RCAS-Raquel Quinones received call from c asked for rcas-joshua lemus rcas advised c to hold while rcas looked to see if c was available RCAS-RQ offered to transfer c to RCAS's ext. c agreed. RCAS-RQ transferred c to ext: 457364 RCAS-RQ exiting case
Make Private	▬	**Created By: Joshua Lemus (3/10/2014 11:21 AM)** RCAS made out bound call to [redacted] 11:47am Est RCAS spoke with the C's husband [redacted] RCAS advised the C that the ABS C/U was determined that needed to be replaced by the DTS & advised the C that the case was also reviewed for possible assistance & advised th that NNA is not in a position to assist with the repair. C states that the C has been having concerns with the brakes since last year & the dlrshp never did anything but now that the veh is out of warranty & the veh needs a repair the dlrs doesnt want to help the C RCAS advised the C that the repair that the C needs now on the veh came up on 2/7/14 & the veh was already out of warranty. RCAS advised the C that the code could have possit never came out which is why the dlrshp never repaired the ABS but the code came out now on 2/7/14 & on 3/7/14. C states that the C has been taking the veh back to the dlrsphp for the brakes & the dlrshp never repaired the brakes & states that now the C is being charged when the dlrshp shoul have repaired the veh when the C was taking it under warranty RCAS advised the C from the information that RCAS has the code that shows what the veh needs now just came up, RCAS advised the C that the veh is now out of warranty which the C is being charged for the repair. RCAS advised the C that the dlrshp fixed what needed to be fixed at the time & now the dlrshp has to fix the ABS system but now the veh is no covered under warranty C reiterated that the dlrshp should have fixed the brakes back when the veh was under warranty RCAS advised the C that RCAS will be closing the case & advised the C if the C has any questions or concerns the C can contact NNA ,RCAS provided name & ext C states that the C is going to have the C's wife call in & that the C is going to seek a different route RCAS understood RCAS closing case **Summary** C called in requesting assistance with the brakes, C had a DTS sent out to verify the concern with the veh, C needs a ABS system & C is declined goodwill

Make Private ✓ **Created By: Joshua Lemus (3/10/2014 7:28 AM)**
RCAS received email from FOM-Jack Wong stating good will has been declined

Created By: Joshua Lemus (3/10/2014 7:26 AM)
RCAS received email from the DTS stating

[redacted]

The DTS met with the customer as scheduled. The current issue the customer is having is not the same issue it had in the past and because of that it is not warranty but a request fc goodwill. Here's a breakdown of the vehicle history:

Basic Warranty ends 12/31/10 but still has extended in place.
Vehicle comes in 7/20/13 with code C1179, Delta sensor. Replaced brake booster.
Extended service contract ends 12/31/13.
Vehicle comes in for brake issue again on 2/7/14, found code C1142. Dealer replaces booster again as an attempt to resolve the MIL. Booster is still under 1/12,000 mile warranty, not resolved. The dlrshp recommend at this time to replace ABS C/U (CP, part not under warranty), customer declines.

Make Private ✓ Today's inspection, found codes C1110, C1140 and C1142. Although it has the same code on 2/7/14, it was OOW then too. Recommended repair is ABS C/U replacement.

DTS explained the situation to the customer, why it is not warranty and told the C that RCAS will contact the C when a decision was reached regarding the goodwill request.

Jack,

Here's the cost breakdown. Dealer does not recommend goodwill.

ABS C/U, P# 47660-ZQ01B - $1,214.84
Labor - $159.00

Joe,

DTS met with GM Adli K. as well.

Make Private ✓ **Created By: Raquel Taylor (3/7/2014 6:33 PM)**
RCAS-Raquel Quinones received call from c asked for rcas-joshua lemus
RCAS-rq confirmed that no information has changed since c's last contact with NNA.
RCAS-RQ offered to send internal message to RCAS-jl
c agreed.
RCAS-RQ sending internal message
RCAS-RQ exiting case

Make Private ✓ **Created By: Joshua Lemus (3/6/2014 10:49 AM)**
RCAS made out bound call to [redacted] at 11:47am Est
RCAS reminded the C that the C's DTS appointment is tomorrow on 3/7/14 at 10:00am
C understood
RCAS advised the C that RCAS will contact the C on 3/11/14 to follow up with the information RCAS has received from the DTS
C understood

RCAS changing follow up date for 3/11/14

Make Private ✓ **Created By: Jennifer Sanchez (3/4/2014 12:10 PM) | Last Modified By: Joshua Lemus (3/4/2014 1:19 PM)**
CRR Jennifer Sanchez received a call from c stating c wants to speak with RCAS-Joshua Lemus
CRR-JS asked c if any contact information such as address or phone #'s have changed, c stated: no
CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted.
CRR-JS came back to c & thanked c for hold time.
CRR-JS explained that RCAS-not available c stated will call back 03/05/2014
CRR-JS advised follow up date is 03/06/2014 but c can cell when needs to
CRR-JS provided c with Name and EXT #.
CRR-JS exiting case.

[redacted] ✓ **Created By: Joshua Lemus (3/4/2014 11:15 AM)**
RCAS made out bound call to [redacted] at 12:03pm Est
RCAS spoke with SA-Andrew
RCAS asked to speak to the ASM or the SM
SA transferred RCAS to SM-Jerry
RCAS informed SM that there is a DTS appointment for Fabiola Chanon on 3/7/14 at 10:00am
SM understood

[redacted] Private [redacted] **Created By: Joshua Lemus (3/3/2014 3:43 PM)**
RCAS also advised the C that the C will also have to test drive with the DTS so the C can duplicate the concern
C understood

Make Private ✓ **Created By: Joshua Lemus (3/3/2014 3:43 PM)**
RCAS made out bound call to [redacted] at 4:40pm Est
RCAS spoke with the C's husband(now referred to as C)
RCAS advised that the DTS is for 3/7/14 at 10:00am
C understood & agreed with the time & date
RCAS understood & advised the C that RCAS will contact the C on 3/6/14 to remind the C of the appointment
C understood

RCAS changing follow up date for 3/6/14

Make Private [redacted] **Created By: Joshua Lemus (3/3/2014 12:21 PM)**
RCAS received email from DTS advising RCAS to set appointment for 3/7/14 at 10:00am

Make Private ✓ **Created By: Joshua Lemus (3/3/2014 11:30 AM)**
RCAS made out bound call to [redacted] at 12:29pm Est
RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364

Make Private ✓ **Created By: Joshua Lemus (2/28/2014 4:00 PM)**
RCAS made out bound call to [redacted] at 4:56pm Est
RCAS spoke with the C's husband & asked to speak to the C
C's husband advised RCAS that the C is at work
RCAS advised the C's husband that the RCAS has not processed the DTS due to the C's call back & wanting to speak to the C to make sure the C was fine
C's husband understood
RCAS advised the C's husband to have the C call RCAS & advise if the C wants the DTS to be sent out so the DTS request can be made
C's husband understood

If the C calls back please verify if the C wants the DTS request. If yes please process DTS request

Make Private ✓ **Created By: Karen Dorner (2/28/2014 6:39 AM) | Last Modified By: Joshua Lemus (2/28/2014 7:10 AM)**
SRD-KD in review of case for DTS inspection SRD supports DTS

Make Private ✓ **Created By: Bernardo Capellan (2/27/2014 4:36 PM) | Last Modified By: Joshua Lemus (2/28/2014 7:10 AM)**
CRR-BC received a call from c stating c wants to speak with RCAS-Joshua Lemus
verified and updated c's name, address, primary & alternative phone numbers, email:
CRR-BC asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted.
CRR-BC came back to c & thanked c for hold time.
CRR-BC explained that RCAS said was unavailable
CRR-BC provided c with Name and EXT #.
CRR-BC exiting case.

Make Private ✓ **Created By: Joshua Lemus (2/27/2014 3:09 PM)**
RCAS made out bound call to [redacted] at 4:00pm Est
RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364

		RCAS made out bound call to [redacted] at 4:01pm Est RCAS asked for the C C's husband advised the C's husband that RCAS has worked with the dlrshp & a DTS would like to be sent to the dlrshp to inspect the C's veh & then the case can be reviewed for possible assistance with the repair. C understood & states that the C is fine with a DTS inspecting the veh RCAS understood & advised the C that RCAS will contact the C when the DTS has given a date to RCAS but will contact the C on 3/5/14 the latest with information C states that 3/5/14 is too far & the C needs a veh RCAS understood & apologized but advised the C that RCAS has to speak to the DTS & RCAS cannot guarantee that the DTS will be able to immediately but RCAS will speak to th to find out more information C understood
Make Private	✓	**Created By: Joshua Lemus (2/27/2014 2:56 PM)** RCAS made out bound call to [redacted]) at 3:42pm Est RCAS advised FOM of the C's request & advised that the dlrshp spoke to RCAS & advised RCAS that there is no goodwill being provided FOM confirmed RCAS advised the FOM of the C's request for the repair FOM asked for C's concern RCAS advised the C has had multiple repair attempts for the brakes & the C needs a ABS control unit & a harness per techlines recommendation FOM advised RCAS to have a DTS inspect the veh then the FOM will make a decision RCAS understood
Make Private	✓	**Created By: Joshua Lemus (2/27/2014 1:32 PM)** RCAS sent email to FOM-Jack Wong for goodwill assistance information
Make Private	✓	**Created By: Joshua Lemus (2/27/2014 1:28 PM)** RCAS made out bound call to [redacted] at 2:11pm Est RCAS spoke with ASM-Gary RCAS asked if the SM is available RCAS was advised that the SM is not available RCAS asked the ASM the following RCAS-asked SM Has the c come in for any major services? SM answered No RCAS asked SM Does the c have any other veh on file? SM answered No RCAS asked SM What repair does the customer need? SM answered ABS control unit RCAS asked SM What is the cause of failure? SM answered N/A RCAS asked SM if the failure was due to C misuse? SM answered No RCAS asked SM for Warranty pricing of parts & labor? SM answered N/A RCAS asked SM if SM has any recommendations? SM answered no goodwill RCAS asked SM if SM is willing to participate? SM answered No. FOM said there are no goodwill dollars available RCAS asked SM if there is any related history SM answered N/A RCAS was advised that the dlrshp has no goodwill available RCAS understood
Make Private	✓	**Created By: Joshua Lemus (2/27/2014 9:20 AM)** RCAS noting that RCAS-Paul Smith has been assisting RCAS will gathering goodwill information from SM-Jerry
Make Private	✓	**Created By: Joshua Lemus (2/27/2014 9:19 AM)** RCAS received call from the C stating that the C wanted to know what was the news that RCAS has RCAS advised the C that RCAS has no new information on the case RCAS advised the C that RCAS will contact the C as soon as RCAS has information C asked for the name of RCAS's supervisor & asked what time will RCAS call the C RCAS advised the C that RCAS cannot provide the name of a supervisor & advised the C as soon as RCAS has information C understood & states that the C will wait for RCAS's call RCAS understood
Make Private	✓	**Created By: Sandra Santiago (2/27/2014 8:45 AM)** RCAS-Sandra Santiago received a call from c stating wants to speak with: RCAS-Joshua Rcas asked c if any contact information such as address or phone #'s have changed, c stated: no RCAS asked c permission to place call on hold for 1 minute to verify if agent is available, c agreed. RCAS thanked c for waiting period and informed c that agent is not available and will be back in around 20 minutes and offered assistance, c decline and stated will call back in 20 n RCAS provided c with rcas name and ext# and informed c that agent will send internal msg indicating that c called. RCAS exit case.
Make Private	✓	**Created By: Joshua Lemus (2/25/2014 1:15 PM)** RCAS made out bound call to [redacted] at 2:07pm Est RCAS spoke with SA-Felipe RCAS asked if SM was available RCAS left SM VMX requesting a call back from at 1-800-343-6913 ext 457364
Make Private	✓	**Created By: Joshua Lemus (2/24/2014 8:45 AM)** RCAS received call from the C stating that the C was calling because the dlrshp told the C that the dlrshp isn't going to repair the veh, C states that the C repairs comes out to $1,50 states that the C paid for the warranty & when the C was taking the veh into the dlrshp the veh had warranty & the dlrshp did not do anything for the veh. C states that the C is going to sue the dlrshp because that is a lot of money that the dlrshp is charging the C RCAS understood & asked the C what assistance the C is seeking C states that the was trying to find out what information RCAS had for the C RCAS understood & advised the C that RCAS was just calling to advise the C that the dlrshp found that the C needed more work on the veh & wanted to see if the C wanted to auth the work C understood & states since NNA cannot help the C then the C will go about it the C's way RCAS understood & again asked the C what is the C seeking from NNA C states that the C is trying to get assistance with the repair because the C does not want to pay $1,500 RCAS understood & advised the C that RCAS will contact the C on 2/27/14 with a decision on assistance C understood RCAS changing follow up date for 2/27/14
Make Private	✓	**Created By: Jennifer Pou (2/24/2014 8:31 AM)** RCAS Jennifer Pou received a call from c stating wants to speak with RCAS-Joshua Lemus RCAS asked c if any contact information such as address or phone #'s have changed, c stated no RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS is available, c accepted. RCAS came back to c & thanked c for hold time. RCAS warmed transferred to RCAS RCAS provided c with Name, Case and EXT #. RCAS exiting case.
Make Private	✓	**Created By: Bernardo Capellan (2/21/2014 6:18 PM) | Last Modified By: Joshua Lemus (2/24/2014 8:45 AM)** CRR-BC received a call from c stating c wants to speak with RCAS-Joshua Lemus verified and updated c's name, address, primary & alternative phone numbers, email: CRR-BC asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted. CRR-BC came back to c & thanked c for hold time. CRR-BC explained that RCAS said was unavailable CRR EXPLAINED C WILL RECEIVE A CALL ON 02/26/14 CRR-BC provided c with Name and EXT #. CRR-BC exiting case.

Make Private ✓ **Created By: Joshua Lemus (2/21/2014 2:04 PM)**
RCAS made out bound call to [redacted] at 2:58pm Est
RCAS asked to speak to the C
C's husband states that the C's wife has left the veh home
RCAS continued call with C's husband
RCAS advised the C that the dlrshp has more recommendations & advised the C to contact the dlrshp to find out what the C wants to do
C understood & states that the C's wife has been the one in contact with the dlrshp
RCAS understood & advised the C to have the C's wife contact the dlrshp & if there are questions or concerns to contact RCAS but RCAS will contact the C on 2/26/14
C understood

RCAS changing follow up date for 2/26/14

Make Private ✓ **Created By: Joshua Lemus (2/21/2014 1:41 PM)**
RCAS made out bound call to [redacted] at 2:26pm Est
RCAS spoke with SA-Joe
RCAS asked to speak asked if SA-Ceaser is available
SA transferred RCAS to SA-Ceaser
RCAS asked for the status of the veh
SA states that the veh is not ready yet, SA states that techline was contacted & the veh needs ABS control unit & a harness.
RCAS understood & asked if the repairs will be covered under warranty or if C's expense
SA states that the C would have to pay
RCAS understood

Make Private ✓ **Created By: Joshua Lemus (2/20/2014 9:21 AM)**
RCAS received call from the C stating that the C was returning the C's call
RCAS advised the C that RCAS was calling the C to ask if the C has spoken with the dlrshp
C states that the C's husband has spoken to Ceaser & was advised about the battery needing replacement but the C doesn't understand how that connects with the brakes
RCAS understood & placed the C on hold to call the dlrshp
RCAS spoke with SA-Gary
SA states that the corrosion cleaned out of the connector or the ABS actuator.
RCAS advised the C of the information SA-Gary advised RCAS & the C understood
C states that the C will call the dlrshp to find out if the veh is ready for pickup
RCAS advised the C that RCAS can transfer the C
C accepted
RCAS called the dlrshp & spoke with SA-Ceaser who advised RCAS that the veh is still being test driven & should be ready by later today but the C will be called when the veh is rea
pick up
RCAS understood
RCAS advised the C & the C understood
RCAS advised the C that RCAS will contact the C on 2/21/14 to verify the veh is repaired
C understood

RCAS changing follow up date for 2/21/14

Make Private ✓ **Created By: Jennifer Pou (2/20/2014 9:05 AM)**
RCAS Jennifer Pou received a call from c stating wants to speak with RCAS- Joshua Lemus
RCAS asked c if any contact information such as address or phone #'s have changed, c stated no
RCAS asked c to hold on the line from 1 to 2 min while RCAS verified if RCAS is available, c accepted.
RCAS came back to c & thanked c for hold time.
RCAS warmed transferred to RCAS
RCAS provided c with Name, Case and EXT #.
RCAS exiting case.

Make Private ✓ **Created By: Raquel Taylor (2/19/2014 2:15 PM)**
RCAS raquel quinones received a call from c stating wants to speak with RCAS- joshua lemus
RCAS-rq asked c if any contact information such as address or phone #'s have changed, c stated
RCAS-rq came back to c & thanked c for hold time.
RCAS-rq explained that RCAS is not avail but there was a follow up set for 02/20/14
c understood and asked if possible to be called back at 10am est
rcas-rq advised would be notated
RCAS-rq provided c with Name, Case and EXT #458180.
RCAS-rq exiting case.

Make Private ✓ **Created By: Joshua Lemus (2/19/2014 10:44 AM)**
RCAS made out bound call to [redacted] at 11:39am Est
RCAS spoke with SA-Ceaser
RCAS asked the SA if the veh was taken into the dlrshp
SA states that the veh was taken in on Monday night & the veh was inspected
SA states that the veh needs a battery terminal & a new battery, SA states that the ABS system was checked & the dlrshp followed the bulletin & cleaned out the corrosion out of the
connectors. SA states that the battery is weak & was found with low voltage
RCAS understood
SA states that the C was called but no answer & now the SA is waiting for a call back
RCAS understood & call ended mutually

Make Private ✓ **Created By: Joshua Lemus (2/19/2014 10:39 AM)**
RCAS made out bound call to [redacted] at 11:37am Est
RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364

RCAS changing follow up date to 2/20/14

Make Private ✓ **Created By: Joshua Lemus (2/17/2014 9:40 AM)**
RCAS changing follow up date for 2/19/14 due to C confirming the C's appointment will be on 2/18/14 with RCAS & SA-Ceaser

Make Private ✓ **Created By: Joshua Lemus (2/17/2014 9:39 AM)**
RCAS made out bound call to [redacted] at 10:37am Est
RCAS left VMX for the C requesting a call back at 1-800-647-7261 ext 457364

RCAS changing follow up date for 2/18/14

Make Private ✓ **Created By: Joshua Lemus (2/17/2014 9:12 AM)**
RCAS received call from the C stating that the C has taken the veh into the dlrshp & the problem persist's
RCAS asked the C when did the C take the veh into the dlrshp
C states that this Saturday the C went to the dlrshp & the C was advised that the person that attends the C wasn't there.
RCAS asked the C if the C made an appointment to take the veh into the dlrshp on Saturday.
RCAS understood & advised the C that the information RCAS gathered was to have the C take the veh into the dlrshp
C understood
RCAS offered to transfer the C to the dlrshp so the C can have the veh looked at
C understood
RCAS transferred the C to the dlrshp & C made appointment for 2/18/14

Make Private ✓ **Created By: Benjamin Pastor (2/14/2014 6:07 PM) | Last Modified By: Joshua Lemus (2/17/2014 7:09 AM)**
CRR Benjamin Pastor received a call from c stating c wants to speak with RCAS-Joshua Lemus returning call from RCAS.
CRR asked c if any contact information such as address or phone #'s have changed, c stated: no.
CRR asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted.
CRR came back to c & thanked c for hold time.
CRR explained that RCAS is not available but the case notes states that C can take veh back to dlrship for an inspection. C asks when RCAS is available and CRR states that RCAS
be back in the office on 02/17/14 from 8:00 AM - 4: 30 PM EST.
CRR provided c with Name and EXT #.
CRR exiting case.

Make Private **Created By: Joshua Lemus (2/14/2014 2:32 PM)**
RCAS made out bound call to [redacted] at 3:30pm Est
RCAS left VMX for the C to contact RCAS back at 1-800-647-7261 ext 457364

		RCAS changing follow up date for 2/17/14 If the C calls please advise to take the veh back to the dlrshp per SM-Jerry's instructions to have the veh inspected
Make Private	✓	**Created By: Jennifer Sanchez (2/14/2014 1:41 PM) | Last Modified By: Joshua Lemus (2/14/2014 2:13 PM)** CRR Jennifer Sanchez received a call from c stating c wants to speak with RCAS-JL CRR-JS asked c if any contact information such as address or phone #'s have changed, c stated: no CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted. CRR-JS came back to c & thanked c for hold time. CRR-JS explained that RCAS-JL not available CRR-JS offered to transfer to vmx c declined c stated was due a call back at 11:30 PST CRR-JS advised c that sometime agents cannot get back to c at desired time but does have a follow up date for today 02/14/2014 C stated wants call back before 4:00 PM PST CRR-JS provided c with Name and EXT #. CRR-JS exiting case.
Make Private	✓	**Created By: Benjamin Pastor (2/13/2014 4:38 PM) | Last Modified By: Joshua Lemus (2/14/2014 7:06 AM)** CRR Benjamin Pastor received a call from c stating c wants to speak with RCAS-Joshua Lemus returning call from RCAS. CRR asked c if any contact information such as address or phone #'s have changed, c stated: no. CRR asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted. CRR came back to c & thanked c for hold time. CRR explained that RCAS has left for the day but is scheduled to call C on 02/14/14. C requested that RCAS call back C at 11: 30 AM at the same number. CRR exiting case.
Make Private	✓	**Created By: Joshua Lemus (2/13/2014 2:29 PM)** **Please disregard previous notes RCAS made out bound call to [redacted] at 3:27pm Est RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364 RCAS changing follow up date for 2/14/14
Make Private	✓	**Created By: Joshua Lemus (2/13/2014 2:28 PM)** RCAS made out bound call to [redacted] at 3:27pm Est RCAS left VMX for the C to contac
Make Private	✓	**Created By: Jennifer Sanchez (2/13/2014 2:12 PM) | Last Modified By: Joshua Lemus (2/13/2014 2:26 PM)** CRR Jennifer Sanchez received a call from c stating c wants to speak with RCAS-Joshua Lemus CRR-JS asked c if any contact information such as address or phone #'s have changed, c stated: no C stated was due to call RCAS-JL today at 12 PM CRR-JS asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted. CRR-JS came back to c & thanked c for hold time. CRR-JS explained that RCAS-JL is not available CRR-JS offered to transfer to RCAS-JL vmx c declined wants to talk to RCAS-JL CRR-JS advised c that follow up date is for today 02/13/2014 CRR-JS provided c with Name and EXT #. CRR-JS exiting case.
Make Private	✓	**Created By: Bernardo Capellan (2/12/2014 4:44 PM) | Last Modified By: Joshua Lemus (2/13/2014 8:58 AM)** CRR-BC received a call from c stating c wants to speak with RCAS-Joshua Lemus verified and updated c's name, address, primary & alternative phone numbers, email: CRR-BC asked c to hold on the line from 1 to 2 min while CRR verified if RCAS is available, c accepted. CRR-BC came back to c & thanked c for hold time. CRR-BC explained that RCAS said was unavailable C request a call by 12 western time CRR-BC explain c will receive a call from rcas by the next business day CRR-BC provided c with Name and EXT #. CRR-BC exiting case.
Make Private	✓	**Created By: Joshua Lemus (2/12/2014 2:40 PM)** RCAS made out bound call to [redacted] at 3:38pm Est RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364 RCAS changing follow up date for 2/13/14
Make Private	✓	**Created By: Joshua Lemus (2/12/2014 12:54 PM)** RCAS made out bound call to [redacted] at 1:47pm Est RCAS spoke with SA-Cesar RCAS asked to speak to the SM-Jerry RCAS advised SM of the C's request SM advised RCAS that the C had brake boosters installed into the veh on 2/7/14 & that was covered under warranty, SM asked what is the C's request RCAS advised the SM that the C called in stating that the c was driving from work would not stop as c pressed on brakes & again advised the SM that the C wants veh to be repaire without charge because issue with veh was to be repaired SM asked why didn't the C take the veh back into the dlrshp RCAS advised the SM that RCAS could not answer that question SM advised RCAS to call the C & have the C take the veh back into the dlrshp RCAS understood
Make Private	✓	**Created By: Joshua Lemus (2/11/2014 1:14 PM)** RCAS made out bound call to [redacted] at 2:12pm Est RCAS spoke with SA-Andrew RCAS asked to speak to the SM RCAS left VMX for SM-Jerry requesting a call back, RCAS left C's name & last 8 of VIN
Make Private	✓	**Created By: Joshua Lemus (2/10/2014 2:27 PM) | Last Modified By: Joshua Lemus (2/11/2014 11:34 AM)** RCAS received call from the C stating that the C was returning RCAS's call C states that the C is having issues with the brakes on the veh. C states that when the C brakes a loud noise comes from the brakes & it sounds like something is messing up & the aren't really gripping & the veh doesn't stop good. C states that the C has taken the veh into the dlrshp 3 times for the concern & the dlrshp told the C that the veh was repaired but t concern continues. RCAS asked the C if the C has taken the veh into another dlrshp C states no & the rep that assists the C is Cesar Cardenas RCAS understood & asked the C what is the C is requesting from Nissan. C states that the C wants Nissan to assist with the repair, C states that the C took the veh into the dlrshp before the warranty expired & the concern is still there. C states that the C to the point of purchasing another Nissan but with this concern the C doesn't think so. RCAS advised the C that RCAS will review the C's case & contact the C on 2/13/14 C understood RCAS changing follow up date for 2/13/14
Make Private	✓	**Created By: Joshua Lemus (2/10/2014 1:26 PM)** RCAS made out bound call to [redacted] at 2:25pm Est RCAS left VMX for the C to contact RCAS at 1-800-647-7261 ext 457364 RCAS changing follow up date for 2/11/14
Make Private	✓	**Created By: Jennifer Sanchez (2/7/2014 6:33 PM) | Last Modified By: Joshua Lemus (2/10/2014 1:26 PM)** CRR-JS checked for previously related cases found:none CRR-JS checked for previously nonrelated cases found:none CRR-JS verified and updated c's name, address, primary & alternative phone numbers, email, VIN, how acquired veh, mileage, and srv dlr. CRR-JS checked for open campaigns found: none CRR-JS received a call from c stating that has been having issues with veh c stated took in to repair for brakes and veh has and still is having same problem c stated it was not repa and veh today when c was driving from work would not stop as c pressed on brakes c stated is unsafe and almost had a accident c stated that vsc expired 12/31/13 and feels veh sh be repaired and not charged since repair was done before but was not repaired properly CRR-JS apologized for c's inconveniences and that safety is important

CRR-JS advised c that will refer case to RCAS and will be contacted by the end of next business day which would 02/10/2014 Monday
C understood.
CRR asked C When Veh first started experiencing concern symptoms? C stated: July 2013 C stated when wants to stop there is a lot of noise and does not want to stop and feels as though something want to break

CRR asked Multiple repairs... When, what was done, and where? if applicable yes in July, December, and 02/05/2014

CRR asked c if a diagnostic was done at an authorized NNA dealership within the last 90 days? C stated: yes

CRR asked c Where did c have the diagnostic performed? C stated:
Date? C stated: Empire Nissan 02/05/2014

CRR asked c with whom did c speak at the dealership? C stated: Cesar Cardenas

CRR asked c what is the diagnostic? C stated: There was an issue with brakes and part needed to be replaced
C stated still having problems with veh

CRR asked c is veh operable? C stated: yes but c stated unsafe

CRR asked C where is the veh currently? C stated: with c

CRR asked c how much is the repair? C stated: was not charged 02/05/2014 but was charged in December 2013

CRR asked C What kind of resolution c is seeking from Nissan? C stated: wants veh to be repaired without charge because issue with veh was to be repaired before vsc cancelled and was not repaired because having the same problem C stated was planning on purchasing another Nissan but is not sure now

CRR asked c Where do you service your veh at? C stated:Empire Nissan

CRR-JS provided c with name, ext 457326, and case #.
CRR-JS offered further assistance. C was satisfied & declined further assistance.

CRR-JS created follow-up date of 02/10/2014

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7675257	NISSAN PRODUCT INQUIRIES	ARMADA	GENERAL INQUIRY	QF	2/7/2014	ZR	AZ	268000	OF
Edit | Del	CC-7675258	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	2/7/2014	YE	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	3/10/2014	Joshua Lemus	3/10/2014 11:21 AM
Edit | Del	Call		✓	3/4/2014	Joshua Lemus	3/4/2014 1:09 PM
Edit | Del	EMPIRE NISSAN		✓	3/4/2014	Joshua Lemus	3/4/2014 11:15 AM
Edit | Del	Call		✓	2/28/2014	Joshua Lemus	2/28/2014 7:10 AM
Edit | Del	Review for DTS request		✓	2/27/2014	Karen Dorner	2/28/2014 6:39 AM

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Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F22328	DTS Request	Joshua Lemus, 3/3/2014 9:44 AM	3/3/2014

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/10/2014 2:26 PM	Joshua Lemus	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/10/2014 2:18 PM	Raquel Taylor	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

Show more » | Go to list »

Surveys Surveys He

No records to display

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[redacted]

Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Tim Williams [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	2/17/2014	Date/Time Opened	2/13/2014 1:26 PM
Supporting Documents		Date/Time Closed	2/13/2014 3:42 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Brake Operation		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BA0ED3EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	7
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36314	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	WEST TEXAS NISSAN LLLP	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	271640201250
Survey Type	Quality Connection	Case Type	QFS75D
Survey Request Date		Receipt Date	2/11/2014
Survey-Source		Survey NPS Score 1	0
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	B2160J, Exterior Paint - Scratched/chipped, DF B2210B, Exterior Trim/Moldings/Badge/Emblem - Loose/missing, DF B2490D, Brake Operation - Inadequate stopping power, DS The brake pedal goes to the floor and you have no brakes. B2545U, Traction control system , DF The brakes don't work. You never know when you will have brakes and when you won't. F1270Z, Warning Lights/Alerts/Chimes - Other/None of the above, DF The brake pedal goes to the floor and you have no brakes. You never know when you will have brakes and when you won't.	Hot Alert Type	Bothersome
Survey Verbatim	NPS Reasons Because they don't stand behind their products and noone seems to care about your problem or safety or my families safety.	Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name[redacted] - Address[redacted] TX,[redacted] DayTime Phone:[redacted] Evening Phone: - Email Address:[redacted] - Prefer Email:[redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Managed Services, 2/13/2014 1:26 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 10/31/2016 9:55 PM	Root Cause Code (2)	
Days Closed	1,239	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA13200420

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Tim Williams (2/13/2014 3:40 PM)** TCS-TW: Upon further review of c's concerns, agent found closed case#[redacted] correctly worked by RCAS for c's concerns. TCS-TW closing case & no further action is required by this agent.
Make Private	✓	**Created By: Tim Williams (2/13/2014 3:35 PM)** TCS-TW checked for open/related previous CA cases and found:[redacted]
Make Private	✓	**Created By: Tim Williams (2/13/2014 3:34 PM)** TCS-TW checked for open/related previous CA cases and found: None TCS-TW checked for closed CA cases and found: None TCS-TW verified c's name, address, VIN, mileage (if available), phone # and servicing dealer. TCS-TW checked for open recalls/campaigns and found: None TCS received case for handling as a result of QC survey response received from c. TCS-TW copied survey notes below: Brake Operation - Inadequate stopping power: The brake pedal goes to the floor and you have no brakes. Traction control system: The brakes don't work. You never know when you will have brakes and when you won't. Warning Lights/Alerts/Chimes - Other: The brake pedal goes to the floor and you have no brakes. You never know when you will have brakes and when you won't.
Make Public		**Created By: Tim Williams (2/13/2014 1:40 PM)** QC Hot Alert

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7681855	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	2/13/2014	ZR	AD	121500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
2/13/2014 3:42 PM	Tim Williams	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
2/13/2014 3:35 PM	Tim Williams	Deleted 2/17/2014 in **Letter Sent Date**.
		Changed **Follow Up Date** from 2/14/2014 to **2/17/2014**.

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[redacted]

Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Megan Esposito [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/20/2014	Date/Time Opened	2/17/2014 4:29 PM
Supporting Documents	☐	Date/Time Closed	2/20/2014 3:15 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c having veh issue		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,852		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BD0CT6DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	9
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31013	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	HORNE NISSAN	Data Net	☐
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted]4 VIN: 1N6BD0CT6DN[redacted]		
Created By	Melodie Segundo, 2/17/2014 4:29 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/31/2016 9:58 PM	Root Cause Code (2)	
Days Closed	1,232	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA13225635

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public	☐	**Created By: Megan Esposito (2/20/2014 3:14 PM)** Rcas-me calling c a[redacted] at 410pm est and rcas stated that dlr diagnosis is that veh performs as normal so rcas called tech line and confirmed this is a normal operation that experiencing Rcas stated that the cargo light is programmed to operate as c is describing and there is no way to bypass this. C stated c will take veh to irf to have veh repaired and c will send nissan the bill Rcas stated this is c's discretion but nissan has determined veh performs as normal and if veh were under warranty repairs these would need to be repaired at a nissan dlr C stated c will go to dlr and ask for a trade in from dlr. C stated c will talk to the lemon law people C stated c feels something is wrong with the brakes Rcas explained this is a normal operation of the brake booster C stated c is going to dlr to tell dlr c wants a veh with brakes that work C thanked rcas and ended call SUMMARY: C has concern on brakes going to floor at a stop light. Rcas confirmed with dlr and tech line that veh operates as normal. C declined
Make Public	☐	**Created By: Megan Esposito (2/20/2014 3:01 PM)** Rcas-me calling c at[redacted] at 4pm est and someone answered and hung up
Make Public	☐	**Created By: Megan Esposito (2/20/2014 1:02 PM)** Rcas-me calling tech line at 156pm est and spoke with Mike Rcas explained c's complaint and dlr's Tech line stated after hearing information from c and dlr this sounds like this is normal veh operation of brake booster Tech line stated there is no way to turn the cargo light function to a switch as this is preprogrammed in veh Rcas understood and will relay this to c
Make Public	☐	**Created By: Megan Esposito (2/18/2014 6:49 PM)** Rcas-me calling c at[redacted] at 742pm est and spoke with c C stated when c is stopped at a light, brake slowly goes down to the floor C stated c has been to dlr and c was told this is a normal operation C stated c does not understand how the brakes know to work and come back up C stated veh has no problem stopping the veh but c thinks veh should not do this. C stated c wants to know if there is any way c can turn off the operation of the cargo lights and c wants to know if this can only be operated by a switch only Rcas will look into this and contact c by the end of the week aka 3 business days C agreed and stated this time of the time is ideal for phone calls Rcas agreed and call ended mutually
Make Public	☐	**Created By: Megan Esposito (2/18/2014 1:15 PM)** Rcas-me calling SM Stacy at 210pm est at Horne Nissan and c was last at dlr on 2/11 and brakes go to floor when pressing in park. SM stated that dlr stated there is no problem found when veh was test driven and veh was inspected for leaks and master cylinder was inspected and no concerns found. SM stated that veh was also compared to a like veh. SM stated veh operates normally. Rcas asked if c stated this happen all of the time and SM stated that SM is having computer issues and cannot tell Rcas asked sm how sm would like to proceed SM stated dlr has done everything in dlr's power except call tech line Rcas stated rcas would recommend veh go back and dlr call tech line to ensure all bases are covered SM agreed and rcas will follow up once veh is back at dlr

Make Public

Created By: Melodie Segundo (2/17/2014 4:36 PM)
Vehicle Concern

Make Public

Created By: Melodie Segundo (2/17/2014 4:34 PM)
crr-ms received a call from c, c stated that c's brakes goes to floor board as when took veh to the dlr , dlr said normal, c said dealt with Jerry-Mechanic, and dlr seems tried to brush c not convinced with the explanation of the dlr
crr-ms informed c that the issue will be referred to RCAS and c will be contacted within the end of next business day. c understood
crr-ms offered further assistance, c said no
crr-ms gave name, extension and case number
crr-ms asked best number to call c, c said [redacted]
crr-ms leaving case open

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7685591	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	2/17/2014	WT	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	message dts/ tech line	[redacted]	✓	2/19/2014	Megan Esposito	2/20/2014 1:02 PM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachment

No records to display

Case History

Case Histo

Date	User	Action
2/20/2014 3:15 PM	Megan Esposito	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/20/2014 1:02 PM	Megan Esposito	Changed **Follow Up Date** from 2/21/2014 to **2/20/2014**.
2/18/2014 6:49 PM	Megan Esposito	Changed **Follow Up Date** from 2/18/2014 to **2/21/2014**.

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Surveys

Survey

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[redacted]

Case Comments [9] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Patrick Jensen [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/25/2014	Date/Time Opened	2/19/2014 11:47 AM
Supporting Documents		Date/Time Closed	2/25/2014 10:54 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c is asking for the rental veh		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	689		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0EV3EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	5
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32414	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	FUTURE NISSAN OF FOLSOM	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	2/20/2014
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	[redacted]
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0EV3EN[redacted]		
Created By	RuvyAnn Chavez, 2/19/2014 11:47 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/31/2016 9:57 PM	Root Cause Code (2)	
Days Closed	1,227	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	CA13238157

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comm

Action	Public	Comment
		Created By: Patrick Jensen (2/26/2014 11:13 AM) | Last Modified By: Patrick Jensen (2/26/2014 11:13 AM) *** [Added after the case is closed.] *** summary c called rcas informing that C is still having concern with brakes on veh
Make Private	✓	rcas advised c must take veh in to Nissan DLR for diag before Rcas can provide any assistance C understood c inquired about rental veh and rcas advised NNA does not provide alternate transportation for warranty repairs but can consider possible reimbursement under goodwill for a rental C understood no further assist needed
		Created By: Patrick Jensen (2/26/2014 11:10 AM) | Last Modified By: Patrick Jensen (2/26/2014 11:10 AM) *** [Added after the case is closed.] *** received a call from C stating that veh has been repaired and unfortunately veh is still having concerns C says pedal is soft and sometime it goes to the floor RCAS asked where C purchased veh C stated veh was purchased at FUTURE of Folsom rcas advised C that try returing to service dept at Folsom to have further diag done on veh and see if they can figure out what the issue is C stated he is willing to give them a second chance to solve concern
Make Private	✓	c stated he is willing to take veh to 3 different dealers for diag and if they can not solve issue then C will contact atty and pursue LEMON LAW c has cut vacation short to go take care of veh concern and wants to know about NNA providing a rental or loaner veh for C RCAS advised C that NNA can consider reimbursement for a rental after veh has been repaired and that DLR can possibly provide a loaner for c but that is up to DLR C feels NNA should take better care of C RCAS advised that NNA is willing to take care of concerns and C first needs to take veh to a nissan dlr for further diag C understood and agreed RCAS called SM John Davis at 9166085300 at 1159 am est advised SM of c concerns and gave a heads up that c will be contacting DLR to pursue diag SM understood
Make Private	✓	Created By: Patrick Jensen (2/25/2014 10:52 AM) | Last Modified By: Patrick Jensen (2/25/2014 10:52 AM) SUMMARY: c called with cocern about getting a rental veh while waiting for veh to be repaired

RCAS called SM and was advised that part arrived and veh was repaired and C had picked up veh

RCAS tried to follow up with C and was unable to contact after 3 attempts

No further assist needed

CASE CLOSED

Make Private ✓

Created By: Patrick Jensen (2/25/2014 10:49 AM) | Last Modified By: Patrick Jensen (2/25/2014 10:49 AM)
rcas called C at [redacted] at 1145 am est

left vmx containing case# and callback info

advised c that rcas is closing case and C can callback if there is any further assistance needed

---

Make Private ✓

Created By: Patrick Jensen (2/24/2014 1:16 PM) | Last Modified By: Patrick Jensen (2/24/2014 1:16 PM)
rcas called C at [redacted] at 212 pm est

left vmx containing case# and callback info

rcas called C at [redacted] at 215 pm est

number no valid received FAX noise
sent follow up email
set follow up for 2/25/14

Make Private ✓

Created By: Patrick Jensen (2/21/2014 1:19 PM) | Last Modified By: Patrick Jensen (2/21/2014 1:19 PM)
rcas called C at [redacted] at 214 pm est

left vmx containing case# and callback info
requested callback to confirm that C concerns have been addressed as rcas was advised by SM at DLR
set follow up fo 2/24/14

Make Private ✓

Created By: Patrick Jensen (2/20/2014 6:31 PM) | Last Modified By: Patrick Jensen (2/21/2014 1:13 PM)
rcas called DLR at [redacted] at 723 pm est

SM John advised RCAS that veh has been repaired and problem was a leaking brake caliper

C was given a used vehicle for the day and veh is now repaired and was picked up by C

rcas called C at [redacted] at 727 pm est

left vmx containing case# and callback info

advised C that RCAS did contact SM and was advised veh has been repaired and returned to C
requested callback to confirm concerns have been dealt with

set follow up for 2/21/14

Make Private ✓

Created By: RuvvAnn Chavez (2/19/2014 12:04 PM) | Last Modified By: Patrick Jensen (2/20/2014 6:17 PM)
Vehicle Concern

Make Private ✓

Created By: RuvvAnn Chavez (2/19/2014 12:03 PM) | Last Modified By: Patrick Jensen (2/20/2014 6:17 PM)
crr-rc received a call from c stating that c took the veh at FUTURE NISSAN OF FOLSOM because c's veh have issue with the brakes.
crr-rc verified c's name, address, phone number
and email address.
VIN: 1N6AD0EV3EN[redacted]
Current Mileage: 689 miles
crr-rc checked for open recalls/campaigns/upgrades
found: None

c states that the dlr is 200 miles away from c, c states that c need a rental veh.
crr-rc asked c how many days c need the rental. c states c doesn';t know.
crr-rc advised c that crr-rc can provide c a one time goodwill assistance for rental reimbursement for the total of $100. c refused. c states that c don't want to pay out of c's pocket. c s
want NNA to provide c the rental since the issue is a manufacturers defect.
crr-rc asked c if c asked the dlr about that. c states yes but c states that the dlr unable to provide c a rental.
crr-rc apologized for the inconvenienced.
crr-rc informed c that the only thing crr-rc can do is to assist c with the rental reimbursement. c refused.
c states that c want to return the veh. c states that c no longer want the veh. c states that c want NNA to take the veh back.

Crr-rc advised c that case will be transferred to RCAS for review and c will be contacted before the end of the next business day. C agreed the c disconnected the call.
crr-rc unable to provide name, ext and case number.
Crr-rc transferring case to RCAS for buyback request.

Case Categorizations

Case Categoriza

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7688269	BRAKES	GEN. BRAKE COMPONENT (S)	POOR OR IMPROPER OPERATION	03	2/19/2014	YX	AD	121500
Edit | Del	CC-7688270	BRAKES	GEN. BRAKE COMPONENT (S)	REQUEST FOR RENTAL ASSISTANCE	QA	2/19/2014	WH	AD	121500
Edit | Del	CC-7696344	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	POOR OR IMPROPER OPERATION	03	2/25/2014	YX	AD	121000

Open Activities

Open Acti

No records to display

Activity History

View All

Activity Hi

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/T
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0Jn44C:ref]	[redacted]	✓	2/24/2014	Patrick Jensen	2/24/2014 1:18 PM

Emails

Send an Email

E

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09i8L. 500F0Jn44C:ref] *2/24/2014 Case [redacted] 157Dear [redacted] ,Thank you for taking the time t...*	[redacted]	2/24/2014 1:1

Customer Support Tools Customer Support T

No records to display

Check Activity Check Ac

No records to display

Forms F

No records to display

Attachments Attach File Attachm

No records to display

Case History Case Hi

Date	User	Action
2/25/2014 10:54 AM	Patrick Jensen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/24/2014 1:19 PM	Patrick Jensen	Changed **Follow Up Date** from 2/24/2014 to **2/25/2014**.
2/21/2014 1:19 PM	Patrick Jensen	Changed **Follow Up Date** from 2/21/2014 to **2/24/2014**.

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[redacted]

Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Cynthia Forster [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/21/2014	Date/Time Opened	2/20/2014 1:42 PM
Supporting Documents	☐	Date/Time Closed	2/21/2014 10:25 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	unable to diagnose		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	2/20/2014
Vehicle Purchased	New	Previous Repair Location	WESLEY CHAPEL NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0CU9DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	10
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	WESLEY CHAPEL NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	2/21/2014
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD0CU9D[redacted]		
Created By	Amora Angeles, 2/20/2014 1:42 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/31/2016 9:57 PM	Root Cause Code (2)	
Days Closed	1,231	Action Code	NT4A
Case Record Type	CA Closed Case [Change]	Document ID	CA13247749

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Cynthia Forster (2/21/2014 10:23 AM) | Last Modified By: Cynthia Forster (2/21/2014 10:23 AM)** SUMMARY: C seeking assistance with brakes as pedal goes to floor when at a stop. C trading out of VEH at DLRSHP and already in another VEH. C confirmed trading VEH and as for trade assist and RCAS informed trade assist not allowed in FL.
Make Private	✓	**Created By: Cynthia Forster (2/21/2014 10:20 AM) | Last Modified By: Cynthia Forster (2/21/2014 10:21 AM)** RCAS-CF called C on [redacted]8 at 11:14am EST. RCAS confirmed C having concern with brakes, but that RCAS was advised C is trading out of VEH. C states is correct. C aske can get assistance with trade due to money loss trading out of VEH. RCAS states that NNA not able to assist with trade in FL. C states understood and thanked RCAS. RCAS offere RCAS contact information and C declined stating C is aware of how to get ahold of NNA if C needs anything. RCAS states understood and thanked C then call ended mutually. RCAS closing case as C no longer owns VEH.
Make Private	✓	**Created By: Cynthia Forster (2/21/2014 9:52 AM) | Last Modified By: Cynthia Forster (2/21/2014 10:14 AM)** RCAS-CF spoke with SA-Anacario due to SD-Joey not available. SA states that VEH no repairs required. SA states that C still working deal to trade out of VEH and into 2014 Rogue has not been finalized. SA states that VEH is at DLRSHP and C is driving Rogue. RCAS thanked SA.
Make Public		**Created By: Amora Angeles (2/20/2014 1:49 PM)** RCAS Case Follow-up
Make Private	✓	**Created By: Amora Angeles (2/20/2014 1:49 PM) | Last Modified By: Cynthia Forster (2/21/2014 7:24 AM)** CRR-AA received a call from c. CRR-AA verified C's name , vin , address, mileage and phone number and servicing dealer PREVIOUS FILES FOUND: Related - None Unrelated-case# 12658672 C stated that c's having issue with the brake pedal on c's veh c stated that when c hold on to the brake pedal it goes all over to the floor.c stated that c took the veh to the dlrshp but advised its normal on c's veh.c stated that c's concern about c's safety that c would be into an accident due to the brake pedal on c's veh not working properly.C wants replacement veh CRR-AA acknowledged and informed c that c's concern will be escalated to RCAS for further review. CRR-AA advised c that RCAS will call c on the next business day. C understood. CRR-AA offered further assistance, c declined. CRR-AA gave c name, extension and case CRR-AA transferred case to RCAS. CRR-AA leaving case open for RCAS further assistance.

Case Categorizations He

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7691778	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	2/21/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
2/21/2014 10:25 AM	Cynthia Forster	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/21/2014 7:25 AM	Cynthia Forster	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

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[redacted]

Case Comments [10] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Natalie Silva [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	2/27/2014	Date/Time Opened	2/22/2014 10:35 AM
Supporting Documents		Date/Time Closed	2/27/2014 10:13 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone :
address1 : [redacted]
address2 :
city : Gurley
twitter :
state : AL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N6AD0CU5DN[redacted]
dealerstate : AL
dealername : Landers McLarty Nis
comments : I have a problem with the brakes on my 2013 Nissan Frontier which I purchased as new 21 Nov13, I am also having issues with the seats in this vehicle the brakes, they feel soft and mushy, and it takes a lot of travel to safely engage the brakes and bring the vehicle to a stop. With regard to the seats, the driver side s like it is shifting when I start off after stopping. Also, the passenger side seat vibrates terribly and makes noises when I drive without a passenger. I have taken the tr dealer for its first 90 day maintenance visit. The dealer test drove he vehicle and said the brakes were opperating properly. I know that after searching on-line this br been been reported in the past. As far as the driver's side seat, they said that if I latch it propoerly and the problem will go away (That action did not fix the problem). passenger side issues was identified as a "normal characteristic" for that type of seat, with the fix being to lay the seat down. I would define the issue more a design a latent defect as the issue can not be noted during test drives with dealer representatives or passenger in the seat. Having the customer to lay the seat down when then flip it up and readjust the seat back position every time someone wants to sit in the seat is a little much to ask of the customer who haas bought you product wit about this "normal characteristic. I would be interested in hearing from you in regard to my issues.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0CU5DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0

Make	NISSAN	Beyond Basic Warranty Months1	8
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	LANDERS MCLARTY NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	2/24/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 2/22/2014 10:35 AM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	NNAETL, 10/31/2016 9:57 PM	Root Cause Code	SCCE
Days Closed	1,225	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT6A
		Document ID	CA13260965

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comme

Action	Public	Comment
Make Public		**Created By: Natalie Silva (2/27/2014 10:13 AM)** RCAS made outbound call to C at 256-776-6014 at 10:55 AM EST RCAS reached C RCAS confirmed concern with vehicle. C stated that brakes are soft. C stated that Dealer advised no concern found. C stated that that C feels brake pedal is not normal. C stated that other concern is with seat vibration o side. C stated that C does not feel seat should have to be put down. RCAS acknowledged C's concern. Empathized with C. Advised C that RCAS did follow up with Dealership regarding concern. Advised C that Dealership did not find any concern. A that C can get second opinion at another Nissan dealership. C stated that C will be taking vehicle into another mechanic for brake concern. C stated that concern is not normal. C stated that c will not drive 40 miles to another Nissan Dealershi advised that concern was normal. C stated that Nissan Dealer will not do anything for concern. RCAS acknowledged. Advised C that Nissan dealer would have to duplicate/ confirm repair was needed. C stated that C understood. C stated that C will have inspected at next oil change. C stated that if no concern found then C will live with concern. RCAS confirmed C had RCAS contact info. Call ended mutually.

RCAS closing case

Summary** C sent email regarding concern with brakes and seat vibratin. RCAS acknowledged C's concern. Empathized with C. Advised C that RCAS did follow up with Dealership concern. Advised C that Dealership did not find any concern. Advised C that C can get second opinion at another Nissan dealership.

Make Public

Created By: Natalie Silva (2/26/2014 8:32 AM)
RCAS received voicemail from c requesting call back

Make Public

Created By: Natalie Silva (2/25/2014 12:09 PM)
RCAS made outbound call to C at [redacted] at 10:08 PM EST
RCAS was advised to contact C on 02/27/14 in AM.

RCAS agreed

RCAS resetting follow up

Make Public

Created By: Natalie Silva (2/24/2014 1:48 PM)
RCAS made outbound call to C at [redacted] at 2:45 PM EST
RCAS reached voicemail, Left voicemail with contact info and case number. Advised was following up on case.

RCAS resetting follow up for 02/25/14

Make Private ✓

Created By: Natalie Silva (2/24/2014 7:39 AM)
RCAS made outbound call to Dealership
RCAS reached SA Takia

SA stated that SM Bill not yet in for day.

SA stated that last time C in was 2-19/14. SA stated that oil change was completed. SA stated that body side molding was installed. SA stated that C complained about seat lock. SA once seat locked into place then no movement is felt. SA stated that C complained of passenger seat noise. SA stated that techline data base was found that concern was normal ch

RCAS thanked for info. Call ended mutually.

Make Public

Created By: Irish Tablac (2/23/2014 10:32 AM)
case moved

Make Public

Created By: Irish Tablac (2/23/2014 10:32 AM)
*****E-mail case logged*****
E-mail addressed to: nnaconsumeraffairs@nissan-usa.com
Method of contact: E-mail
CRR-IT checked for open recalls/campaigns/upgrades found: none
****
E-mail sent to: [redacted]
Method of contact: E-mail
Summary:
crr-it informed c that c's case will be forwarded to RCAS and RCAS will contact c before the end of the next business day
crr-it leaving case open

Make Public

Created By: Irish Tablac (2/23/2014 10:29 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : Gurley
twitter :
state : AL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N6AD0CU5DN[redacted]
dealerstate : AL
dealername : Landers McLarty Nis
comments : I have a problem with the brakes on my 2013 Nissan Frontier which I purchased as new 21 Nov13, I am also having issues with the seats in this vehicle. Regarding the I feel soft and mushy, and it takes a lot of travel to safely engage the brakes and bring the vehicle to a stop. With regard to the seats, the driver side seats feels like it is shifting when I after stopping. Also, the passenger side seat vibrates terribly and makes noises when I drive without a passenger. I have taken the truck to the dealer for its first 90 day maintenance dealer test drove he vehicle and said the brakes were opperating properly. I know that after searching on-line this brake issue has been been reported in the past. As far as the drive seat, they said that if I latch it propoerly and the problem will go away (That action did not fix the problem). The passenger side issues was identified as a "normal characteristic" for t seat, with the fix being to lay the seat down. I would define the issue more a design flaw or even a latent defect as the issue can not be noted during test drives with dealer represent passenger in the seat. Having the customer to lay the seat down when not occupied, then flip it up and readjust the seat back position every time someone wants to sit in the seat is to ask of the customer who haas bought you product without knowing about this "normal characteristic. I would be interested in hearing from you in regard to my issues.

Make Private ✓

Created By: Irish Tablac (2/23/2014 10:29 AM) | Last Modified By: Natalie Silva (2/24/2014 7:30 AM)
firstname : [redacted]
lastnam[redacted]
email : [redacted]
homephon[redacted]
address1 : [redacted]
address2 :
city : Gurley
twitter :
state : AL
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N6AD0CU5DN[redacted]
dealerstate : AL
dealername : Landers McLarty Nis
comments : I have a problem with the brakes on my 2013 Nissan Frontier which I purchased as new 21 Nov13, I am also having issues with the seats in this vehicle. Regarding the I feel soft and mushy, and it takes a lot of travel to safely engage the brakes and bring the vehicle to a stop. With regard to the seats, the driver side seats feels like it is shifting when I after stopping. Also, the passenger side seat vibrates terribly and makes noises when I drive without a passenger. I have taken the truck to the dealer for its first 90 day maintenance dealer test drove he vehicle and said the brakes were opperating properly. I know that after searching on-line this brake issue has been been reported in the past. As far as the drive seat, they said that if I latch it propoerly and the problem will go away (That action did not fix the problem). The passenger side issues was identified as a "normal characteristic" for t seat, with the fix being to lay the seat down. I would define the issue more a design flaw or even a latent defect as the issue can not be noted during test drives with dealer represent passenger in the seat. Having the customer to lay the seat down when not occupied, then flip it up and readjust the seat back position every time someone wants to sit in the seat is to ask of the customer who haas bought you product without knowing about this "normal characteristic. I would be interested in hearing from you in regard to my issues.

Make Public

Created By: Managed Services (2/22/2014 10:35 AM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone [redacted]
address1 [redacted]
address2
city : Gurley
twitter :
state : AL
zip : [redacted]
owner : true

make : Nissan
source : NissanContactUs
vin : 1N6AD0CU5DN[redacted]
dealerstate : AL
dealername : Landers McLarty Nis
comments : I have a problem with the brakes on my 2013 Nissan Frontier which I purchased as new 21 Nov13, I am also having issues with the seats in this vehicle. Regarding the I feel soft and mushy, and it takes a lot of travel to safely engage the brakes and bring the vehicle to a stop. With regard to the seats, the driver side seats feels like it is shifting when I after stopping. Also, the passenger side seat vibrates terribly and makes noises when I drive without a passenger. I have taken the truck to the dealer for its first 90 day maintenance dealer test drove he vehicle and said the brakes were opperating properly. I know that after searching on-line this brake issue has been been reported in the past. As far as the drive seat, they said that if I latch it propoerly and the problem will go away (That action did not fix the problem). The passenger side issues was identified as a "normal characteristic" for t seat, with the fix being to lay the seat down. I would define the issue more a design flaw or even a latent defect as the issue can not be noted during test drives with dealer represent passenger in the seat. Having the customer to lay the seat down when not occupied, then flip it up and readjust the seat back position every time someone wants to sit in the seat is to ask of the customer who haas bought you product without knowing about this "normal characteristic. I would be interested in hearing from you in regard to my issues.

Case Categorizations

Case Categorizati

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	C
Edit | Del	CC-7693464	INTERIOR (NON-ELECTRIC)	SEAT (SEAT/LEVER/POSITIONER)	POOR OR IMPROPER OPERATION	22	2/23/2014	YX	AU	190000	O
Edit | Del	CC-7693465	BRAKES	GEN. BRAKE COMPONENT (S)	POOR OR IMPROPER OPERATION	03	2/23/2014	YX	AD	121500	O
Edit | Del	CC-7693466	NISSAN PRODUCT INQUIRIES	FRONTIER	CRITICISM	QF	2/23/2014	ZH	AZ	205000	O

Open Activities

Open Activi

No records to display

Activity History

View All

Activity Hist

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 500F0KLCai:ref]		✓	2/23/2014	Irish Tablac	2/23/2014 10:32 AM

Emails

Send an Email

Em

Action	Status		Subject	Email Address	Message Da
Reply | To All | Del	Sent		Regional Specialist [ref: 00DA09j8L. 500F0KLCai:ref] *2/23/2014 Case #[redacted] VIN # 1N6AD0CU5DN[redacted] Dear[redacted], Than...*	[redacted]	2/23/2014 1
Reply | To All | Del	Replied		My Nissan Vehicle *firstname [redacted] lastname :[redacted] email :[redacted] homephone : [redacted].*	nissanconsumeraffairs@my-nissan-usa.com	2/22/2014 1

Customer Support Tools

Customer Support To

No records to display

Check Activity

Check Acti

No records to display

Forms

Fo

No records to display

Attachments

Attach File

Attachme

No records to display

Case History

Case Hist

Date	User	Action
2/27/2014 10:13 AM	Natalie Silva	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/25/2014 12:09 PM	Natalie Silva	Changed **Follow Up Date** from 2/25/2014 to **2/27/2014**.
2/24/2014 1:48 PM	Natalie Silva	Changed **Follow Up Date** from 2/24/2014 to **2/25/2014**.

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Surveys

Surv

No records to display

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[redacted]

Case Comments [63] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michelle Ellis [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	4/4/2014	Date/Time Opened	2/28/2014 1:58 PM
Supporting Documents		Date/Time Closed	4/4/2014 9:20 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

Classification: UNCLASSIFIED
Caveats: NONE

Dear Lady / Gentleman,

I would like to exchange my lemon 2013 MURANO AWD leased car to a good one.

My account number is [redacted]4 with Nissan Motor Acceptance Corporation. Contract Date 24 SEP 14. Maturity Date 24 Dec 16. VIN JN8AZ1MW7DW[redacted].
I would like to pay $1,400 to get the car exchanged.

I have bought three Nissan Pathfinders from Frost Nissan(Closed for business) car dealer. I have leased two Nissan Murano(Including the present one) and one Rogue from Clay Nissan of Newton. I can show you the documents if required.

29 years ago, I had bought a Chevrolet S10 Blazer before I switched to Nissan cars. The Chevrolet car had a lot of problems. They event found the engine block had a crack. But GM only paid half of the cost to replace the engine, even this crack was existing when I bought this brand new car. So, I did not buy GM car any more. GM lost my business at least six cars right now. GM tried to save $800 for my portion of the payment. I told GM that when the car was brand new, if I tried to drive a long distance like 100 miles, the car seemed lost the power of acceleration. It was the crack causing such condition.

I have the driving experiences of the sixth Nissan car right now. I can judge what is right or wrong.

Here are the reasons why I request such exchange :

On the first day of snow last year. I tried to turn the car to the left at an intersection of a traffic light near my house, The snow was not very heavy, but the car seemed not sensing the road condition and slid on the turn. The computer should kick in the information in one tenth of a second. It was quite a scary moment for me.

Later, the Murano had problem in starting the engine. But the most scary moment was one day the car engine suddenly died at the middle of the road while I was driving. I have given this information when I responded to the new car survey in November 2013.

On December 24, I reared end someone's car when I tried to turn right. I had stepped on the break, it looked like the ABS could not be activated to it.

One day in the beginning of January, it was early morning with certain degree of heavy snow, I saw a driver suddenly getting off the car to the middle of the road, so, I pressed on the break, but the car looked like still going forward, I needed to steer the car to the left hand side, but the car was still sliding and hitting the side curb on the right front wheel.

Then, I sensed something not correct for the car. I did not bring the car to the dealer's shop to fix it at that time. I thought there should be more things to be surfaced.

Then, three day later I could not start the car in the parking lot without several efforts. The next early morning, I tried to start the Murano(Parked in my covered garage), I needed to try several times to get it started, but my mood was not good at all. When I drove the car out of the garage, the rear right hand side of the car touched a little bit to the frame of the garage door.

Right now, I have lost all the confidence in driving this car. Even if I fixed the car

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[redacted]

Case Comments [9] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Paula Neal [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	3/11/2014	Date/Time Opened	3/7/2014 1:54 PM
Supporting Documents		Date/Time Closed	3/11/2014 10:18 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Brakes		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0CW4CC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31412	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUFFENBERG NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	685239121271
Survey Type	Quality Connection	Case Type	QFS24M
Survey Request Date		Receipt Date	3/6/2014
Survey-Source		Survey NPS Score 1	0
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	NPS Reasons Because if this brake issue lingers any longer I will make a campaign of telling folks this issue and the potential danger of either brake failure and the possibility people may be killed!	Hot Alert Type	Legal
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] - Address [redacted] Belleville, IL [redacted] - DayTime Phone: [redacted] - Evening Phone: - Email Address: [redacted] - Preferred Email [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Managed Services, 3/7/2014 1:54 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/31/2016 10:04 PM	Root Cause Code (2)	
Days Closed	1,213	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA13355001

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Paula Neal (3/11/2014 10:16 AM)** TCS-PN spoke to c and advised spoke to Kenny/SA at dealership stated recommendation of Nissan is every 15,000 miles on brake fluid Kenny/SA advised could affect ABS controller TCS-PN advised c of cost at dealership with tax to replace brake fluid and is considered regular maintenance like oil change TCS-PN advised c if feels having brake issues to return to dealership C asked if could have fluid replaced somewhere else TCS-PN advised c if starts replacing fluids, parts, etc could forfit Warranty on parts C stated this was a scam and is going to let brakes fail, then get a lawyer and then sue Nissan C then hung up on TCS-PN
Make Private	✓	**Created By: Paula Neal (3/10/2014 2:00 PM)** TCS-PN spoke to Kenny/SA states sure c was not advised brakes will fail if does not do this but could affect ABS controller TCS-PN asked Kenny cost of replacement of brake fluid and Kenny/SA advised with tax 118.78
Make Private	✓	**Created By: Paula Neal (3/10/2014 1:40 PM)** TCS-PN Lm for Tim/SM to return call concerning c
Make Private	✓	**Created By: Paula Neal (3/10/2014 1:33 PM)** TCS-PN spoke to c advised Nissan recommends changing the brake fluid every 15,000 miles as a required maintenance and will be located in c's maintenance book TCS-PN advised c was advised that not doing so will not cause a brake failure but it is recommended by NIssan C advised TCS-PN does not feel it should be part of regular maintenance and should be covered under warranty TCS-PN apologized to c and advised it is a required maintenance just like c's oil changes C stated SM at dealership scared c stating if c doesn't do this brake failure TCS-PN again apologized to c for being frightened and stated had a call into the SM C stated will take all the way to the top so doesn't have to pay for brake fluid maintenance and should be covered under warranty TCS-PN advised c will call c back tomorrow after speaking to SM at dealership
Make Private	✓	**Created By: Paula Neal (3/10/2014 1:06 PM)** TCS-PN spoke to Tech Line
Make Private	✓	**Created By: Paula Neal (3/10/2014 11:23 AM)** TCS-PN spoke to c states having to change brake fluid in Frontier every 15,000 miles C states that is rediculous C states takes alot more pressure to brake to get veh to stop then when veh was brand new C states has taken in for service and states SM advised c it is the way Nissan has designed the brakes and eventually they will go out C states what SM said does not make c feel very confident in veh and brakes C states does this mean c will be driving down the road and the brakes will just go out TCS-PN apologized to c for any inconvenience and for SM's comments TCS-PN asvised c will make some phone calls and get back with c by this time tomorrow
Make Private	✓	**Created By: Paula Neal (3/10/2014 9:12 AM)** TCS-PN spoke to c stated in middle of something TCS-PN gave c contact information if c would like to discuss survey
Make Private	✓	**Created By: Paula Neal (3/7/2014 3:32 PM)** TCS-PN received case for handling as a result of QC survey response received from c. copied survey notes below:

Because if this brake issue lingers any longer I will make a campaign of telling folks this issue and the potential danger of either brake failure and the possibility people may be killed
TCS-PN checked for open/related previous CA cases and found: None
checked for closed CA cases and found: None
checked for open recalls/campaigns and found: None

Make Public

Created By: Paula Neal (3/7/2014 2:29 PM)
QC Hot Alert

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7715437	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	GENERAL INQUIRY	QC	3/11/2014	ZR	BF	223500	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
3/11/2014 10:18 AM	Paula Neal	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
3/10/2014 2:01 PM	Paula Neal	Changed **Follow Up Date** from 3/10/2014 to 3/11/2014.
3/10/2014 11:23 AM	Paula Neal	Changed **Follow Up Date** from 3/11/2014 to 3/10/2014.

Show more » | Go to list »

Surveys

Surveys He

No records to display

Back To Top

Always show me more records per related list

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[redacted]

Case Comments [68] | Case Categorizations [5] | Open Activities [1] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michael Bardwell [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	4/15/2014	Case Origin	Phone
Follow Up Date	9/10/2014	Date/Time Opened	3/11/2014 2:56 PM
Supporting Documents		Date/Time Closed	9/10/2014 3:22 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	Correspondence
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	CST00049208
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	BBB Auto Line Voluntary Settlement - 4 visits, 1 repair and 11 days down for brake concerns		

Customer Detail

First Nam	[redacted]	Home Phone	[redacted]
Middle Initi		Work Phone	
Last Nam		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,200		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CE2CP1E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	6
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11514	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	PYE NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	3/12/2014
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$5,000.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	3/27/2014	Vehicle Service Contract	
RHR Completed	3/27/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 3N1CE2CP1E[redacted]		
Created By	Lester Bellen, 3/11/2014 2:56 PM	Root Cause Code	SCSH
Last Modified By	NNAETL, 10/31/2016 10:06 PM	Root Cause Code (2)	
Days Closed	1,030	Action Code	NT9D
Case Record Type	CA Closed Case [Change]	Document ID	CA13973221

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	☐	Created By: Michael Bardwell (9/10/2014 3:21 PM) ARBS confirmed check was sent to c's attorney via FedEx: 771088279536. ARBS closing case.
Make Public	☐	Created By: Adrienne Dickens (9/9/2014 9:12 AM) c requested assistance regarding a concern on the brakes
Make Public	☐	Created By: Michael Bardwell (9/9/2014 8:40 AM) ARBS received settlement agreement from c's attorney and attached to case. ARBS reopened case. ARBS submitted check request. ARBS created FedEx Label: 771088279536 ARBS setting follow-up to 10-Sep pending check approval.
Make Public	☐	Created By: Michael Bardwell (8/28/2014 9:32 AM) ARBS notes no contact from attorney or docs from c. ARBS closing case pending update or docs from attorney.
Make Public	☐	Created By: Michael Bardwell (8/11/2014 9:16 AM) ARBS received email from c's attorney-Eric advising that c is seeking a change to the settlement agreement that c's VSC will not be affected by the settlement agreement. ARBS rep attorney and advised that NNA has no VSCs on file for c's veh and as such if c has any the VSCs are third-party VSC and NNA has no control over the terms and conditions of the th VSCs. ARBS setting follow-up to 25-Aug pending update from attorney.
Make Public	☐	Created By: Michael Bardwell (7/22/2014 2:01 PM) ARBS received update from c's attorney's paralegal-Valerie Kaufmann that attorney is still waiting on docs from c. ARBS setting follow-up to 11-Aug pending docs from attorney.
Make Public	☐	Created By: Michael Bardwell (7/22/2014 8:24 AM) ARBS notes no docs from c's attorney. ARBS sent email to c's attorney-Eric requesting update on documents.
Make Public	☐	Created By: Michael Bardwell (7/15/2014 9:52 AM) ARBS notes no update from c's attorney. ARBS setting follow-up to 22-Jul.
Make Public	☐	Created By: Michael Bardwell (7/8/2014 8:38 AM) ARBS received update from c's Attorney-Eric Kaczander that Attorney's office is still waiting on signed docs from c. ARBS setting follow-up to 15-Jul pending docs from Attorney.
Make Public	☐	

	Created By: Michael Bardwell (7/3/2014 2:48 PM) ARBS placed outbound call to c's attorney at (312) 578-9428 x 274 and reached an out of office voicemail message advising that attorney would be out of the office until 8-July-14. ARBS placed outbound call to c's attorney's paralegal at (312) 578-9428 x 274. ARBS left vmx with ARBS contact info and requested a call back. ARBS sent email to c's attorney and paralegal requesting an update on case status as ARBS has not received signed settlement agreement from attorney. ARBS setting follow-up to 10-Jul pending update from attorney
Make Public	**Created By: Michael Bardwell (6/5/2014 8:27 AM)** ARBS received email from c's attorney accepting ARBS' $5,000 settlement offer. ARBS sent settlement agreement to c's attorney via FedEx: 770202681107. ARBS setting follow-up to 7-Jul pending docs from c's attorney.
Make Public	**Created By: Michael Bardwell (5/23/2014 11:26 AM)** ARBS notes c has withdrawn BBB claim. ARBS closing case.
Make Public	**Created By: Fijabi Julien-Gallam (5/22/2014 11:03 AM)** NIS1417218. DRTS rec'd notice that claim is closed because c no longer wishes to pursue claim. Rec'd on 5/22/14, dated same.
Make Public	**Created By: Michael Bardwell (5/16/2014 9:55 AM)** ARBS received update from BBB-Deborah that BBB is working with c's attorney to schedule veh inspection. ARBS setting follow-up to 23-May pending update from BBB.
Make Public	**Created By: Michael Bardwell (5/13/2014 12:34 PM)** ARBS received email from BBB-Deborah confirming that c's attorney did not submit a response to ARBS' PIW within time frame. ARBS setting follow-up to 16-May pending update from BBB.
Make Public	**Created By: Michael Bardwell (5/12/2014 2:24 PM)** ARBS placed outbound call to BBB-Donna regarding case. ARBS left vmx with ARBS contact info and requested a call back. ARBS setting follow-up to 13-May pending BBB contact or update.
Make Public	**Created By: Michael Bardwell (5/8/2014 8:27 AM)** ARBS notes PIW was sent to c's attorney on 6-May with rebuttal deadline of 4 business days. ARBS setting follow-up to 12-May pending update from BBB.
Make Public	**Created By: Michael Bardwell (5/5/2014 4:52 PM)** ARBS faxed PIW and supporting docs to BBB and received delivery confirmation at 1644 CDT. ARBS setting follow-up to 8-May pending update from BBB.
Make Public	**Created By: Ricardo Torres (4/29/2014 9:14 AM)** DRTS notes RHR includes RO that was missing from case. RHR up to date and now all RO's are included on case.
Make Public	**Created By: Michael Bardwell (4/29/2014 8:22 AM)** ARBS received email from c's Attorney-Eric requesting a settlement in the amount of $6,000.00 inclusive of fees. ARBS replied to Attorney that $5,000 inclusive of fee's was NNA's final offer. ARBS advised Attorney if amount is not acceptable to c that NNA will proceed with BBB Arbitration. ARBS setting follow-up to 5-Apr to submit PIW response pending Attorney decision.
Make Public	**Created By: Ricardo Torres (4/25/2014 4:15 PM)** DRTS rec'd RO's from 3855.
Make Public	**Created By: Ricardo Torres (4/25/2014 12:05 PM)** DRTS called 3855. Spoke with Cashier-Heather. Cashier advised RO was not yet faxed. DRTS requested RO ASAP.
Make Public	**Created By: Ricardo Torres (4/24/2014 12:44 PM)** DRTS identified one missing RO: 3855 Hunt Nissan.....423-899-2525 DRTS called 3855. Requested RO from Cashier-Heather.
Make Public	**Created By: Michael Bardwell (4/24/2014 9:44 AM)** ARBS recieved updated payoff figures from NMAC-Liza: Account#[redacted] 30 Day Payoff $19,447.84 (Good thru 5/24/2014) Per Diem: $2.80 3 Payments received Payment amount $313.98 Interest paid $298.04 Recent payment received on 11-Apr-14 in the amount of $313.98. ARBS notes updated payoff figures: Base Price: $16,790.00 Sales Tax: $1,065.29 Governmental Fees: $22.00 Doc Fees: $599.00 Finance Charges: $298.04 Total Purchase Price: $18,774.33 Deductions Usage: $176.85 Rebates: $1,000.00 Loan Payoff: $19,714.75 Total Deductions: $20,891.60 Refund Amount: -$2,117.27 Attorney Fees: $0.00 Total Repurchase: $17,597.48
Make Public	**Created By: Michael Bardwell (4/24/2014 9:31 AM)** ARBS sent email to NMAC-Liza requesting updated payoff quote for PIW.
Make Public	**Created By: Fijabi Julien-Gallam (4/24/2014 8:23 AM)** Previous Cases: [redacted] Open Recalls: Closed.
Make Public	**Created By: Fijabi Julien-Gallam (4/24/2014 8:18 AM)** NIS1417218. DRTS rec'd request for position in writing from BBB, prepared by attorney Greg Moss. BBB advises ARBS has 14 days to respond. Rec'd on 4/24/14, dated 4/23/14. C refund plus attorney's fees and costs. CCF states: Body and Trim, repair attempts 2. Engine, repair attempts 3. Brakes, repair attempts 5. NIS1417218. DRTS rec'd ATA from BBB on 4/24/14, dated 4/23/14. ATA states: All parties named submit to arbitration the following: Body and Trim. Engine. Brakes. The parties ha agreement on the following: N/A. Each Party requests the arbitrator(s) render the following decision: Consumer: Repurchase, Manufacturer: Denial. The manufacturer also agrees to authority to the arbitrator(s) to award the following: N/A.
Make Public	

Created By: Michael Bardwell (4/23/2014 10:02 AM)
ARBS received an email from Attorney-Eric Kaczander advising that c has rejected ARBS settlement offer. Attorney countered with a settlement offer of $9,000.00 inclusive of fees.

ARBS replied to Attorney rejected Attorney's counter-offer. ARBS advised Attorney ARBS' final offer to settle is $5,000. ARBS advised Attorney that if ARBS final offer is not accepta
ARBS is willing to proceed with the repurchase.

Make Public

Created By: Michael Bardwell (4/21/2014 8:38 AM)
ARBS received email from Attorney-Greg Moss. Attorney advised that c is not interested in accepting a repurchase offer that requires c to pay NNA to take back c's veh, which is wh
asking c to do in the repurchase offer. As such, c is interested in negotiating a cash settlement wherein c retains possession and financial responsibility for the subject veh. Attorney
that if NNA s interested in resolving matter with a settlement to let attorney know and attorney can get ARBS a demand.

ARBS sent reply to attorney advising that ARBS would be willing to settle with a $4,000 cash settlement, inclusive of any fees.

Make Public

Created By: Michael Bardwell (4/16/2014 4:38 PM)
ARBS sent Attorney Fees Denial Letter to c's attorney via FedEx: 798568927385.

ARBS setting follow-up to 16-May pending update from c's attorney.

Make Public

Created By: Kathleen Pernici (4/16/2014 2:25 PM)
**********DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY.**********

Make Public

Created By: Kathleen Pernici (4/16/2014 2:25 PM)
DRTS KP received an Attorney Letter from Krohn & Moss on 04/15/14, dated 04/10/14, addressed to NNA, Inc. and sent via USPS First Class mail. Letter states their office represer
pursuant to Federal Magnuson-Moss Warranty Act. NNA is hereby notified of the attorneys' lien. Attorney states the defects include, but are not limited to:
1. Defective windows as evidenced by the passenger side rear window going up very slowly and failing to stay up and a popping noise in left rear window when going up;
2. Defective engine as evidenced by squealing and whining noises;
3. Defective brakes as evidenced by the vehicle jerking and stopping when applying brakes and banging at 3000 RPMs after releasing the brake pedal, soft brake pedal and brake p
to the floor before vehicle will stop.
4. Any additional complaints made by C, whether or not they are contained in NNA's company records or on any dealer repair orders.
Attorney states to avoid litigation, C requests a refund of the purchase price of the vehicle as compensation and payment of their attorneys' fees pursuant to the fee-shifting provisior
State Lemon Law and /or Federal Magnuson-Moss Warranty Act.. *Attorney states that if NNA wishes to resolve this matter amicably to please contact their office. If the matter has r
resolved within *fourteen (14) days from the date of this letter, a lawsuit will be filed. Signed, Gregory H. Moss

**********DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS C. IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY.**********

Make Public

Created By: Kathleen Pernici (4/16/2014 2:17 PM)
DRTS KP attached an Attorney Letter.

Make Public

Created By: Michael Bardwell (4/14/2014 8:44 AM)
ARBS placed outbound call to c at (706) 581-6605. ARBS confirmed that c received docs sent via FedEx. C stated that c still does not have an ETA from the body shop. ARBS unde
call ended mutually.

ARBS setting follow-up to 21-Apr pending docs or update from c.

Make Public

Created By: Michael Bardwell (4/8/2014 2:51 PM)
ARBS received confirmation from FedEx that letter was delivered on 8-Apr-14 at 1346 EDT.

Make Public

Created By: Michael Bardwell (4/7/2014 11:56 AM)
ARBS placed outbound call to c at [redacted]. ARBS advised c of repurchase figures. C understood and asked if ARBS could send c docs via FedEx. ARBS agreed. ARBS alsc
that NNA would still be willing to do an SOC if c wished. C understood.

C stated that over the weekend that c's veh was hit from behind and is currently at the body shop. C asked how this would affect the buy back. ARBS asked c to give ARBS an ETA.
repair completion and that ARBS would work with Morley to make sure the scheduled surrender date is after the veh's repair should be completed. C understood and call ended mut

ARBS sent repurchase offer letter to c via FedEx (798463370693). ARBS setting follow-up to 14-Apr pending update from c.

Make Public

Created By: Michael Bardwell (4/7/2014 11:37 AM)
ARBS notes the following repurchase figures:

Base Price: $16,790.00
Sales Tax: $1,065.29
Governmental Fees: $22.00
Doc Fees: $599.00
Finance Charges: $130.25
Total Purchase Price: $18,606.54

Deductions
Usage: Waived
Rebates: $1,000.00
Loan Payoff: $19,714.75
Total Deductions: $20,714.75

Refund Amount: -$2,108.21

Total Repurchase: $17,606.54

Make Public

Created By: Michael Bardwell (4/7/2014 11:35 AM)
ARBS received the following payoff figures from NMAC-Liza:

Account#[redacted]
30 Day Payoff: $19,714.75 (Good thru 7-May-14)
Per Diem: $2.82
Interest paid $130.25

Make Public

Created By: Michael Bardwell (4/7/2014 8:22 AM)
ARBS sent email to NMAC-Anna seeking payoff figures.

ARBS received REG from c and attached to case.

Make Public

Created By: Sheena Williams (4/3/2014 2:03 PM)
DRTS rec'd sales documents from dlr 17038.

Make Public

Created By: Sheena Williams (4/3/2014 1:37 PM)
DRTS called dlr 17038 at 2:34 pm, spoke with FM-Jeff. Requested sales documents. Provided fax#.

Make Public

Created By: Michael Bardwell (4/3/2014 11:59 AM)
ARBS placed outbound call to c at [redacted]. ARBS advised c of NNA's offer to repurchase or replace c's veh. C thanked ARBS. ARBS advised c of the docs ARBS will need t
proceed. C understood and took ARBS fax and contact number and stated that c should be able to have docs to ARBS by 7-Apr. ARBS thanked c and call ended mutually.

Make Public

Created By: Vidah May Lucas (3/28/2014 3:26 PM)
crr-vl noting that crr-vl spoke to Jessica Botts.
crr-vl exiting case

Make Public

Created By: Vidah May Lucas (3/28/2014 3:19 PM)
ARBS CASE FOLLOW-UP

Make Public

Created By: Vidah May Lucas (3/28/2014 3:17 PM)
c called asking for follow up on c's case
crr-vl was given case no. crr-vl verified info of c
c stated that c was suppossed to be called back yesterday but RCAS but no one is still calling c back. crr-vl advised c that case was already escalated to ARBS. and c's case follow
4/3 because the case was being reviewed. c asked for the person. crr-vl told c that c will received the call from them. c understood.
c also requested to speak with RCAS becuase c was not inform of c's concern and that c is waiting for the info or process.
crr-vl told c that crr will send an IM to RCAS that c is requesting for a callback.
crr-vl offered further assistance; c declined
crr-vl provided case no.,name and ext.
crr-vl exiting case

Make Public		**Created By: Ronald Valencia (3/27/2014 5:03 PM)** CRR-RV received a call from c following-up on the case and wants to talk to RCAS Lupe. CRR RV verified that there are no changes on contact information. CRR-RV advised c that crr-rv will try to reach rcas first, crr-rv advised c that crr-rv will transfer c directly if rcas is reached, c understood. but if vmx is reached c can leave a msg and crr rv will send rcas an internal msg that c called, c agreed CRR-RV offered further assistance, c declined. crr-rv gave name & extension. crr-rv exiting case.
Make Public		**Created By: Michael Bardwell (3/27/2014 5:02 PM)** ARBS notes the following: Georgia applicable Lemon Law; 4 visits, 1 repair and 11 days down for brake concerns; 2 visits, 2 repairs and 5 days down for window concerns; 1 visit, 1 repair and 1 day down for wiper blade concerns; ARBS sent prelim offer letter to c via FedEx: 798364223655 ARBS setting follow-up to 3-Apr pending docs from c.
Make Public		**Created By: Michael Bardwell (3/27/2014 5:00 PM)** ARBS notes the following repair history: 20-Jan-14 at 1,344 miles. RO # 93804 - Days Down: 4 CONCERN: 1. C/S driver's side rear window will not stay up. 2. C/S vehicle has squealing noise coming from left rear. 3. C/S vehicle brake pedal went to the floor twice and then jerked to a stop. 4. C/S vehicle seems to get hung on 3k RPM when driving after releasing pedal. 5. C/S vehicle has a wining noise. ACTION TAKEN: 1. Ordered regulator for rear window. C to return when parts are in. 2. Test drove with customer – is working as designed. 3. Explained how it works. Vehicle is working as designed. 4. No problem found at this time. 5. No problem found at this time. 17-Feb-14 at 2,446 miles. RO # 94002 - Days Down: 1 CONCERN: 1. C/S that brakes goes all the way to the floor. 2. Passenger side wiper blade came out. ACTION TAKEN: 1. Performed diagnosis and found working as designed to work at this time. 2. Found wiper on right side had come apart. Replaced wiper blade. 22-Feb-14 at 2,654 miles. RO # 94101 - Days Down: 1 CONCERN: 1. C/S has popping noise in left rear window when going up and is very slow to go up. ACTION TAKEN: 1. Found window regulator binding and making noise. Replaced regulator. 6-Mar-14 at 3,017 miles. RO # 94234 - Days Down: 1 CONCERN: 1. C/S to check brakes. ACTION TAKEN: 1. Test drove. Ran diagnostics. Everything is working properly at this time. 21-Mar-14 at 3,610 miles. RO # 6003129 - Days Down: 5 CONCERN: 1. C/S brake pedal soft. Brake pedal will sometimes go to the floor before car will stop and sometimes brakes feel spongy. ACTION TAKEN: 1. Replaced brake booster and master cylinder.
Make Public		**Created By: Sheena Williams (3/27/2014 3:17 PM)** DRTS completed and attached RHR.
Make Public		**Created By: Sheena Williams (3/27/2014 1:36 PM)** DRTS called dlr 3855 at 2:02pm, spoke with Sa-Mike. Requested ROs. Provided Fax#.
Make Public		**Created By: Sheena Williams (3/26/2014 3:27 PM)** DRTS rec'd ROs from dlr 17038.
Make Public		**Created By: Sheena Williams (3/26/2014 3:06 PM)** DRTS called dlr 17038 at 4:04pm, spoke with Sa-Ben. Requested any and all ROs. Provided Fax#.
Make Public		**Created By: Fijabi Julien-Gallam (3/25/2014 12:14 PM)** Previous Cases[redacted] Open Recalls/Campaigns:None NIS1415333. DRTS rec'd CCF from BBB on 3/25/14, dated same. C seeks repurchased. CCF states: Brakes going to floor. Brakes spongy, repair attempts 5.
Make Public		**Created By: Guadalupe Bessette (3/24/2014 1:31 PM)** 3/26 case follow up on repair update & ro's
Make Private	✓	**Created By: Guadalupe Bessette (3/24/2014 1:30 PM) | Last Modified By: Guadalupe Bessette (3/24/2014 1:31 PM)** Rcas called c on 4[redacted] @2:13pm: Rang then went to vmx, vmx not set up unable to leave vmx—tried 2xs. Rcas reached c Rcas was returning c's call. C advised that c was informed of repair need by Hunt but Pye couldn't even take the time or effort to correct concern. C called dlr to go ahead with repair inquired on bbb. C said that c wants Pye to buyback her vehicle. C advised that c thought rcas was bbb. Rcas explained bbb vs nna ca. C understood. Rcas advised that c should ac concerns with pye and explained repurchase process. C asked for rcas to proceed with repuchase. C agreed to wait for this repair to be completed. C agreed to follow up nlt 3/27 Rcas called sm Joe: SM did find out c ok'd repairs. Rcas advised to fax over ro once completed. C is requesting repurchase and has a bigger concern with other dlr for doing a repai SM understood.
Make Private	✓	**Created By: Guadalupe Bessette (3/24/2014 1:06 PM) | Last Modified By: Guadalupe Bessette (3/24/2014 1:09 PM)** RCAS REC'D VMX FROM C & TO USE 4[redacted]8 FOR CB RCAS ALSO REC'D VMX FROM DLR SM JOE AT HUNT NISSAN CELL #423-802-9138 Rcas called sm Joe: left detailed vmx Rcas rec'd call from SM right away. SM advised that sm and tech agreed that concern is master cylinder. Sm was about to order part and would claim rental. C called stating to no w vehicle as c is calling BBB. Sm advised that sa called c to let c know to come pick up vehicle & c will be billed rental. Rcas apologized on this and will call c as c left vmx as well. SM understood and rcas will update sm as soon as possible.

Make Public		**Created By: Melodie Segundo (3/24/2014 8:59 AM)** RCAS Case Follow-up
Make Public		**Created By: Melodie Segundo (3/24/2014 8:59 AM)** crr-ms received a follow up call from Jessica Botts c's girlfriend will now be referred as c. c stated that c trying to rspeak with rcas crr-ms verified if c has bee authorized to speak on c's behalf , c said yes and if there are any changes in c's contact information.c stated no crr-ms offered to transfer c to RCAS and will also send internal message to RCAS if c will be routed to RCAS's vmx, c understood crr-ms offered further assistance, c said no crr-ms gave name and extension number crr-ms exiting the case
Make Private	[redacted]	**Created By: Guadalupe Bessette (3/20/2014 1:46 PM) | Last Modified By: Guadalupe Bessette (3/24/2014 1:09 PM)** Rcas rec'd call from C: Rcas advised that dlr does not have loaner but can get c rental at $35 a day. Rcas advised if dlr does not find a repair need than rental will be charged and rc reimbs. C understood and agreed. C just wants dlr to take the time to check concerns. C thanked and call ended mutually Rcas call sm Joe at Hunt, left detailed vmx that c understood rental concern. 3/24 case follow up with dlr first then c if c has vehicle back
Make Private	✓	**Created By: Guadalupe Bessette (3/20/2014 12:31 PM) | Last Modified By: Guadalupe Bessette (3/20/2014 1:39 PM)** rcas rec'd vmx from SM Joe from Hunt Nissan and provided cell[redacted] SM called rcas and advised that sm has no problem providing c a rental under rcas assistance but will not be able to claim gw unless there is a problem found. Rcas will advise c tha have to pay for rental with reimbs from rcas. Rcas will call c to discuss. Rcas called c[redacted]@1:15pm: Rcas left detailed vmx Rcas called hm# 7065816605 : left message for cb
Make Public		**Created By: Guadalupe Bessette (3/19/2014 4:15 PM)** Rcas did call sm Joe Van dyke and left vmx on loaner request for c.
Make Private	✓	**Created By: Guadalupe Bessette (3/17/2014 3:47 PM) | Last Modified By: Guadalupe Bessette (3/19/2014 4:14 PM)** Rcas called c or[redacted]@4:41pm: OB script stated. Rcas did not find ntb on concern. C has appt Friday 3/21 730am. at Hunt Nissan. Rcas will call sm to inquire on loaner a be at work by 7:30am. Rcas will follow up nlt 3/20 C thanked and ros were confirmed rec'd. 3/19 try to contact dlr sm joe
Make Public		**Created By: Guadalupe Bessette (3/17/2014 3:37 PM)** Rcas revisted ASIST and did not find any bulletins on c's concern
Make Private	✓	**Created By: Guadalupe Bessette (3/12/2014 4:10 PM) | Last Modified By: Guadalupe Bessette (3/17/2014 2:40 PM)** Rcas called c or[redacted]@4:50pm: Rcas reached Jessica Botts--now c. Rcas introduced self & advised of ob script. Rcas went over concerns with c. C stated that c took vel C has invoices to show dlr advised normal brakes. C advised that dlr ran test and no codes pulled. Rcas will look into resources on brake concern going to floor. C also advised that press brake hard and was a jerking stop -that happened twice. Rest of the time c has to press brakes to the floor. Rcas advised dlr stated c was shown a KGV. Dlr reviewed brakes c times and did not find bulletins. Rcas recommends 2nd opinion, rcas will research to make sure there is no recommend repairs with indts. C asked about repurchase docs c has. Rc nna ca does not have docs to fill out and advised of the repurchase review option. Rcas explained this and c agreed to c to get 2nd opinion and rcas to research concern first. Rcas contact info and agreed follow up 3/17
Make Public		**Created By: Catherine Realo (3/12/2014 3:48 PM)** RCAS Case Follow-up
Make Public		**Created By: Catherine Realo (3/12/2014 3:48 PM)** c called in to follow the case xrr-cr verified that there are no changes on c's account crr-cr informed c that the follow up date of the case is 3/12/14 crr-cr advised c to wait for a callback from rcas, c understood CRR-CR offered further assistance, c declined. CRR-CR gave name & extension. CRR-CR exiting case.
Make Private	✓	**Created By: Guadalupe Bessette (3/12/2014 3:28 PM) | Last Modified By: Guadalupe Bessette (3/12/2014 3:48 PM)** Rcas called SM JW Hooper: SM advised that c was shown a KGV. Dlr reviewed brakes couples times and did not find bulletins. Rcas thanked for info
Make Private	✓	**Created By: Lester Bellen (3/11/2014 3:02 PM) | Last Modified By: Guadalupe Bessette (3/12/2014 7:32 AM)** Jessica Botts, the owner and driver of the veh, called in and requested assistance regarding a veh concern. c stated that c is having issue with the brake pedeal that goes all the way the floor. c stated that c tried to address the issue on the dlr but c was only told that this is normal for the veh. c stated that c feels that this is not normal and is a safety issue. c state would just like to get further assistance in resolving the concern. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback before the en next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7716312	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	3/11/2014	YX	AD	120000	OA
Edit | Del	CC-7767311	INTERIOR ELECTRICAL	POWER WINDOW (MOTOR/SWITCH/RELAY)	POOR OR IMPROPER OPERATION	13	3/11/2014	YX	AV	197000	OA
Edit | Del	CC-7767312	ENGINE MECHANICAL	ENGINE ASSEMBLY	POOR OR IMPROPER OPERATION	06	3/11/2014	YX	AG	138000	OA
Edit | Del	CC-7767313	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/11/2014	YX	AD	121500	OA
Edit | Del	CC-7776475	INTERIOR (NON-ELECTRIC)	DASH/PANEL/TRIM	POOR OR IMPROPER OPERATION	QA	3/11/2014	YX	AU	187000	OA

Open Activities

Open Activiti

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Follow Up Call	Not Started		✓	THOMAS PARR	3/27/2014	RCAS	Guadalupe Bessette

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	9/9/2014	Michael Bardwell	9/10/2014 8:03 AM
Edit | Del	Parr - Closed Case - NIS141718		✓	5/22/2014	Michael Bardwell	5/22/2014 11:03 AM
Edit | Del	Create RHR		✓	4/30/2014	Ricardo Torres	4/29/2014 9:14 AM

Edit | Del Collect RO Documents	THOMAS PARR	✓	4/25/2014	Ricardo Torres	4/25/2014 4:15 PM	
Edit | Del Parr - PIW - NIS1417218	Thomas Parr	✓	4/24/2014	Michael Bardwell	4/24/2014 8:20 AM	

Show more » | Go to list »

Emails

Send an Email

No Emails Available

Customer Support Tools

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed
Edit	CST00049208	DRT Resolution	3N1CE2CP1[redacted]						

Check Activity

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last
	CR0132742	515592	9/10/2014	Attorney	Approved	$5,000.00	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	KROHN & MOS

Forms

No records to display

Attachments

Attach File | View All

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]r-Check.pdf	71KB	10/3/2014 8:10 AM	Tammy Knotts
Edit | View | Del	[redacted] - Signed Settlement Acceptance Letter - 13973221.pdf	299KB	9/9/2014 8:21 AM	Michael Bardwell
Edit | View | Del	[redacted] - Attorney Release 2014 - 13973221.docx	22KB	6/5/2014 8:28 AM	Michael Bardwell
Edit | View | Del	[redacted] - Settlement Acceptance Letter - 13973221.pdf	60KB	6/5/2014 8:28 AM	Michael Bardwell
Edit | View | Del	[redacted] - Closed Case - NIS141718.pdf	49KB	5/22/2014 11:04 AM	Fijabi Julien-Gallam

Show more » | Go to list »

Case History

Date	User	Action
9/10/2014 3:22 PM	Michael Bardwell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/9/2014 9:12 AM	Adrienne Dickens	Changed **Description**.
9/9/2014 8:42 AM	Michael Bardwell	Changed **Follow Up Date** from 8/28/2014 to **9/10/2014**.

Show more » | Go to list »

Surveys

No records to display

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[redacted]

Case Comments [18] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Chrystal Duke [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/20/2014	Date/Time Opened	3/11/2014 3:41 PM
Supporting Documents		Date/Time Closed	3/20/2014 3:20 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Veh Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	IRF
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	82,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AR18U99C[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	46,000
Make	Nissan	Beyond Basic Warranty Months1	66
Model Line	PATHFINDER	Beyond PT Warranty Miles1	22,000
Model Code	09219	Beyond PT Warranty Months1	42

Dealer Access

Case Servicing Dealer	JIM CLICK NISSAN	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	3/12/2014
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AR18U99[redacted]		
Created By	Winzer Joe Cezar, 3/11/2014 3:41 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/31/2016 10:07 PM	Root Cause Code (2)	
Days Closed	1,204	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA13973648

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Private	✓	**Created By: Chrystal Duke (3/20/2014 3:20 PM)** CRT-CD is closing case at this time
Make Private	✓	**Created By: Chrystal Duke (3/20/2014 3:19 PM)** CRT-CD notes having submitted the following response to the BBB regarding the rebuttal comaplint that was filed by C: CASE ID: 37107300 On March 20, 2014, you provided the following information: Thank you for allowing Nissan North America another opportunity to review Mr. Spring's concern regarding the Master Cylinder on his 2009 Nissan Pathfinder. As mentioned in our previous response, [redacted] has already spoken to one of NNA's regional agents and was advised that unfortunately, NNA is not in the position to offer reimb for the repair that Mr. Spring had performed at an independent repair facility. Mr. Spring's vehicle falls outside the parameters of the manufacturer warranty by 46,000 miles /2 years. position remains unchanged. Thank you.
Make Private	✓	**Created By: Chrystal Duke (3/20/2014 10:29 AM)** CRT-CD notes having received the following Rebuttal complaint from the BBB as filed by C: 03/19/2014 WEB BBB RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.) NNA failed to recognize that I could not get my vehicle to a dealership due to the severity of the issue. Jim Click is 90 miles away and it was unsafe and NNA does not understand th master brake cylinder went out unexpectedly and became an unsafe vehicle and almost cause an accident, but again NNA stonewalls everyone until someone gets seriously hurt. A complaint has been filed to the NHTSA and hopefully this will get put to bed. 03/19/2014 KWB EMAIL Forward Consumer Rebuttal to Business
Make Private	✓	**Created By: Chrystal Duke (3/18/2014 3:32 PM)** CRT-CD is closing case as no further assistance is needed at this time Case Summary: C submitted complaint with the BBB requesting reimbursement for repair performed at IRF. C's vehicle falls OOW parameters. C was denied Goodwill assistance
Make Private	✓	**Created By: Chrystal Duke (3/18/2014 3:30 PM)** CRT-CD notes having submitted the following response to the BBB regarding C's complaint: CASE ID[redacted] On March 18, 2014, you provided the following information: Thank you for allowing Nissan North America the opportunity to review Mr. Spring's concern regarding the Master Cylinder on his 2009 Nissan Pathfinder. [redacted] has spoken to one of NNA's regional agents and was advised that unfortunately, NNA is not in the position to offer reimbursement for the repair that [redacted] had perfo an independent repair facility. It was confirmed that Mr. Spring contacted Jim Click Nissan but, was unwilling to pay for a diagnosis at the dealership. Mr. Spring's vehicle falls outsid parameters of the manufacturer warranty by 46,000 miles /2 years and NNA's position remains unchanged. NNA is not in a position to reimburse Mr. Spring for the independent repa made to his vehicle. [redacted] is welcome to contact Chrystal Duke at 615-725-7665 with any further questions related to this concern. Thank you.
Make Private	✓	

Created By: Chrystal Duke (3/18/2014 10:07 AM)
CRT-CD placed call to JIM CLICK NISSAN @ 520-884-4100, spoke with SA that stated SA had spoken to C also and C did not want to pay the 100.00 diag fee.

CRT-CD placed call to [redacted], spoke with C
CRT-CD stated that CRT has had an opportunity to review C's case and spoke to a SA @ Jim Click Nissan where C maintains vehicle
CRT-CD stated that CRT has reviewed C's VIN and found no open campaign or recall
CRT-CD stated that C had been advised properly that NNA is not in a position to offer assistance at this time due to the fact that C's vehicle was OOW parameters
CRT-CD apologized that CRT could not assist further
C understood and wanted to know how a recall is determined
CRT explained that Nissan does not issue a recall but that NHTSA is actually who decides when a recall should be issued and will issue
C understood
Call ended mutually.

CRT-CD notes that a letter to the BBB needs to be drafted

Created By: Chrystal Duke (3/14/2014 10:36 AM)
CRT-CD received call from C
C stated that C came to a 4 way stop and could not stop
C took back roads to nearest place that could service vehicle, Sears.
C stated that Sears ordered the part from Nissan
C stated that C gets maint. done at Nissan but that C's brakes were not operating and C was trying to get to closest place.

Make Private ✓

C feels that this is a safety issue
C stated that it turned out to be the Master Cylinder that had to be replaced and not the brakes.
C stated that C emailed a letter to the president of Nissan
C stated that C also wrote a letter to NHTSA
CRT-CD understood
CRT-CD stated that CRT will review c's case and will follow up on 03/18
C thanked CRT

Make Private ✓ Created By: Chrystal Duke (3/14/2014 10:16 AM)
CRT-CD placed call to [redacted], left VMX

Created By: Chrystal Duke (3/13/2014 2:54 PM)
CRT-CD notes having received a complaint from the BBB as filed by C:

Consumer's Original Complaint :
Master brake cylinder went bad almost caused an accident
On 3/6/14 I came to a stop and could not stop at the stop sign because my brake pedal went completely to the floor. Had the brakes inspected my a certified mechanic from Sears Automotive. They check the pads (good), brake lines (no leakage). Conclusion leakage somewhere inside the mater cylinder. I had to pay $266.31 for parts and $169.07 for labor. Requesting reimbursement. Already spoke with several representatives from Nissan all stated that the vehicle was too far out of warranty so they would not do anything. I own a 200 Pathfinder S model 2wd V6 has 82,292 miles. Told Nissan reps that this is a safety issue but they did not seem to care. I have file a complaint with the NHTSA also.

Make Private [redacted]

Consumer's Desired Resolution:
I am seeking reimbursement of a total of $435.38 for parts and labor

BBB Processing

03/12/2014 web BBB Case Received by BBB
03/12/2014 KWB BBB Member Complaint Reviewed by BBB Operator
03/12/2014 Otto EMAIL Send Acknowledgement to Consumer
03/12/2014 Otto EMAIL Inform Member of Complaint

Created By: Patrick Jensen (3/12/2014 6:22 PM)
SUMMARY:

C called requesting reimbursement under goodwill for OOW repairs to brake cylinder performed at IRF

Make Public ☐ RCAS reviewed case with SM and determined per fom empowerment that NNA is unable to assist with goodwill

C advised of decision and understood
no further assist needed

CASE CLOSED

Make Private ✓ Created By: Patrick Jensen (3/12/2014 6:20 PM) | Last Modified By: Patrick Jensen (3/12/2014 6:20 PM)
Rcas reviewed case with SM and per fom empowerment determined C was not a good candidate for goodwill

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Created By: Patrick Jensen (3/12/2014 6:17 PM) | Last Modified By: Patrick Jensen (3/12/2014 6:17 PM)
rcas called c at 5203782727
advised c that NNA is unable to assist c with goodwill reimbursement for cost of repair to master cylinder

C was disappointed and upset and feels this was a safety issue and there was no warning when the brakes failed

Make Private ✓ C was also upset that C had to speak to someone in the Phillipines who C felt did not understand c's concern

RCas apologized for C experience with inbound call and that NNA response to goodwill request was not the response c was hoping for
C stated c will file a complaint with traffic safety board

Rcas understood
No further assist needed

Created By: Patrick Jensen (3/12/2014 6:04 PM) | Last Modified By: Patrick Jensen (3/12/2014 6:05 PM)
rcas called SM Frank at 5208844100
spoke to SA ERNIE closing SM
c was in feb
mileage was 81709

Make Private ✓ maintenance for life contract covers all oil changes and rotations

Did 30000 in 2011
did not do a 60000
total C pay 600.00

only in for oil changes and one service at 30000

Created By: Patrick Jensen (3/12/2014 5:56 PM) | Last Modified By: Patrick Jensen (3/12/2014 5:57 PM)
rcas called SM Johnny at 5206186500
spoke to SA Lisa

Make Private [redacted] rcas was advised that C does not go to this dealership

rcas looked into service history and determined c has been servicing at Jim Click Nissan

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Make Private ✓ Created By: Princess Salvador (3/12/2014 12:09 PM) | Last Modified By: Patrick Jensen (3/12/2014 5:57 PM)
RCAS Case Follow-up

Make Private ✓ Created By: Princess Salvador (3/12/2014 12:08 PM) | Last Modified By: Patrick Jensen (3/12/2014 5:57 PM)
crr-ps received a call from c regarding case #[redacted]
c asked to be transferred to a american rep onset of the call
crr-ps tried to assist c
crr-ps asked for the name
c provided case #
crr-ps told c that the case is escalated to the RCAS and the follow up date that was set is for today 3/12/14 so c will be contacted by RCAS within the business day

c understood
crr-ps verified best phone number to reach c [redacted]
crr-ps offerred further assistance, c declined.
crr-ps provided name and ext #
crr-ps exiting case

Make Private ✓ **Created By: Winzer Joe Cezar (3/11/2014 3:49 PM) | Last Modified By: Patrick Jensen (3/12/2014 5:57 PM)**
Vehicle Concern

Created By: Winzer Joe Cezar (3/11/2014 3:48 PM) | Last Modified By: Patrick Jensen (3/12/2014 5:57 PM)
crr-wc received call from c stating that c want to be reimbursed for changing the master brake cylinder, c said c paid $435. and it was replace to an IRF.
crr-wc verified c's name, vin, address, mileage, phone number,
email address & dlr.
crr-wc checked for open recalls/upgrades found:None

crr-wc advised c that the warranty is already expired

c said its Nissan fault as Nissan put a defective part on the veh.

crr-wc asked c which dlr diagnosed the issue?
C States : c just go to the DLRship to order the parts, because when the master brake when down an IRF near to c's place and the nearest Nissan DLRship is 2 hours away.

Make Private ✓

crr-wc asked c what c wants nna to do with c's concern.
C States : c want to be reimbursed.

crr-wc noting that c insist to be reimbursed and crr-wc did not offer anything to c.
crr-wc advised c that case will be transferred to rcas for review.
crr-wc advised c to expect a call within the next business day.
c understood.
crr-wc offered further assistance, c declined.
crr-wc provided name, ext and case number.
crr-wc leaving case open, transferring resp to rcas.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7716497	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	OOW GOODWILL ASSISTANCE REQUEST	03	3/11/2014	YI	AD	122000	OA
Edit | Del	CC-7718613	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	GENERAL INQUIRY	QA	3/12/2014	ZR	AD	122000	OA
Edit | Del	CC-7718614	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	3/12/2014	YX	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

Activity History

No records to display

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
3/20/2014 3:20 PM	Chrystal Duke	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/20/2014 10:27 AM	Chrystal Duke	Changed **Follow Up Date** from 3/18/2014 to **3/20/2014**.
3/20/2014 10:26 AM	Chrystal Duke	Changed **Status** from Closed to **Open**.

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Surveys

Surveys

No records to display

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[redacted]

Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Anthony Zacharyasz [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	3/11/2014	Case Origin	Letter/Fax
Follow Up Date	3/14/2014	Date/Time Opened	3/13/2014 10:31 AM
Supporting Documents		Date/Time Closed	3/19/2014 1:46 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	Correspondence
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description: Description:

ARBS rec'd NY AG letter. ARBS reviewed case and C was requesting OOW assistance for an ABS actuator repair C had performed with used parts at approx 85,00(ARBS advised NY AG that NNA is not in a position to assist C. ARBS closing case.

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	NHTSA/ DOT/ Government	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	86,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ18W39W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	50,000
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	MURANO	Beyond PT Warranty Miles1	26,000
Model Code	07619	Beyond PT Warranty Months1	47

Dealer Access

Case Servicing Dealer	HERBA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	3/13/2014	Vehicle Service Contract	

RHR Completed	3/14/2014	VSC Reprint Request	Email
		Contact Name	LAWRENCE PODOLEC

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AZ18W39[redacted]		
Created By	Sarah White, 3/13/2014 10:31 AM	Root Cause Code	SNFA
Last Modified By	NNAETL, 10/31/2016 10:09 PM	Root Cause Code (2)	
Days Closed	1,205	Action Code	NL3B
Case Record Type	CA Closed Case [Change]	Document ID	CA13986581

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Public	☐	**Created By: Anthony Zacharyasz (3/19/2014 1:40 PM)** ARBS closing case pending further action required.
Make Public	☐	**Created By: Anthony Zacharyasz (3/19/2014 1:40 PM)** ARBS in review of the case notes RHR complete. ARBS reviewed ROs and notes the following: Open: 11/05/13 Closed: 11/12/13 Miles: 85,811 Days Down: 8 -Concern: 1: C/S the brake pedal goes to the floor - Action Taken: 1: ABS actuator failed; Replaced the ABS actuator (USED); Bled the system. ARBS notes according to the RO vehicle was down 8 days, and used parts were used for the repair. -- ARBS faxed the following response to the NY AG-Theresa Graffeo: Dear Theresa Garaffeo: Nissan North America, Inc. (NNA) thanks you for your correspondence regarding [redacted]. I have reviewed the complaint and the documents pertaining to the vehicle. 11/05/13 to 11/12/13 – 85,811 miles: Brake pedal goes to the floor. Replaced ABS Actuator (used). At this time, Nissan is not in a position to assist with [redacted] as the vehicle was outside of the new vehicle limited warranty. We apologize for the issues Mr. Podolec has experi and will continue to honor the terms and conditions of any applicable warranties. If you have any questions about the above information, please call me at [redacted].
Make Public	☐	**Created By: Sarah White (3/14/2014 1:48 PM)** ***DRTS completed the RHR for the VIN on this case. DRTS attached the document to the case.
Make Public	☐	**Created By: Sarah White (3/13/2014 3:18 PM)** ***DRTS received Ro's from Dlr 5188 on 03/13/14 at 12:54pm est. DRTS attached the documents to the case. ***DRTS received a Ro from Dlr 2490 on 03/13/14 at 2:10pm est. DRTS attached the documents to the case.
Make Public	☐	**Created By: Sarah White (3/13/2014 11:48 AM)** ***DRTS contacted Charles Barker North Nissan Dlr 5188, and spoke to SA Paul. DRTS requested customer copies of all Ro's for the VIN on this case be sent. SA advised the Ro's sent. DRTS contacted Dlr 5188 on 03/13/14 at 12:39pm est. ***DRTS contacted Herba Nissan Dlr 2490, and spoke to Dealership Owner Joe Herba. DRTS requested customer copies of all Ro's for the VIN on this case be sent. Dealership Ow advised the documents would be sent. DRTS contacted Dlr 2490 on 03/13/14 at 12:44pm est.

Make Public

Created By: Sarah White (3/13/2014 11:33 AM)
Previous Cases Found: 02020179 (HOST), 02714761 (Tech Line), 12339729 (CA), 12573786 (Tech Line), 13535966 (Tech Line), and 13680856 (Tech Line)

*Open Recalls/Campaigns: R0908 2008-09- Cube-Murano-Rogue Wheel Valve Stem Nut (Salt States)

***DRTS received a Letter from the State of New York Office of the Attorney General on 03/11/14, dated 03/04/14. The Letter was addressed to Nissan International. DRTS was unat determine the delivery method of the Letter. The Letter states: The Office states enclosed find a copy of a complaint filed by C. The Office states Attorney General Eric T. Schneiderm Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. The Office states the Office's purpose in handling individual com to assist in settling disputes fairly and amicably. The Office states since the Office now knows only the consumer's side, the Office requests that NNA review the complaint and state t position in writing. The Office enclosed their response form. The Office requests that NNA kindly attach copies of any relevant documents. Of course, the Office states if the consume entitled to a refund or other adjustment, it should be made promptly and NNA should advise their Office accordingly. The Office states to return NNA's reply within seven (7) business The Letter was signed by Theresa Graffeo, Bureau of Consumer Frauds and Protection The Office states to include File Number 2014-1154440 on all correspondence.
***C's Complaint Form sent with the Letter states: C states C's complaint is that NNA did not have a master cylinder in stock in the United States. C states the date of the transaction 10/08/13 to 11/08/13. C states the cost of the product or service was $349.88 and $686.88. On 10/04/13, C states the brake pedal went to the floor. C states the vehicle was checked bleed, and was advised needed a master cylinder. On 10/10/13, C states Herba Nissan ordered parts. On 10/15/13, C states there was no parts in stock in the United States. On 10/ states C's part was on national backlog. C states C had to rent a vehicle for a miscellaneous trip at $349.88. C states the trip was planned before the issue with the brakes. On 10/17/ states C contacted NNA. On 11/01/13, C states C inquired if NNA could split the costs of $356.70 to the master cylinder, $158.00 or $155.00 in labor, and $349.88 rental vehicle. On 11/04/13, C states C's request was declined by NNA with no explanation. C states Herba Nissan received the brake master cylinder. On 11/12/13, C states the actuator was changed 11/14/13, C states another actuator was put on. From 11/14/13 to 12/20/13, C states several different options were tried. C states C finally had brakes and an used actuator. C states dealer gave C an used vehicle to use for two (2) weeks after C's trip. C states the dealer did not charge C for all labor and parts used to repair C's brakes. C states there was a five (5 delay since there was no part in the country. C states this caused C to have to rent a vehicle at $349.88. C states the cost to repair the vehicle was $686.88. C states C believes NNA pay since the vehicle was only four (4) years old.
***Additional Documentation sent with the Letter and C's Complaint Form: State of New York Office of the Attorney General's Response Form.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7719254	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	3/13/2014	YX	AD	122000	OA
Edit | Del	CC-7719255	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	PARTS AVAILABILITY (BACKORDER)	QA	3/13/2014	YP	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Create RHR	[redacted]	✓	3/18/2014	Sarah White	3/14/2014 1:48 PM
Edit | Del	Collect RO Documents		✓	3/14/2014	Sarah White	3/13/2014 3:19 PM
Edit | Del	[redacted] - State AG Letter - 13986581		✓	3/13/2014	Anthony Zacharyasz	3/13/2014 11:38 AM

Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] - NY AG Response.PDF	18KB	3/19/2014 1:40 PM	Anthony Zacharyasz
Edit | View | Del	[redacted] - RHR.docx	25KB	3/14/2014 1:48 PM	Sarah White
Edit | View | Del	[redacted] - Ro's - Herba Nissan.pdf	156KB	3/14/2014 11:43 AM	Sarah White
Edit | View | De	[redacted] - Ro's - Charles Barker Nissan.pdf	129KB	3/13/2014 3:19 PM	Sarah White
Edit | View | Del	[redacted] - Ro - Herba Nissan.pdf	33KB	3/13/2014 3:18 PM	Sarah White

Show more » | Go to list »

Case History

Case History

Date	User	Action
3/19/2014 1:46 PM	Anthony Zacharyasz	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/19/2014 1:46 PM	Anthony Zacharyasz	Changed **Description**.
3/14/2014 1:49 PM	Sarah White	Deleted Pending in **DRT Support Status**.

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Surveys

Surveys

No records to display

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[redacted]

Case Comments [66] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Andrew Czarney [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/12/2014	Date/Time Opened	3/17/2014 12:29 PM
Supporting Documents		Date/Time Closed	5/12/2014 10:20 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c requested assistance regarding a concern on the brakes		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,400		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BA0ED5CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36512	Beyond PT Warranty Months1	4

Dealer Access

Case Servicing Dealer	GRAY-DANIELS NISSAN NORTH	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	4/21/2014	Vehicle Service Contract	
RHR Completed	4/21/2014	VSC Reprint Request	Email

		Contact Name	WILL COTTON

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6BA0ED5C[redacted]		
Created By	Lester Bellen, 3/17/2014 12:29 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 10/31/2016 10:08 PM	Root Cause Code (2)	
Days Closed	1,151	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA14014273

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Charles Lough (5/12/2014 10:18 AM) RCAS contacted C on 6013737689 at 1111 EST, and spoke to C. RCAS inquired about concern. C states that DTS appointment did not fix the concern. RCAS advised C that NNA is constantly working to fix concerns. C thanked RCAS and advised that C will be taking veh back to dlrshp today for another concern. RCAS welcomed C to contact NNA back regarding the concern.
Make Private	✓	C thanked RCAS Call ended mutually **SUMMARY** C contacted NNA regarding the concern. RCAS reviewed case and filed RHR RHR was denied RCAS sent out DTS DTS advised C of how to fix concern Closing Case **SUMMARY**
		Created By: Charles Lough (5/9/2014 5:46 PM) RCAS contacted C on [redacted] at 1843 EST, and was unable to leave vmx. due to automated system requiring "remote access code"
Make Private	[redacted]	RCAS contacted C on [redacted] at 1845 EST, and was advised wrong # unable to leave vmx RCAS setting follow-up for 05/12
		Created By: Charles Lough (5/8/2014 6:08 PM) RCAS contacted C on [redacted]9 at 1906 EST, and left vmx. RCAS provided Case #, RCAS #, and follow-up on 05/09
Make Private	✓	RCAS contacted C on [redacted] at 1907 EST, and left vmx. RCAS provided Case #, RCAS #, and follow-up on 05/09
Make Private	✓	**Created By: Charles Lough (5/5/2014 11:21 AM)** RCAS contacted C on [redacted] at 1220 EST, and spoke to C. RCAS reminded C of DTS inspection time and date. C thanked RCAS RCAS advised C of follow-up on 05/8

Call ended mutually

Make Private ✓

Created By: Charles Lough (5/5/2014 11:14 AM)
RCAS contacted C on [redacted] at 1210 EST, and reached "Im sorry, but the person you have called has a voicemail box that has not been set up yet. Goodbye" Unable to leave

RCAS contacted C on [redacted] 3 at 1212 EST, and was advised "Wrong number" by unknown male. Unable to leave vmx.

RCAS sending follow-up e-mail for C with DTS information..

Setting follow-up for 05/06

Make Public

Created By: Eric Cuthrell (4/29/2014 11:33 AM) | Last Modified By: Eric Cuthrell (4/29/2014 11:33 AM)
RCAS-EC assisting RCAS-Charles Lough.
RCAS contacting c on [redacted] 9 at 12:20 EST, spoke to c.
RCAS informed c that the call may be recorded for quality and training purposes, c agreed.
RCAS informed c that at this time Nissan is not in a position to repurchase c's vehicle.
RCAS advised c that NNA is sending a DTS out to the dealership for further diagnostic and possible resolution on 05/06/14 at 2:00 PM.
C understood, and stated that c does not know what the DTS is going to be able to do that hasn't already been done by Nissan technicians.
RCAS empathized with c and advised c that Nissan has faith in the DTS to thoroughly diagnose c's vehicle.
C understood.
RCAS asked if there was any further assistance RCAS could provide to c at this time.
C stated no.
RCAS set a follow up date with c for 05/05/14, and provided c with RCAS-CL's extension number and NNA's contact number.
Call ended mutually.

Make Public

Created By: Eric Cuthrell (4/29/2014 11:08 AM)
RCAS-EC assisting RCAS-Charles Lough
RCAS contacting c on [redacted] at 12:06 EST, reached vmx.
RCAS left vmx requesting c to contact RCAS at c's earliest convenience.
RCAS provided c's case number, NNA's contact number, and RCAS-CL's extension number.

Make Public

Created By: Karen Dorner (4/28/2014 12:45 PM)
SRD-KD in review of case for DTS inspection SRD supports DTS

Make Public

Created By: Ricardo Garcia (4/28/2014 12:29 PM)
ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS-RG strongly recommends a DTS Inspection to be scheduled to verify brake concern customer is presenting to GRAY-DANIELS NISSAN NORTH

Make Public

Created By: Ricardo Garcia (4/28/2014 12:27 PM)
ARBS-RG notes the following

4 days down for warrantable concerns
****
RCAS VERIFIED RO # 222668 , 226495 , 233243
****

****
In Service Date : 3/12/2012
Last Reported Mileage : 14,385 miles
****

8 visits related to brake pedal goes too far down concern
- 1st visit @ 324 miles - No problem found
- 2nd visit @ 984 miles - No problem found
- 3rd visit @ 1,626 miles - No problem found
- 4th visit @ 2,919 miles - No problem found - Provided customer with owner's manual (page 5-32) on brake assist information
- 5th visit @ 4,830 miles - No problem found
- 6th visit @ 6,842 miles - No problem found - Ran DTC NO codes in system brakes performing per factory specs
- 7th visit @ 6,858 miles - No problem found
- 8th visit @ 9,942 miles - No problem found
****
Last visit was back on 8/12/13
****

1 visit related to shimmy when driving @ 9,942 miles - turned both brake rotors

ADDITIONAL CASES FOUND
- Case # [redacted] CLOSED
- Case # [redacted] 8 - CLOSED
- Case # [redacted] 0 - CLOSED
- Case # [redacted] - CLOSED
NO TECH LINE CASE FOUND
NO DTS FOUND
ADDITIONAL WARRANTIES FOUND
- Policy # [redacted] New Gold Preferred - 24 month / 40,000 miles - EXPIRED ON 3/12/14

Make Public

Created By: Ricardo Garcia (4/28/2014 12:05 PM)
ARBS-RG note the following repairs

04/11/12 @ 324 miles — RO # 213455 — 1 day down
Issue:
1) Brake pedal goes too far before it catches
Action:
1) No problem found

05/24/12 @ 984 miles — RO # 214501 — 1 day down
Issue:
1) Brakes not working properly. Seem to be going to floor as if air is in the line
Action:
1) No problem found

07/06/12 @ 1,626 miles — RO # 215591 — 1 day down
Issue:
1) Brakes seem to be slipping and not working properly
Action:
1) No problem found

09/26/12 @ 2,919 miles — RO # 217678 — 1 day down
Issue:
1) Brake pedal goes down too far and feels like it does not catch
2) When stopping, veh feels like its rolling back
Action:
1) No problem found
2) Normal

12/20/12 @ 4,830 miles — RO # 219796 — 1 day down
Issue:
1) Brakes are not stopping properly
2) Sitting on an incline veh will roll backwards
Action:

1) No problem found
2) No problem found

02/25/13 @ 6,842 miles — RO # 221459 — 1 day down
Issue:
1) Brakes are going to the floor
Action:
1) No problem found - Ran DTC NO codes in system brakes performing per factory specs

04/10/13 @ 6,858 miles — RO # 222668 — 4 days down ** DAYS DOWN VERIFIED BY RCAS **
Issue:
1) Sitting on an incline veh will roll if you let off the brake
2) Brakes not stopping properly
3) Mirror does not reset after sitting over night
4) Veh has a vibration driving at highway speeds
5) Veh feels like something loose in front end
6) Veh pulling
Action:
1) No problem found
2) See line 1
3) See line 1
4) See line 1
5) See line 1
6) See line 1

05/13/13 @ 7,720 miles — RO # 223638 — 3 days down
Issue:
1) Front tires wearing
2) Steering wheel shakes while driving
3) Perform alignment
Action:
1) Installed camber bolts
2) Balanced front tires
3) Complete

05/21/13 @ 7,960 miles — RO # 223866 — 1 day down
Issue:
1) Drive shaft loose under cockpit
Action:
1) No problem found

08/12/13 @ 9,942 miles — RO # 226495 — 1 day down ** CASE NOTES VERIFIED BY RCAS **
Issue:
1) Brake pedal goes to the floor
2) Shimmy when driving
3) When parking on a hill, veh rolls back
4) When stopping hard, veh rocks
5) Valve clatter on first start up
Action:
1) No problem found
2) Turned both brake rotors
3) No problem found
4) No problem found
5) No problem found

03/17/14 @ 14,385 miles — RO # 233243 — 4 days down ** CASE NOTES VERIFIED BY RCAS **
Issue:
1) Truck pulls to the right and left when hitting a bump also when left for a few days, real loud when you crank it up
Action:
1) No problem found

		Created By: Charles Lough (4/24/2014 5:08 PM) RCAS contacted C on [redacted] at 1803 EST, and left vmx. RCAS provided case #, RCAS #, and follow-up on 04/28/2014
Make Private	✓	RCAS contacted C on [redacted] at 1805 EST, and spoke to C. RCAS advised C that RCAS will follow-up on 04/29/2014 C requested callback at 11 AM CST on 04/29 RCAS advised C that RCAS will attempt to contact at 11:00 AM CST. Call ended mutually
Make Public		**Created By: Sheena Williams (4/21/2014 3:00 PM)** ***DRTS received the RHR. The RHR was assigned to ARBS-Ricardo Garcia for review.
Make Public		**Created By: Jonathon Spurling (4/21/2014 1:45 PM)** rcas-jonathon spurling assisting rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR rcas completed and submitted RHR
Make Public		**Created By: Jonathon Spurling (4/21/2014 1:43 PM)** Please disregard previous notes
Make Public		**Created By: Jonathon Spurling (4/21/2014 1:42 PM)** rcas noting that rcas unable to process RHR rcas noting that RO's 217950, 217678, 215591, 214201, 213455, smf 213096 are missing
		Created By: Charles Lough (4/21/2014 1:31 PM) RCAS contacted C on [redacted] at 1418 EST, and left vmx. RCAS provided Case #, RCAS #, and follow-up date of 04/24/2014
Make Private	✓	RCAS contacted C on [redacted] at 1428 EST, and spoke to C. RCAS advised C that RCAS is handling the case. RCAS advised C that Case is still under review. RCAS advised C of follow-up on 04/24/2014 at 5 PM CST.
Make Private	✓	**Created By: Charles Lough (4/17/2014 11:21 AM)** RCAS contacted Cannon Nissan on [redacted] at 12:18 EST, and left info with Cashier requesting RO's with time stamps and advised of RCAS contact info.
		Created By: Charles Lough (4/17/2014 10:46 AM) RCAS received call from inbound advising that C called for RCAS @11:44 EST. RCAS advised crr to transfer case over.
Make Private	✓	RCAS got busy tone and ended call. RCAS contacted C on [redacted] at 11:44 EST, and left vmx. RCAS apologized for missing C's call.
Make Public		**Created By: Sarah Jane Iglesia (4/17/2014 10:46 AM)** RCAS Case Follow-up
Make Public		**Created By: Sarah Jane Iglesia (4/17/2014 10:44 AM)** CRR-SI received a call from c following-up on the case.

CRR SI verified that there are no changes on contact information. C gave (601).373.7689 is the best phone number to reach c.

CRR-SI advised c that crr-si will try to reach rcas first,
CRR-SI advised c that crr-si will transfer c directly if rcas is reached, c understood.
CRR-SI informed c that c will still be transferred so c can leave msg in VMX. C agreed and internal msg will sent to resp RCAS.
CRR-SI was able to speak to RCAS-CL but when CRR-SI is about to transfer c there was a line interruption.
CRR-SI was unable to warm transfer c.
CRR-SI offered further assistance, c declined.
CRR-SI gave name & extension.
CRR-SI exiting case.

Make Private ✓

Created By: Charles Lough (4/17/2014 10:38 AM)
RCAS contacted C on [redacted] at 1135 EST, and left vmx.
RCAS provided Case #, RCAS #, and follow-up date of 04/21/2014

RCAS contacted C on [redacted] at 11:36 EST, and reached "I'm sorry but the person you have called has a voice mail box that has not been set up yet. Goodbye"
Unable to leave vmx.

Make Private ✓

Created By: Charles Lough (4/17/2014 10:24 AM)
RCAS contacted Cannon Nissan on [redacted] at 1120 EST, and spoke to Cashier.
RCAS requested RO's to be faxed to RCAS.
213455
214501
215591
217678
222668
233243
RCAS provided RCA Fax # of 615.984.5894
Cashier advised that RO's will be faxed.

RCAS thanked Cashier

Call ended mutually

Make Private ✓

Created By: Charles Lough (4/16/2014 1:41 PM)
RCAS contacted C on [redacted] at 14:38 EST, and left vmx.
RCAS advised of Case #, RCAS #, and follow-up date of 04/17/2014

RCAS contacted C on 6019539970 at 14:41 EST, and reached "I'm sorry but the person you have called has a voice mail box that has not been set up yet. Goodbye"
Unable to leave vmx

Make Private ✓

Created By: Charles Lough (4/14/2014 10:18 AM)
RCAS placed call to CANNON NISSAN JACKSON on #(601) 360-7490 at 11:15 EST, SM-David.
RCAS requested RO's be faxed to RCAS
213455
214501
215591
217678
222668
233243
RCAS provided SM with RCAS Fax # of 615.984.5894

SM advised RCAS that ROs will be sent shortly

RCAS thanked SM

Call ended mutually

Make Public ☐

Created By: Ricardo Garcia (4/11/2014 4:23 PM)
ARBS-RG notes the following email sent to RCAS-JK and RCAS-CB on 4/11/14

Good afternoon,

Just wanted to send you a reminder that the following ROs are missing from case file to complete RHR. Please resubmit RHR once completed.

213455
214501
215591
217678
222668
233243

Thank you

Make Private ✓

Created By: Carrie Buckley (4/11/2014 11:16 AM)
RCAS assisting RCAS-JK

RCAS placed call to c on # [redacted] at 12:11PM EST, spoke to c.
RCAS advised that repurchase request is still under review
RCAS advised RCAS is working with ARBS
RCAS advised of next follow up date 12/16/2014

C agreed
C stated c needs to be contacted between 11AM-12PM EST
C stated preferably 11:30AM EST

RCAS understood
RCAS setting follow up for RCAS-JK

Make Private ✓

Created By: Carrie Buckley (4/10/2014 1:00 PM)
RCAS assisting RCAS-JK

RCAS placed call to c on # [redacted] at 1:57PM EST, spoke to c's wife
C stated RCAS was supposed to call at 12PM
C stated c waited for RCAS to call
RCAS apologized for inconvenience
RCAS advised RCAS-JK could not make it in today, so RCAS-JK was not able to call on time
RCAS advised RCAS will set new follow up and advise RCAS-JK best time to call.
C understood

Make Private ✓

Created By: Carrie Buckley (4/10/2014 12:56 PM)
RCAS assisting RCAS-JK

RCAS placed call to dlr on # [redacted] at 1:48PM EST, nobody in service available.
Left vmx requesting the following ROs:
213455
214501
215591
217678
222668
233243
RCAS provided fax #6159845907

		RCAS provided name and ext #457395 RCAS called back and spoke to SM-Scott SM stated SM only has 1 invoice for c SM stated SM believes c has been taking veh to Canon Nissan for service RCAS thanked SM for info. ~~~~ RCAS placed call to CANNON NISSAN JACKSON on #(601) 360-7490 at 1:53PM EST, spoke to SA-Bruce SA stated SM is in a meeting RCAS requested that SA fax the following ROs: 213455 214501 215591 217678 222668 233243 SA agreed to fax ROs RCAS provided fax #6159845907 RCAS thanked SA for assistance.
Make Public		**Created By: Ricardo Garcia (4/9/2014 2:09 PM)** ARBS-RG sent task to RCAS-JK to obtain missing ROs to complete RHR review.
Make Public		**Created By: Ricardo Garcia (4/9/2014 2:07 PM)** ARBS-RG notes the following ROs missing 213455 214501 215591 217678 222668 233243
Make Public		**Created By: Ricardo Garcia (4/9/2014 2:06 PM)** ARBS-RG notes the following ROs provided 219796 221459 223638 223866 226495
Make Private	✓	**Created By: Carrie Buckley (4/9/2014 1:55 PM)** RCAS assisting RCAS-JK RCAS noting no RHR updates at this time. ~~~~ RCAS placed call to c on [redacted] at 2:52PM EST, spoke to c's wife. Will refer to as c. C stated this is not a good time as c's husband drives a bus. C asked that RCAS call tomorrow, 4/10/2014, at 12PM EST. RCAS agreed. RCAS setting follow up for 4/10/2014, 12PM EST.
Make Private	✓	**Created By: Carrie Buckley (4/8/2014 1:28 PM)** RCAS-CB assisting RCAS-JK. RCAS reviewed case for RHR decision RCAS noting no decision at this point in time RCAS set task for 4/9/14 to review case.
Make Private	▬	**Created By: Charles Lough (4/7/2014 3:29 PM)** RCAS assisting RCAS-JK RCAS reviewed case for RHR decision RCAS noting no decision at this point in time RCAS set task for 4/8/14 to review case. Exiting case
Make Private	✓	**Created By: Carrie Buckley (4/4/2014 12:29 PM)** RCAS assisting RCAS-JK. RCAS placed call to c on # [redacted] at 1:22PM EST, spoke to c's wife. Will refer to as c. C asked RCAS to try c's cell phone: 6019539970. RCAS thanked c for info. ~~~~ RCAS placed call to c (Will) on #[redacted]0 at 1:26PM EST, vmx is not set up yet. ~~~~ RCAS placed call to c on [redacted] at 1:27PM EST, got message to try call again later. ~~~~ RCAS unable to contact c. RCAS setting follow up for 3 business days, 4/9/2014.
Make Private	✓	**Created By: Javan Kovach (4/3/2014 9:13 AM)** RCAS called c at [redacted] at 10:09 AM EST RCAS spoke to c's wife, referring as c RCAS advised c that Gray-Daniels Nissan North was unable to duplicate the concern also. RCAS advised c that in regards to brakes concern, unable to duplicate, and engine concern also unable to duplicate. C stated c will let c's husband know RCAS called and RCAS will be calling back today 4/3/14 Call ended mutually.
Make Private	✓	**Created By: Javan Kovach (4/2/2014 2:48 PM)** RCAS received call from SA Crystal at 3:44 PM EST SA stated unable to duplicate any of c's concerns. SA stated c knows the information. SA stated veh is functioning properly. SA stated that with normal functionality that the dlrshp would never find anything wrong with the veh. RCAS advised SA that RCAS will be following up with c in regards to diagnostic. RCAS confirmed that SA has RCAS contact information. RCAS welcomed SA to contact RCAS in event c has any further concerns. RCAS thanked SA Call ended mutually.
Make Public		**Created By: Fijabi Julien-Gallam (4/2/2014 2:42 PM)** DRTS received the RHR. The RHR was assigned to ARBS-Ricardo Garcia for review.
Make Private	✓	**Created By: Jonathon Spurling (4/2/2014 1:53 PM)** rcas-jonathon spurling assisting rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR rcas completed and submitted RHR

Make Private ✓

Created By: Javan Kovach (4/2/2014 12:43 PM)
RCAS called c at 601) 373-7689 at 12:28 PM EST
RCAS spoke to c's wife, stated c left this morning for ride along at dlrshp.
C's wife stated c can be reached best at 6019539970.
RCAS thanked c's wife
Call ended mutually.

RCAS called c a[redacted] at 12:31 PM EST
RCAS spoke to c
C stated c is currently driving home.
C requested RCAS to call c back within 15 to 20 minutes at 12:50 PM EST
RCAS agreed.
Call ended mutually.

RCAS called c at[redacted] at 1:30 PM EST
RCAS spoke to c

C stated c left veh at Gray-Daniels Nissan North today.
C stated dlrshp is going through veh more test drive
C stated dlrshp is going to contact c upon further findings on brakes concern and the steering concern.
C stated c absolutely is concerned the veh cannot stop with the brakes in case of emergency.
C stated dlrshp advised master cylinder and several other items could be causing the concern.
C stated c has lost faith in veh.
C stated c just does not want the veh any longer.
C stated c is not satisfied with veh.

RCAS advised c that the RHR process again is 10 days and that there are no guarantees.
RCAS advised c that Nissan's number 1 goal is the make the veh is driveable and safe to be on the road for c if c's repurchase request does not get approved.
C understood.

RCAS advised c that RCAS contacting dlrshp in findings of diagnostic and RCAS setting follow up with c no later than 4/7/14.
RCAS advised c if RCAS gets further information that RCAS may contact c back sooner.

RCAS confirmed c has contact information.
Call ended mutually.

Make Private ✓

Created By: Javan Kovach (4/1/2014 11:51 AM) | Last Modified By: Javan Kovach (4/2/2014 1:55 PM)
RCAS received all RO information and submitting RHR to Jon Spurling.

Make Private ✓

Created By: Javan Kovach (4/1/2014 10:45 AM)
RCAS called GRAY-DANIELS NISSAN NORTH at[redacted] at 11:27 AM EST
RCAS spoke to SA Crystal

SA stated dlrshp unable to duplicate in the morning engine concern.
SA stated that it is normal operation of veh warming up engine.
SA stated the brake concern was unable to duplicate.
SA stated c will have ride along today with technician.
SA stated ride along anytime between 9 AM and 1 PM.
SA stated c's concerns are intermittent
SA stated testing veh several times for concerns since concerns are intermittent.

RCAS requested SA to contact RCAS back upon findings of diagnostic.
RCAS provided phone number, and ext.

RCAS thanked SA
Call ended mutually.

Make Private ✓

Created By: Javan Kovach (4/1/2014 10:26 AM)
RCAS called c at[redacted] at 11:19 AM EST
RCAS reached vmx, vmx has not set up vmx
RCAS unable to leave vmx

RCAS called c a[redacted] at 11:20 AM EST
RCAS reached automated system
RCAS unable to leave vmx

RCAS called c at[redacted] at 11:21 AM EST
RCAS spoke to c's wife referred to as c

C stated c has just left home.
C stated c took veh down to GRAY DANIELS NISSAN NORTH yesterday 3/31/14
C stated veh was dropped off and still at dlrshp.

RCAS advised c regarding repurchase request that there is no new information.
C understood
C stated c will notify c that RCAS called today.

Call ended mutually.

RCAS updating phone numbers on c's account.

Make Private ✓

Created By: Javan Kovach (4/1/2014 10:00 AM)
RCAS called dlrshp at 6013607490 at 10:51 AM EST
RCAS spoke to SM David

RCAS asked SM for the time stamps on RO: 222668
SM stated only had diagnostic internal done.
SM stated RO: 222668 time stamp:
4/14/13 - 9:10 AM to 10:10 AM
SM stated veh sat at dlrshp awaiting c to pick up veh is the reason for close date being 4/29/13.

RCAS thanked SM
Call ended mutually.

Make Public

Created By: Javan Kovach (3/31/2014 4:12 PM)
RCAS called dlrshp at 6013607490 at 5:08 PM EST
RCAS spoke to SM David

SM stated the RO not in file room and as soon as SM and or receptionist finds the RO SM will fax it over as soon as possible.

RCAS advised SM it is very urgent to get the RHR handed back in.
RCAS thanked SM.
Call ended mutually.

Make Public

Created By: Javan Kovach (3/31/2014 10:48 AM) | Last Modified By: Javan Kovach (3/31/2014 4:12 PM)
RCAS called Gray Daniels Nissan North at [redacted] at 11:42 AM EST
RCAS spoke to SM Austin

RCAS asked if c has contacted dlrshp for diagnostic appointment.
SM transfered RCAS to another SM.
RCAS reached vmx, left vmx with phone number, case number, ext

Make Private ✓ **Created By: Javan Kovach (3/31/2014 10:41 AM)**
RCAS called dlrshp at 6013607490 at 11:29 AM EST
RCAS spoke to SM David

RCAS requested RO 222668 with time stamps
RCAS asked open close dates for current RO: 233243
RCAS requested information of time stamps on RO: 226495

SM stated SM will locate RO 222668 and fax with time stamps.
SM stated RO: 226495 time stamps are 8/13/2013 are:
7:45 AM to 8:58 AM

SM stated RO 233243 time stamps are:
3/17/2014 - 12:21 PM to 12:25 PM CST
3/20/2014 - 7:45 PM to 7:47 PM CST

RCAS advised SM that it is urgent to get the RO's today and that RCAS needs to file RHR today 3/31/14
SM understood.
RCAS confirmed SM has RCAS fax number.

Call ended mutually.

Created By: Javan Kovach (3/28/2014 1:49 PM)
RCAS called dlrshp at 6013607490 at 2:42 PM EST
RCAS spoke to SM David

Make Private ✓ RCAS advised SM that RCAS needs 2 repair orders with technician time stamps.
RCAS advised SM that RCAS and current repair order for open and closed RO.
RCAS provided fax number.

RCAS thanked SM
Call ended mutually.

Make Public **Created By: Danielle Bragg (3/27/2014 5:57 PM)**
rcas-danielle spurling assisting with RHR. rcas reviewed CPIA and SF VIN history. rcas noting verification of days down are needed for RO 222668 and RO 226495. Copy of curre is also needed. rcas returning docs to rcas

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Created By: Javan Kovach (3/27/2014 11:22 AM)
RCAS received vmx from c at 10:46 AM EST

RCAS called c at 5169020143 at 11:57 AM EST
RCAS unsuccessfully contacted c, unable to leave vmx.

RCAS called c a[redacted] at 11:59 AM EST
RCAS spoke to c
RCAS updated home phone, mobile phone
C requested RCAS to call c at home phone.

RCAS called c at[redacted] at 12:02 PM EST
RCAS spoke to c
Make Private ✓ RCAS asked c
C stated brakes did not want to stop veh.
C stated c almost hit another veh.
C stated c feels Cannon Nissan is not able to fix the concern.

C stated c wants to take veh to another Nissan dlrshp for diagnostic
RCAS advised c that RCAS can transfer c to dlrshp line to setup diagnostic appointment.
RCAS called Gray-Daniels Nissan North at[redacted] at 12:13 PM EST, unsuccessful contact at dlrshp
RCAS provided dlrshp phone number for c to setup appointment for diagnostic.

RCAS advised c that RCAS setting follow up for no later than 4/01/14.
C stated c will have veh diagnostic on 3/31/14.
RCAS advised c that RCAS will contact dlrshp 3/31/14 in regards to diagnostic findings.

Call ended mutually.

Make Private ✓ **Created By: Darren Kuzela (3/24/2014 4:48 PM) | Last Modified By: Darren Kuzela (3/24/2014 4:48 PM)**
rcas-dk assisting rcas-jk

All ROs received & submitting RHR to Jon Spurling

Created By: Javan Kovach (3/24/2014 2:36 PM)
RCAS called dlrshp at 6013607490 at 3:29 PM EST
RCAS spoke SA David Crews

Make Private ✓ RCAS advised SA the RHR is due today.
SA provided SA's email for list of RO's needed.
RCAS sent email at 3:34 PM EST with RO list and working fax number.

RCAS thanked SA
Call ended mutually.

Created By: Javan Kovach (3/24/2014 10:16 AM)
RCAS called c at[redacted]9 at 10:58 AM EST
RCAS spoke to c
RCAS advised c that rcas still gathering RO's. Today is due date.

C stated c did tell the dlrshp regarding window concern.
C stated c does not want to get rid of the truck.
C stated dlrshp is unable to duplicate the concern.
Make Private ✓ C stated engine makes noises some times.
RCAS asked c if there is specific times or days when concern happens with engine? C stated it was not cold outside.
C stated engine sounds like engine is not getting any oil.
C stated oil pump may not be pumping oil into the engine.
C stated c does not believe concern is cause by tempature.
C stated veh is a defective truck.
C stated going around city streets that the brake pedal will go down pretty far.
RCAS advised c that rcas will be setting follow up date for 3/27/14 11 AM EST.
RCAS advised c to have a dlr tech ride along with c to experience the concern c is having and for c to point out exactly what c is concerned about.

Make Private **Created By: Javan Kovach (3/21/2014 4:15 PM)**
RCAS called dlr at 6013607490 at 4:31 PM EST
RCAS spoke to SA David

SA stated dlr still unable to duplicate c's concern.
SA stated had a ride along with c today and still unable to duplicate the concern.
SA stated when veh comes to a stop with a/c running, veh has a jutter feeling.
SA stated the jutter feeling is completely normal.
SA stated dlrshp is unable to duplicate any of c's concerns.
RCAS advised SA original fax # is out of service at this time.
RCAS provided with working fax #.

Call ended mutually.

Make Private ✓

Created By: Javan Kovach (3/19/2014 3:50 PM) | Last Modified By: Darren Kuzela (3/24/2014 4:47 PM)
RCAS received vmx from c's wife [redacted]
C stated dlrshp has reset veh's computer
C stated when veh is idling the driver and passenger front windows roll down on their own.

Make Private ✓

Created By: Javan Kovach (3/19/2014 2:07 PM) | Last Modified By: Javan Kovach (3/20/2014 10:06 AM)
RCAS called dlr at 6013607490 at 2:49 PM EST
RCAS spoke to SA David Cruz

SA stated dlr unable to duplicate the concern still.
SA stated c is currently in 2013 titan loaner.
SA stated c's veh is operating properly.
SA stated dlr has rotated the rotors before.
SA stated c keeps veh very clean.
SA stated c doesnt have regular maintenance done with dlrshp aside from 1 time since owning the veh.

RCAS asked if SA would contact techline.
RCAS requested SA to fax 14 RO's
RCAS provided SA with fax #

RCAS asked SA following questions:
How many times has the customer's vehicle been in for repairs? 4 to 5 times

What repairs were performed? Diagnostics only. Dlrshp unable to recreate any of c's concerns.

How many days has the vehicle been kept out of service at your dealer for repairs? 2 days has been the longest kept off the road.

Has Techline been involved? No

Has the Dealer Technical Specialist (DTS) been involved? No, SA stated about a year ago had an engineer examine c's veh

RCAS asked dlr the following questions:
Was the failure due to misuse? SA stated: no

Is there any related history? SA stated: None

What is the cost of price & labor? SA stated: none due to unable to reacreate concern

Does SA have any recommendations? SA stated: SA stated he wouldnt recommend repurchasing the veh.

Is c using a rental? If so, is dlr assisting with rental costs? in a loaner

RCAS provided SA with Fax # and ext. and case #
Call ended mutually.
Again unable to datanet.

Make Private ✓

Created By: Javan Kovach (3/19/2014 1:35 PM) | Last Modified By: Darren Kuzela (3/24/2014 4:47 PM)
RCAS unable to datanet case per service manager.
RCAS received error SM's email not available for datanetting.

Make Private ✓

Created By: Javan Kovach (3/19/2014 11:34 AM) | Last Modified By: Darren Kuzela (3/24/2014 4:47 PM)
RCAS sent email to Cannon Nissan Jackson CSM at 12:33 PM EST

Make Private ✓

Created By: Javan Kovach (3/19/2014 11:01 AM)
RCAS received call from c at 11:38 AM EST

C stated c has had veh in atleast 10 times for brakes and slack in the rear end, and used tire on veh.
C stated veh when cranked veh seems like its not getting any oil.
C stated veh has 1 used tire, and it was patched from the inside.
RCAS asked example of brake issue.
C stated brakes catch
C stated having a rattling in the engine.
C stated rattling last 2 seconds. But veh does start.
C stated c doesnt believe dlr can repair the veh.
C stated on a small incline the veh will roll backwards.
C stated dlr told c drive shaft was loose under cockpit.
C stated DTS has already examined veh.

RCAS asked c the following questions:
When did c first start experiencing concern? C stated: Sept 26th 2012,
Dec 20th 2012, April 29th 2013,

What repairs were completed? When & where? C stated:

Was a diagnostic completed within the last 90 days? C stated: no, RCAS advised C that RHR process will take about 10 days, but FIRST c needs to have veh diagnosed.

Who did c speak to at the dlrshp? C stated: SM-David Cruz, Chuck

Is the veh operable? C stated: Yes

Where is the veh at this time? C stated: at the dlrshp

What is the cost of the repair? C stated: N/A yet diagnostic

What kind of resolution is c seeking at this time? C stated: c wants veh replaced with another truck.

Where does c have their veh serviced (maintenance)? C stated: at Dlrshp

How many Nissan veh do you currently own, or have you owned over the years? C stated: 1

RCAS setting follow up with c on 3/24/14 at 11 AM EST
RCAS asked if c had any further questions, c stated no
Call ended mutually.

Make Private ✓

Created By: Javan Kovach (3/18/2014 2:22 PM) | Last Modified By: Darren Kuzela (3/24/2014 4:37 PM)
RCAS received 3 voicemails between 1:30pm and 1:50pm EST from c and c's wife Emma requesting call back.

RCAS called c a[redacted] at 3:13 PM EST
RCAS left vmx with c

RCAS called c at[redacted] at 3:16 PM EST
RCAS spoke with c's wife
C's wife stated c is not available at this time.
C's wife stated c will call back tomorrow morning
RCAS advised c's wife that rcas will set follow up call tomorrow morning at 11 AM EST.
RCAS setting call back to gather more information on 3/19/14 at 11 AM EST

Call ended mutually

Make Private ✓ **Created By: Javan Kovach (3/18/2014 11:52 AM) | Last Modified By: Darren Kuzela (3/24/2014 4:37 PM)**
RCAS updating.
C advised RCAS of previous case for brake concern.
Case # 10649298

Created By: Javan Kovach (3/18/2014 11:50 AM)
RCAS called C on [redacted] at 12:33 PM EST
RCAS reached c's wife [redacted] who will now be referenced as c.

Make Private ✓
C stated C has taken truck in several times having the brakes replaced.
C stated c has no diagnosis information as of yet.
C stated when veh is cranked it makes a loud growling sound. C stated the veh does start everytime.
C stated c wants Nissan to fix the brakes and the crank sounds or replace the veh.
C stated c is currently in a loaner veh. C stated brakes work fine in the loaner.
C stated this is not the first time c has called per this concern back in february.
C stated that around 12pm is a good time to contact c.

RCAS advised C that RCAS will continue to review the case. Advised c that rcas will follow up with dlrshp on 3/19/14 for further diagnostic information.

RCAS advised c that rcas will be following up with c on 3/21/14
RCAS provided name, phone number, and ext
RCAS thanked c.

Call ended mutually

Make Private ✓ **Created By: Javan Kovach (3/18/2014 11:32 AM) | Last Modified By: Javan Kovach (3/18/2014 11:32 AM)**
RCAS called dlr at 6013607490 at 12:2 PM EST
RCAS spoke with SA Bruce
SA stated august 2013 was the last time the veh had rotors replace.
SA stated c's veh is at the dlrshp now.
SA stated SM David was not available and that RCAS can call back later if needed.
RCAS advised SA that RCAS will call back no later than the end of the day on 3/19/14.
RCAS unable to datanet case.
RCAS thanked SA
Call ended mutually

Make Private ✓ **Created By: Lester Bellen (3/17/2014 12:50 PM) | Last Modified By: Darren Kuzela (3/24/2014 4:37 PM)**
c's wife, Emma, called in and requested assistance regarding a veh concern. c stated that c is still having the same issues on the brakes of the veh. c stated that the pedal goes all t
way down to the floor and c even needs to pump on the brakes. c stated that the dlr can't fix the problem. c also stated that when the veh sits for a week, the veh makes a loud clutte
sound everytime c cranks the veh. c stated that c took the veh back to the dlr and spoke with the SM. c is requesting to get into another veh is there are no chances to fix the concer
once and for all. c was advised to call NNA to request further assistance. crr-lb advised that the case will be forwarded to RCAS for review and a specialist will give c a callback befo
end of the next business day. crr-lb offered further assistance. c declined. crr-lb gave name,case and extension number. crr-lb forwarding the case to RCAS.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7723345	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/17/2014	YX	AD	121500	OA
Edit | Del	CC-7723346	ENGINE MECHANICAL	ENGINE ASSEMBLY	POOR OR IMPROPER OPERATION	06	3/17/2014	YX	AG	138000	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Kmbxg:ref]	[redacted]	✓	5/5/2014	Charles Lough	5/5/2014 11:18 AM
Edit | Del	Review RHR Decision and Recommendation completed		✓	4/28/2014	Charles Lough	4/28/2014 1:26 PM
Edit | Del	DTS Review		✓	4/28/2014	Karen Dorner	4/28/2014 12:45 PM
Edit | Del	RHR Review - [redacted]		✓	4/21/2014	Ricardo Garcia	4/28/2014 12:30 PM
Edit | Del	RHR Review - [redacted]		✓	4/21/2014	Charles Lough	4/21/2014 3:02 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		DTS Vehicle Inspection Notice [ref: 00DA09j8L. 500F0Kmbxg:ref] *5/5/2014 Case [redacted] VIN # 1N6BA0ED5C[redacted] Dear [redacted] ...*	[redacted]	5/5/2014 11:18 AM

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F24988	DTS Request	Charles Lough, 4/28/2014 1:25 PM	4/28/2014

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO1_Cotton_032414.pdf	223KB	5/12/2014 10:20 AM	Charles Lough
Edit | View | Del	RO3_Cotton_041714.pdf	215KB	5/12/2014 10:20 AM	Charles Lough

Edit | View | Del	RO2[redacted]033114.pdf	56KB	5/12/2014 10:20 AM	Charles Lough
Edit | View | Del	RHR Template- Central Region Case[redacted].doc	120KB	5/12/2014 10:20 AM	Javan Kovach
Edit | View | Del	RO1[redacted]032414.pdf	223KB	5/12/2014 10:20 AM	Javan Kovach

Show more » | Go to list »

Case History

Case History He

Date	User	Action
5/12/2014 10:20 AM	Charles Lough	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/12/2014 10:20 AM	Charles Lough	Changed **Case Owner** from Charles Lough to **Andrew Czarney**.
5/12/2014 10:19 AM	Charles Lough	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

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[redacted]

Case Comments [9] | Case Categorizations [4] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Thomas Daly [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/20/2014	Date/Time Opened	3/17/2014 5:50 PM
Supporting Documents		Date/Time Closed	3/20/2014 9:15 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	vehicle complaint		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DON DAVIS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,004		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AN0NU0CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	16
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	24112	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DON DAVIS NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	3/18/2014
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AN0NU0CN[redacted]		
Created By	Evalyn Celedonio, 3/17/2014 5:50 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/31/2016 10:06 PM	Root Cause Code (2)	
Days Closed	1,204	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14017794

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public		**Created By: Thomas Daly (3/20/2014 9:14 AM)** RCAS received vm from c, c spoke to Frank-SM at dlr, c related this is her busy time at work, c is unable to get to dlr until weekend or a few weeks, c related worried about safety cor feels dlr is not willing to help with weekend appointment, c related to RCAS in vm to drop case and do not call c back about case.
Make Public	[redacted]	**Created By: Thomas Daly (3/19/2014 3:50 PM)** RCAS called c, RCAS advised c that the dlr needs to have an extended ride along to try to re-create the issue, c advised that she is not available during the week due to work and dlr miles from home, rcas advised c that rcas will call dlr tomorrow 3/20/14 to see if they are open on Sat, c said that c thinks Jose works on Saturday, RCAS advised c that RCAS will ca speaking with dealer. c advised RCAS that c will be busy from 11am-1pm central time, but it is ok to call before or after that
Make Public		**Created By: Thomas Daly (3/19/2014 2:22 PM)** RCAS called c at 3:20pm on 3/19/14 c advised RCAS that c was at a lunch, please call back in an hour, RCAS set task to call back at 4:20, ended call mutually
Make Public		**Created By: Thomas Daly (3/19/2014 2:18 PM)** RCAS called dlr, spoke to Frank, SM, advised sm that c is complaining about her brakes, c says they still squeak in the rain and she has to push her foot all the way to the floor when SM advised RCAS to have c bring veh in and do another ride along with an SA or SM and be prepared to stay with it awhile so dlr can fully diagnose concern.
Make Public		**Created By: Thomas Daly (3/18/2014 4:27 PM)** RCAS calling C advised may be recorded asked c to share her problem with RCAS, advised RCAS am taking over your case, c says brakes are squeaking, spungy, when it is cold and rainy, will sqeak, c stated c took time of took to dealer where she bought it, which is not the closest dealer, delt with jose garcia Service director, he advised that will have to live with it, she looks at it as been worn, c has to the way to floor to come to a complete stop, c has to take foot off acccellorator and put brakes to floor to stop, c says brakes are soft-spongy, c has to push very hard, c took off work got rental,took veh to dlr, jose call says nothing wrong with brakes, come and get the car, says did not anything to them, just took them off and looked at them. Says was not the veh wanted when she bought it, offered to change to 2 yr younger veh for 8k, c declined, c says they test drove car, c says she wants a brake that does not go all the way to the floor, c a another brake job, dlr says 95% good so they would not pay for brakes, c was very upset with dlr, c says she lost cover on engine at non-nissan dealer. c says she may have to take in another veh like hers to test brakes. c states she thinks she is having to push the veh all the way to the floor, advised will rcas will followup with dealer, asked c what would make h c says she wants new brakes she does not have to push to floor. c states she does love Nissan
Make Public		**Created By: Thomas Daly (3/18/2014 4:04 PM)** Called dlr Frank SM or Manuel SM left vm with Frank
Make Public		**Created By: Evalyn Celedonio (3/17/2014 6:26 PM)** VEHICLE CONCERN
Make Public		**Created By: Evalyn Celedonio (3/17/2014 6:25 PM)** CRR-EC received a call from c. c stated c took veh at the dealership at 8:00 am and apparently dealership told that nothing wrong on c's veh c said c drove veh last saturday and brake continue to squick and dealership refused to fix because c said dealership telling c , there is no issue on c's brake c stated c don't feel safe driving the vehicle c stated c has to push full on the floor before c's veh stoped c stated nissan should address c's concern crr-ec completed account verification c's BEST CONTACT NUMBER is[redacted] crr-ec found no related case crr-ec found no open campaign crr-ec gave recap and offered resolution crr-ec advised c that c;s concern will be forwarded to the regional department . Rcas need to gather info and check all resources to come up with best resolution with c concern c und

crr-ec advised c that the rcas specialist will get back to c on the next business day, c understood

crr-ec mentioned that when rcas call next buss days Rcas need to verify c concern and this doesn't mean that resolution will be given same day

crr-ec offered further asssistance, c declined
crr-ec gave name ext number and case number
crr-ec thanked c and ended the call mutually

crr-ec sending case to rcas for brake issue that dealership unable to duplicate

Make Public [redacted] Created By: Evalyn Celedonio (3/17/2014 5:52 PM)
dealer complaint
vehicle complaint

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7724224	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	3/17/2014	YX	AD	121500	OA
Edit | Del	CC-7724225	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	3/17/2014	WT	AD	121500	OA
Edit | Del	CC-7724226	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	3/17/2014	YI	AD	121500	OA
Edit | Del	CC-7728194	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	3/20/2014	YE	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Call	[redacted]	✓	3/20/2014	Thomas Daly	3/20/2014 2:17 PM
Edit | Del	Call dlr then c		✓	3/20/2014	Thomas Daly	3/20/2014 2:17 PM
Edit | Del	Call back at 4:20		✓	3/19/2014	Thomas Daly	3/19/2014 5:05 PM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachment

No records to display

Case History

Case Histo

Date	User	Action
3/20/2014 9:15 AM	Thomas Daly	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/19/2014 5:03 PM	Thomas Daly	Changed **Follow Up Date** from 3/19/2014 to **3/20/2014**.
3/18/2014 4:27 PM	Thomas Daly	Changed **Follow Up Date** from 3/18/2014 to **3/19/2014**.

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Surveys

Survey

No records to display

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[redacted]

Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Princess Torres [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/25/2014	Date/Time Opened	3/24/2014 1:02 PM
Supporting Documents		Date/Time Closed	3/25/2014 8:58 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern- brakes		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	48,000	Related Vehicle Make	Nissan
Current Mileage	58,900		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BA06A69N[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	22,900
Make	NISSAN	Beyond Basic Warranty Months1	61
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	31519	Beyond PT Warranty Months1	37

Dealer Access

Case Servicing Dealer	CHAPMAN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 1N6BA06A69[redacted]		
Created By	Princess Torres, 3/24/2014 1:02 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 1:57 AM	Root Cause Code (2)	
Days Closed	1,199	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14063913

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
		Created By: Princess Torres (3/25/2014 8:58 AM) crr pt received call from c crr-pt confirmed that no contact info has changed. c stated that dlr is asking c for extended warranty and c doesn't have extended warranty c stated it could have killed c and c stated c is not interested with extended warranty c stated dlr is like interested in making money with c c stated dlr should thank c is alive crr pt advised that dlr may asked for extended waranty as it may cover the towing but c stated c is willing to pay for the towing which c told the dlr but dlr seemed not concerned with c with the veh c stated c is thinking about c's wife yesterday that c is still here crr pt advised c that crr may transfer c over to another dlrshp but c stated c's service records are at chapman dlrshp and if c go to anotehr dlrshp, other dlrshp may be far away from c crr pt advised c that if again c gets an issue with the dlrshp, c may callback so c may file a complaint and can be forwarded to rcas. c understood crr-pt offered further assistance, c declined. crr-pt provided name, ext and case number. crr-pt transferred call to CHAPMAN NISSAN Mr. Benny crr-pt closing case.
Make Public		Created By: Princess Torres (3/25/2014 8:21 AM) iir report
Make Public		Created By: Princess Torres (3/25/2014 8:20 AM) crr pt received call from c. crr pt advised c that case did not fall under Incident Investigation Report however case can be escalated instead to rcas for further review. crr pt advised c that c just need the veh to l diagnosed or inspected first at the dlrshp and once c is done, c may callback so case can then be escalated to rcas. c understood c stated c doesn't think it should happened and if c is in the HWY and brakes didn't work c would have died c stated that c never had car like this before c asked if c should explain what happened to the dlrshp, crr advised yes that brakes did not work so dlr would have an idea of car issue, c asked if veh will be towed as c can't drive v advised if veh cannot be driven then veh would need to be towed and c juts have to coordinate with the dlrshp. c understood crr-pt offered to transfer call to dlr to setup appointment, c agreed. crr-pt provided dlr's contact info. crr-pt offered further assistance, c declined. crr-pt provided name, ext and case number. crr-pt transferred call to CHAPMAN NISSAN crr-pt closing case.
Make Public	[redacted]	Created By: Princess Torres (3/25/2014 7:43 AM) crr pt received notif from TL-JV that c's case did not fall in any IIR category. ********** crr pt called c, but was routed to vmx, crr pt left a message and apologized to c as case can no longer be taken for investigation as case did not fall under Incident Investigation Repo case can be escalated instead to rcas for further review. crr pt advised c that c just need the veh to be diagnosed or inspected first at the dlrshp and once c is done, c may callback s then be escalated to rcas. crr pt exiting the case
Make Public		

Created By: Princess Torres **(3/24/2014 1:05 PM)**
crr-pt received call from c stating that brakes did not work as c pressed all the way to the floor and c could not stop car with the brakes
crr-pt verified c's name, vin, address, mileage, phone number, email address
crr-pt checked for open recalls/campaigns/upgrades found: none

crr pt advised c that a a Nissan representative will call c within two business days from receipt of the Case to ask c a series of detailed questions. c understood
c stated that veh is now in the garage as c does not know what to do with the veh.

crr-pt offered further assistance, c declined.
crr-pt provided name, ext and case number.
crr-pt leaving case open

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7732642	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	3/24/2014	YX	AD	120000	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Toc

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
3/25/2014 8:58 AM	Princess Torres	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/25/2014 8:53 AM	Princess Torres	Changed **Status** from Closed to **Open**.
		Changed **Case Record Type** from CA Closed Case to **CA**.

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Surveys

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[redacted]

Case Comments [2] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Rikki Ford [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	4/22/2014	Date/Time Opened	3/27/2014 2:09 AM
Supporting Documents		Date/Time Closed	4/21/2014 2:33 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	81,965		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1BA08D48N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	45,965
Make	NISSAN	Beyond Basic Warranty Months1	79
Model Line	ARMADA	Beyond PT Warranty Miles1	21,965
Model Code	79418	Beyond PT Warranty Months1	55

Dealer Access

Case Servicing Dealer	REED NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent	3/15/2014	Survey ID	
Survey Type	M60	Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type	C	Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] 7 VIN: 5N1BA08D48N[redacted]		
Created By	System Account NNAINT, 3/27/2014 2:09 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 1:57 AM	Root Cause Code (2)	
Days Closed	1,172	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14088212

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Charles Lough (3/27/2014 9:31 AM) RCAS contacting c on [redacted] at 10:29 AM EST, and spoke with c. RCAS advised c that the call may be recorded for quality and training purposes. c agreed. RCAS advised c that RCAS is calling to thank c for completing the service survey and inquired if c requires any further assistance. c states no further assistance is required. Call ended mutually
Make Public		Created By: System Account NNAINT (3/27/2014 2:09 AM) [redacted], MY SERVICE ADVISOR AT REED NISSAN WAS TRULY EXCEPTIONAL. HIS GOAL FROM MY FIRST INTERACTION WITH HIM WAS MY COMPLETE SATISFACTION. HE TOOK THE SERIOUSNESS OF THE ABS ISSUES PLAGUING MY WIFE'S ARMADA SERIOUSLY.AFTER CHANGING THE FRONT BRAKES THE ABS ISS HAPPENED AGAIN CAUSING MY WIFE'S ARMADA'S BRAKES TO BECOME UNRESPONSIVE FOR A MOMENT. ON THE SECOND TRIP BACK TO THE DEALERSHIP THE TI RESET THE COMPUTER. THEY ARE HOPEFUL THIS WILL RESOLVE THE ISSUE.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7738149	NSN DEALER SERVICE DEPT.	SERVICE SURVEY (NISSAN)	GENERAL INQUIRY	QC	3/27/2014	ZR	BF	223000	OC

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
4/21/2014 2:33 PM	Sheena Marie Dela Cruz	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
4/21/2014 2:31 PM	Sheena Marie Dela Cruz	Changed **Follow Up Date** from 3/27/2014 to **4/22/2014**.
4/21/2014 2:30 PM	Sheena Marie Dela Cruz	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys Surveys He

No records to display

^ Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

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Customize Page | Printable View | Help for t

[redacted]

Case Comments [30] | Case Categorizations [5+] | Open Activities [0] | Activity History [5] | Emails [1] | Customer Support Tools [0] | Check Activity [1] | Forms [0] | Attachments [1] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Lindsey Becker [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/17/2014	Date/Time Opened	4/1/2014 3:34 PM
Supporting Documents		Date/Time Closed	4/17/2014 1:56 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern -Brakes		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	75,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ18W49W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	39,000
Make	NISSAN	Beyond Basic Warranty Months1	63
Model Line	MURANO	Beyond PT Warranty Miles1	15,000
Model Code	07819	Beyond PT Warranty Months1	39

Dealer Access

Case Servicing Dealer	CLAY COOLEY NISSAN OF AUSTIN SOUTH	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$174.96	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE[redacted] VIN: JN8AZ18W49W[redacted]		
Created By	Jose Mari Gozar Jr, 4/1/2014 3:34 PM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 4/17/2014 7:11 PM	Root Cause Code (2)	
Days Closed	1,176	Action Code	NT2A
Case Record Type	CA Closed Case [Change]	Document ID	CA14127779

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	**Created By: Lindsey Becker (4/17/2014 1:53 PM) | Last Modified By: Lindsey Becker (4/17/2014 1:53 PM)** -CASE SUMMARY- C called NNA seeking assistance with brake concern. Dlr was unable to diagnose and RCAS offered reimbursement on C's veh while dlr worked with techline to address concerns. F processed check request and dlr confirmed veh repair.
Make Private	✓	**Created By: Lindsey Becker (4/17/2014 1:52 PM) | Last Modified By: Lindsey Becker (4/17/2014 1:52 PM)** RCAS called dlr on 5124441400 at 2:49PM EST RCAS spoke with SA-Daniel and RCAS inquired about status of C's veh SA stated veh repair will be complete by end of day RCAS thanked SA call ended mutually
Make Private	✓	**Created By: Paula Lingenfelter (4/17/2014 12:16 PM) | Last Modified By: Lindsey Becker (4/17/2014 1:52 PM)** RCAS called c or[redacted] at 1:11 pm spoke to c informed c that check was approved and should receive in 2-4 weeks
Make Private	✓	**Created By: Lindsey Becker (4/17/2014 10:43 AM) | Last Modified By: Lindsey Becker (4/17/2014 10:43 AM)** RCAS called C[redacted]) on[redacted]4 at 11:37AM EST RCAS spoke with C and confirmed C's mailing address and RCAS advised C that RCAS received C's docs and RCAS is submitting check request RCAS advised C that C would receive follow up call once check approved C stated C was advised by SM that veh repair should be complete by end of day call ended mutually
Make Private	✓	**Created By: Lindsey Becker (4/17/2014 10:36 AM) | Last Modified By: Lindsey Becker (4/17/2014 10:36 AM)** Details of the reimbursement: RCAS agreed to reimburse C for veh rental while C's vehicle was being diagnosed with techline involvement Name of the Rental Facility: EAN Holdings, LLC Date of Invoice: 4/9/14 Rental Charge: $150.40 Miscellaneous Fees: $8.65 Shop Supplies: Subtotal: $159.05 Tax: $15.91 Total Reimbursable Amount: $174.96 RCAS-LB Submitting Check Request
Make Private	✓	**Created By: Lindsey Becker (4/17/2014 10:28 AM) | Last Modified By: Lindsey Becker (4/17/2014 10:29 AM)** RCAS called dlr on 5124441400 at 11:21AM EST RCAS asked for SM RCAS was transferred to SM vmx RCAS left vmx with RCAS contact info requesting call back
Make Private	✓	**Created By: Lindsey Becker (4/17/2014 10:10 AM) | Last Modified By: Lindsey Becker (4/17/2014 10:29 AM)** RCAS received fax of C's documents for reimbursement of veh rental
Make Private	✓	**Created By: Lindsey Becker (4/15/2014 12:21 PM) | Last Modified By: Lindsey Becker (4/15/2014 12:21 PM)** RCAS called C on (only#)[redacted]4 at 1:16PM EST RCAS spoke with C and asked if C has been able to fax docs needed for reimbursement C stated C has docs but C has not been able to fax yet RCAS provided C with RCAS fax number C stated C would try faxing docs today

		call ended mutually RCAS setting follow up for 4/17 to confirm check request processed
Make Private	✓	**Created By: Lindsey Becker (4/15/2014 11:53 AM) | Last Modified By: Lindsey Becker (4/15/2014 11:53 AM)** RCAS sent email to SM inquiring about status of C's veh as RCAS has been unable to reach SM by phone over the past couple of days
Make Private	✓	**Created By: Lindsey Becker (4/15/2014 11:45 AM) | Last Modified By: Lindsey Becker (4/15/2014 11:53 AM)** RCAS called dlr on 5124441400 at 12:37PM EST RCAS asked for service department and was placed on hold for several minutes RCAS asked for SM and was placed on hold again then RCAS was transferred to SM vmx RCAS left vmx with contact info requesting call back
Make Private	✓	**Created By: Lindsey Becker (4/15/2014 10:50 AM) | Last Modified By: Lindsey Becker (4/15/2014 10:50 AM)** RCAS noting RCAS has not received any documents from C in regards to remibursement of rental expenses
Make Private	✓	**Created By: Lindsey Becker (4/11/2014 4:49 PM) | Last Modified By: Lindsey Becker (4/11/2014 4:49 PM)** RCAS called C on [redacted] at 5:46PM EST RCAS reached vmx RCAS left vmx with case number and contact info requesting C fax docs for reimbursement RCAS left fax number and advised RCAS would follow up again 4/15
Make Private	✓	**Created By: Lindsey Becker (4/9/2014 11:33 AM) | Last Modified By: Lindsey Becker (4/9/2014 11:33 AM)** RCAS received vmx from C C left call back number of [redacted] RCAS called C on [redacted] at 12:03PM EST RCAS spoke with C and C stated SA-JC test drove veh with C but unable to duplicate concern C stated SA advised C that SA checked techline database and concerns similar to C's have been reported and fixed with ABS reset C stated SA advised C that SA was unable to do the repairs without CA permission RCAS advised C that RCAS is not a technician and RCAS cannot recommend repair for C's veh C stated C would like rental assistance extended RCAS advised C that RCAS could not offer any additional assistance for rental as concern cannot be duplicated and C is choosing not to drive veh C stated C has extended warranty and RCAS confirmed C does have VSC C stated C does not want be reimbursed for rental, C wants NNA to cover upfront costs RCAS stated as per what RCAS and C have already discussed, rental costs would be at C"s expense and reimbursed RCAS advised C that rental would be reimbursed through VSC plan as well C stated C does not feel that is correct C placed RCAS on hold and spoke with SM C stated SM agreed to provide C with rental C ended call
Make Private	✓	**Created By: Lindsey Becker (4/8/2014 3:49 PM) | Last Modified By: Lindsey Becker (4/9/2014 11:02 AM)** RCAS called C on [redacted] at 4:46PM EST RCAS spoke with C and advised C that SM agreed to test drive and will be available between 9-12 on 4/9 RCAS advised C that RCAS would follow up with C on 4/9 after test drive, C agreed call ended mutually
Make Private	✓	**Created By: Lindsey Becker (4/8/2014 3:45 PM) | Last Modified By: Lindsey Becker (4/8/2014 3:47 PM)** RCAS received vmx from C returning RCAS call C left call back number of [redacted] 4 RCAS called C on [redacted] at 4:20PM EST RCAS spoke with C and advised C dlr unable to duplicate concern C stated C would like veh to try and duplicate again RCAS asked C if C would be willing to test drive veh with dlr, C agreed C stated C would be available early 4/9 RCAS advised C that RCAS would contact dlr and follow up with C call ended mutually RCAS called dlr on 5124441400 at 4:36PM EST RCAS spoke with SM-Frank RCAS asked if SM would be willing to test drive veh with C SM agreed, SM stated anytime between 9-12 RCAS thanked SM call ended mutually
Make Private	✓	**Created By: Lindsey Becker (4/8/2014 9:19 AM) | Last Modified By: Lindsey Becker (4/8/2014 9:19 AM)** RCAS called dlr on 5124441400 at 10:09AM EST RCAS spoke with SM-Frank RCAS advised SM that RCAS spoke with techline and RCAS was informed techline could not make suggestions for repair without concern being able to be duplicated SM stated SM has been in contact with engineer as well, but SM is unable to duplicate C's concern SM stated SM was advised to refer case to CA since concern cannot be duplicated RCAS thanked SM for info call ended mutually
Make Public		**Created By: Ronald Valencia (4/7/2014 5:08 PM)** RCAS Case Follow-up
Make Private	✓	**Created By: Ronald Valencia (4/7/2014 5:08 PM) | Last Modified By: Lindsey Becker (4/8/2014 9:19 AM)** CRR-RV received a call from c following-up on the case. CRR RV verified that there are no changes on contact information. CRR-RV advised c that crr-rv will try to reach rcas first, crr-rv advised c that crr-rv will transfer c directly if rcas is reached, c understood. but if vmx is reached c can leave a msg and crr rv will send rcas an internal msg that c called, c agreed CRR-RV offered further assistance, c declined. crr-rv gave name & extension. crr-rv exiting case. (internal msg was sent to responsible agent)
Make Private	✓	**Created By: Lindsey Becker (4/7/2014 4:47 PM) | Last Modified By: Lindsey Becker (4/8/2014 9:19 AM)** RCAS received vmx from C inquiring about case status C left call back number of [redacted] RCAS called C on requested callback number 5125736564 at 5:47PM RCAS reached vmx RCAS left vmx with case number and contact info
Make Private	✓	**Created By: Lindsey Becker (4/7/2014 3:03 PM) | Last Modified By: Lindsey Becker (4/7/2014 3:03 PM)** RCAS called dlr on 5124441400 at 3:59PM EST RCAS asked for SM but SM was not available RCAS left contact info requesting call back
Make Private	✓	**Created By: Lindsey Becker (4/7/2014 3:03 PM) | Last Modified By: Lindsey Becker (4/7/2014 3:03 PM)** RCAS received call from C at 2:20PM EST C inquired about veh RCAS advised C no additional info yet as RCAS has not been in touch with the dlr yet today RCAS advised C that RCAS would follow up with C once RCAS spoke with SM, C understood call ended mutually

Make Private ✓ **Created By: Lindsey Becker (4/7/2014 2:07 PM) | Last Modified By: Lindsey Becker (4/7/2014 2:25 PM)**
RCAS reviewed techline case# [redacted]
RCAS called techline at 2:55PM EST
RCAS inquired about status of C's concern
TL-Mike advised TL was contacted by dlr but dlr was unable to duplicate C's concern
TL advised dlr to contact consumer affairs for possible IRR since C is concerned for safety
TL advised TL was unable to move forward unless concern was able to be duplicated
RCAS thanked TL for info
call ended mutually

Make Private ✓ **Created By: Lindsey Becker (4/4/2014 3:08 PM) | Last Modified By: Lindsey Becker (4/4/2014 3:08 PM)**
RCAS received vmx from C
C left call back numbers of [redacted]

RCAS called C on [redacted] at 3:53PM EST
RCAS spoke with C and advised C that SM unable to duplicate C's concerns
C stated C was just on the phone with SM-Frank and was advised the same thing
RCAS apologized the dlr has not been able to duplicate and RCAS assured C that dlr and RCAS are reaching out to other technical assistance
C stated C has been without a veh since 4/1 and C needs a veh for business
C stated C is unwilling to drive C's veh without a repair being done, RCAS understood
RCAS asked if dlr offered loaner veh to C, C stated dlr does not have loaner veh
RCAS offered C reimbursement on rental veh up top $35 days for 3 days, C agreed
RCAS advised C that RCAS would follow up with C 4/7, C agreed
call ended mutually

Make Private ✓ **Created By: Lindsey Becker (4/4/2014 9:36 AM) | Last Modified By: Lindsey Becker (4/4/2014 9:36 AM)**
RCAS called dlr on [redacted] at 10:01AM EST
RCAS spoke with SM-Frank
RCAS inquired about C's veh concerns
SM stated SM has not been able to duplicate concerns
SM stated brakes and fluid levels were thoroughly checked and no leaks were found
SM stated techline was contacted and techline advised SA to contact consumer affairs for infield case
SM stated SM has never done infield case and is unsure what techline is requesting
RCAS advised SM that RCAS would follow up with techline and C
RCAS thanked SM
call ended mutually

Make Private ✓ **Created By: Lindsey Becker (4/3/2014 12:39 PM) | Last Modified By: Lindsey Becker (4/3/2014 12:39 PM)**
RCAS called dlr on 5124441400 at 1:34PM EST
RCAS asked for SM and was directed to SM vmx
RCAS left a message with contact info requesting call back

Make Private ✓ **Created By: Lindsey Becker (4/2/2014 2:57 PM) | Last Modified By: Lindsey Becker (4/2/2014 2:57 PM)**
RCAS called C on (only#) [redacted] at 3:37PM EST
RCAS spoke with C's wife, Cynthia who will be referred to as C
C stated C had to push brake pedal to floor before veh will stop
C stated C attempted to pump brake but did not help
C stated C's husband put brake fluid in veh and veh seemed to be fine for a while
C stated C recently started having concern again, C stated pedal goes all the way to the floor and C is concerned for safety
C stated C called dlr for repair but was advised would be several days before veh could be repaired
C stated C took veh to IRF for repair and was advised mater cylinder needed to be repaired/replaced
C stated C purchased extended warranty plan and C was advised veh would need to be towed to nearest Nissan dlr for repair
RCAS apologized C having concern
RCAS confirmed C's extended warranty plan but RCAS advised RCAS could not give definite info until veh was diagnosed
RCAS advised C that RCAS would follow up with dlr to determine repair and whether or not it will be covered by extended warranty, C understood
RCAS advised C that RCAS would follow up with C on 4/4, C agreed
RCAS provided C with RCAS contact info
call ended mutually

Make Private ✓ **Created By: Lindsey Becker (4/2/2014 2:35 PM) | Last Modified By: Lindsey Becker (4/2/2014 2:35 PM)**
RCAS called dlr on 5124441400 at 3:24PM EST
RCAS asked for SM but RCAS was advised SM on lunch
RCAS spoke with SA-Joey
RCAS inquired about repair needed to C's veh
SA stated SA does have open RO on C's veh and veh is currently being test driven
SA stated C was having concerns with brakes going to the floor and the veh not stopping
SA stated no estimate of repair until veh is fully diagnosed, RCAS understood
RCAS thanked SA for info
call ended mutually

Make Private ✓ **Created By: Lindsey Becker (4/2/2014 8:48 AM) | Last Modified By: Lindsey Becker (4/2/2014 8:49 AM)**
RCAS unable to datanet, RCAS received an error saying the dlr is not enabled in the dlr portal

Make Private ✓ **Created By: Lindsey Becker (4/2/2014 8:47 AM) | Last Modified By: Lindsey Becker (4/2/2014 8:48 AM)**
RCAS sent email to SM-Frank inquiring about repair needed to C's veh
RCAS asked what cost of repair would be and if SM has any recommendations or is willing to participate in any potential goodwill

Make Private ✓ **Created By: Jose Mari Gozar Jr (4/1/2014 4:49 PM) | Last Modified By: Lindsey Becker (4/2/2014 8:48 AM)**
CRR-JG received a call from c's wife, [redacted], who will now be referred to as c
CRR-JG received a call from c asking for assistance with c's veh
CRR-JG verified c's name, address, phone number, & vin.
CRR-JG checked for open safety & service campaigns/upgrades found: 0
C wants to open a case in regards to c's concern as advised by c's dlr.
C states that c is experiencing intermittent brake problems. C states that for the past 2 months c has experienced 3 occurances of brake failure.
C states that c first had a diagnosis done at an IRF and was advised that it was the Brake Master Cyclinder. C states that the c had the veh towed to the dlr to have the work done bu
advised by Service Tech - Daniel Sanchez to open a case with CA.
CRR-JG advised c that the case will be transferred to rcas for review.
CRR-JG escalating case to RCAS for Veh Concern
CRR-JG advised c to expect a call within the next business day. C understood.
CRR-JG offered further assistance. C declined.
CRR-JG provided name, case and extension number.
CRR-JG leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7769070	BRAKES	ANTI-LOCK BRAKE SYSTEM	GENERAL INQUIRY	QA	4/17/2014	ZR	AD	118500	OA
Edit | Del	CC-7769071	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	4/17/2014	YX	AD	118500	OA
Edit | Del	CC-7769072	BRAKES	ANTI-LOCK BRAKE SYSTEM	UNABLE DIAGNOSE/DUPLICATE	03	4/17/2014	WT	AD	118500	OA
Edit | Del	CC-7769073	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	4/17/2014	WT	AD	121500	OA
Edit | Del	CC-7769074	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	4/17/2014	YX	AD	121500	OA

Show 1 more » | Go to list (6) »

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	CLAY COOLEY NISSAN OF AUSTIN SOUTH	[redacted]	✓	4/21/2014	Lindsey Becker	4/17/2014 1:55 PM
Edit | Del	Review Approved Check Request		✓	4/17/2014	Lindsey Becker	4/17/2014 1:55 PM
Edit | Del	Follow Up Call		✓	4/8/2014	Lindsey Becker	4/8/2014 3:19 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0LAYYH:ref]		✓	4/8/2014	Lindsey Becker	4/8/2014 10:11 AM
Edit | Del	CLAY COOLEY NISSAN OF AUSTIN SOUTH		✓	4/8/2014	Lindsey Becker	4/8/2014 9:20 AM

Emails

Send an Email

Emai

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09i8L. 500F0LAYYH:ref] *4/8/2014 Case # [redacted] 9 VIN # JN8AZ18W49W [redacted] Dear [redacted] Thank you f...*	c@cynthialudwig.net	4/8/2014 10:11

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last
	CR0124030	496138	4/18/2014		Approved	$174.96	32GDWIL	South Central Goodwill	PAUL	LUDWIG

Forms

Form

No records to display

Attachments

Attach File View All

Attachment

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	PP_Ludwig_041714.pdf	20KB	4/17/2014 10:12 AM	Lindsey Becker

Case History

Case Histo

Date	User	Action
4/17/2014 1:56 PM	Lindsey Becker	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
4/15/2014 12:21 PM	Lindsey Becker	Changed **Follow Up Date** from 4/15/2014 to **4/17/2014**.
4/11/2014 4:48 PM	Lindsey Becker	Changed **Follow Up Date** from 4/11/2014 to **4/15/2014**.

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Surveys

Survey

No records to display

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[redacted]

Case Comments [14] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michelle Bills [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/28/2014	Date/Time Opened	4/2/2014 3:01 PM
Supporting Documents	☐	Date/Time Closed	4/28/2014 10:06 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CE2CP3E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	9
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	PELTIER NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	4/28/2014
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 3N1CE2CP3E[redacted]		
Created By	Michelle Bills, 4/2/2014 3:01 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 4/28/2014 7:06 PM	Root Cause Code (2)	
Days Closed	1,165	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA14135432

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public		Created By: Michelle Bills (4/28/2014 10:05 AM) **********CASE SUMMARY********** CASE WAS OPENED BY SM TO SCHEDULE A DTS INSPECTION. INSPECTION DETERMINED VEH TO BE PERFORMING NORMALLY.
Make Private	✓	Created By: Michelle Bills (4/28/2014 10:04 AM) | Last Modified By: Michelle Bills (4/28/2014 10:04 AM) rcas contacted sm-Tom who stated that dts determined c's veh to be performing normally. no repairs to be made.
Make Private	✓	Created By: Michelle Bills (4/22/2014 11:58 AM) | Last Modified By: Michelle Bills (4/28/2014 10:03 AM) Rcas contacted sm-Tom to remind of dts inspection and request that c also be contacted, sm confirmed.
Make Private	✓	Created By: Michelle Bills (4/22/2014 11:48 AM) | Last Modified By: Michelle Bills (4/28/2014 10:03 AM) Rcas setting follow up date for 4/28/14 awaiting dts inspection report.
Make Private	✓	Created By: Michelle Bills (4/15/2014 2:30 PM) | Last Modified By: Michelle Bills (4/22/2014 11:47 AM) Rcas emailed dts to confirm appointment.
Make Private	✓	Created By: Michelle Bills (4/15/2014 2:19 PM) | Last Modified By: Michelle Bills (4/15/2014 2:29 PM) Rcas contacted sm-Tom who stated the dts inspection has been confirmed.
Make Private	✓	Created By: Michelle Bills (4/15/2014 9:05 AM) | Last Modified By: Michelle Bills (4/15/2014 2:29 PM) Rcas left a vmx for sm-Tom requesting a call back.
Make Private	✓	Created By: Michelle Bills (4/10/2014 11:21 AM) | Last Modified By: Michelle Bills (4/10/2014 11:26 AM) Rcas contacted sm-Tom who stated that the tech has not been able to get a hold of c yet so rcas will follow up with sm on 4/15/14.
Make Private	✓	Created By: Michelle Bills (4/9/2014 10:58 AM) | Last Modified By: Michelle Bills (4/10/2014 11:20 AM) Rcas contacted sm who stated that sm will make sure that the c is contacted to confirm the inspection.
Make Private	✓	Created By: Michelle Bills (4/8/2014 3:46 PM) | Last Modified By: Michelle Bills (4/9/2014 10:56 AM) Rcas left a vmx for sm informing of the dts inspection and requested that sm confirm the appointment with c and then inform rcas that this was confirmed.
Make Private	✓	Created By: Michelle Bills (4/8/2014 3:37 PM) | Last Modified By: Michelle Bills (4/8/2014 3:43 PM) Rcas received an email from dts-Rick Nguyen providing dts inspection date:4/23/14 at 2:00 pm
Make Private	✓	Created By: Michelle Bills (4/2/2014 3:48 PM) | Last Modified By: Michelle Bills (4/2/2014 4:08 PM) Rcas emailed dts-Danny Guzman (cc csm-Bob Brissie and fom-Hessica Faz) with details of case requesting recommendations.
Make Private	✓	Created By: Michelle Bills (4/2/2014 3:10 PM) | Last Modified By: Michelle Bills (4/2/2014 4:08 PM) Rcas left an email for sm on cell phone providing the case #.
Make Private	✓	Created By: Michelle Bills (4/2/2014 3:06 PM) | Last Modified By: Michelle Bills (4/2/2014 3:09 PM) Rcas created case at the request of sm-Tomn Mcmullin. Sm stated that c came to dlr complaining of brakes having to be pushed all the way to the ground but the dlr has not been al duplicate the concern so techline (case #[redacted]) was contacted. Sm stated that techline advised checking several things which were checked and techline has no further recomn at this time. Rcas reviewed previous related case #13102663 when c had went to Trophy Nissan complaining of heavy idling which is affecting the brake pressure and veh jumps forward and c h on the brakes. Dlr was unable to duplicate concern.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7780793	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	4/28/2014	YX	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

Action	Form	Request Type	Created By	Created Date
Edit | Del	F23989	DTS Request	Michelle Bills, 4/4/2014 11:33 AM	4/4/2014

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
4/28/2014 10:06 AM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
4/28/2014 10:06 AM	Michelle Bills	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surve

No records to display

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Always show me more records per related list

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[redacted]

Case Comments [43] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Anthony Zacharyasz [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	4/11/2014	Case Origin	Phone
Follow Up Date	6/3/2014	Date/Time Opened	4/8/2014 1:15 PM
Supporting Documents		Date/Time Closed	6/7/2014 11:51 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	BBB Faxes
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description: Description:

ARBS rec'd CCF and reviewed repair history. ARBS notes 2 visits for brake concerns, 1 visit for a vibration, and 6 days down. ARBS offered DTS. DTS inspection sh the vehicle operating as intended. ARBS closing case.

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer Agency / B.B.B.	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal	[redacted]	Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AA0EC4EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	4
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36814	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF MIDDLETOWN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	

RHR Started	4/21/2014	Vehicle Service Contract	
RHR Completed	4/21/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE: [redacted] VIN: 1N6AA0EC4EN[redacted]		
Created By	Kenneth Mejia, 4/8/2014 1:15 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 6/7/2014 7:07 PM	Root Cause Code (2)	
Days Closed	1,125	Action Code	NT9H
Case Record Type	CA Closed Case [Change]	Document ID	CA14173401

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Anthony Zacharyasz (6/7/2014 11:51 AM)** steering & brakes issue
Make Public	☐	**Created By: Anthony Zacharyasz (6/7/2014 11:38 AM)** ARBS rec'd inspection results from DTS-Carlos Ferreira. DTS advised that DTS test drove vehicle for 30 miles and no abnormal operation of the brake pedal was felt. ARBS closing case as the DTS inspection was completed and vehicle was operating as designed. ARBS emailed EXEC TL to advise of the resolution.
Make Public	☐	**Created By: Anthony Zacharyasz (5/30/2014 8:44 AM)** ARBS emailed DTS to request an update on the inspection. ARBS awaiting reply.
Make Public	☐	**Created By: Anthony Zacharyasz (5/27/2014 4:03 PM)** ARBS emailed DTS to request an update on the inspection. ARBS awaiting reply.
Make Public	☐	**Created By: Anthony Zacharyasz (5/22/2014 3:51 PM)** ARBS rec'd vmx from C. C stated that NNA "got away with this one" and NNA should repurchase C's vehicle but that C is willing to accept 1 monthly payment due to C paying for the vehicle.
Make Public	☐	**Created By: Anthony Zacharyasz (5/21/2014 2:56 PM)** ARBS called Nissan of Middletown on (845)374-6555 and advised SA-Paul that C stated C is not picking up the vehicle. ARBS advised SA that the DTS is still inspecting the vehicle tomorrow at 10:00 AM. SA understood. SA stated the seat bottom has an ETA of 5/30. ARBS understood. ARBS advised SA that ARBS would contact C to advise and speak with C being present during the inspection. SA understood. Ended call.
Make Public	☐	**Created By: Anthony Zacharyasz (5/21/2014 2:26 PM)** ARBS in receipt of an email that C sent to VP: I bought from Middletown nissan a pro titan.every since I bought the truck had nothing but problems with it.I have ask the dealership so many time for my money back.but they refuse being force by Anthony ur preventive to allow they to see if they could fix this truck.this truck have been in the shop 6 time for the same problem.I am entitle to my money back first o dissatisfied. But this dealership have refuse.I have been paying on a truck I don't drive.I am asking u ti do the right thing here.I got video how my truck was smoking.shaking and the shaking my whole truck.the right thing is to give me back my money.nissan have 115 complaints against ur company . Anthony is a liar.he promise me a new truck and if not a new t my money back.but he went back on his word.you said u stand by your vehicle mean it.one month my truck been at this dealership. So what are u going to do.I am not taking back th truck.it is unsafe. – ARBS rec'd vmx from C advising that C is leaving the vehicle at the dealership. C will not go to the inspection and C will not pick the vehicle up.
Make Public	☐	**Created By: Anthony Zacharyasz (5/20/2014 8:39 AM)** ARBS rec'd vmx from C stating that C would not be present for the inspection. C stated that NNA can do whatever NNA wants with the vehicle. C demanded repurchase.

	-- ARBS called Nissan of Middletown on (845)374-6555 and spoke with SA-Paul. SA stated the vehicle is still at the dealership as C refuses to pick it up. ARBS understood. SA stated seat bottom would be available on 5/30. ARBS understood. ARBS advised that ARBS would contact SA to advise if the DTS inspection would still be taking place. C understood. -- ARBS emailed DTS-Carlos Ferreira to advise of C's statements.
Make Public	**Created By: Anthony Zacharyasz (5/19/2014 4:15 PM)** ARBS called C on [redacted] and left a vmx requesting a call back to confirm the inspection.
Make Public	**Created By: Anthony Zacharyasz (5/15/2014 9:59 AM)** ARBS called C on [redacted] and left a vmx requesting a call back to confirm the inspection.
Make Public	**Created By: Anthony Zacharyasz (5/12/2014 8:17 AM)** ARBS called C on [redacted] and left a vmx requesting a call back to confirm the inspection.
Make Public	**Created By: Fijabi Julien-Gallam (5/8/2014 8:38 AM)** NIS1416636. DRTS rec'd settlement from the BBB on 5/8/14, dated same. Anthony Zacharyasz, on the behalf of Nissan North America and Laurie Coleman have reached an agreer regarding this claim. A Nissan DTS will inspe[redacted] 2014 Nissan Titan at an authorized Nissan dealership. Any warrantable non-conformities verified during inspection wil repaired under the direction of the DTS.
Make Public	**Created By: Anthony Zacharyasz (5/7/2014 4:53 PM)** ARBS called C on [redacted] and left a vmx requesting a call back to confirm DTS inspection.
Make Public	**Created By: Anthony Zacharyasz (5/7/2014 2:59 PM)** ARBS faxed MRF Response to BBB-Michael Bridges offering a DTS inspection on 5/22 at 10:00 AM. Location: Nissan of Middleton. ARBS requested a denial decision.
Make Public	**Created By: Anthony Zacharyasz (5/5/2014 1:25 PM)** ARBS rec'd RO from SA-Paul and notes the following: 4/21/14... 1,939 miles... 1 day down -Concern: A. C/s seat stitching doesn't match. B. C/s vehicle has vibration at highway speeds. C. C/s there is a burning smell at times. D. C/s keys don't match. E. C/s brakes feel spongy. -Action Taken: A. SOP replacement seat. B. Road force balanced tires. C. Unable to duplicate any burning smell or odor. D. SOP 1 remote. E. Unable to duplicate. ARBS notes the following repair history 2 visits for a steering wheel vibration. (balanced tires) 1 visit for smoke coming from the driver's wheel well. (unable to duplicate) 1 visit for brake pedal feeling hard. (adjusted hood release) 1 visit for brake pedal feeling spongy. (unable to duplicate) 2 visits for the driver's seat. (SOP seat) 6 days down
Make Public	**Created By: Anthony Zacharyasz (5/2/2014 3:48 PM)** ARBS notes SA-Paul to email copy of the closed RO to ARBS.
Make Public	**Created By: Anthony Zacharyasz (5/2/2014 3:47 PM)** ARBS called Nissan of Middletown on (845)374-6555 and spoke with SA-Paul. SA advised that the vehicle is at the dealer awaiting the seat bottom. SA stated the RO was closed af parts were ordered. ARBS asked if the vehicle was able to be driven. SA stated yes. SA stated C is refusing to pick up the vehicle until the DTS inspection occurs. SA had no idea th was an inspection scheduled for this vehicle. ARBS advised that NNA was waiting on the 4/21 repair to determine the next steps. SA understood. Ended call.
Make Public	**Created By: Anthony Zacharyasz (4/30/2014 9:45 AM)** ARBS called Nissan of Middletown on (845)374-6555 and left a msg with SVC-Samantha requesting a call back from SA-Paul regarding C's concern.
Make Public	**Created By: Anthony Zacharyasz (4/28/2014 12:59 PM)** ARBS rec'd inspection date an time from DTS-Carlos Ferreira of 5/22 at 10:00 AM.
Make Public	**Created By: Kenneth Mejia (4/24/2014 1:40 PM)** crr-km received a call from c stating that c would like arbs to know that the veh is currently at NISSAN OF MIDDLETOWN. crr-km verified that there are no changes on contact information. crr-km advised c that will document that veh is at NISSAN OF MIDDLETOWN. crr-km offered further assistance, c declined. crr-km gave name & extension. crr-km exiting case.
Make Public	**Created By: Anthony Zacharyasz (4/22/2014 4:38 PM)** ARBS submitted DTS request to SR DTS-Lee Cross, CSM-Cristin Adinolfi, and FOS-Rhonda Calico. ARBS awaiting DTS inspection date and time.
Make Public	**Created By: Anthony Zacharyasz (4/21/2014 3:28 PM)** ARBS notes updated RHR attached to case. ARBS notes the following additions to the repair history: 4/11/14... 1,600 miles... 1 day down -Concern: A. C/s rip in front seat cover. Install SOP. -Action Taken: A. Removed and replaced the driver's seat bottom leather. 4/21/14... 1,700 miles... 1 day down (Open RO) -Concern: A. C/s seat stitching doesn't match. B. C/s vehicle has vibration at highway speeds. C. C/s there is a burning smell at times. D. C/s keys don't match. E. C/s brakes feel spongy. -Action Taken: None listed; RO is open. ARBS notes the following: 2 visits for a steering wheel vibration. 1 visit for smoke coming from the driver's wheel well. 1 visit for brake pedal feeling hard. 1 visit for brake pedal feeling spongy. 2 visits for the driver's seat. 6 days down (as of 4/21/14)
Make Public	**Created By: Anthony Zacharyasz (4/21/2014 3:20 PM)** ARBS called C on [redacted] and ARBS advised that based on the repair history, NNA would not be in a position to repurchase or replace the vehicle at this time. ARBS adviser that NNA is willing to have technical specialist come to investigate the concern. C stated this the 5th time Nissan has had to repair the vehicle. C stated that after 4 C is entitled to a replacement vehicle. ARBS advised C that at this time NNA is only offering to have a DTS inspect the vehicle. C stated that C has had these problems and the dealership hasn't bee

		documenting them correctly. C stated C has been mistreated by the dealer and doesn't want the vehicle anymore. ARBS advised C that NNA's position at this time is to offer a DTS inspection. C stated that this repair would make 7 times in for this complaint. ARBS asked C if this repair is the 7th or 5th, because ARBS only sees 2 visits at this time, for separate concerns. C stated that C has had these problems and the dealership hasn't been documenting them correctly. ARBS advised C that if C has more documentation that supports this the 5th or 7th repair. C stated no. C stated C would go to the AG about this, that this is ridiculous. C stated no one is doing anything for C. ARBS advised C of the repairs that were n and that NNA is willing to have a DTS come to inspect the vehicle in order to assist C. C stated that C is not refusing NNA the ability to look at the vehicle but C doesn't feel safe. AR understood. ARBS advised C that ARBS would contact C once a DTS was scheduled to advise of the date and time. C understood. Ended call.
Make Public		**Created By: Kathleen Pernici (4/21/2014 2:50 PM)** DRTS KP attached the updated RHR.
Make Public		**Created By: John De Castro (4/21/2014 2:36 PM)** crr-jd received a call from c following up on the case crr-jd confirmed no contact information has been changed crr-jd advised C that CRR will send an internal message to ARBS regarding contact with c crr-jd offered further assistance c declined crr-jd provided case number, name and EXT# crr-jd exiting case
Make Public		**Created By: Kathleen Pernici (4/21/2014 2:34 PM)** DRTS KP received and attached the R.O.s from dealer 3367.
Make Public		**Created By: Kathleen Pernici (4/21/2014 2:24 PM)** DRTS KP called the following dealers to request R.O.s newer than 253922: 3367 - SM Scott will fax one closed and one open. 07132 - SA Annjanette states no new.
Make Public		**Created By: Barbara Parker (4/21/2014 1:55 PM)** DRTS noting docs received with MRF include: Sales docs, RO's and customer letter.
Make Public		**Created By: Barbara Parker (4/21/2014 1:52 PM)** NIS1416636. DRTS rec'd MRF from BBB on 04/21/14, dated same. C seeks new vehicle. CCF states: Steering shakes at speeds over 30-40 mph, repair attempts 3. Vehicle was sn under the hood, repair attempts 3. Loss of acceleration along with the smoking, repair attempts 3. Brakes were hard to push down, repair attempts 1.
Make Public		**Created By: Shirley Santos (4/21/2014 12:40 PM)** crr-ss informed c about the Follow-up Date: 04/21/14. crr-ss exiting file.
Make Public		**Created By: Shirley Santos (4/21/2014 12:40 PM)** ARBS Case Follow-up
Make Public		**Created By: Shirley Santos (4/21/2014 12:40 PM)** crr-ss received a call from c to follow up case. crr-ss verified that there are no changes on contact information. crr-ss will be sending an internal message to arbs-az to request for a call back. crr-ss offered further assistance, c declined. crr-ss provided name and extension number. crr-ss exiting file. crr-ss informed c about the Follow-up Date:
Make Public		**Created By: Anthony Zacharyasz (4/21/2014 9:09 AM)** ARBS in review of the case notes RHR attached. ARBS reviewed ROs, and notes the following repair history: 3/18/14... 845 miles... 2 days down (SA-Paul confirmed) -Concern: A. C/S the steering wheel is shaking over 50 MPH. -Action Taken: A. Found DTC C1184 & P1856 stored. Called Techline; replaced ABS actuator. 4/08/14... 1,581 miles... 2 days down -Concern: A. C/S smoke was coming out from the drivers' front wheel well. B. C/S vehicle lacked acceleration & vehicle was jerking. C. C/S brake pedal feels hard. -Action Taken: A. Brake pedal adjusted to highest point. Found brake pedal engaged; under hood release latch. Positioned hood release latch to allow brake pedal clearance. B. Related to line A. C. Related to line A. ARBS notes 1 visits for a steering wheel vibration, 1 visit for smoke coming from the driver's wheel well, and 4 days down.
Make Public		**Created By: Kimberly Richmond (4/14/2014 2:04 PM)** Drts TL-KR completed & attached RHR.
Make Public		**Created By: Kimberly Richmond (4/14/2014 2:01 PM)** Drts TL-KR assisting Drts-KP. Need to clarify days down for ro #252546. Clld dlr 3367, spoke to S/A Paul who advsd - veh was down 1 day for the repair & C was given a LOANER (was left open for part on order & C was driving veh waiting on the part).
Make Public		**Created By: Anthony Zacharyasz (4/14/2014 11:50 AM)** ARBS rec'd call from C and C advised that C works from 6:00 PM to 6:00 AM. ARBS apologized. C understood. C stated C doesn't feel safe in the vehicle. C stated C has been mist by the dealership since day 1 and C doesn't want the vehicle anymore. C stated C has issues with this vehicle and the dealer hasn't resolved them and whenever calls to ask for a manager, no one is available. ARBS apologized for the treatment C has rec'd. ARBS advised C that NNA is looking into C's concern and ARBS would contact C on 4/21 to discuss tl case further. C understood. Ended call.
Make Public		**Created By: Anthony Zacharyasz (4/14/2014 10:34 AM)** ARBS called C on [redacted] and left a vmx to advise C that ARBS is looking into C's complaint and would contact C on 4/21 to discuss findings. -- ARBS setting follow up for 4/21.
Make Public		**Created By: Kathleen Pernici (4/11/2014 2:02 PM)** DRTS KP received and attached the R.O.s from dealers 3367 and 07132.
Make Public		**Created By: Kathleen Pernici (4/11/2014 9:46 AM)** DRTS KP called the following dealers to request R.O. documents: 3367 - SM Scott will e-mail. 07132 - SA Jeanette will fax.
Make Public		**Created By: Fijabi Julien-Gallam (4/11/2014 8:18 AM)** Previous Cases: [redacted] 2. Open Recalls/Campaigns: None NIS1416636. DRTS rec'd CCF from BBB on 4/11/14, dated same. C seeks new vehicle. CCF states: Steering shakes at speeds over 30-40 mph, repair attempts 3. Vehicle was smc under the hood, repair attempts 3. Loss of acceleration along with the smoking, repair attempts 3. Brakes were hard to push down, repair attempts 1.
Make Private	✓	**Created By: Charles Lough (4/9/2014 3:26 PM)** RCAS assisting RCAS-BT RCAS sent e-mails to Poughkeepsie Nissan and RCAS contacted C on [redacted] at 16:03 EST, and left vmx. RCAS provided Case #, RCAS #, and follow-up date of 04/10/14

RCAS contacted C on [redacted] at 16:06 EST, and spoke to C.
RCAS inquired about situation with veh.

C states that when C first purchased veh there was a burning smell from the steering.
C states that C took veh to dlrshp and dlrshp could not diagnose the concern until the veh was test driven.
C states that dlrshp claimed that veh was fixed. (states it was ABS)
C states that concern kept occuring and C is still having concern.
C states that repair has been attempted 3 times.
C feels brake pedal does not feel safe.
C states that yesterday when C brought veh back and showed C the video regarding the concern.
C states that veh was smoking and dlrshp was very rude.
C states that dlrshp is the worst dlrshp ever.

RCAS understood and apologized for the experience and frustrations caused by it.

C states that dlrshp attempted to charge for concern even thought it was not repaired.
C states that veh started slowing down and C almost got hit multiple times.
C doesn't feel safe because of the concern with brakes and that veh doesn't feel right driving it.
C requests a new vehicle.

RCAS advised C that RCAS will start RHR process. RCAS advised C of 10 Business day period.

Why do you want to return the vehicle to Nissan North America? Multiple concerns / C doesn't feel safe in veh.
Where is the vehicle currently? with C
Where was the vehicle purchased? Nissan of Middletown
Was it purchased new or used? New
If used, when was the vehicle purchased? n/a
Where is the vehicle serviced? Nissan of Middletown
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? Nissan of Middletown and Poughkeepsie Nissan

RCAS advised C that RCAS will work with dlrshp to attempt to resolve concern once and for all.
RCAS advised C that RCAS will look into possible rental assistance or loaner veh.
RCAS advised C of the follow-up date of 04/14/2014.

C thanked RCAS

Call ended mutually.

RCAS-CL setting follow-up for 04/14/2014 and task for 04/10/2014.

Make Public

Created By: Kenneth Mejia (4/8/2014 1:21 PM)
Vehicle Concern

Make Public

Created By: Kenneth Mejia (4/8/2014 1:20 PM)
crr-km received call from c stating that the veh was brought to dlr over 3 times since it was purchased. the vweh has issues with the steering and brakes which was not resolved by t dlrship. c is requesting for a replacement veh.

crr-km verified c's name, vin, address, mileage, phone number, email address & dlr.

crr-km advised c that file will be transferred to rcas for review.
crr-km advised c to expect a call within the next business day.
c understood.
crr-km offered further assistance, c declined.
crr-km provided name, ext and file number.
crr-km leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7755701	STEERING	GEN. STEERING COMPONENT(S)	PREMATURE WEAR/FAILURE	01	4/8/2014	WA	BM	244000	OA
Edit | Del	CC-7755702	BRAKES	GEN. BRAKE COMPONENT(S)	PREMATURE WEAR/FAILURE	03	4/8/2014	WA	AD	121500	OA
Edit | Del	CC-7760147	ENGINE MECHANICAL	ENGINE ASSEMBLY	POOR OR IMPROPER OPERATION	06	4/11/2014	YX	AG	138000	OA
Edit | Del	CC-7760148	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR IMPROPER OPERATION	11	4/11/2014	YX	AF	134000	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted] - Settlement - NIS1416636	[redacted]	✓	5/8/2014	Anthony Zacharyasz	5/8/2014 8:36 AM
Edit | Del	Create RHR		✓	4/28/2014	Kathleen Pernici	4/21/2014 2:50 PM
Edit | Del	Collect RO Documents		✓	4/23/2014	Kathleen Pernici	4/21/2014 2:34 PM
Edit | Del	[redacted] - MRF - NIS1416636		✓	4/21/2014	Anthony Zacharyasz	4/21/2014 1:53 PM
Edit | Del	Create RHR		✓	4/17/2014	Kathleen Pernici	4/14/2014 2:04 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F24768	DTS Request	Anthony Zacharyasz, 4/22/2014 4:36 PM	4/22/2014

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] - Settlement - NIS1416636.pdf	77KB	5/8/2014 8:35 AM	Fijabi Julien-Gallam
Edit | View | Del	[redacted] - Nissan of Middletown - RO 4_21_14.pdf	151KB	5/5/2014 1:27 PM	Anthony Zacharyasz
Edit | View | Del	[redacted] - Updated RHR.docx	25KB	4/21/2014 2:49 PM	Kathleen Pernici
Edit | View | Del	[redacted] - R.O.s - Nissan of Middletown.PDF	393KB	4/21/2014 2:34 PM	Kathleen Pernici
Edit | View | Del	[redacted] - Sales Docs.pdf	290KB	4/21/2014 1:49 PM	Barbara Parker

Show more » | Go to list »

Case History

Case History He

Date	User	Action
6/7/2014 11:51 AM	Anthony Zacharyasz	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/7/2014 11:51 AM	Anthony Zacharyasz	Changed **Description**.
5/30/2014 8:45 AM	Anthony Zacharyasz	Changed **Follow Up Date** from 5/30/2014 to **6/3/2014**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

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[redacted]

Case Comments [12] | Case Categorizations [3] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5-

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Britny Taylor [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/21/2014	Date/Time Opened	4/14/2014 8:21 AM
Supporting Documents		Date/Time Closed	4/21/2014 12:07 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	DEALER COMPLAINT		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,600		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AA0EC4EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	4
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36814	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF MIDDLETOWN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	4/16/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 1N6AA0EC4EN[redacted]		
Created By	Aaron Job Guevarra, 4/14/2014 8:21 AM	Root Cause Code	SCIR
Last Modified By	System Account NNAINT, 4/21/2014 7:06 PM	Root Cause Code (2)	SCMV
Days Closed	1,172	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14207419

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Action	Public	Comment
Make Public		Created By: Brett Locher (4/21/2014 11:28 AM) TL noting that C has two cases open for same concern and that case #[redacted] is owned by ARBS-AZ. TL sent email to ARBS agent requesting whether this case should be open.
Make Private	✓	Created By: Britny Taylor (4/21/2014 10:48 AM) | Last Modified By: Brett Locher (4/21/2014 11:26 AM) NOTING VMX STATES: C does not want the veh any more. It is c's right to not have to keep the veh. C states that c's brakes are failing and that c should not have to get in an argument for Nissan to listen t feel safe in the veh, and that c is not happy.
Make Private	✓	Created By: Britny Taylor (4/21/2014 10:46 AM) | Last Modified By: Brett Locher (4/21/2014 11:26 AM) RCAS NOTING CASE OPEN IN ARBS NAME - 14173401 Notified TL-Andrew Czarney.
Make Private	✓	Created By: Britny Taylor (4/17/2014 7:27 AM) | Last Modified By: Brett Locher (4/21/2014 11:26 AM) RCAS rec'd 1 vmx from c asking for callback on [redacted] TIME STAMPED BEFORE RCAS' CALL TO C.
Make Private	✓	Created By: Londa Adkins (4/16/2014 2:58 PM) Rcas assisting Rcas-Britny Taylor at ext 457254 placed outbound call to SM-Scott at Nissan of Middletown at [redacted] at 3:55 P.M. to advise c stated voice mail messages left numbers. Rcas advised c states c also having ongoing concerns with brakes. SA states dlr addressed separate brake concerns and will discuss with c when contacted and that SA left voice mail for c to return call. Rcas advised Rcas-BT will follow up with both dlr and c 04/21/2014. Call ended mutually.
Make Private	✓	Created By: Londa Adkins (4/16/2014 2:54 PM) Rcas assisting Rcas-Britny Taylor at ext 457254 placed outbound call to c at [redacted] at 3:27 P.M. Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed. Rcas advised c reason for call is to follow up with c to advise Rcas assisting Rcas-BT contacted dlr and spoke to SA-Paul with advisement that SA will investigate seat concern and concern. C states are you kidding c states c has left messages for Service manager and SA-Paul and has not heard from either of them. C states c does not believe that c treated how c treated from shortly after time of purchase. C states c took veh back to dlr advising c smells like something burning around tire and v could not duplicate concern, veh returned to c and then c states truck started shaking and veh returned to dlr and advised part for ABS system needed to be ordered, ABS system re returned to c to drive. C states re programming did not resolve concern. C states veh returned to dlr adjustments made and veh returned to c. C states truck shaking and smoking. C states diagnosed prol brake pedal. Rcas inquired if brakes working correctly. C states dlr said brakes ok but c does not believe it because today the veh shaking somewhat again. C states c thinks the best option for c is to take veh to another dlr for servicing. Rcas advised Rcas would be happy to assist c to locate another Nissan dlr for future concerns however for seat concerns resolution will need to come from Nissan of Middletown. C understood. C states after this c will take veh to Poughkeepsie Nissan where c is treated well and concerns takent seriously. Rcas expressed regret for experience c had at dlr and thanked c for feedback and assured c Rcas will handle concerns with Nissan of Middleton with internal support at NNA.

		Rcas thanked c for feedback regarding experience at dlr. Rcas assured c Rcas will follow up with c 04/21/2014 to confirm SA-Pau has followed up with c. C thanked Rcas for listening and for return call. Rcas provided Rcas-BT name, number (800) 343-6913, ext: 457305 and case [redacted] to c. Rcas thanked c for opportunity to review and wished c good weekend. Call ended mutually.
Make Private	✓	**Created By: Londa Adkins (4/16/2014 2:26 PM)** Rcas assisting Rcas-Britny Taylor at ext 457254 placed outbound call to SM-Scott at Nissan of Middletown at 845-374-6555 at 3:21 P.M. to request information regarding seat conce Rcas advised SM not available Rcas spoke to SA-Paul states Dlr not made aware of c's concerns, SA will investigate and reach out to c to resolve c's concerns. Rcas provided c's requested contact number [redacted] to SA. Rcas thanked SA for assistance. Call ended mutually.
Make Public		**Created By: Catherine Realo (4/16/2014 11:50 AM)** RCAS Case Follow-up
Make Private	✓	**Created By: Catherine Realo (4/16/2014 11:50 AM) | Last Modified By: Londa Adkins (4/16/2014 3:01 PM)** CRR-CR received a call from c following-up on the case. CRR-CR verified that there are no changes on contact information. CRR-CR advised c that crr-cr will try to reach rcas first, crr-cr advised c that crr-cr will transfer c directly if rcas is reached, c understood. crr-cr called RCAS's extension, reached VM crr-cr will still transfer c and then crr-cr will just send internal msg for c for rcas to call c back. C understood. CRR-CR offered further assistance, c declined. CRR-CR gave name & extension. CRR-CR exiting case.
Make Private	✓	**Created By: Britny Taylor (4/16/2014 7:27 AM)** RCAS rec'd 1 vmx from c asking for callback.
Make Private	✓	**Created By: Britny Taylor (4/15/2014 1:38 PM)** RCAS called NISSAN OF MIDDLETOWN (8453746555) on 4-15-14 @2:34p EST. Reached SM-Scott's vmx and left name, ext, c's VIN, and description of concern. ~ RCAS called [redacted] on 4-15-14 @2:36p EST. Reached c's vmx and left name, ext, and case number. **Called (845) 699-8984 on 4-15-14 @2:38p EST. Reached c's vmx and left name, ext, and case number.
Make Private	✓	**Created By: Aaron Job Guevarra (4/14/2014 8:25 AM) | Last Modified By: Britny Taylor (4/15/2014 1:39 PM)** crr ag received call from c stating that mechanic accidentally cut drivers seat and dealer had to replace it c stated that original seat is black with white stitches c stated that dlr replaced seat with a black seat with red stitches c stated that c wants nissan to fix issue for c stated that SA Paul is the one c spoke with at the dealership crr ag informed c that c will be receiving a call from rcas within the next business day c accepted and gave phone number [redacted] crr ag offered further assistance, c declined crr ag provided case and extension number crr ag escalating case to rcas for dealer complaint

Case Categorizations

Case

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcatego
Edit | Del	CC-7765194	INTERIOR (NON-ELECTRIC)	SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEATHER)	POOR OR IMPROPER OPERATION	QA	4/15/2014	YX	AU	190500
Edit | Del	CC-7767412	BRAKES	ANTI-LOCK BRAKE SYSTEM	MULTIPLE REPAIR ATTEMPTS	03	4/16/2014	YE	AD	118500
Edit | Del	CC-7767413	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	4/16/2014	YY	BF	223500

Open Activities

No records to display

Activity History

View All

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	NISSAN OF MIDDLETOWN	Laurie Coleman	✓	4/21/2014	Britny Taylor	4/21/2014 12:07 PM
Edit | Del	Follow Up Call	Laurie Coleman	✓	4/16/2014	Britny Taylor	4/16/2014 2:58 PM

Emails

Send an Email

No Emails Available

Customer Support Tools

Custome

No records to display

Check Activity

No records to display

Forms

No records to display

Attachments

Attach File

No records to display

Case History

Date	User	Action
4/21/2014 12:07 PM	Andrew Czarnev	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
4/21/2014 12:06 PM	Andrew Czarnev	Changed **Case Owner** from Mario Ferguson to **Britny Taylor**.
4/17/2014 6:32 PM	Andrew Czarnev	Changed **Case Owner** from Britny Taylor to **Mario Ferguson**.

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Surveys

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[redacted]

Case Comments [1] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Michelle Henares [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/24/2014	Date/Time Opened	4/24/2014 10:41 AM
Supporting Documents		Date/Time Closed	4/24/2014 10:50 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	CAMPAIGN INQUIRY		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	51,440		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD09W57C[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	15,440
Make	NISSAN	Beyond Basic Warranty Months1	93
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	63317	Beyond PT Warranty Months1	69

Dealer Access

Case Servicing Dealer	NISSAN WORLD OF DARTMOUTH	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 1N6AD09W57C[redacted]		
Created By	Michelle Henares, 4/24/2014 10:41 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 4/24/2014 7:08 PM	Root Cause Code (2)	
Days Closed	1,169	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA14273730

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Commen

Action	Public	Comment
Make Public	☐	Created By: Michelle Henares (4/24/2014 10:49 AM) CRR-MH received call from C stating C would like to know if veh is involved in a campaign particularly with regard to the brake pedal. C stated that the brake pedal goes all the way d floor. C brought veh to an IRF and that C was told that there might be a campaign on the issue thus C would like to check. C likewise stated that C had been reading about several campaigns online but complained that c was never notified about these campaigns. CRR-MH verified C's updated contact information. CRR-MH informed C that campaigns are VIN specific and the reason why c has not been been notified is that veh may not be involved. CRR-MH checked veh info and advised C that there is no open campaign on the veh. CRR-MH further informed C that there was only one campaign on the veh on the: 2005-2009 - Frontier-Pathfinder-Xterra Front Airbag Crash Zone Sensor. Campaign was already pe back in 5/7/2009. C stated that c never had campaign done. CRR-MH stated that it is on record that campaign was performed at the dlrshp. CRR-MH advised C to bring veh to an authorized Nissan dlrshp for a diagnosis and then call back if further assistance is needed. C disconnected call before CRR could offer further assistance and provided name, extension number and case number to C. CRR-MH leaving case closed.

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7776908	NISSAN PRODUCT INQUIRIES	FRONTIER	PROVIDED RECALL INFORMATION	QF	4/24/2014	VG	AZ	205000	OF
Edit | Del	CC-7776934	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	4/24/2014	YX	AD	120000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email — Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
4/24/2014 10:50 AM	Michelle Henares	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
4/24/2014 10:41 AM	Michelle Henares	Changed **Work Phone** to [redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 1N6AD09W57C** [redacted] .

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Surveys

Surve

No records to display

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[redacted]

Case Comments [27] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Enid Schindler [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/13/2014	Date/Time Opened	4/28/2014 3:16 PM
Supporting Documents		Date/Time Closed	5/13/2014 1:26 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern/dlr concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	19,000	Related Vehicle Make	Nissan
Current Mileage	42,738		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MU9E[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	6,738
Make	NISSAN	Beyond Basic Warranty Months1	30
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23511	Beyond PT Warranty Months1	6

Dealer Access

Case Servicing Dealer	EAST CHARLOTTE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: JN8AZ1MU9BW[redacted]		
Created By	Catherine Realo, 4/28/2014 3:16 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 5/13/2014 7:06 PM	Root Cause Code (2)	
Days Closed	1,150	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA14301936

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comn

Action	Public	Comment
Make Private	✓	Created By: Enid Schindler (5/13/2014 1:25 PM) SUMMARY C contacted nna requesting assistance with the veh—veh has steering and suspension concerns. DLR confirmed the veh has been repaired. C refused to take possession of the vel veh is unsafe. DLR requested the rental veh be returned. Rcas recommended a second opinion and offered to review for rental reimbursement--c has declined at this time. C escala SRD-SF also asvised the c that a second opinion was an option of c's—as well as rental reimbursement could be reviewed—c wanted SCN to come and pick up the veh --take to SC the second opinion. SRD-SF advised not possible. Rcas made follow up call to c —c picked the veh up from ECN and is planning on a second opinion--c had to pay $300 for rental --now the c is angry--c will have to take the veh to a 2nd opinion. Rcas was not given an opportunity to speak C stated c wanted no more contact from Rcas or anyone from nna. Rcas is closing the case per c's request --no further assistance needed
Make Private	✓	Created By: Enid Schindler (5/13/2014 1:16 PM) Rcas phoned the c at 980[redacted] HUSBAND and spoke to the c Rcas inquired as to if the c had taken the veh for a second opinion C stated... --the whole situation is an injustice --c picked the veh up from the dlr on Sat evening and returned the rental veh which cost the c $300 --c is not pleased --c was informed that per nissan warranty nissan will not allow a third party vendor to eval the veh--also injustice --the veh seems to have been meraculously repaired up to 80% --the c choose this veh with all the equip and choose one with 19K --the c is taking the veh to SCN for a 2nd opinion and feels the opinion will be biased --c will be taking the complaint to the bbb --fed trade commission and several other agencies --c stated c no longer wants contact from RCAS or anyone from NNA --C disconnected the call Rcas was not given any opportunity to speak before the call was disconnected
Make Private	✓	Created By: Enid Schindler (5/13/2014 1:05 PM) Rcas phoned SCN SM-Tom on cell and reached vxm Rcas left a detailed message --if the c brought the veh for second opinion
Make Private	✓	Created By: Enid Schindler (5/13/2014 12:32 PM) RCAS NOTING C WAS TO TAKE THE VEH TO SCOTT CLARK NISSAN TO HAVE SECOND OPINION
Make Private	✓	Created By: Enid Schindler (5/13/2014 12:31 PM) Rcas received a call from SA-Ben at ECN regarding another c SA stated ... --the dlr had the veh from 4/23 to 4/28 closed RO --the veh has been repaired and c has taken the veh

--no further contact with the dlr

Rcas thanked the SA for the update

Make Private ✓ **Created By: Enid Schindler (5/8/2014 12:39 PM)**
Rcas phoned the c at [redacted]-HUSBAND and [redacted]-WIFE
Rcas left a detailed message including name and contact info

Make Private ✓ **Created By: Enid Schindler (5/8/2014 12:34 PM)**
Rcas phoned the DLR and spoke to recept---who stated--noone in service is avail---all are with c's

Make Private ✓ **Created By: Enid Schindler (5/8/2014 12:28 PM)**
Rcas received a vxm from GSM-Spencer returning rcas call and requesting a return call on cell

Rcas phoned the GSM-Spencer on cell and left a detailed message requesting a return call

Make Private ✓ **Created By: Enid Schindler (5/8/2014 12:20 PM)**
Rcas phoned SCN and spoke to SM-Tom

SM agreed to eval the veh---dlr will not be providing a rental veh ---for free--c must bring the veh to the dlr and spend approx 2 hours with the SM--so SM can get a feel for what the
--at that time the dlr will proceed from there

Rcas advised the SM breify the situation

SM stated to have the c contact SM directly on dlr line to set apt

Make Private ✓ **Created By: Suzanne Farlow (5/7/2014 4:35 PM)**
SRD/ES-SF called the customer [redacted]) at requested phone [redacted] at 5:25pm est and spoke to the customer.
SRD/ES-SF advised that SRD made contact with RCAS and verified that in spite of the miscommunication, RCAS could not verifiy that RCAS promised that arrangements would be rental reimb AND for tech from Scott Clark Nissan to come to the East Charlotte Nissan and pick up the veh and take back to dlr for diag.
C states that it took SRD 24 hours to get back to the customer with this info?
SRD/ES-SF apologized and advised yes it took 24 hours.
C asked where the case stands at the current time.
SRD/ES-SF advised that c is free to pick up veh from dlr and take in for second opinion, and then based on the results of the diag, RCAS would look into rental or diag reimb as requ
C asked if c has to take the veh to a NNA dlr or if the c could take the veh to an IRF.
SRD/ES-SF empathized but advised that veh has to be seen at a NNA dlr for assistance with repair andor rental/reimb.
C states that GSM of dlr has still not heard from RCAS.
SRD/ES-SF empathized but advised that RCAS normally deals with SM and Sales Mgr.
C advised c will deal with this tomorow and thanked SRD for the follow up.
The call ended mutually.
SRD/ES-SF transferring case back to RCAS for dlr GSM follow up.

Make Private ✓ **Created By: Suzanne Farlow (5/7/2014 4:24 PM)**
SRD/ES-SF discussed case file with RCAS who advised that c was NEVER promised that arrangements would be made for rental reimb AND for tech from Scott Clark Nissan to co
East Charlotte Nissan and pick up the veh and take back to dlr for diag.
SRD advised that request for rental reimb (or diag as customer is insistent on) would be reviewed by RCAS as per notes below:
"rcas advised the c ---c would need to drive the veh to the second opinion if dlr found the veh to be safe---and rcas would look into reimbursement of the rental fees or would look int
direction for rental with the other dlr"

Make Private ✓ **Created By: Suzanne Farlow (5/6/2014 10:40 AM)**
SRD/ES-SF called the customer [redacted]) at requested phone [redacted] at 10:55am est and spoke to the customer.
SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed.
SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time.
The customer advised c purchased CPO veh approx 10 months ago and returned to the dlr to advise there were problems with the brakes, and also problems with the veh "dipping"
C advised that c had to replace tires on the veh and the brake pads.
C states that c was "bait and switched" and there is something that is wrong with the front end (c feels it may have been wrecked).
C states that c has spent money ($800) on the tires and brakes and is now refusing to pick up the veh as the c states the brakes go to the floor.
C states that the only relief the c has is to contact NNA CA and take this as far up as possible.
SRD/ES-SF empathized but advised that NNA CA has to rely on dlr techs for diag and master tech evaluated the veh as well as GSM and master tech and SA all test drove the veh
the veh is operating normally.
C adamantly disputes that diagnostic.
SRD/ES-SF empathized but advised that if the c disagrees with eval of veh c is free to get a second opinion at alt dlr in the area.
C advised this is NNA responsibility.
SRD/ES-SF advised this is not CA's responsibility unfortunately.
C states all dlrs are in collusion so the techs from Scott Clark will probably support the diag.
C states that SRD/ES-SF needs to arrange tech from Scott Clark Nissan to come to the East Charlotte Nissan and pick up the veh and take back to dlr for diag.
SRD/ES-SF advised this cannot be done.
C states that RACS was going to look into this.
SRD/ES-SF advised that dlrs are independently owned and operated, and c can drive veh or have it towed to alt dlr for second opinion.
C advised that c is NOT paying for tow and NOT paying for second dlr to diag the veh.
SRD/ES-SF advised that if repair is needed under warranty, the diag fee is paid under warranty.
SRD/ES-SF advised that many Nissan dealers will apply the diagnostic fee towards the cost of the vehicle repair when the repair is completed at the dealer even if not covered unde
C asked for verification of warranty on the veh.
SRD/ES-SF advised of LW for the PT and engine.
C asked if repairs to suspension are covered.
SRD/ES-SF advised that no repairs are indicated so that SRD cannot speculate.
SRD/ES-SF advised that dlrs are in the best position to advise whether repairs are warrantable or not.
C states SRD is not a good supervisor if SRD cannot provide list of warranty repairs that would be covered.
SRD/ES-SF advised that cause of failure, as well as part number itself, makes a difference in whether or not repairs are covered under warranty so SRD cannot speculate.
C advised this answer is not acceptable and c wants case escalated.
SRD/ES-SF advised that the case has been worked correctly at this point and escalation would not accomplish anything.
SRD/ES-SF asked what the c is asking for from NNA.
C advised RCAS stated that arrangements would be made for rental reimb and to get a second opinion and that c wants this to occur "without breaking the chain of custody of the ve
NNA tech pick up veh and diagnose.
SRD/ES-SF advised that SRD would discuss case with RCAS/dlr and contact c back NLT 5/7 to advise of any options.
The customer understood and the call ended mutually.

Make Private ✓ **Created By: Sarah Pratt (5/5/2014 11:53 AM) | Last Modified By: Enid Schindler (5/8/2014 12:05 PM)**
TL-SP in review of escalated case. TL sending case to SRD/ES-Suzanne Farlow for escalation handling.

Make Private ✓ **Created By: Natalie Silva (5/5/2014 11:24 AM) | Last Modified By: Enid Schindler (5/8/2014 12:05 PM)**
RCAS assisting RCAS Enid Schindler

RCAS made outbound call to C at [redacted] at 11:56 AM EST
RCAS reached C, Elston Hooper

RCAS advised C that RCAS was following up on case for RCAS-ES who is out of office. Advised C that RCAS has information that C was to get second opinion at another Nissan D

C stated that C advised RCAS that RCAS can have another Dealership pick up vehicle for second opinion. C stated that C has had many concerns. C stated that C has taken vehicl
Dealership 6 times. C stated that C is paying for vehicle that is at Dealership. C stated that C does not want to be told that C damaged vehicle. C stated that C drove vehicle after re
not drive correct. C stated that C does not want to voice warranty so keeps vehicle at Dealership. C stated that C has paid $800 in repair.

RCAS acknowledged C's concern. Empathized with C. Advised C that with second opinion C would need to get vehicle to other Nissan Dealership that would perform diag.

C stated that C will not be driving vehicle. C stated that NNA needs to handle concern .C stated that C does not want to be advised that C caused concern when vehicle had just bee
requested supervisor

RCAS advised C that C will receive call back within 4-8 business hours.

C stated that C would like to be contacted at 980-297-0703

RCAS agreed

Call ended mutually

Summary** C called regarding suspension concern. RCAS-ES contacted Dealership and was advised no further concerns were found. RCAS contacted C and recommended secon another Nissan Dealership. C insists that NNA needs to have vehicle towed to another Nissan Dealership for concern.

Make Private ✓

Created By: Enid Schindler (5/2/2014 1:34 PM)
Rcas phoned the c at [redacted]
Rcas left a detailed message advising no new updates at this time --left name and contact info

Rcas phoned the c at [redacted]
Rcas left a detailed message advising no new updates at this time --left name and contact info

---

Make Private ✓

Created By: Enid Schindler (5/2/2014 1:27 PM)
Rcas receieved a call from GSM-Spencer

GSM stated...
--the c purchased the veh pre-owned from the dlr--the financing fell through—c was to bring monies to the dlr for the deal and was unable to after 45 plus days
--dlr per sale agreement was to eval the veh and replace tires and do brake work if needed prior to c taking delivery of the veh

--veh passed nna inspection for cert pre-owned
--about 1 month later the c came back to the dlr ...complaining of brake concerns

--dlr quoted tires and brakes at a discounted rate
--c was not happy

--the veh is currently at the dlr --c is complaining the veh dips when braking and veh has suspension/steering concern
--dlr evaled the veh --master tech evaled the veh
--GSM and master tech and SA all test drove the veh and the veh is operating normally

--the c was in a rental at dlr expense for several days and the other day the c showed up and dropped the veh off at the dlr complaining of dipping and the veh being unsafe

--veh was evaled again--operating normally

--the c is in a new dlr rental at c cost at this time
--the c went to the dlr today and told c —nna was providing a rental veh as well as a second opinion ans c dropped off c's keys

Rcas advised the GSM not the case as rcas advised the c —c would need to drive the veh to the second opinion if dlr found the veh to be safe—and rcas would look into reimburser rental fees or would look into another direction for rental with the other dlr

GSM stated...
--GSM knows the family very well as the family and GSM family kids attend the same school—c talks big talk

Rcas thanked the GSM for the info

Created By: Enid Schindler (5/2/2014 10:47 AM)
Rcas phoned GSM-Spencer at ECN on cell and left a detailed message requesting a return call

Rcas phoned ECN at [redacted] and spoke to SA-Justin

SA confirmed c has been to the dlr multiple times for the same concern--steering and suspension

Make Private ✓ Rcas advised c is now paying for rental beginning today at $27 per day--c is not happy and has parked c's veh at the dlr

SA stated SA will personally speak to GSM-Spencer and have GSM call ASAP regarding case

SA stated —why not look into dts

Rcas agreed but rcas needs to confirm--proceedures have been followed before requesting dts

Call ended mutually

Make Private ✓ **Created By: Enid Schindler (5/2/2014 9:29 AM)**
Rcas phoned the DLR and spoke to SA-Ronnie who was not able to provide any info and stated...the SM has stepped out and will return shortly

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Make Private ✓ **Created By: Enid Schindler (5/2/2014 9:26 AM)**
Rcas phoned SM-Tom on cell and reached vxm
Rcas left a detailed message including name and contact info

Make Private ✓ **Created By: Enid Schindler (5/1/2014 4:25 PM)**
Rcas phoned the c at [redacted]
Rcas left a detailed message including name and contact info

Rcas phoned the c at [redacted] and spoke to [redacted] HUSBAND OF C —CALL ONLY THIS # TO REACH C--MR. HOOPER WILL BE REFERRED TO A

C stated...
--c purchased the veh in june 2013
--the dlr called the c after 2 months and said the financing fell through and to bring the veh back
--so instead c's wife purchased the veh

--since day one c has had suspension and steering concerns with the veh
--dlr has evaluated the veh 6 seperate times
--this last time the wife picked up the veh as the dlr said the veh is repaired--the wife drove less than 1/2 block and turned around to take back to the dlr

--dlr is now claiming the veh is operating normally
--c does not agree and is refusing to take the veh back
--dlr had c in a rental at no charge and now c has to pay for the renatl veh beginning today at $26.99 per day
--c paid for multiple repairs and still no resolution
--new tires were put on the veh etc
--the veh is unstable

--c's wife has united health care corporate disc for nissans

C is requesting nna trade c out of the veh
--give c an additional discount to purchase another nissan —even up
--wants the veh repaired
--wants nna pay for the rental veh

Rcas apologized for all the veh concerns
advised ...
--rcas will look into assisting the dlr to resolve the veh concerns
--if not c may opt to have second opinion
--look into reimbursement of rental fees--but per protocal--not until theveh is repaired

Rcas will contact SCN per c's request for second opinion and contact GSM-Spencer at ECN for info--will also look into possibly offering a loaner veh for the second opinion
—case by case no guarantee

C agreed and thanked rcas for all the help

Rcas set follow up for 5/2/14 early afternoon for further direction
C agreed

Make Private ✓ **Created By: Enid Schindler (4/30/2014 9:49 AM)**
Rcas phoned GSM-Spencer on cell requesting a return call to review c info

Make Private ✓ **Created By: Rachel Anne Ocampo (4/30/2014 8:33 AM) | Last Modified By: Enid Schindler (4/30/2014 9:53 AM)**
crr-ro received a call from c's husband-Elston Hooper
crr asked for any changes with the contact info, c said none.
c said c filed a claim and no one contacted c. c stated that c gave c's number [redacted] as the best phone to be reached.
crr advised c that rcas called c at home phone [redacted] and left a vmx.
c is requesting to be transferred to the extension number.
crr-ro advised c of the follow up date. crr advised c that crr will transfer c to rcas ext and if ever c will be routed to a voicemail to leave a case number, name and best phone number reached and crr will send a notification to rcas that c called in today and c is requesting for a call back at [redacted] c agreed.
crr-ro offered further assistance, c said no. crr-ro provided name,case,extension number to c. crr-ro exiting case.

Make Private ✓ **Created By: Guadalupe Bessette (4/29/2014 3:59 PM) | Last Modified By: Enid Schindler (4/30/2014 9:53 AM)**
rcas emailed dlr sm via email for input on case

Make Private ✓ **Created By: Guadalupe Bessette (4/29/2014 3:55 PM) | Last Modified By: Enid Schindler (4/30/2014 9:53 AM)**
Rcas called c on [redacted] @4:54pm: Left detailed vmx with rcas ES contact info and next follow up 5/1 [rcas glb seen rcas enid case load is heavy 4/30]

Make Private ▬ **Created By: Guadalupe Bessette (4/29/2014 3:27 PM) | Last Modified By: Enid Schindler (4/30/2014 9:53 AM)**
UNABLE TO DATANET

Make Private ✓ **Created By: Catherine Realo (4/28/2014 3:30 PM) | Last Modified By: Enid Schindler (4/30/2014 9:53 AM)**
Vehicle Concern

Make Private ✓ **Created By: Catherine Realo (4/28/2014 3:29 PM) | Last Modified By: Guadalupe Bessette (4/29/2014 3:26 PM)**
c's husband called in and now referred as c complaining the dlrshp and the veh. c said that thers something on the suspension and the steering. c said that thers something wrong o whenever c took the veh to the dlrshp, the dlrshp advised c that thers nothing wrong on the veh. c said that c paid $852 for the car rental but when c gone to the dlrshp, the veh is no its not fixed. c was upset and not trusting the dlr anymore. c said that c want nissan to cover the car rental until the veh was fixed. c said that theres an ext contract on c's wife veh ar ext contract to be on c's wife name
crr-cr verified account
CRR-CR told c that crr-cr will escalate case to rcas.
CRR-CR told c that c will receive a call from rcas before the end of the next business day, c understood.
CRR-CR offered further assistance, c declined.
CRR-CR provided name, ext and file number.
CRR-CR leaving file open, transferring resp to rcas for veh concern.

Case Categorizations

Case Categoriza

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7781986	STEERING	GEN. STEERING COMPONENT(S)	POOR OR IMPROPER OPERATION	01	4/28/2014	YX	BM	244000
Edit | Del	CC-7801855	STEERING	GEN. STEERING COMPONENT(S)	PULLS/DRIFTS/UNSTABLE	01	5/13/2014	WE	BM	244000

Open Activities

Open Acti

No records to display

Activity History

View All

Activity Hi

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Follow Up Call	[redacted]	✓	4/30/2014	Enid Schindler	5/1/2014 7:24 AM

Emails

Send an Email

E

No Emails Available

Customer Support Tools

Customer Support

No records to display

Check Activity

Check Ac

No records to display

Forms

F

No records to display

Attachments

Attach File

Attachn

No records to display

Case History

Case Hi

Date	User	Action
5/13/2014 1:27 PM	Enid Schindler	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/8/2014 12:40 PM	Enid Schindler	Changed **Follow Up Date** from 5/8/2014 to **5/13/2014**.
5/7/2014 4:36 PM	Suzanne Farlow	Changed **Follow Up Date** from 5/7/2014 to **5/8/2014**.

Show more » | Go to list »

Surveys

Su

No records to display

Back To Top

Always show me more records per related list

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[redacted]

Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Natalie Silva [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/13/2014	Date/Time Opened	5/8/2014 1:12 PM
Supporting Documents	☐	Date/Time Closed	5/13/2014 12:29 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	brake pedal issue		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	28,000	Related Vehicle Make	Nissan
Current Mileage	128,616		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ18U89W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	92,616
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	MURANO	Beyond PT Warranty Miles1	68,616
Model Code	07419	Beyond PT Warranty Months1	44

Dealer Access

Case Servicing Dealer	SERRA NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/9/2014
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: JN8AZ18U89W[redacted]		
Created By	Kenneth Mejia, 5/8/2014 1:12 PM	Root Cause Code	SCMV
Last Modified By	System Account NNAINT, 5/13/2014 7:06 PM	Root Cause Code (2)	
Days Closed	1,150	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14368357

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Com

Action	Public	Comment
		Created By: Natalie Silva (5/13/2014 12:28 PM) | Last Modified By: Natalie Silva (5/13/2014 12:28 PM) RCAS made outbound call to C at [redacted] at 1:13 PM EST RCAS reached C RCAS advised C that RCAS did reach out to Dealership regarding concern. Advised C that RCAS was informed that tech was unable to go through full diagnostic due to C needing C stated that vehicle was kept full day. C stated that Dealership had enough time to determine what was needed. C stated that C wanted to know what further diag was needed and occur if concern is not resolved. RCAS acknowledged. Advised C that Dealership would need full time to diagnose concern. Advised C that RCAS does not have procedures that Dealership would have followed. Ac Dealership has procedures to follow when determining concern. Advised C that if C is unhappy with results C can get second opinion at another Nissan Dealership.
Make Private	✓	C stated that C will speak with Dealership regarding diag. C stated that C will call back if further assistance needed. RCAS confirmed C had RCAS contact info C ended call RCAS closing case pending C call back Summary** C called regarding diag at Nissan Dealership. C unhappy with results. RCAS followed up with Dealership and was advised that completed diag not completed. RCAS Ad Dealership would need full time to diagnose concern. Advised C that RCAS does not have procedures that Dealership would have followed. Advised C that C Dealership has proced when determining concern. Advised C that if C is unhappy with results C can get second opinion at another Nissan Dealership.
		Created By: Natalie Silva (5/13/2014 8:33 AM) | Last Modified By: Natalie Silva (5/13/2014 12:28 PM) RCAS made outbound call to Dealership RCAS reached SM Randy SM stated that C comes in and have diag and gets work completed elsewhere. SM stated that tech was working with techline and did not get through full diag due to C picked up vel
Make Private	✓	stated that tech had to go through process of diag. SM stated that diag. was leading to ABS. RCAS thanked for info. Call ended mutually. RCAS thanked for info Call ended mutually.
		Created By: Natalie Silva (5/9/2014 10:51 AM) RCAS made outbound call to SM Randy
Make Public		RCAS advised SM that C had been working with SA Mike. SM stated that SM will speak with A and contact RCAS back.
Make Private	✓	Created By: Natalie Silva (5/9/2014 10:47 AM) | Last Modified By: Natalie Silva (5/9/2014 10:48 AM) RCAS made outbound call to C [redacted] at 11:24 AM EST RCAS reached C RCAS confirmed C called regarding vehicle concern.

C stated that C took vehicle into Serra Nissan. C stated that C spoke with SA Mike regarding concern. C stated that vehicle was left at Dealership. C stated that C was given list of recommendations. C stated that C first taken vehicle to advanced auto. C stated that Nissan charged $110 for diag. C stated that C was advised master cylinder $695 and cat. conv needed. C stated that C has not had any exhaust concern. C stated that C did get cheaper quotes elsewhere. C stated that C had master cylinder replaced elsewhere but concern w resolved. C stated that C took back vehicle to Nissan Dealership.

RCAS acknowledged C's concern. Empathized with C.

C stated that C had been calling Dealership every couple days. C stated that service was rude at Dealership. C stated that C asked about diag. C stated that C was advised concern system. C stated was advised repair would be 2000-3000. C stated that C can not afford repair if Dealership not sure of concern. C stated that C picked up vehicle and took to local r stated that front brakes were replaced as well.

RCAS acknowledged. Advised C that RCAS spoke with Dealership and information was not yet in system. Advised C that RCAS will look into concern further for customer. Advised get information from Dealership.

C understood. C advised that SA Mike has information regarding concern.

RCAS acknowledged. Advised C that RCAS will follow up with C no later than 04/13/14

C agreed

Call ended mutually .

RCAS resetting follow up

Make Private ✓

Created By: Natalie Silva (5/9/2014 10:23 AM)
RCAS made outbound call to Dealership
RCAS reached SM Randy

SM stated that SM has no open work order or closed work order for any C concern. SM stated that SM has no C info.

RCAS thanked for info. Call ended mutually.

Make Private ✓

Created By: Kenneth Mejia (5/8/2014 1:19 PM) | Last Modified By: Natalie Silva (5/9/2014 8:05 AM)
crr-km received call from c stating that the veh has a soft brake pedal, and was brought to dlrship. the veh was at the dlrship for 1 and a half weeks, but dlr cannot diagnose what is v that the dlrship was guessing. c was advised to contat CA for assistance, and want the part to be fixed because it is a safety issue.

crr-km verified c's name, vin, address, mileage, phone number, email address & dlr.

crr-km advised c that file will be transferred to rcas for review.
crr-km advised c to expect a call within the next business day.
c understood.
crr-km offered further assistance, c declined.
crr-km provided name, ext and file number.
crr-km leaving file open, transferring resp to rcas.

Case Categorizations

Case Categoriz

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code
Edit | Del	CC-7795954	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	UNABLE DIAGNOSE/DUPLICATE	03	5/8/2014	WT	AD	120000
Edit | Del	CC-7801694	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	5/13/2014	YX	AD	121500

Open Activities

Open Ac

No records to display

Activity History

View All

Activity H

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	SERRA NISSAN	[redacted]	✓	5/12/2014	Natalie Silva	5/13/2014 12:29 PM

Emails

Send an Email

No Emails Available

Customer Support Tools

Customer Support

No records to display

Check Activity

Check A

No records to display

Forms

No records to display

Attachments

Attach File

Attach

No records to display

Case History

Case H

Date	User	Action
5/13/2014 12:29 PM	Natalie Silva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/9/2014 10:51 AM	Natalie Silva	Changed **Follow Up Date** from 5/9/2014 to **5/13/2014**.
5/9/2014 8:05 AM	Natalie Silva	Changed **Shared via Portal** from false to **true**.

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Surveys

No records to display

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Case
14392587

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Case Comments [9] | Case Categorizations [3] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Mellisa Gosnell [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/16/2014	Date/Time Opened	5/12/2014 3:38 PM
Supporting Documents		Date/Time Closed	5/16/2014 11:29 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Dealer Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,379		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CE2CP4EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	3
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	DOWNTOWN NASHVILLE NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/14/2014
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] PHONE[redacted] VIN: 3N1CE2CP4EL[redacted]		
Created By	Shirley Santos, 5/12/2014 3:38 PM	Root Cause Code	LCIN
Last Modified By	System Account NNAINT, 5/16/2014 7:06 PM	Root Cause Code (2)	
Days Closed	1,147	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14392587

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Mellisa Gosnell (5/16/2014 11:26 AM)** rcas-mg received case in regards to c seeking to complaint that c does not like the design of the veh and c felt c was pressured to trade c's veh for the current veh. rcastl-andrew cza spoke with c and c advised c wanted nna to replaced veh. rcas submitted docs for rhr, contact c to advise rhr had been submitted and c advised c does not want the veh repurchase replaced or replaced and c will purchase the accessories c wants for the veh. rcas retracted rhr docs and is closing case.
Make Private	✓	**Created By: Mellisa Gosnell (5/16/2014 11:22 AM) | Last Modified By: Mellisa Gosnell (5/16/2014 11:23 AM)** rcas-mg placed call to c at 12:08pm on [redacted]. rcas informed c that rcas has submitted c's request that c's veh be repurchased or replaced to arbs for review. c stated that does not want the veh repurchased or replaced. c stated that c wants alloy rims the trunk cover and other accessories. c stated that c understands that the veh c wants is a more expensive veh so c will just pay for the features or accessories c's wants on the veh. rcas confirmed that c does not want nna to review case for repurchase or replacement. c stated rcas understood. rcas asked c if there is anything c would like to assist with. c stated no c is going to keep c's veh. rcas understood and thanked c for info. rcas verified c has rcas co info for future reference. call was ended mutually.
Make Private	✓	**Created By: Mellisa Gosnell (5/16/2014 11:22 AM) | Last Modified By: Mellisa Gosnell (5/16/2014 11:23 AM)** rcas-mg submitted ro's to rcasl-betsy nickoloff for rhr.
Make Private	✓	**Created By: Mellisa Gosnell (5/16/2014 11:21 AM) | Last Modified By: Mellisa Gosnell (5/16/2014 11:23 AM)** rcas-m received and attached ro's to case.
Make Private	✓	**Created By: Mellisa Gosnell (5/14/2014 9:53 AM)** rcas-mg spoke with sm-lj. sm advised that c has only brought veh in for a concern that c stated that the brake pedal went all the way to the floor when braking. sm advised no proble found. rcas requested all ro's for veh. sm agreed to fax requested docs.
Make Private	✓	**Created By: Britny Taylor (5/13/2014 5:43 PM)** RCAS noting per TL-Andrew Czarney: customer contact only due to time of evening. ~ RCAS assisting RCAS-Mellisa Gosnell 458143 ~ RCAS called c's only listed # of [redacted] on 5-13-14 @6:29p EST. Reached c. RCAS verified c requesting repurchase of veh. RCAS apologized for c's dissatisfaction with the veh. C states c didn't even want to buy a veh, just got a flier and was in t around. C states then the sales people came out and they're very good. C states that the dealer kept giving c "information candy" such as the MPG and features. C states that the ve the wrong color. c states it took 5.5 hours @ the dealership. C states that c doesn't want hubcaps on the veh. C states that the dealer DID try to exchange the veh, but would have c $6000 more. c states c is not happy with the vehicle, the vehicle is not beautiful like c's old vehicle. c states the window tint is peeling already, and there is a click on startup and stopping. C states c has not gone to the dealership for these concerns, c just doesn't want the veh. C states that c currently owes $19000 and only got $11000 for c's trade in, now c owes mo states that the managers were not as good as they should have been. RCAS advised of RHR process and time frame. C thanked RCAS. RCAS provided RCAS-Mellisa's contact info. ~ Why do you want to return the vehicle to Nissan North America? ~ not beautiful; just dissatisfied. Where is the vehicle currently? ~ with c Where was the vehicle purchased? ~ DOWNTOWN NASHVILLE NISSAN Was it purchased new or used? ~ new Where is the vehicle serviced? ~ n/a Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? n/a
Make Private	✓	

Created By: Shirley Santos (5/12/2014 3:53 PM) | Last Modified By: Britny Taylor (5/13/2014 5:23 PM)
crr-ss pulled out CA SOP 3.21: Sales-Related Customer Complaints.
crr-ss exiting file.

Make Public ☐ Created By: Shirley Santos (5/12/2014 3:50 PM)
Dealer Concern

Make Private ✓ Created By: Shirley Santos (5/12/2014 3:50 PM) | Last Modified By: Britny Taylor (5/13/2014 5:23 PM)
crr-ss received a call from c regarding a Dealer concern.
crr-ss updated c information.
crr-ss verified c's name, mailing & email address.
crr-ss verified c's primary and alternate phone numbers. crr-ss informed c that the veh is not part of any veh campaign.
04/11/14, c traded in 2012 Versa for a 2014 Nissan Versa Note.
c stated that Ricky Gillian assisted c at the dlrshp.
Reasons why c doesn't want the 2014 Nissan Versa Note:
1.)hubcaps, c doesn't wnt hubcaps
2.)white, wanted veh in gray with more chrome on it
3.)inside light is dim
4.)headreat is leaning forward, c is not relaxed
5.)back, trunk lid doesn't have a cover
c wants veh back.
crr-ss advised c that file will be transferred to rcas for review.
crr-ss advised c to expect a call within the next business day.
crr-ss mentioned that when rcas calls the next business day, rcas needs to verify c's concern and this doesn't mean that resolution will be given same day.
crr-ss informed c that rcas needs to gather info and check all resources to come up with best resolution for c's concern.
c understood
crr-ss offered further assistance, c declined.
crr-ss provided name, ext and file number.
crr-ss leaving file open.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7806667	NSN DEALER FINANCE DEPT.	PURCHASE CONTRACT (NISSAN)	PRICING/TRADE-IN DISCREPANCY	QC	5/16/2014	WB	BC	216500	OC
Edit | Del	CC-7806668	NISSAN PRODUCT INQUIRIES	VERSA	CRITICISM	QF	5/16/2014	ZH	AZ	270000	OF
Edit | Del	CC-7806669	NSN DEALER SALES DEPT.	NEW VEHICLE PURCHASE (NISSAN)	ACCESSORIES DISCREPANCY	QC	5/16/2014	ZA	BE	219500	OC

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Downtown Nashville (RHR)	[redacted]	✓	5/14/2014	Mellisa Gosnell	5/14/2014 9:54 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Antilla ro's 5-16-14.PDF	69KB	5/16/2014 11:02 AM	Mellisa Gosnell

Case History

Case History He

Date	User	Action
5/16/2014 11:29 AM	Mellisa Gosnell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/14/2014 7:24 AM	Mellisa Gosnell	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys He

No records to display

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[redacted]

Case Comments [10] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	William Johnson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/16/2014	Date/Time Opened	5/14/2014 9:09 AM
Supporting Documents		Date/Time Closed	5/15/2014 4:25 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	IIR-Brake-EST		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	JN8AE2KP5D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	7
Model Line	QUEST	Beyond PT Warranty Miles1	0
Model Code	55213	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	PERUZZI NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F25749	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name	JOHN SHERRARD

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AE2KP5D[redacted]		
Created By	Sheryll April Joy Perez, 5/14/2014 9:09 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/12/2015 9:37 PM	Root Cause Code (2)	
Days Closed	1,148	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA14405706

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Kimberly Chapman (6/5/2014 4:06 PM)** *** [Added after the case is closed.] *** TL documented recent VOC from c. No further contact to c necessary as case documentation reflects c no longer owns vehicle.
Make Private	✓	**Created By: Kimberly Chapman (6/5/2014 4:06 PM)** *** [Added after the case is closed.] *** you don't want to hear my response! MY BRAKES FAILED in a 6 month old car! MY BRAKES FAILED! And Nissan doesn't care. They did not test the ABS Software. They did not te brakes at all! The Dealership, Peruzzi Nissan won't even refund their so called Peruzzi Plan, 995 dollars of so called car care! I am livid! Nissan recalled 20,000 vehicles in 2013 for A Software issues and they don't care about my family or my car! Call me… [redacted] I will Burn your ears!
Make Public		**Created By: Rhonda Calico (5/16/2014 9:43 AM)** *** [Added after the case is closed.] *** DP, Bob Seidenberger, called NER to advise insurance company is pressuring dealer to release the vehicle to them. Dealer asking of NNA has had an opportunity to inspect as cs is alleging product liability stating brakes failed. DP states police report notes tire skid marks at location which would indicate the brakes were functional. FOS-RC file review shows pro ended due to ownership change and informed dealer it was o.k. to release vehicle to insurance company. DP feels cs is preparing for a lawsuit.
Make Public		**Created By: William Johnson (5/16/2014 8:32 AM)** *** [Added after the case is closed.] *** ARBS-WJ received voice mail from c insurance company agent Brittney seeking callback on 1-800-362-5698 Ext. 72133. Called c on [redacted] to reiterate position, no answer. voice mail for callback on 615-725-7120. CASE REMAINS CLOSED PENDING CALLBACK FROM C. **********
Make Public		**Created By: William Johnson (5/15/2014 4:24 PM)** ARBS-WJ called c on [redacted] to complete probing. During probing discovered c vehicle is total loss and c insurance company is taking ownership over. DUE TO OWNERSHIP TRANSFER STATED INFORMATION, PROBE INCOMPLETE. CLOSING CASE **********
Make Public		**Created By: William Johnson (5/15/2014 11:18 AM)** Received Case, Under Review, Verify Probe
Make Public		**Created By: William Johnson (5/15/2014 7:41 AM)** IIR
Make Public		**Created By: Sheryll April Joy Perez (5/14/2014 1:48 PM)** crr-sp- made an outbound call to [redacted] at 2:42pm est reached c crr-sp- asked city and state of the incident. c said fallsington, PA crr-sp- advised c that nissan representative will call c within two business days from receipt of the Case to ask c a series of detailed questions; c understood crr-sp- gave name and ext
Make Public		**Created By: Sheryll April Joy Perez (5/14/2014 1:42 PM)** case start

Make Public

Created By: Sheryll April Joy Perez (5/14/2014 9:20 AM)
crr-sp received call from c stating that veh is at PERUZZI NISSAN because c had an accident on 5/7/2014 and dlr advised c to call nna
crr-sp verified c's information
crr-sp- c stated that c had an accident in the tunnel in falls township because brakes on c's veh didnt work and c had a collision with 2 other vehs.
crr-sp- informed c that crr-sp will open a Case and obtain some preliminary information from c and a nissan representative will call c within two business days from receipt of the Cas
ask c a series of detailed questions and the call should only take about 20 minutes.; c understood
crr-sp- c wants nissan to check on the brakes as it didnt work

best phone no to reach [redacted] - home

crr-sp offered further assistance, c declined.
crr-sp provided name, ext and case number.
crr-sp leaving case open
changing follow up date to: 5/16/2014

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7802933	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	5/14/2014	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	5/14/2014	William Johnson	5/14/2014 4:22 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F25749	IIR	Sheryll April Joy Perez, 5/14/2014 3:59 PM	5/14/2014

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Claim#029684875JOHN SHERRARD2013 Nissan Quest Inspection Stance.msg	45KB	5/16/2014 11:00 AM	William Johnson

Case History

Case History He

Date	User	Action
5/15/2014 4:25 PM	William Johnson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/15/2014 7:41 AM	William Johnson	Changed **Description**.
5/14/2014 4:22 PM	Annice Hill	Changed **Case Owner** from Sheryll April Joy Perez to **William Johnson**.

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Surveys

Surveys He

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[redacted]

Case Comments [33] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	[redacted] [redacted]	
Executive Referral	☐	Case Owner	Melanie Betzel [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date	6/5/2014	Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/9/2014	Date/Time Opened	5/16/2014 11:12 AM
Supporting Documents	✓	Date/Time Closed	6/5/2014 2:30 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted] N	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	5N1BA0NE5DN[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26613	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	FRANK FLETCHER NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	5/19/2014
Responsible District	05	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	1
IIR Date		VCAN	☐
RHR Started	5/28/2014	Vehicle Service Contract	
RHR Completed	5/28/2014	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: BRIAN SAPPINGTON PHONE: (417) 237-0263 VIN:		
Created By	Marie Kyle Pabustan, 5/16/2014 11:12 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 8:10 PM	Root Cause Code (2)	
Days Closed	1,127	Action Code	NT2W
Case Record Type	CA Closed Case [Change]	Document ID	CA14433446

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments H

Action	Public	Comment
Make Private	✓	Created By: Jessica Collier (6/5/2014 2:29 PM) ***CASE SUMMARY*** C called in requesting repair assistance for multiple brake concerns. Veh repaired. C requested RHR. ARBS declined. CSM approved ECW. RCAS notified c of RHR decision. C accepts ECW. ECW processed and RHR denial letter mailed to c.
Make Public		Created By: Mae Strenciwilk (6/5/2014 2:20 PM) MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Private	✓	Created By: Jessica Collier (6/3/2014 9:58 AM) RCAS-Jessica Collier called c on [redacted] on 6/3/14 at 10:45 AM EST. RCAS spoke to c. RCAS stated ARBS has issued RHR decision. RCAS stated after careful review, NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair att for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. RCAS stated, as Nissan is committed to quality, NNA would like to restore your confidence by offering extended warranty on steering, suspension and brakes for 7 years from vehicl service date or when vehicle's mileage reaches 100,000; whichever occurs first. C stated c had two more minor concerns with veh over the past weekend. C stated radio changes to random station without anyone touching it and vanity mirror on driver's side broke. C stated c understands concerns do not affect operation of the veh. C stated c is just disappointed with veh in general. RCAS apologized to c. RCAS advised c that if c has repairs performed that RHR could be resubmitted. C understood. RCAS stated c will receive a letter with Nissan's decision which will contain BBB information since c is not satisfied with decision. RCAS stated information is also available in c's OM. C understood. RCAS stated if c accepts ECW then c will receive a letter for c's records, but ECW will be attached to VIN. C stated c accepts. RCAS stated RCAS needs to verify c's mailing address for letters to be mailed to c. C provided: [redacted] CARTHAGE, [redacted] RCAS noting address is correct on c's account. RCAS again apologized to c for c's inconvenience. C thanked RCAS for call. Call ended mutually. RCAS submitted RHR denial letter to be mailed to c.

RCAS submitted ECW for processing.

Make Private ✓

Created By: Jessica Collier (6/3/2014 7:36 AM)
RCAS-Jessica Collier received vmx from c returning RCAS call.
C provided [redacted].
Vmx left on 6/2/14 at 2:49 PM.

Make Private ✓

Created By: Jessica Collier (6/2/2014 1:51 PM)
RCAS-Jessica Collier noting RCAS called c on work #9182345683.
C was at work but unavailable to take phone call.
RCAS left vmx with name and contact information.
RCAS not calling home # due to c's receptionist stated c at work.

Make Private ✓

Created By: Jessica Collier (6/2/2014 1:50 PM)
RCAS-Jessica Collier received email response from CSM-Bob Brissie approving ECW for Steering, Suspension and Brakes.

RCAS called c on [redacted] on 6/2/14 at 2:46 PM EST.
Left vmx with name and contact information.
Requested return call.

RCAS called c on 9182345683 on 6/2/14 at 2:48 PM EST.
Left vmx with name and contact information.
Requested return call.

Make Private ✓

Created By: Jessica Collier (5/30/2014 3:36 PM)
RCAS-Jessica Collier sent GW request to CSM-Bob Brissie to request approval to offer c an Extended Component Warranty (ECW) for Steering, Suspension, and Brakes.

Make Public

Created By: Ashley May (5/29/2014 11:29 AM)
ARBS notes after careful review, NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair atte for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

Make Public

Created By: Ashley May (5/29/2014 11:29 AM)
ARBS-AsMa notes the following summary:

In Service Date: 5.6.13

No additional CA, Tech Line, VSC, DTS

Checked CPIA, Salesforce, ROs

17 days down

2 visits for driver vent glass – 1 glass replacement, 1 repair decline
2 visits for passenger door seal – 1 door seal replacement
2 visits for brakes – 1 sensor and actuator replacement
2 visits for check engine light – 1 O2 sensor replacement
2 visits for A/C – 1 O2 sensor replacement

Created By: Ashley May (5/29/2014 11:27 AM)
ARBS-AsMa notes the following repair history:

05/11/13 - 551 miles - [redacted] - 1 day down
Concern:
1. L/R window vent is loose
Action:
1. Repairs declined due to being out of town

05/13/13 - 884 miles - RO[redacted] 5 days down
Concern:
1. Driver's side rear side window auto open lever is broken away from window
Action:
1. Replaced glass on driver's side rear at very back

11/29/13 - 10,553 miles - RO:[redacted] - 1 day down
Concerns:
1. Passenger front door seal is loose on body
2. Perform recall PC244
Actions:
1. SOP – door seal
2. Complete Campaign

Make Public

12/20/13 - 11,634 miles - RO[redacted] - 1 day down
Concern:
1. Passenger door seal
Action:
1. Replaced passenger's front door seal

05/13/14 - 19,777 miles - RO[redacted] 3 days down
Concerns:
1. When slowing to make a turn, brake pedal went to the floor and red brake lamp and TCS light came on
2. Check engine light on
3. AC does not seem to be working
Actions:
1. SOP sensor
2. See line 1
3. See line 1

05/16/14 - 19,824 miles - RO[redacted] - 6 days down
Concerns:
1. VDC slip light coming on
2. Brakes going to the floor
3. Check engine light is on
Actions:
1. Replaced both sensors. Replaced actuator
2. See line 1
3. Replaced bank 1 rear O2 sensor

Make Public

Created By: Ashley May (5/29/2014 11:21 AM)
ARBS-AsMa called drl Frank Fletcher Nissan and requested closed RO for 130299.

S/W SA- Trent and rec'd fax while on line. Attached to case.

Make Public

Created By: Ashley May (5/28/2014 4:55 PM)
ARBS-AsMa called Frank Fletcher Nissan and s/w Reception. Attempted to transfer to Service but only one SA is in office. Reception took message and said would deliver to SA.

	Call ended mutually.
Make Public	**Created By: Kathleen Pernici (5/28/2014 2:26 PM)** ***DRTS received the RHR. The RHR was assigned to ARBS-Ashley May for review.
Make Public	**Created By: Jonathon Spurling (5/28/2014 1:11 PM)** rcas-jonathon spurling assisting rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR rcas completed and submitted RHR
Make Private	**Created By: Jessica Collier (5/27/2014 4:07 PM)** RCAS-Jessica Collier called c on [redacted] on 5/27/14 at 5:03 PM EST. RCAS spoke to c. RCAS advised that RCAS is calling on behalf of RCAS-Melanie Betzel. RCAS stated there is not a decision for RHR yet. RCAS stated RCAS-MB will follow-up with c on Friday, 5/30/14. C agreed and thanked RCAS for call.
Make Private	**Created By: Jessica Collier (5/27/2014 9:30 AM)** RCAS-Jessica Collier called dlrshp on 4177811177 on 5/27/14 at 10:27 AM EST. RCAS left vmx for SM-Brant. RCAS requested return call.
Make Private	**Created By: Inactive User (5/23/2014 9:56 AM)** PLEASE CLOSE
Make Private	**Created By: Melanie Betzel (5/22/2014 9:05 AM)** RCAS received the closed RO, attached it to the case. RCAS submitted all docs to RCAS-Jon Spurling for review.
Make Private	**Created By: Melanie Betzel (5/22/2014 8:18 AM)** RCAS received the ROs from JOE MACHENS NISSAN & attached them to the case. RCAS received the closed RO from FRANK FLETCHER NISSAN, however the words are not legible. RCAS asked for SM to please send the RO again.
Make Private	**Created By: Melanie Betzel (5/21/2014 9:50 AM)** RCAS called c [redacted] @ 10:35 am est time, RCAS spoke to c in reference to the case. RCAS advised c that the case is still currently under review & RCAS does not ha updates. RCAS advised c that RCAS did speak to the SM & was advised that the only loaners that the dlr has are Altimas & Cubes. RCAS apologized & advised c that the SM state the repairs are being completed & c stated that the dlr called c's wife as well to advise of the same thing but c's wife is scared to drive the veh & does not want to even pick it up. RC understood & apologized to c for the inconvenience. RCAS advised c that if the dlr states that the repairs are completed & the veh is fixed & operating normally c will need to pick up veh & return the loaner. C stated that c doesn't feel safe in the veh. RCAS understood & advised c that NNA has up to 10 business days to review the case & from 5/19/14, the decis may not be provided until 6/2/14. C understood & agreed to a follow up on 5/27/14. The call ended mutually.
Make Private	**Created By: Melanie Betzel (5/21/2014 9:31 AM) | Last Modified By: Melanie Betzel (5/21/2014 9:32 AM)** SM stated that the ABS actuator & the O2 sensor is being replaced in the veh.
Make Private	**Created By: Melanie Betzel (5/21/2014 9:30 AM)** RCAS received & attached the RO from JACKIE COOPER NISSAN
Make Private	**Created By: Melanie Betzel (5/21/2014 9:27 AM)** RCAS called JOE MACHENS NISSAN on 5734431660 @ 10:25 am est time, RCAS spoke to SA-Tara & requested the ROs [redacted] to be faxed to RCAS. SA agreed & th ended mutually.
Make Private	**Created By: Melanie Betzel (5/21/2014 9:24 AM)** RCAS called JACKIE COOPER NISSAN on 9182499393 @ 10:21 am est. time RCAS spoke to Patrick & requested the RO 489195 to be sent to RCAS ASAP. SA stated that SA wi the RO to RCAS. RCAS agreed & provided the email address. The call ended mutually.
Make Private	**Created By: Melanie Betzel (5/20/2014 3:15 PM)** RCAS received & attached all ROs from FRANK FLETCHER NISSAN including the open RO. SM stated that the parts should arrive at the dlr today. RCAS called JACKIE COOPER NISSAN on 9182499393 @ 4:10 pm est time, RCAS spoke to Gary & asked for RO 489195 to be faxed to RCAS. RCAS was transferred to the VM> SA-Cliff. RCAS left detailed msg on vmx asking for the SA to please fax the RO to RCAS ASAP. Left fax # & ended the call. RCAS sent an email to SM-Kevin Schultz at JOE MACHENS NISSAN & requested for SM to send RCAS ROs [redacted] ASAP.
Make Private	**Created By: Melanie Betzel (5/20/2014 10:28 AM)** RCAS sent email to CSM-Bob Brissie, FOM-Kirby Larkins & DOM-Dennis Renton in reference to the buy back request.
Make Private	**Created By: Inactive User (5/20/2014 10:25 AM)** VIN NUMBER 5N1BA0NE5DN608434 WE ARE STILL WAITING ON PARTS SHOULD BE HERE TODAY/// RENTAL CARS, WE ARE OUT AND THE ONLY CARS WE HAVE ARE ALTIMAS AND 2 CUBES. SORRY
Make Private	**Created By: Melanie Betzel (5/20/2014 10:24 AM)** RCAS sent an email with the same request & added in that RCAS needs the entire RO history on the veh to submit c's RHR.
Make Private	**Created By: Melanie Betzel (5/20/2014 10:21 AM)** RCAS called SM-Brant Peterson on 4177811177 @ 11:17 am est time, SA-Brenda sent RCAS to SM's cell phone. RCAS had to leave a msg. RCAS left a vm msg asking for SM to please update the case note when possible & also asked if SM/dlr is able to get c a bigger loaner veh to accommodate c's family needs. RCAS asked for SM to provide the vin so RCAS can attach it to the case as well.
Make Private	**Created By: Melanie Betzel (5/19/2014 6:09 PM)** RCAS called c on [redacted] @ 6:50 pm est time, RCAS spoke to c in reference to the case. RCAS advised c that RCAS received the case & was not able to speak to the SM t C went over the concerns that c is having at this time with the brakes. C stated that this is the third time the veh was taken to the dlr for the brakes failing in the veh. C stated that the time, c was involved in a minor accident in a parking lot. C stated that the last time it happened to c & then the concern happened to the technician. C stated that the dlr is being very generous & even out c in an Altima. C stated that c has a big family & wanted to know if there is any way NNA or the dlr can provide a bigger veh? C stated that every weekend, c & family goes out of town for baseball games & needs the extra space. C stated that the dlr told c that the dlr is not releasing the veh until it is fixed. RCAS understood. RCAS apologized for the concerns & the inconvenience. RCAS asked c if there is something particular that c is seeking from NNA? C stated that c does not feel comfortable with dri the veh & is not able to accept the fact that the dlr cannot fix the concern. RCAS understood & advised c that RCAS can have the case reviewed for a possible repurchase or replace but cannot promise that NNA will honor c's request. RCAS advised c that RCAS will need to gather some more info from the dlr to submit c's request & the review could take up to 1 business days. C understood & thanked RCAS for calling. RCAS provided c with RCAS contact info & advised c that RCAS will follow up with c again no later than 5/21/14/. C agree call ended mutually.
Make Private	**Created By: Melanie Betzel (5/19/2014 5:41 PM)** RCAS called the dlr on 4177811177 @ 6:40 pm est time, the service dept closed at 5:30 pm central time. RCAS thanked the receptionist & the call ended mutually.
Make Public	**Created By: Marie Kyle Pabustan (5/16/2014 12:51 PM)** CONT customer do not have VIN handy but veh is currently at the dlr 2014 ARMADA crr-mp exiting case
Make Private	**Created By: Marie Kyle Pabustan (5/16/2014 11:20 AM) | Last Modified By: Melanie Betzel (5/19/2014 11:38 AM)** crr-mp received a call from C. C stated that the brakes on c's veh is failing as per c was involved in an incident January of this year, and this morning c almost got into an accident ag due to the brakes on c's veh as per c went to the dlr Wednesday to have the brakes on c's veh fix dlr ordered the part and had it replaced, as per c this happen again this morning c to bring veh again to the dlr as per c having multiple issue on veh, c asking assistance from Nissan as per c also asking why c having so many issues on a brand new veh as per c a stated that the back window on c's veh is been fix under warranty crr-mp verified and updated C 's contact information. Crr-mp informed c that c will be contacted within the next business day. crr-mp informed C that C's concern will be forwarded to the Regional Office for review and a Regional Specialist will be contacting C before the end of the next business day, C acknowledged. crr-mp asked for the best number to reach C, C provide[redacted]

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp forwarding case to RCAS.

Case Categorizations

Case Categorizations H

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7806624	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	5/16/2014	YE	AD	121500	OA
Edit | Del	CC-7806625	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	5/16/2014	YX	AD	121500	OA
Edit | Del	CC-7806626	BODY	WINDSHIELD/WINDOW (FRONT/REAR)	POOR OR IMPROPER OPERATION	13	5/16/2014	YX	AB	111000	OA

Open Activities

Open Activities H

No records to display

Activity History

View All

Activity History H

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	6/5/2014	Jessica Collier	6/5/2014 2:27 PM
Edit | Del	Correspondence Request		✓	6/5/2014	Jessica Collier	6/5/2014 2:21 PM
Edit | Del	RHR Review Completed and Decision		✓	5/29/2014	Jessica Collier	5/30/2014 3:30 PM
Edit | Del	[redacted]		✓	5/28/2014	Ashley May	5/29/2014 11:29 AM
Edit | Del			✓	5/28/2014	Jessica Collier	5/28/2014 2:48 PM

Show more » | Go to list »

Emails

Send an Email

Emails H

No Emails Available

Customer Support Tools

Customer Support Tools H

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed D
Edit	CST00043786	Goodwill ECW	5N1BA0NE5D[redacted]	Processed	Multiple Repair Issue	Bob Brissie	CEM	Jim Land	6/3/2014

Check Activity

Check Activity H

No records to display

Forms

Forms H

No records to display

Attachments

Attach File View All

Attachments H

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	288KB	6/5/2014 2:30 PM	Melanie Betzel
Edit | View | Del		81KB	6/5/2014 2:30 PM	Melanie Betzel
Edit | View | Del		55KB	6/5/2014 2:30 PM	Melanie Betzel
Edit | View | Del		74KB	6/5/2014 2:30 PM	Jessica Collier
Edit | View | Del		664KB	6/5/2014 2:30 PM	Melanie Betzel

Show more » | Go to list »

Case History

Case History H

Date	User	Action
6/5/2014 2:30 PM	Jessica Collier	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/5/2014 2:30 PM	Jessica Collier	Changed **Case Owner** from Jessica Collier to **Melanie Betzel**.
6/5/2014 2:20 PM	Mae Strenciwilk	Changed **Letter Sent Date** to **6/5/2014**.

Show more » | Go to list »

Surveys

Surveys H

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

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Case Comments [23] | Case Categorizations [5+] | Open Activities [0] | Activity History [4] | Emails [3] | Customer Support Tools [0] | Check Activity [0] | Forms [2] | Attachments [2] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Tracy Danesi [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/10/2014	Date/Time Opened	5/19/2014 4:18 PM
Supporting Documents		Date/Time Closed	6/10/2014 1:12 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	IIR-Brake-PST		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,823		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	1N6AD0ER5D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	9
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	ANTELOPE VALLEY NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	5/20/2014
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F25970	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N6AD0ER5D[redacted]		
Created By	Carrie Buckley, 5/19/2014 4:18 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 2:11 AM	Root Cause Code (2)	
Days Closed	1,122	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14454742

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public		Created By: Tracy Danesi (6/10/2014 1:12 PM) case summary c called in due to brake concern with veh. veh had hit another veh. IIR was filed. veh did not qualify for IIR. DTS inspected veh but could not duplicate concern. rcas recommended t to another NNA dlr for further inspection. rcas closing the case
Make Private	✓	Created By: Tracy Danesi (6/10/2014 1:07 PM) | Last Modified By: Tracy Danesi (6/10/2014 1:07 PM) rcas made outbound call to c [redacted] at 1358 EST rcas spoke to c rcas advised c that rcas is contacting c on behalf of rcas-CB rcas advised c that rcas-CB received information back from specialist on the inspection c stated that dlr told c that the specialist did not find the concern but drove the veh for 30 miles c stated that every time c drives the veh c has the concern c stated that c spoke to insurance and a lawyer to advise of veh concerns c stated that c has no other choice than to drive the veh because c has to go to work c stated that c has the veh back now rcas apologized rcas advised c that rcas would recommend maybe taking the veh to another NNA dlr rcas apologized and advised c that rcas cannot recommend repairs and if dlr and specialist cannot find concerns c understood c stated that c will try and make an appointment at another NNA dlr rcas advised c that rcas will put everything on file for c c understood call ended mutually.
Make Private	✓	Created By: Carrie Buckley (6/9/2014 10:17 AM) RCAS placed call to c on [redacted] at 11:16AM EST, left vmx with name, case #, and ext #457395 RCAS advised of follow up date 6/10/2014 ~~~~ RCAS sent follow up email [redacted]
Make Private	✓	Created By: Carrie Buckley (6/5/2014 4:46 PM) RCAS received follow up email from c C stated c would try calling during lunch hour or on Saturday ~~~~ RCAS placed call to c [redacted] at 5:37PM EST, left vmx with name, case #, and ext #457395 RCAS advised RCAS does not work on Saturdays, and RCAS will be out of office 6/6/2014 RCAS advised RCAS will follow up 6/9/2014 ~~~~ RCAS setting follow up for 6/9/2014
Make Private	✓	Created By: Carrie Buckley (6/4/2014 2:47 PM) RCAS placed call to c on #6613055075 at 3:46PM EST, left vmx with name, case #, and ext #457395 ~~~~ RCAS sent follow up email t[redacted] ~~~~ RCAS set follow up for 6/5/2014
Make Public		

		Created By: Brett Locher (6/3/2014 8:33 AM) TL assisting RCAS with case called C at requested # [redacted] at 9:30 AM et and reached C's VM and TL provided C with rcas contact info and case and that rcas will follow u on 06/04/14 pending a call back from C.
Make Private	✓	**Created By: Carrie Buckley (6/2/2014 10:31 AM)** RCAS received vmx from c C stated c is available at 6:30AM PST or after 5PM PST RCAS noting RCAS does not work during these hours RCAS discussed case with TL-BL TL agreed to contact c tomorrow at 6:30AM PST (9:30AM EST) RCAS placed call to c on # [redacted] at 11:30AM EST, left vmx advising c will be contacted regarding case tomorrow, 6/3/2014, at 6:30AM PST RCAS provided name, case #, and ext #457395
Make Public		**Created By: Joy Acebedo (5/30/2014 7:12 PM)** C called saying that c would like to be transfer to RCAS-CB. C agreed to leave a vmx if RCAS-CB is not available. CRR-JA transfer the call and exiting the case.
Make Private	✓	**Created By: Carrie Buckley (5/30/2014 9:06 AM)** RCAS received email from DTS-TZ DTS stated c didn't show up to appointment DTS stated veh was already in the shop, so DTS performed an inspection anyway DTS stated DTS test drove veh for 30 miles and tested brakes frequently DTS stated DTS even tried placing shifter in Park and turning the veh off DTS stated DTS didn't experience any issues with the brakes DTS stated brake pedal function was normal DTS stated DTS tested ABS by braking on a dirt shoulder DTS stated ABS performed as expected DTS stated no warning lights or trouble codes DTS stated brakes fluid is full DTS stated no obvious signs of contamination DTS stated no signs of an accident other than customer hitting something lightly DTS stated bumper shows light impact DTS stated no evidence of any brake concerns DTS stated could be bad driving DTS stated DTS also tested c's shifter concern DTS stated each time DTS stopped, DTS put the veh in Park and restarted DTS stated shifter went into drive as expected DTS stated the tech that worked on veh last time found a loose nut on the shift mechanism that caused a shifter problem DTS stated DTS did not find any problems during inspection DTS instructed dlrshp to return veh back to c
Make Private	✓	**Created By: Carrie Buckley (5/29/2014 5:18 PM)** RCAS noting RCAS forgot to move follow up date to 6/2/2014 RCAS moving follow up to 6/2/2014, and indicated below
Make Private	✓	**Created By: Carrie Buckley (5/28/2014 2:37 PM)** RCAS received vmx from c C stated c agrees to appointment time and date RCAS emailed DTS-TZ to advise RCAS placed call to c on [redacted] at 3:07PM EST, left vmx with name, case #, and ext #457395 RCAS thanked c for confirming appointment RCAS advised RCAS will follow up 6/2/2014
Make Private	✓	**Created By: Carrie Buckley (5/28/2014 11:03 AM)** RCAS received email from DTS-TZ DTS proposed the following appointment date & time: 5/29/2014 at 11AM PST ~~~~ RCAS placed call to c on [redacted] at 12:00PM EST, left vmx with name, case #, and ext #457395 RCAS advised of proposed DTS inspection: 5/29/2014 at 11AM PST RCAS requested call back to confirm appointment ~~~~ RCAS emailed DTS and advised RCAS left vmx for c
Make Private	✓	**Created By: Carrie Buckley (5/28/2014 10:42 AM)** RCAS received email from DTS-JS DTS asked if this is normal DTS or IIR inspection RCAS emailed DTS back and advised that this is a normal DTS inspection
Make Private	✓	**Created By: Carrie Buckley (5/27/2014 4:06 PM)** RCAS placed call to c [redacted] at 4:59PM EST, left vmx with name, case #, and ext #457395 RCAS advised RCAS is working on setting up DTS inspection RCAS advised RCAS will follow up 5/30/2014 ~~~~ RCAS placed call to c on [redacted] at 5:01PM EST, person who answered stated c is out on the field right now ~~~~ RCAS setting follow up for 5/30/2014 ~~~~ RCAS completed DTS per ARBS-WJ instructions
Make Public		**Created By: William Johnson (5/23/2014 10:12 AM)** ARBS-WJ transferred case to RCAS-CB for DTS inspection based on c does not qualify for IIR, but vehicle qualifies for DTS inspection. TRANSFERRING CASE TO RCAS FOR DTS INSPECTION DATE **********
Make Public		**Created By: William Johnson (5/22/2014 7:29 AM)** ARBS-WJ called c on [redacted] to complete probe. During probing discovered there was no incident occurred on c latest braking allegation. C stated the vehicle is at the retailer now, but the retailer cannot duplicate the concern. ARBS-WJ stated to c based on review the retailer is the best position to diagnose vehicle. Stated if retailer cannot duplicate concern no repair can be performed. Recommended a ri with the Service Manager to duplicate concern. PROBE INCOMPLETE,PROVIDED C WITH INFORMATION, VEHICLE NEEDS TO BE DIAGNOSED AT RETAILER. CLOSING CASE **********
Make Private	✓	**Created By: Carrie Buckley (5/20/2014 4:08 PM)** RCAS received call from c RCAS informed c that case is being handled by ARBS-WJ RCAS advised RCAS sent internal message to ARBS advising of c's call

C understood
C thanked RCAS

Make Private ✓

Created By: Carrie Buckley (5/20/2014 3:58 PM)
RCAS received vmx from c

C provided contact [redacted]

RCAS noting case owner is now ARBS-WJ

RCAS emailed ARBS to advise of vmx

Make Public

Created By: William Johnson (5/20/2014 2:34 PM)
Brake concern

Make Private ✓

Created By: Carrie Buckley (5/20/2014 12:41 PM)
RCAS created IIR

Make Private ✓

Created By: Carrie Buckley (5/20/2014 12:35 PM)
RCAS reviewed CRR-RC case comments

RCAS placed call to SA-Linda on #6612744700 ext 226, spoke to SA
RCAS requested additional info for c's concern

SA stated brake pedal does "mushy"
SA stated SA has been unable to duplicate this concern

RCAS asked if concern resulted in collision

SA stated yes, c hit another veh at slow speeds
SA stated only damage is license plate is bent
SA stated there was no damage to other veh

RCAS asked when this occurred

SA stated SA is not sure, but c was last in on 5/2/2014
SA stated veh has around 18k miles
SA stated c had a friend with c when collision occurred
SA stated SA heard of similar concern with a 2013 Frontier, but SA was also unable to duplicate
SA stated this was recent, so it concerns SA

RCAS understood
RCAS advised RCAS will complete an IIR

SA understood
SA stated c will probably request rental assistance
SA stated SA spoke to Techline about concern
SA stated c also complained that when c shifts gears, the transmission doesn't always catch
SA stated c has to go into 3rd gear in order to go back to 1st
SA stated SA replicated this once and repaired a loose nut, but SA hasn't been able to replicate this again

RCAS understood
RCAS thanked SA for assistance
~~~~
RCAS placed call to c on [redacted]at 1:32PM EST, left vmx with name, case #, and ext #457395
~~~~
RCAS placed call to c on [redacted]at 1:33PM EST, person who answered stated c is unavailable
~~~~
RCAS unable to contact c
RCAS setting follow up for 5/21/2014

Make Private ✓

Created By: Ronald Cabatbat (5/19/2014 7:02 PM) | Last Modified By: Carrie Buckley (5/20/2014 12:41 PM)
crr-rc received call from SA Linda Jones
SA said SA is calling regarding the brake issue of c's veh
c states that the veh brake pedas are not working properly
dealership could not find the fix on the problem

Make/Model: 2013 NISSAN PICKUP
VIN: 1N6AD0ER5DN754159
New
Current Mileage: 18823

Dealership Name: ANTELOPE VALLEY NISSAN
Date of Diagnosis: May 17 2014
Service Adviser: Linda Jones
661 274 4700 ext. 226

SA said that SA should be the person to contact with regards to the issue

crr-rc advised SA that all the information will be noted on the case

Crr-rc offered further assistance, c declined
Crr-rc provided Case no.
Crr-rc provided crr-rc's name, and extension no. 457216
Crr-rc exiting the case

Make Private [redacted]

Created By: Carrie Buckley (5/19/2014 4:24 PM)
RCAS received email chain from Techline and RCAM-DF

RCAS noting related case #14449038

RCAS noting veh did not stop properly on 2 different occasions

RCAS placed call to dlr on #6612744700 at 5:21PM EST, spoke to SA-Jose

SA stated SM-Jim and ASM-Alex are both off today

RCAS thanked SA for assistance

RCAS emailed SM-Jim requesting details of brake concern

RCAS noting no customer contact is necessary at this time

RCAS moving follow up date to 5/20/2014

## Case Categorizations

Case Categorizatior

| Action | Case Categorization # | Category Description | Subcategory Description | Symptom Description | Major Component Code | Category Date | Symptom Code | Category Code | Subcategory Code | Co |
|---|---|---|---|---|---|---|---|---|---|---|
| Edit \| Del | CC-7814703 | BRAKES | | GENERAL INQUIRY | QA | 5/22/2014 | ZR | AD | 121500 | OA |
~~~~

			GEN. BRAKE COMPONENT(S)							
Edit | Del	CC-7840613	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	6/10/2014	YE	AD	121500	OA
Edit | Del	CC-7840614	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	6/10/2014	YX	AD	121500	OA
Edit | Del	CC-7840615	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	6/10/2014	WT	AD	121500	OA
Edit | Del	CC-7840616	POWERTRAIN	AUTOMATIC TRANSMISSION	POOR OR IMPROPER OPERATION	10	6/10/2014	YX	BG	224500	OA

Show 1 more » | Go to list (6) »

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histor

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0MLwBi:ref]	[redacted]	✓	6/9/2014	Carrie Buckley	6/9/2014 10:18 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0MLwBi:ref]		✓	6/4/2014	Carrie Buckley	6/4/2014 2:47 PM
Edit | Del	ANTELOPE VALLEY NISSAN		✓	5/30/2014	Carrie Buckley	5/30/2014 9:06 AM
Edit | Del	IIR		✓	5/20/2014	William Johnson	5/20/2014 2:10 PM

Emails

Send an Email

Emai

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0MLwBi:ref] *6/9/2014Cas[redacted] Thank you for taking the time to c...*	[redacted]	6/9/2014 10:18
Reply | To All | Del	New		**Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0MLwBi:ref]** *Hello Carrie i am sorry we haven't been able to get together but tomorrow on ...*		6/5/2014 1:20
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0MLwBi:ref] *6/4/2014Cas[redacted] Thank you for taking the time to c...*		6/4/2014 2:47

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

Action	Form	Request Type	Created By	Created Date
Edit | Del	F26249	DTS Request	Carrie Buckley, 5/27/2014 4:05 PM	5/27/2014
Edit | Del	F25970	IIR	Carrie Buckley, 5/20/2014 12:40 PM	5/20/2014

Attachments

Attach File View All

Attachment

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	386KB	5/23/2014 10:15 AM	William Johns
Edit | View | Del		369KB	5/23/2014 7:48 AM	William Johns

Case History

Case Histo

Date	User	Action
6/10/2014 1:12 PM	Tracy Danesi	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/9/2014 6:55 PM	Andrew Czarnev	Changed **Case Owner** from Carrie Buckley to **Tracy Danesi**.
6/9/2014 10:18 AM	Carrie Buckley	Changed **Follow Up Date** from 6/9/2014 to **6/10/2014**.

Show more » | Go to list »

Surveys

Survey

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted] Customize Page | Printable View | H

Case Comments [37] | Case Categorizations [2] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [0] | Attachments [5+] | Case History [5+]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Jim Land [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	5/20/2014	Case Origin	Letter/Fax
Follow Up Date	10/24/2014	Date/Time Opened	5/20/2014 1:37 PM
Supporting Documents	☐	Date/Time Closed	12/29/2014 1:33 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	Correspondence
Martiz Customer Id		DRT Support Status	
Customer Document Received	☐	DRT Resolution	CST00051106
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date	12/5/2014 10:42 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Veh was out of service total of 21 days, 3 repair attempts for brake pedal going to the floor, 8 repair attempts for vibration at 44-51 MPH.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	NHTSA/ DOT/ Government	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,087		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AA0EC1BN3[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36411	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BUCKEYE NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$27,928.74	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	5/20/2014	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Nam[redacted]	

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: 1N6AA0EC1BN[redacted]		
Created By	Rebecca Morton, 5/20/2014 1:37 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 2:11 AM	Root Cause Code (2)	
Days Closed	920	Action Code	NL5F
Case Record Type	CA Closed Case [Change]	Document ID	CA14474896

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case C

Action	Public	Comment
Make Public	☐	**Created By: Jim Land (11/6/2014 10:35 AM)** DRTS-JL assumed case ownership & dispatched DTS request for CBB processing. Morley VSPC case #217010 The reason for repurchase is: brake pedal going to the floor, vibration at 44-51 MPH.
Make Public	[redacted]	**Created By: Anna Naraeva (10/27/2014 3:25 PM)** Case closed.
Make Public	☐	**Created By: Anna Naraeva (10/27/2014 3:19 PM)** ARBS transmitted c's case to Morley, case [redacted] Hard copies mailed via FedEx track[redacted] Morley package is attached to the case.
Make Public	☐	**Created By: Anna Naraeva (10/24/2014 11:04 AM)** ARBS received the check for attorney fees from legal department. Check [redacted]
Make Public	☐	**Created By: Anna Naraeva (10/23/2014 2:56 PM)** ARBS submitted checks request: Check in the amount of $16,250.11 for c. Check in the amount of $11,678.63 for Wells Fargo Dealer Services.
Make Public	☐	**Created By: Anna Naraeva (10/14/2014 12:42 PM)** OH - Attorney General Letter
Make Public	☐	**Created By: Anna Naraeva (10/14/2014 12:42 PM)** Veh was out of service total of 21 days, 3 repair attempts for brake pedal going to the floor, 8 repair attempts for vibration at 44-51 MPH.
Make Public	☐	**Created By: Anna Naraeva (10/14/2014 10:23 AM)** Legal department covers attorney fees. ARBS emailed legal department advising that signed repurchase offer was received and asked to process the check in the amount of $2,471.
Make Public	☐	**Created By: Anna Naraeva (10/14/2014 10:19 AM)** ARBS exchanged below emails with c's attorney office:" Thank you Susan! I am processing checks request and will send Mr. Cline's case to Morley by Friday. You will be contacted by the end of next business week to schedule the time of Feel free to contact me if you will have any questions. Thank you! Anna NARAEVA Dispute Resolution Team Arbitration Specialist II *** -----Original Message----- From: Susan Harris [mailto:Susan@burdgelaw.com] Sent: Friday, October 10, 2014 3:29 PM To: Naraeva, Anna (EXTERNAL) Subject: Burdge Law Office Re: Cline, Guy - Signed Offer Letter Importance: High

Good afternoon Anna,

I have attached the signed offer letter for Guy Cline. Let us know if there is anything you need. Thanks and have a great weekend!

Susan Harris,
Legal Assistant

Burdge Law Office
2299 Miamisburg-Centerville Rd."

Make Public

Created By: Anna Naraeva (10/14/2014 10:17 AM)
ARBS received signed repurchase offer from c's attorney. Copy is attached to the case.

Make Public

Created By: Anna Naraeva (10/8/2014 3:23 PM)
Repurchase calculations:

Sales Price $25,325.00
Sales Tax $845.88
Documentary Fee $150.00
Title Fee $250.00
Ohio Sales Tax $937.37
Loan Interest to date $420.49
Total Purchase Price $27,928.74
Loan Payoff good through 11/6* ($11,678.63)
Refund Amount $16,250.11
Attorney Fees $2,471.45

Make Public

Created By: Anna Naraeva (10/8/2014 3:22 PM)
ARBS emailed the repurchase offer to c's attorney with following message:"

Hi Ms. Montgomery:

Thank you very much for sending me the updated payoff information.

Please, find attached Nissan repurchase offer for Mr. Cline. The extended warranty and credit life insurance are not included in the offer since both of the policies are not Nissan own Cline will be able to cancel them on his own for a refund being sent to him directly by these companies.

Please, feel free to contact me if you will have any questions.

Thank you,

Anna Naraeva
Arbitration Specialist II"

**

Copy of the offer is attached to the case.

Make Public

Created By: Anna Naraeva (10/8/2014 2:27 PM)
Attorney's fee are equal to $2,471.45 provided by c's attorney.

Make Public

Created By: Anna Naraeva (10/8/2014 2:27 PM)
ARBS received below email from c's attorney with attached copy of transaction history.

Email from c's attorney:"

Hi Anna,

Attached is the current interest statement from Wells Fargo for Mr. Client. The total interest paid to date is $420.49. He also asked for the current loan payoff and daily per diem and t from a different department. They did verbally give him the amount which is $11,662.83 good thru 10/17 with a daily per diem of $0.79. Please let me know if you need anything furthe repurchase offer. Thanks and have a nice weekend!

Linda

Linda Montgomery
Settlement Manager

Burdge Law Office
937.432.9500
Linda@BurdgeLaw.com"

Make Public

Created By: Anna Naraeva (10/8/2014 2:23 PM)
On 10/1 ARBs received recommendations from legal department to resolve c's case in c's favor as requested and offer repurchase under the lemon law.

****

ARBS contact c's attorney Linda Montgomery on 10/1 and advised that NNA reviewed c's request and makes an updated offer to repurchase c's veh under OH lemon law. ARBS req to provide current payoff info and updated finance charges. ARBS advised that will send repurchase offer after will receive needed information.
C'a attorney understood, thanked and disconnected the call.

Make Public

Created By: Chad Alsup (8/22/2014 9:19 AM)
ARBS-CA AN sent reply letter to ATTY via FedEx - 770911682552

Dear Mr. Burdge:

This office is in receipt of your letter dated August 6, 2014 in regards to the above-referenced Nissan customer and his Nissan vehicle. I have taken the time to review the complaint.

On July 17, 2014, NNA sent a repurchase offer letter to your client. The voluntary offer via the Ohio Attorney General was a non-lemon law offer due to the age and mileage of the ve

NNA made this offer to your client before your services were retained, NNA will continue to honor the repurchase offer but has no intention of paying attorney fees due to the fact the directly to the client.

Thank you for allowing Nissan to review this matter.

Sincerely,

Anna Naraeva

Make Public

Created By: Rebecca Morton (8/11/2014 9:49 AM)
ATTORNEY REPRESENTATION - PLEASE DO NOT CONTACT C., IF C SHOULD CALL PLEASE REFER C TO THEIR ATTORNEY.

Make Public

Created By: Rebecca Morton (8/11/2014 9:40 AM)
DRTS, in receipt of an Attorney Letter of Representation from Burdge Law Office CO, LPA, dated 8/6/2014, rec'd on 8/8/2014, DRTS rec'd on 8/11/2014, the letter states:

Please be advised that our law office now represents C., Attached please find a copy of his note to Nissan North America rejecting the July 17 settlement offer and advising Nissan th matter over to us for further handling. From this point forward, all communication should be with my settlement manager, Linda Montgomery, or in her absence, you can deal directly

We have reviewed the history of the vehicle involved in this dispute with C., along with the July 17, 2014, settlement offer where Nissan offered to take the vehicle back and pay off th and refund to C., C rejects that offer because it is deficient.
The calculations in the July 17 letter offer are deficient because the repurchase is based only on the sale price of the vehicle. It ignores the full vehicle cost to him beyond the sales pr reflected on the sales contract, and it ignores the additional Ohio sales tax he paid when registering the truck in Ohio and it ignores the interest he has paid so far on the loan. Those significant.
As a result, the calculations are based on incomplete data, resulting in an unfair settlement offer to C.
The easiest way to determine what refund he should be owed when Nissan repurchases this vehicle would be to look at his actual "out-of-pocket" costs on this vehicle.
Base Vehicle Price: $25,325.00
Doc Fee: $150.00
Title Fee: $250.00
Indiana Sales Tax: $845.88
Ohio Sales Tax: $937.37
Anti-theft: $259.00
Loan Interest to date: $345.48
Extended Warranty: $1,250.00
Total Vehicle Cost: $29,326.73
Less Loan Payoff: $12,335.40
Refund Due: $17,027.33
Thus, his actual"out-of-pocket" loss on this vehicle is $17,027.33 and to that amount we must add the current loan payoff of $12,335-40 good through August 15.
The Nissan July 17 settlement offer also includes a "usage" deduction of $6,859 which seems unreasonable to him and it certainly seems out of line to me. No basis for the calculatio note that this problem started early in his ownership and he complained repeatedly about it. When the factory representative finally met with him, after postponing it once, C was told I to live with it. Of course, that did not go well. He did not buy this vehicle, which he intended to be the last vehicle he would own at his age, so he could see how badly it would vibrate, would be to drive, or how well he might get to know Nissan service managers. He bought the vehicle to keep it.
Regardless of all of that, C is willing to be reasonable in exchange for getting this over with expediently. He is willing to allow a usage charge of no more than $3,400 which is based c usage up until he began to experience significant problems. C also expects Nissan to refund all of the costs incurred in owning this defective truck and pay his attorney fees of $1,75(office to evaluate his legal claims, outline his damages, explain his rights, and determine whether this claim could be resolved without filing a lawsuit. It is our hope that Nissan will ch this matter amicably but if that cannot occur, we have been instructed to file a lawsuit.
Please consider promptly and advise.

C's Letter to Nissan North America - Consumer Affairs dated July 29, 2014 states:
I reject your settlement offer because it is not fair. I am turning this matter
over to my attorney.

Created By: Anna Naraeva (8/7/2014 3:02 PM)
ARBS received an email from c's attorney:"

Ms. Naraeva,

Please be advised that we now represent [redacted] and all further communication should be directed to our office. Attached is our letter of representation and settlement along with a Mr. Cline rejecting Nissan's offer and turning the matter over to our office for handling. We look forward to resolving this matter amicably.

Sincerely,

Make Public

Linda Montgomery
Settlement Manager
Linda@BurdgeLaw.com

Burdge Law Office
2299 Miamisburg Centerville Road
Dayton OH 45459
937.432.9500"

****
Both copies of the letters are attached to the case.

Created By: Anna Naraeva (7/29/2014 8:25 AM)
ARBS exchanged below emails with c:"

Mr. [redacted]

The purpose of my voice mail was to advise you that presented repurchase offer is final offer at this time.
Feel free to contact me if you have any questions.

Thank you!

Make Public

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist I

****

From [redacted]
Sent: Monday, July 28, 2014 8:35 PM
To: Naraeva, Anna (EXTERNAL)
Subject: Re: 14219067

ON JULY 21, 2014 AT 1:03 PM I RECEIVED A CALL AND VOICE MAIL. THE ONLY PART OF THAT VOICE MAIL THAT IS PLAIN TO HEAR IS YOUR GREETING THE REST OF AS IS EVERY VOICE MAIL I HAVE RECEIVED FROM EVERYONE OF THE REPRESENTATIVED I HAVE SPOKEN TOO. IF THIS VOICE MAIL WAS OF SOME IMPORTANCE IT SENT AS AN E-MAIL TO ; guy.cline@att.net "

Created By: Anna Naraeva (7/21/2014 12:15 PM)
ARBS called c,left detailed vmx advising that extended warranty is not Nissan's policy and should be canceled by c. ARBS advised c that is final offer. Left vmx on 7/21 at 12:00pm.

Make Public

****
ARBS called AG of OH agent Debra Lawver left vmx advising about the current status of c's case. ARBS offered to send her a repurchase offer that was presented to c. Left vmx on 7

Created By: Anna Naraeva (7/21/2014 12:01 PM)
ARBS received below email from c:"

Make Public [redacted]

I don't see my extended warranty cost in this offer. I have also made about $3000.00 in payments. So Nissan wants me to take better then a $10,000+ loss for something NIssan can have put up with this for over 9 months patiently trying to work with Nissan and hoping to stay in this truck or one like it. It appears Nissan has been stalling this , by blowing smoke up time. This is unacceptable. The answer is no! You pay off truck and $14,000 to me. I not going to be penalize for something your engineers are incompetent of fixing. If you can not fo response don't respond at all."

Make Public

Created By: Anna Naraeva (7/17/2014 2:37 PM)
ARBS emailed the repurchase offer to c. Copy is attached to the case.

Make Public [redacted]

Created By: Anna Naraeva (7/17/2014 2:36 PM)
Repurchase calculations:

Sales Price $25,325.00
Less Usage ($6,859.78)
Loan Payoff good through 8/17* ($12,336.27)

Refund Amount $6,128.95

Usage calculations:

27,087 / 100,000 * $25,325 = $6,859.78

Created By: Anna Naraeva (7/17/2014 11:59 AM)
ARBS called Wells Fargo at #800-289-8004 spoke to agent Alusha.

Payoff info:
Account #: 5769262074
Payoff amount: $12,319.47 good through 7/27/14 (10 days); 20*$0.84 =$16.80+ $12,319.47 = $12,336.27 good through 8/17/14 (30 days paoff adjusted by ARBS)

Make Public

Per Diem: $0.84

Physical address:
Wells Fargo Dealer Services
Remittance Center
MAC E2717-01H
15750 Alton Parkway
Irvine, CA 92618

Make Public

Created By: Rebecca Morton (7/17/2014 10:38 AM)
DRTS, obtained and attached factory invoice to case.

Make Public

Created By: Anna Naraeva (7/7/2014 3:52 PM)
ARBs called c left vmx on 7/7 at 3:45pm.

Make Public

Created By: Anna Naraeva (7/7/2014 3:45 PM)
ARBS received registration, sales agreement and statement from Wells Fargo. Copies are attached to the case.

Make Public

Created By: Anna Naraeva (6/17/2014 4:02 PM)
ARBS called c and offered none-lemon law repurchase. ARBS explained c that under none-lemon law the usage deduction will be made and c will not be refunded any fees besides t
the veh. C states c purchased the veh with 14,000 miles and asked what mileage will be used to do the calculations. ARBS advised c that 14,000 will be deducted from the mileage la
RO 718041 27,087. Total mileage that will be used for deduction calculation is 13,087.
ARBS asked c to send the copy of registration, sales agreement and bank info. C states c financed with Wells Fargo.

C states that if NNA will be able to eliminate the vibration, c prefers to keep the veh. C states that DTS advised him that veh cannot be repaired. ARBS advised c that per records veh
designed.
C asked to send c an email with needed docs.
ARBS sent c email to address available in SF.

C thanked and disconnected the call.

Make Public

Created By: Rebecca Morton (6/11/2014 11:33 AM)
DRTS, in receipt of an add'l letter from the Oh Attorney General's Office, dated 6/5/2014, rec'd on 6/10/2014, DRTS rec'd on 6/11/2014, the letter states:

As of today, we have not yet received any correspondence from you regarding this complaint. We cannot, in all fairness, make a determination or continue our attempts to resolve this
input from both parties involved.

If this complaint has been resolved please indicate the nature of resolution at the bottom of this letter and return it to our office.

If the complaint has not been resolved, please send us your written response within ten business days offering to resolve the complaint or proposing a good faith adjustment.

Please feel free to call us should you have any questions.

Make Public

Created By: Anna Naraeva (6/11/2014 10:32 AM)
ARBS received the letter from OH AG asking for the response.

ARBS called OH AG agent - Debra Lawver left vmx advising about the decision that NNA faxed and that ARBS left vmx for c.
ARBS left vmx on 6/11 at 10:25am.

Make Public

Created By: Anna Naraeva (6/10/2014 12:09 PM)
ARBS called c left vmx on 6/10 at 11:45am.

Make Public

Created By: Anna Naraeva (6/10/2014 12:07 PM)
NNA offers none lemon law repurchase of c's veh.

ARBS responded to OH AG via fax. Copy of the response with fax confirmation is attached to the case.

Make Public

Created By: Anna Naraeva (6/10/2014 12:05 PM)
Reviewed CarFax report for c's veh. No accidents were reported. Veh was sold as Nissan Certified Pre-Owned.

Notes from pre case about DTS inspection:

DTS notes from previous "T5" file [redacted]

CRT-CD notes having received the following email from DTS-Jeffrey Silverthorn:
MWR DTS JS inspected this vehicle on Monday 3/17/14 at Buckeye Nissan in Hilliard Ohio.
DTS met with customer and road tested vehicle for approximately 20 miles.
Customer had a vibration or "wobble" sensation between speeds of 41-49 mph per customer.
Customer had been carrying 400lbs of salt bags in the bed of his truck per dealer recommendation.
This vehicle is a standard bed crew cab vehicle.
Dealer had previously replaced the following through numerous repair orders spanning from a mileage of 19,723 written on 9/28/13 until 26,252 written on 2/27/14.
All four tires
Rear shocks
Driveshaft
Added shims to rear axle per TSB
Radial force balanced tires
Customer had purchased vehicle with approximately 14,500 miles on vehicle from Butler Nissan in Fishers Indiana. Per the customer he did not start to feel this vibration or wobble ui
miles on his vehicle. DTS JS asked the customer what changed in that 4,000 miles and the customer said nothing changed.

DTS JS after driving and evaluating the vehicle and the actions the dealer had done to resolve the customer issue, told the customer there was nothing else Nissan had to offer. This
or as I would call it "bed hop" is a normal characteristic of this vehicle mostly with crew cab/standard bed. The shims the dealer had installed are for vibrations below 40mph. DTS did
re balance the tires and two of them were off balance but not enough to make a perceivable difference in driving.

Make Public

Created By: Anna Naraeva (6/10/2014 12:01 PM)
ARBS-AN reviewed RHR with following repairs that were complete at the time for current owner:

Dates: 08/13/13- 08/13/13 Mileage: 17,552 RO#[redacted] Days:1

1. Perform LOF
2. When braking, pedal goes to the floor
3. When stopping quickly, last down shift truck seems to surge forward
4. Rotate and balance tires

DLR ACTIONS:
1. Complete
2. No problem found
3. Normal action for veh
4. Complete

Dates: 09/28/13- 09/28/13 Mileage: 19,723 RO#[redacted] Days:1
1. After last visit, the veh continues to vibrate at speed of 41 MPH and ends at 47 MPH. Brake pedal is still spongy
2. Perform MPI

DLR ACTIONS:
1. SOP

2. Complete

Dates: 10/08/13- 10/09/13 Mileage: 20,314 RO#: [redacted] Days:1

1. Veh is vibrating at higher speeds
2. Brake pedal soft
3. Vibrations from veh

DLR ACTIONS:
1. Replaced front drive shaft
2. Replaced brake booster
3. Replaced propeller shaft

Dates: 11/22/13- 11/22/13 Mileage: 22,212 RO#[redacted] Days:1

1. Perform LOF
2. Vibration in the rear at about 46 MPH and ends at 50 MPH

DLR ACTIONS:
1. Complete
2. C to return

Dates: 11/25/13- 11/27/13 Mileage: 22,477 RO#[redacted] Days:3

1. Vibrations at 45-50 MPH
2. Noise from R/F dash area
3. Perform MPI

DLR ACTIONS:
1. Replaced all 4 tires
2. Replaced blower motor
3. Complete

Dates: 12/26/13- 12/27/13 Mileage: 23,828 RO#[redacted] Days:2

1. Vibrations at 44-51 MPH
2. Perform MPI

DLR ACTIONS:
1. Replaced rear drive shaft
2. Complete

Dates: 01/08/14- 01/17/14 Mileage: 24,453 R[redacted] Days:10

1. Vibration at speed

DLR ACTIONS:
1. Replaced both rear shocks

Dates: 02/27/14- 02/27/14 Mileage: 26,252 RO#: [redacted] Days:1

1. Perform LOF
2. Vibrations at 41-48 MPH
3. Perform MPI

DLR ACTIONS:
1. Complete
2. C will return
3. Complete

Dates: 03/17/14- 03/17/14 Mileage: 27,087 RO#: [redacted] Days:1

1. Check vibrations between 41-48 MPH
2. When disengaging 4WD, had to repeatedly try to go to 2WD and the 4WD
3. Buzzing sound from R/F dash area
4. From a dead stop, tried to accelerate hard but did not accelerate correctly. Felt like no power
5. Perform MPI

DLR ACTIONS:
1. Put .5 degree shims on springs and re balance tires
2. No problem found
3. No problem found
4. No problem found
5. Complete

Make Public

Created By: Rebecca Morton (5/20/2014 3:44 PM)
DRTS, placed a call to Buckeye Nissan, spoke with Kevin, asked if any add'l ROs after RO dated 3/2014, SA advised that is the last RO.

RHR from case 14219067 is current and attached to case.

Make Public

Created By: Rebecca Morton (5/20/2014 1:46 PM)
>Ohio Attorney General Letter
>Previous Cases [redacted]
>Recalls/Campaigns -
CLSD PC090 TTN ARM AC DOOR MTR NTB11040
CLSD PC117 TTN ARM RECV DRIER NTB12-032

DRTS, in receipt of an Ohio Attorney General Letter dated 5/15/2014, rec'd on 5/20/2014, DRTS rec'd on 5/20/2014, the letter states:

The Ohio Attorney General's Consumer Protection Section has received the enclosed complaint regarding your company. In an effort to make you aware of information received by th
General's Consumer Protection Section concerning your company, we are sending this complaint to you for response.

We would appreciate it if you would provide your written reply within ten days of receipt of this request so the complaint can be resolved without further action by the Consumer Prote

In the event this complaint has already been satisfactorily resolved, either because you believed the complaint to be justified or because you offered a good faith adjustment, please a
the terms of the resolution so we can confirm with the consumer that the resolution offered is acceptable and close the file.

Thank you for your prompt attention to this matter.
NOTE: Please send all communication electronically when possible.

Complaint Detail
Purchase Information:

Purchase Date: 6/24/2013
Total Price: $27800.00
Disputed Amount: $27800.00
Amount Paid So Far: $27800.00

Purchase Mileage: 14864
Current Mileage: 23000
Warranty Type: Warranty Purchased

Description:
No Attorney
The consumer purchased a truck in June 2013 in Indiana. The consumer states that the vehicle had a Nissan warranty still left on it. The consumer has had several issues with the ve steering wheel shaking. The consumer has had several repairs made on the vehicle at a Nissan dealership here in Ohio. Nissan corporation is now telling him they will not do anythin the issues and that the warranty issues had been closed. The vehicle is a certified pre-owned and the consumer purchased an extended warranty.

Satisfactory Solution:
The consumer wants the vehicle repaired properly, a different vehicle or money back.

Case Categorizations

Case Categ

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory C
Edit | Del	CC-7811481	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	JUDDER/CHATTER/VIBRATION	02	5/20/2014	ZY	BN	252000
Edit | Del	CC-7811482	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	02	5/20/2014	YE	BN	252000

Open Activities

Oper

No records to display

Activity History

View All

Activ

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	11/8/2014	Jeff Silverthorn	11/7/2014 10:43 AM
Edit | Del	New DTS Request		✓	11/8/2014	Jeff Silverthorn	11/7/2014 10:42 AM
Edit | Del	Review Approved Check Request	[redacted]	✓	10/24/2014	Anna Naraeva	10/27/2014 7:09 AM
Edit | Del	Review Approved Check Request		✓	10/24/2014	Anna Naraeva	10/27/2014 7:08 AM
Edit | Del	Create RHR		✓	8/15/2014	Rebecca Morton	8/11/2014 9:42 AM

Show more » | Go to list »

Emails

Send an Email

No Emails Available

Customer Support Tools

Customer Sup

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Pro
Edit	CST00051106	DRT Resolution	1N6AA0EC1BN[redacted]						

Check Activity

Che

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payabl
	CR0135063	[redacted]	10/25/2014	Customer	Approved	$16,250.11	24BUYBACK	Nissan North Central Buyback/Trade	BURDGE LAW	OFFIC
	CR0135064		10/25/2014	Lienholder	Approved	$11,678.63	24BUYBACK	Nissan North Central Buyback/Trade	WELLS FARGO	DEALE

Forms

No records to display

Attachments

Attach File | View All

At

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	DMA-Sales tax packet.pdf	1.25MB	6/9/2015 9:33 AM	Rebecca Martin
Edit | View | Del	Cashed check copy 2.docx	86KB	6/5/2015 8:30 AM	Rebecca Martin
Edit | View | Del	Cashed check copy 1.docx	111KB	6/5/2015 8:30 AM	Rebecca Martin
Edit | View | Del	[redacted]	744KB	10/27/2014 3:24 PM	Anna Naraeva
Edit | View | Del		492KB	10/14/2014 10:15 AM	Anna Naraeva

Show more » | Go to list »

Case History

Ca

Date	User	Action
12/29/2014 1:33 PM	Jim Land	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/6/2014 10:30 AM	Jim Land	Changed **Case Owner** from Anna Naraeva to **Jim Land**.
11/6/2014 10:30 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys

No records to display

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Case [redacted]

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Case Comments [9] | Case Categorizations [4] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Mareesha Hannibal [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/23/2014	Date/Time Opened	5/21/2014 10:14 AM
Supporting Documents		Date/Time Closed	5/23/2014 9:41 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	c is having an issue with the airbag & brakes		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	HARBOR NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	130,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AN08W67[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	94,000
Make	NISSAN	Beyond Basic Warranty Months1	82
Model Line	XTERRA	Beyond PT Warranty Miles1	70,000
Model Code	04617	Beyond PT Warranty Months1	58

Dealer Access

Case Servicing Dealer	HARBOR NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/22/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	ROBERT COPENHAVER

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] VIN: 5N1AN08W67[redacted]		
Created By	Vanessa Arguelles, 5/21/2014 10:14 AM	Root Cause Code	SNIN
Last Modified By	System Account NNAINT, 5/23/2014 7:02 PM	Root Cause Code (2)	
Days Closed	1,140	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	CA14480195

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		**Created By: Karen Dorner (5/23/2014 11:53 AM)** *** [Added after the case is closed.] *** SRD-KD received vmx from C stating dlrshp replaced master cyclinder C picked up veh 5/22 and had to take back today due to brakes still not working correctly. C stated C just war give SRD update. SRD called C[redacted]t 12:49 Pm Est, C stated C picked up veh 5/22 and had to take back due to the brakes still mushy. SRD apologized to C. SRD advised C that SRD spo with SM Cameron and Sm did advise SRD that Cs veh was at dlrshp being repaired. SRD advised C that C would need to speak with Sm in regards to the amount C would need to p stated C will contact Sm and thanked SRD.
Make Private	✓	**Created By: Karen Dorner (5/23/2014 9:40 AM) | Last Modified By: Karen Dorner (5/23/2014 9:40 AM)** VEH IS AT DLRSHP 5/23 FOR REPAIRS
Make Private	✓	**Created By: Karen Dorner (5/23/2014 9:40 AM) | Last Modified By: Karen Dorner (5/23/2014 9:40 AM)** Correction SRD closing case pending call back from C SUMMARY C SEEKING ASSISTANCE FOR BRAKE CONCERN, SM SPOKE WITH FOM AND APPROVED 3 WAY SPLIT. DLRSHP TO ADVISE C OF OFFER.
Make Private	✓	**Created By: Karen Dorner (5/23/2014 9:39 AM) | Last Modified By: Karen Dorner (5/23/2014 9:40 AM)** SRD-KD called Harbor Nissan 9416291171 at 10:25 Am Est, SRD spoke with SM Cameron and asked if SM spoke with FOM Chuck Rice. Sm stated did speak with FOM and FOM agreed to 3 way split. SRD asked if C has been advised. SM stated no Cs veh is at dlrshp now and C will be advised of Cs portion when C comes to pick up veh. SRD advised SM th SRD will contact C and advise C to contact SM for Cs portion. Sm agreed and stated C has approved repairs. SRD called C[redacted]at 10:36 Am Est, left vmx advising C to contact SM Cameron for goodwill decision. SRD advised C that C may contact SRD at 800 343 6913 ext 458173 SRD setting follow up 5/27
Make Private	✓	**Created By: Karen Dorner (5/22/2014 2:37 PM) | Last Modified By: Karen Dorner (5/23/2014 9:40 AM)** SRD-KD received vmx from C stating C missed SRD call C can be reached at 941 626 2508 SRD called C 941 626 2508 at 3:35 Pm Est, left vmx advising C returning Cs call and SRD will follow up with C 5/23. SRD advised C has contacted dlrshp waiting for some informati and will follow up with C 5/23
Make Private	✓	**Created By: Karen Dorner (5/22/2014 8:25 AM) | Last Modified By: Karen Dorner (5/23/2014 9:41 AM)** SRD-KD called C[redacted]at 9:22 Am Est,. phone rang no vmx came on SRD called C[redacted]at 9:23 Am Est, left vmx for C to contact SRD at 800 343 6913 ext 458173 SRD setting follow up 5/23 to contact C and Sm Cameron
Make Private	✓	**Created By: Karen Dorner (5/22/2014 8:21 AM) | Last Modified By: Karen Dorner (5/23/2014 9:41 AM)** SRD-KD reviewed case C has no campaigns for Cs veh. SRD called Harbor Nissan 9416291171 at 9:10 Am Est, SRD spoke with Sa Brian. SA stated C wants everything to be paid for. Sa stated Sm-Cameron spoke with C and believes d would waive labor and C pay for part SA stated C has 130K on veh. . SA transferred SRD to SM Cameron. SM stated message was sent to FOM Chuck Rice and Fom requested fu information on diagnosis. SM stated Sm was OOO 5/21 and would send information to FOM-CR today. SRD thanked SM and advised SM C called and wants NNA to pay for entire r

SM-Cameron stated C was advised what SM was in process of doing and did not know why C called NNA. SRD confirmed SM-Cameron will forward information to FOM-CR and SR follow up with SM on 5/23. Sm agreed.

Make Private ✓ **Created By: Vanessa Arguelles (5/21/2014 10:31 AM) | Last Modified By: Karen Dorner (5/23/2014 9:41 AM)**
Vehicle Concern

Created By: Vanessa Arguelles (5/21/2014 10:30 AM) | Last Modified By: Karen Dorner (5/22/2014 6:43 AM)
c said that the veh is being maintained at a nissan dlr regularly & c just had an oil change on 11/05/13

c said that after the service, the driver side airbag sensor light came on & c called the dlr & addressed the concern. c was told that the c's veh is not part of the campaign & c was ad that dlr will perform diagnosis & c will be charged $100 for diagnosis & $1500 for repair

c said that another issue occured yesterday when c was on the highway, the brake pedal went all the way on the floor
c said that c was almost got into an accident

c called the dlr & took the veh back toHARBOR NISSAN yesterday & c found out that there is a campaign on the airbag sensor
c said that c was told that c's veh is not part of any campaign

c asked why
crr va told c that recall/campaigns are vin specific & told c that c's veh may be exhibiting the same symptoms but not all veh with teh same yr & model is part of the campaign. c is un but c understood

Make Private ✓

estimate is $1100 repair airbag &
$400 for the brakes

c said that c was provided with a rental veh because the brake master cylinder is not available yet

but c's concern is that c has been driving the veh for a month with an airbag that may not deploy
c said that NISSAN should take care of the the repair because this is a safety issue

SA-Brian Hardwick did the diagnosis

crr-va told c that case will be forwarded to rcas for review & c will receive call before the end of the next business day. c understood

crr-va offered further assistance, c declined.
crr-va gave name, extension & case number.
crr va is leaving case open

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7813009	NISSAN PRODUCT INQUIRIES	XTERRA	PROVIDED RECALL INFORMATION	QF	5/21/2014	VG	AZ	209000	OF
Edit | Del	CC-7813010	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	5/21/2014	YX	BK	233500	OA
Edit | Del	CC-7813011	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	5/21/2014	YX	AD	121500	OA
Edit | Del	CC-7817133	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	5/23/2014	YI	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
5/23/2014 9:41 AM	Karen Dorner	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/22/2014 8:25 AM	Karen Dorner	Changed **Follow Up Date** from 5/22/2014 to **5/23/2014**.
5/22/2014 6:44 AM	Karen Dorner	Changed **Shared via Portal** from false to **true**.

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Surveys Surveys He

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

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Case
14556579

Customize Page | Printable View | Help for this

Case Comments [8] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Mellisa Gosnell [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/3/2014	Date/Time Opened	5/29/2014 9:22 AM
Supporting Documents		Date/Time Closed	6/3/2014 3:56 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Brake System		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	70,000	Related Vehicle Make	Nissan
Current Mileage	141,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1BR18A5[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	105,000
Make	NISSAN	Beyond Basic Warranty Months1	82
Model Line	PATHFINDER	Beyond PT Warranty Miles1	81,000
Model Code	19418	Beyond PT Warranty Months1	58

Dealer Access

Case Servicing Dealer	GARLAND NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/30/2014
Responsible District	02	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1BR18A58[redacted]		
Created By	Ronald Valencia, 5/29/2014 9:22 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 6/3/2014 7:13 PM	Root Cause Code (2)	
Days Closed	1,129	Action Code	NT1G
Case Record Type	CA Closed Case [Change]	Document ID	CA14556579

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments

Action	Public	Comment
Make Private	✓	Created By: Mellisa Gosnell (6/3/2014 3:55 PM) rcas-mg received case in regards to c seeking assistance in brake repair concern. dlrshp consult went down and was waiting on a loaner from nissan. repair has been completed an satisfied. rcas closing case.
Make Private	✓	Created By: Mellisa Gosnell (6/3/2014 3:46 PM) rcas-mg placed call to c at 4:24pm on #[redacted] rcas informed c that rcas spoke with sm-jamie and was advised that the veh brake master cylinder repair has been completec veh returned to c. rcas advised rcas is following up to see if everything has been resolved. c confirmed. c stated that c didnt want to get the dlrshp in trouble because c knew hat ther concern with the computer. c stated that c just really needed the veh repair completed as soon as possible. c stated that c knows the dlrshp did everything they could and c has beer satisfied with the dlrshp. rcas thanked c for c's positive feedback and apologized for any inconvenience the concern may have caused c. c thanked rcas. rcas provided rcas contact i future reference and the call was ended mutually.
Make Private	✓	Created By: Mellisa Gosnell (6/3/2014 3:14 PM) rcas-mg spoke with sm-jamie. sm advised rcas that the brake master cylinder repair was completed and verified and veh was returned to c.
Make Private	✓	Created By: Mellisa Gosnell (5/30/2014 2:45 PM) | Last Modified By: Mellisa Gosnell (6/3/2014 3:47 PM) rcas-mg placed call to c at 3:45pm on #([redacted] rcas left vmx for c to return call. rcas provided name and ext # 458143.
Make Private	✓	Created By: Mellisa Gosnell (5/30/2014 2:44 PM) rcas-mg placed call to c at 3:44pm on #2708857825. # has been disconnected.
Make Private	✓	Created By: Mellisa Gosnell (5/30/2014 2:43 PM) | Last Modified By: Mellisa Gosnell (5/30/2014 2:44 PM) rcas-mg spoke with sa-renee. sa advised that the dlrhsp consult broke and the dlrshp had to wait for nna to send a loaner. sa advised the loaner came in and the dlrshp was able to repairs c's veh. sa advised the brake master cylinder was replaced and is being test driven to verify resolution now. rcas thanked sa and call was ended mutually.
Make Private	✓	Created By: Ronald Valencia (5/29/2014 9:28 AM) | Last Modified By: Mellisa Gosnell (5/30/2014 10:15 AM) Vehicle Concern
Make Private	✓	Created By: Ronald Valencia (5/29/2014 9:27 AM) | Last Modified By: Mellisa Gosnell (5/30/2014 7:11 AM) CRR-RV received call from c CRR-RV verified c's contact information, updated mobile and home phone and email address CRR RV received a call from c, stating that brake pedal went all the way down to the floor. C was going down a hill and the brake did not work. C brought the veh to the dealer, and i over a week. Dealer was telling c that the computer system of the dealer has been down for a week and is still waiting for a flash drive from Nissan, C was not being given any date v c's veh be done. C was not given a loaner veh and c had been jsut walking to work. C would like Nissan's help to get the veh fixed properly. C could not provide the VIN, crr rv offered to call the dealership to get the vin, c agreed CRR RV called the service dept and talked with SA Renee, who gave the vin and said that the flash drive is neede to diagnosed the veh properly and that dealer had been waiting fc to send the flash drive. CRR RV added the vin to c's account and created case. CRR-RV advised c that file will be transferred to rcas for review. CRR-RV advised c to expect a call within the next business day. c understood. CRR-RV offered further assistance, c declined. CRR-RV provided name, ext and file number. CRR-RV leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7831414	BRAKES			03	6/3/2014	YX	AD	122000	OA

		MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION							
Edit | Del CC-7831415	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	SCHEDULING PROBLEM	QC	6/3/2014	WM	BF	223500	OC	

Open Activities — Open Activities

No records to display

Activity History — Activity History

No records to display

Emails Send an Email — Emails

No Emails Available

Customer Support Tools — Customer Support Tools

No records to display

Check Activity — Check Activity

No records to display

Forms — Forms

No records to display

Attachments Attach File — Attachments

No records to display

Case History — Case History

Date	User	Action
6/3/2014 3:56 PM	Mellisa Gosnell	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/30/2014 2:46 PM	Mellisa Gosnell	Changed **Follow Up Date** from 5/30/2014 to **6/3/2014**.
5/30/2014 7:12 AM	Mellisa Gosnell	Changed **Shared via Portal** from false to **true**.

Show more » | Go to list »

Surveys — Surveys

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this

Case Comments [90] | Case Categorizations [3] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [1] | Attachments [5+] | Case History [5] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	✓	Case Owner	Trisha Zamarron [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date	6/24/2014	Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/12/2014	Date/Time Opened	5/29/2014 6:04 PM
Supporting Documents	✓	Date/Time Closed	9/15/2014 3:27 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	CST00048326
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Consumer Affairs Voluntary Cash Settlement. Nissan provided a cash settlement for $7,995.96 due 3 repairs and 10 days out of service for brake pulsation.		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	NO Repurchase
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AN0NUX[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	31
Model Line	XTERRA	Beyond PT Warranty Miles1	0
Model Code	24112	Beyond PT Warranty Months1	7

Dealer Access

Case Servicing Dealer	NISSAN OF CHANTILLY	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	5/30/2014
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$7,995.96	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	8/15/2014	Vehicle Service Contract	
RHR Completed	8/15/2014	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted]HONE: VIN: 5N1AN0NUXCC[redacted]		
Created By	Ronald Cabatbat, 5/29/2014 6:04 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/13/2015 11:38 PM	Root Cause Code (2)	
Days Closed	1,025	Action Code	NL9D
Case Record Type	CA Closed Case [Change]	Document ID	CA14560445

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Public	☐	Created By: Trisha Zamarron (9/12/2014 10:47 AM) ARBS note provided the Fed Ex tracking # to customer.
Make Public	☐	Created By: Trisha Zamarron (9/10/2014 2:22 PM) ARBS note requested c ck in the amount of $7,995.96 and printed FedEx. label w/tracking numbe[redacted]
Make Public	☐	Created By: Trisha Zamarron (9/10/2014 2:09 PM) NNA is not offering any settlement as the customer is no longer the registered owner of vehicle.
Make Public	☐	Created By: Trisha Zamarron (9/9/2014 12:30 PM) ARBS note called c to go over the amount offered ($7,995.96). C/s he understands how NNA came to that amount. C/s what about the repairs needed to the vehicle. ARBS/s Honda purchased the vehicle they have a service team that can make repairs. The vehicle is no longer in our customers possession. ARBS note the offer to provide a cash settlement for $7,995.96. C/s he would like more for his time and trouble. ARBS/s the offer will remain the same.
Make Public	☐	Created By: Adrienne Dickens (9/9/2014 11:00 AM) Arbs approved settlement numbers.
Make Public	☐	Created By: Trisha Zamarron (9/9/2014 9:08 AM) ARBS note sent the release for $7,995.96 for the c to sign. ARBS note called c and went over the calculations with him.
Make Public	☐	Created By: Trisha Zamarron (9/9/2014 8:47 AM) Honda $17,000 (-)NMAC payoff $16,073.41 Total = $926.59 Total Refund from repurchase $8,922.55 (-) $926.59 Total due to c $7,995.96
Make Public	☐	Created By: Trisha Zamarron (9/9/2014 8:46 AM) ARBS note correction in the repurchase amount 31 additional payments 1st payment is included in down payment: Down Payment including 1st payment $1,420.00 Additional Payments $10,343.15 31 @$333.65 Total Amounts Paid $11,763.15 Less Usage 10145 x .28 $2,840.60 Total Deductions $2,840.60 Total Refund $8,922.55
Make Public	☐	

	Created By: Trisha Zamarron (9/9/2014 8:31 AM) ARBS note received the lease agreement from Honda and attached. ARBS note the trade in amount for the Nissan Xterra was $17,000.00
Make Public	**Created By: Trisha Zamarron (9/8/2014 11:53 AM)** ARBS note reviewed the file with Adrienne Gehrke, DRT supervisor. Adrienne/s NNA will take the amount the Honda dealership gave for the 2012 Exterra, minus the payoff from NM Take the sum and subtract from the refund in the repurchase. Honda $17,000 (-)NMAC payoff $16,073.41 Total = $926.59 Total Refund from repurchase $9,256.20 (-) $926.59 Total due to c $8,329.61
Make Public	**Created By: Trisha Zamarron (9/8/2014 11:46 AM)** ARBS note the following is the repurchase calculations: Down Payment $1,420.00 Additional Payments $10,676.80 32 @$333.65 Total Amounts Paid $12,096.80 Less Usage 10145 x .28 $2,840.60 Total Deductions $2,840.60 Total Refund $9,256.20
Make Public	**Created By: Trisha Zamarron (9/8/2014 11:27 AM) | Last Modified By: Trisha Zamarron (9/8/2014 11:27 AM)** ARBS note received the following payment information from NMAC: Account#: [redacted] Customer [redacted] Payoff amount is $16,073.41 on the date of 8/11/2014 Payments received 32 Payment amount $333.65 Last payment received on 8/6/14 in the amount of $333.65
Make Public	**Created By: Trisha Zamarron (9/8/2014 9:28 AM)** ARBS note asked the c if he has a copy of his lease agreement with Honda that can be sent to me. ARBS note requested lease agreement from NMAC.
Make Public	**Created By: Trisha Zamarron (9/4/2014 4:20 PM)** ARBS note left msg w/Chris Buckner, Honda sales manager.
Make Public	**Created By: Trisha Zamarron (9/4/2014 4:18 PM)** ARBS not[redacted] c/s that it was unfair that the repurchase could not be completed. Honda was willing to give the vehicle back. ARBS/s the title and the registration would be in the owners name in order to proceed with a the repurchase process. ARBS/s NNA is willing to provide an option in lieu of a repurchase. ARBS note c went over the numbers he was given from the repurchase coordinator. C/s he leased a Honda and on the Honda lease agreement there is a credit of $926. ARBS note will contact Honda and speak to Chris Buckner, sales manager regarding the trade value.
Make Public	**Created By: Trisha Zamarron (9/4/2014 3:50 PM)** ARBS note called Amanda Simcox, repurchase coordinator. ARBS wanted to know if the payoff was received from NMAC. Amanda/s no just the payment history.
Make Public	**Created By: Trisha Zamarron (9/4/2014 3:43 PM)** ARBS note taking the case to make offer an option regarding the buyback of the vehicle. C has sold the vehicle. Will get the trade in value that the c received and assess usage per
Make Public	**Created By: Amanda Simcox (8/26/2014 10:19 AM)** NNA is repurchasing vehicle due to 3 repairs and 10 days down for brake pusating.
Make Public	**Created By: Amanda Simcox (8/26/2014 8:26 AM)** RC emailed C informing that NNA is no longer in a position to offer any type of settlement as C is no longer the registered owner of the vehicle.
Make Public	**Created By: Amanda Simcox (8/26/2014 8:12 AM)** RC spoke to Manny @ DLR requesting BOS for Glancy trade-in. Manny informed RC that he will pass request along to Alex and have Alex send BOS later today.
Make Public	**Created By: Amanda Simcox (8/25/2014 8:14 AM)** RC spoke to Alex @ DLR. Alex stated to call accounting dept. RC called accounting dept and left VM requesting BOS for trade-in and a callback.
Make Public	**Created By: Trisha Zamarron (8/22/2014 3:52 PM)** ARBS note updated Exec, Brittney Smith. The c had traded the vehicle sometime on or prior to 8/11/14 as the lease was paid off on this date. NNA will not be able to provide the c re a repurchase.
Make Public	**Created By: Amanda Simcox (8/22/2014 2:06 PM)** Emailed ARBS to inform that vehicle is no longer in C's possession and to provide update on case.
Make Public	**Created By: Amanda Simcox (8/22/2014 1:29 PM)** NNA is repurchasing due to vehicle concerns
Make Public	**Created By: Amanda Simcox (8/22/2014 1:26 PM)** vehicle concern
Make Public	**Created By: Amanda Simcox (8/22/2014 1:13 PM)** NMAC provided copy of purchase contract. Emailed C to inform.
Make Public	**Created By: Amanda Simcox (8/22/2014 12:20 PM)** C emailed registration and purchase contract. RC confirmed receipt of registration but not purchase contract. C emailed C will resend purchase contract.
Make Public	**Created By: Amanda Simcox (8/22/2014 10:49 AM)** Alex at Honda of Chantilly called. RC asked that BOS for trade-in be emailed or faxed. Alex stated vehicle is listed at DLR for $19,000.00. RC explained that Nissan was requested t repurchase vehicle from C. Alex said to call him or ask for Rob if RC needed any additional information. Call ended mutually.
Make Public	**Created By: Amanda Simcox (8/22/2014 9:51 AM)** RC called Honda of Chantilly 855-778-8423, where C stated vehicle was traded to. RC spoke with Manny @ DLR and provided contact info. Manny will send over BOS for trade-in.
Make Public	**Created By: Amanda Simcox (8/22/2014 8:47 AM)** RC spoke with C; confirmed that vehicle is at Honda of Chantilly. C is going the DLR to get registration and will send registration and lease contract. RC will contact Honda of Chantilly in regards to bill of sale for tradein
Make Public	**Created By: Amanda Simcox (8/21/2014 3:51 PM)** RC will contact DLR to obtain BOS for trade-in on repurchase vehicle.
Make Public	

Created By: Amanda Simcox (8/21/2014 3:38 PM)
C called RC to inquire about LOI.

C stated that C has already traded the vehicle in for another one. C stated that vehicle is sitting at the DLR next to C's house and the DLR is aware of the situation not to sell the veh stated C can get the vehicle back at any time.

C would like to see the figures on a repurchase. RC advised that as soon as registration, purchase contract, and lease finance information are received RC will put together those fig understood and agreed.

Call ended mutually.

Make Public

Created By: Amanda Simcox (8/21/2014 8:22 AM)
RC called C to inform that LOI had been sent via FedEx. C requested RC email LOI as C will leaving for vacation tomorrow. RC emailed LOI to C.

C stated vehicle has been paid off and was leased through NMAC. RC contacted NMAC requesting payment history and purchase contract.

RC requested that C send in registration. C was very argumentative and stated C didn't know if C still had registration but that Nissan should already have everything. RC again infor that RC will need registration.

Call ended mutually.

Make Public

Created By: Amanda Simcox (8/21/2014 7:23 AM)
RC sent C LOI via FedEx tracking # [redacted]

August 21, 2014

[redacted]
Centreville, [redacted]

Re: 2012 Nissan Xterra / VIN: 5N1AN0NUXC[redacted]

Dear Mr. [redacted]

We sincerely appreciate you taking the time to contact Nissan regarding your vehicle. As a company interested in winning lifelong customers, Nissan apologizes for any inconvenien may have experienced.

Nissan carefully considered your appeal and after a review of all available facts, Nissan offers to voluntarily assist you with your request.

In order to complete the process, Nissan requires particular facts pertaining to your ownership and intentions regarding the vehicle. Please complete and return the following docume me as soon as possible, as they will be needed to make a detailed offer:

- A legible copy of the vehicle's current registration and title(if in your possession)
- A copy of the purchase contract for the vehicle
- A payoff confirmation statement from your lienholder(10 day payoff referencing account number, collateral, amount of interest you pay per day, and overnight payoff address)
- A payment history from your lien holder

Please return the requested information to me via fax at [redacted] or scan and email. We anticipate completing the process within 2 to 4 weeks from the time of your acceptan Please note: supplying the requested documents does not indicate your acceptance of the offer; you will have a chance to review the fully detailed offer before making a decision.

If you decide you would prefer to keep your vehicle, Nissan would be willing to provide a settlement for $2,000.00. In exchange for this check, you will retain ownership of your vehicl will sign a Confidential Settlement Agreement and Release of Nissan North America, Inc., all Nissan entities, dealers and suppliers, though all warranties will remain in effect.

If you have any questions you are welcome to call me at (989)497-8959, though email is preferred at amanda.simcox@nissan-usa.com. I am generally in the office 8 a.m. – 5 p.m. E Monday-Friday.

Sincerely,

Amanda Simcox
Customer Quality
Repurchase Coordinator
Nissan North America, Inc.
Phone: (989) 497-8959
Fax: (615) 967-2244

Make Public

Created By: Trisha Zamarron (8/20/2014 2:36 PM)
ARBS note c requested an email be sent to him immeadiately regarding the buyback to [redacted]

ARBS sent an email stating a repurchase coordinator will be in contact and that NNA offers to voluntarily repurchase or replace the above referenced vehicle under the terms of the Lemon Law

Make Public

Created By: Trisha Zamarron (8/20/2014 2:29 PM)
ARBS contacted customer @[redacted] and advised the case was reviewed, and NNA is willing to offer buyback options to the customer. A repurchase/replacement representat be in contact with the customer within 24-48 hours with the details of the customer's available options.

ARBS note c/s he will be out of town starting Friday, August 22 and would like a call. C/s he wants the repurchase and wants this to be completed by Friday due to him being out of t ARBS let the c know that is not a possibility in the buyback process. A repurchase rep, will provide options according to the VA LL and will follow the process accordingly.

Make Public

Created By: Trisha Zamarron (8/20/2014 2:26 PM)
ARBS note NNA offers to voluntarily repurchase or replace the above referenced vehicle under the terms of the VA State Lemon Law, due to the 3 repairs and 10 days down for bral pulsation.

ARBS note reasonable allowance for use applies to a refund and a replacement.

ARBS note if c does not want a repurchase or replacement, NNA will offer $2,000.00 as a cash settlement in lieu of the buyback.

Make Public

Created By: Trisha Zamarron (8/20/2014 12:46 PM)
ARBS note requested payoff information from NMAC.

Make Public

Created By: Brittney Smith (8/20/2014 12:07 PM)
EXEC-BS received inbound call from

C/S is waiting for an update on c's case.
EXEC-BS apologized to c for the delay in communication,
EXEC-BS informed c that case has been taking over by Arbs. dept and c would be receiveing a call back today by COB to discuss case.
c understood.

c/s c wants NNA to know the veh is already paid off.
EXEC-BS understood.

EXEC-BS stated an IM would be sent to c's new POC.
call ended mutually

Make Public

Created By: Trisha Zamarron (8/20/2014 8:27 AM)
ARBS notes the following repair history per CPIA, ROs, RHR:

07/03/12 @ 10,145 miles 1
Concerns:

1. Brake pedal feels spongy and the veh shutters
Actions:
1. Resurfaced rotors

06/25/13 @ 23,225 miles 2
Concerns:
1. Veh has brake vibration especially when going downhill. Steering wheel and pedal vibrates
2. Perform MPI
3. Severe brake vibration
Actions:
1. Replaced front rotors
2. Complete
3. Replaced rear rotors

08/13/13 @ 24,662 miles 1
Concerns:
1. Veh keeps needing a jump
2. Perform MPI
Actions:
1. Replaced battery and treat terminals
2. Complete

12/06/13 @ 28,081 miles 1
Concerns:
1. Passenger front tire leaks
Actions:
1. No problem found

12/26/13 @ 28,508 miles 1
Concerns:
1. Perform state inspection
Actions:
1. Complete

12/26/13 @ 29,000 miles 3
Concerns:
1. Rear center cup holder came apart
Actions:
1. Replaced cup holder

05/27/14 @ 34,328 miles 1
Concerns:
1. Vibration/grating feeling when driving and braking
2. Perform MPI
Actions:
1. Tires need to be replaced
2. Complete

7/17/14 36774 1
c/s vibration when braking at higher speeds in mountains.
test driven for about 2.5hours. the veh was driven in on highway and in the mountain areas where DTS-RG was able to duplicate brake vibration in the steering wheel and brake ped
DTS-RG stated c's brake usage was not excessive to DTS.
Vehicle driven by customer with DTS. Brake system thoroughly inspected by DTS. notes the repair recommendations which includes brakes booster, brake master cylinder, ABS act
and renewal of the brake pads and rotors
the brake rotors front and back on both sides looked to dark indicating the rotors have been getting to hot.
Customer declined repairs

ARBS note the following:

2012 10,145 miles: brake pedal spongy veh shutters; resurfaced rotors
2013 23,225 miles: brake vibration; r/r front rotors
8/2013 battery replaced
12/2013 ctr cup holder came apart
5/2014 34,328 miles: vibration/grating feel; tires need replaced
7/17/14 DTS recommends brake booster, brake mastercylinder, ABS actuator and new brake pads and rotors.

veh has been in service 2yrs/8 mths w/36,774 miles
no tech cases
no other ca
lease
no vsc

Make Public

Created By: Sara Dorazio (8/18/2014 9:00 AM)
DRTS received the RHR. The RHR was assigned to ARBS- Trisha Zamarron for review.

Make Public

Created By: Brittney Smith (8/15/2014 3:37 PM)
EXEC-BS resubmitted RHR request.

*** Note to ARBS agent please review RHR dated 7/25/14 ***

Make Public

Created By: Brittney Smith (8/7/2014 2:07 PM)
EXEC-BS called c at 703-932-0488 and lvm informing c case is still under review.

Make Public

Created By: Brittney Smith (7/25/2014 2:40 PM)
EXEC-BS called c at 703-932-0488 and informed c that Request for replacement vehicle has been submitted.

EXEC-BS informed c the review process takes up to 10 business days.
EXEC-BS stated EXEC would follow up with c, periodically during review process to touch basis with c.

c understood.
EXEC-BS asked c if c had any questions., c/s no
call ended mutually

Make Public

Created By: Brittney Smith (7/25/2014 1:33 PM)
exec-bs submitted RHR per customers request.

Make Public

Created By: Brittney Smith (7/23/2014 1:59 PM)
EXEC-BS called dealership and spoke with service advisor Stacy
EXEC-BS requested the recent RO from DTS visit be sent to EXEC

Stacy agreed, call ended mutually
###

Make Public

Created By: Brittney Smith (7/23/2014 10:02 AM)
EXEC-BS called c a[redacted]
EXEC-BS informed c that after speaking with the engineer, and being provided information on the repairs needed to correct c's concern. NNA will cover the cost of all repairs needin
done to the vehicle.

c/s after being treated so badly by Nissan and being put off by many people within the company c/s has no interest in having veh repaired. c

		c/s the gesture is way to late. c/s the concern is covered under the lemon law. c/s c would like a new lease on new veh. c/s c doesnt want veh anymore and if Nissan had listened to c in the beginning this issue would have been handled a long time ago. c/s CA and the dealer tried to make c feel as if c is stupid. c/s during the test drive with the engineer, the engineer stated the dealer should have contacted a DTS to perform further test on c's veh. EXEC-BS apologized to c for any behavior that came across as dismissive or insulting. EXEC-BS stated NNA cannot assist with the sales, trade process. EXEC-BS stated if c is stating c no longer wants the veh EXEC-BS will process a RHR with the most recent diagnosis to file. C/S whomever makes that decision to replace veh needs to speak with c. so that c can personally relay c's experience and treatment. EXEC-BS explained to c that the department that processes RHRs does not speak with customers as the review process is based on facts of the vehicle concerns and repairs, not c experience. c understood c/s c is very loyal to the dealership and the dlrshp is a client of c. c/s c is even willing to purchase another veh. c just wants out of current veh EXEC-BS understood c's position and stated EXEC-BS would follow up with c by Friday to confirm the review process has begun. call ended mutually
Make Public		**Created By: Brittney Smith (7/23/2014 7:57 AM)** EXEC-BS consulted with both FOM-TL and CXM-SS and it is agreeded that as goodwill NNA will cover the repairs recommended by DTS.
Make Public		**Created By: Brittney Smith (7/22/2014 2:26 PM)** EXEC-BS called dealership and spoke with Stacy, EXEC-BS asked Stacy if Stacy could provide EXEC-BS with warranty cost for the repairs recommended by DTS. Stacy stated the parts dept would be consulted and Stacy would email EXEC-BS the requested information . call ended mutually
Make Public		**Created By: Brittney Smith (7/18/2014 4:21 PM)** EXEC-BS will follow up with c by COB on monday
Make Private	✓	**Created By: Brittney Smith (7/18/2014 12:26 PM)** EXEC-BS received DTS inspection review from DTS-Rodger Gettler. DTS-RG stated veh was test driven for about 2.5hours. the veh was driven in on highway and in the mountain areas where DTS-RG was able to duplicate brake vibration in the stee wheel and brake pedal. DTS-RG stated c's brake usage was not excessive to DTS. DTS-RG notes the brake rotors front and back on both sides looked to dark indicating the rotors have been getting to hot. DTS-RG notes the repair recommendations which includes brakes booster, brake master cylinder, ABS actuator, and renewal of the brake pads and rotors. DTS-RG stated c did not want repairs to be done to veh as c is hoping EXEC-BS will assist c in getting into a new lease veh.
Make Public		**Created By: Brittney Smith (7/16/2014 3:08 PM)** EXEC-BS called dlrshp and confirmed that c's appt with DTS was listed and that there was a loaner or rental veh available for c. Stacy stated the appt is on file and a rental veh is available should c need to utiilze. call ended mutually ###
Make Private	✓	EXEC-BS called c at called 703-932-0488 and confirmed that appt would still be taking place. c thanked EXEC-BS call ended mutually
Make Private	✓	**Created By: Brittney Smith (7/15/2014 11:21 AM)** EXEC-BS received vm from c at 10:04am requesting a call back EXEC-BS called c at 703) 932-0488 and lvm
Make Private	✓	**Created By: Brittney Smith (7/15/2014 9:01 AM)** EXEC-BS called c at (703) 932-0488 and lvm requesting c follow up with EXEC-BS to confirm if DTS appointment on July 17th at 10am still works with c's schedule.
Make Private	✓	**Created By: Brittney Smith (7/7/2014 12:38 PM)** EXEC-BS called dlrshp and spoke with Appointment Coordinator, Stacy. EXEC-BS informed Stacy of the DTS appointment time and requested a loaner veh be held for c. Stacy understood, call ended mutually
Make Private	✓	**Created By: Brittney Smith (7/7/2014 12:28 PM)** DTS-Rodger Gettler stated c's veh can be inspected on Thursday July 17th at 10am. EXEC-BS called c at 703) 932-0488 and confirmed if suggested appt time would work for c. c confirmed the appt date and time works for c. call ended mutually
Make Public		**Created By: Brittney Smith (7/3/2014 1:40 PM)** EXEC-BS sent follow up email to SR. DTS-GC asking if DTS request has been assigned to engineer for handling.
Make Private	✓	**Created By: Brittney Smith (7/2/2014 8:26 AM)** EXEC-BS called c at (703) 932-0488 EXEC-BS introduced self as c's new point of contact. EXEC-BS stated a DTS request has been submitted and once a date is provided, EXEC-BS would follow up with c to coordinate time of appt. c thanked EXEC-BS, call ended mutually
Make Public		**Created By: Brittney Smith (7/2/2014 8:24 AM)** EXEC-BS submitted DTS request
Make Private	✓	**Created By: Brittney Smith (7/2/2014 8:16 AM)** DTS-GC emailed EXEC-BS stating the conditions could probably be reproduced under other situations. DTS-GC continued citing.. an inspection could occur where c is experiencing concerns if DTS is approved.
Make Public		**Created By: Brittney Smith (7/1/2014 4:43 PM)** EXEC-BS emailed DTS-GC and requested information on brake performance under certain driving conditions and areas.
Make Public		**Created By: Brittney Smith (7/1/2014 4:42 PM)** EXEC-BS contacted dlrshp and spoke to advisor Stacy. Stacy states several ride along have taken place with c and c's spouse and c's concern has never been duplicated. Stacy stated on c's last visit (may 27th) the retailer on found that c's tires were worn and choppy and needed replacing. Stacy stated at this point there is nothing else the dlrshp can do to assist c with concerns. EXEC-BS asked Stacy how far is c stating the mountain area is from dealership.

Stacy replied, 1 hour away

call ended mutually

Make Private ✓

Created By: Jennie Perez (6/24/2014 2:18 PM)
summary:

c called NNA with a concern with the brakes
dlr stated that veh was road tested and that there was never a duplication of the concern
C requested rhr
rhr was submitted and reviewed and denied
c was advised
closing case

Make Public

Created By: Mae Strenciwilk (6/24/2014 2:07 PM)
MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!

Make Private ✓

Created By: Jennie Perez (6/20/2014 10:02 AM)
rcas made call to C[redacted]at 10:17 am est

rcas spoke to c
c asked what is the decision
rcas advised that based on a good faith review, NNA is not in a position to offer a repurchase of this vehicle.
c stated that NNA does not listen to anything that c has to say
c demanded that DTS comes an inspect the veh
rcas apologized and stated that with out duplication that a DTS will not be able to inspect the veh
c stated that rcas is not listening to c and that rcas is just dumb and reading from notes
rcas tried to speak
c stated that c wants the address to the CEO
rcas apologized and stated that rcas will provide the mail address.
rcas started to provide c the address and c stated that is not the address that c wants
rcas apologized and stated that is the mailing address that c will need to write a letter
c stated that c wants the the names of the attorney of NNA
rcas apologized and stated that rcas does not have the info
c stated that rcas does not know what rcas is doing
rcas asked c to please verify mailing address
c stated that c will not provide c with the info
rcas understood and advised the customer to have a wonderful day
c stated that rcas needs to stop staying that
rcas apologized
c ended call

Make Private ✓

Created By: Jennie Perez (6/20/2014 9:17 AM)
rcas rec'd vxm from c requesting call back [redacted]

Make Private ✓

Created By: Kevin Dela Rosa (6/20/2014 9:15 AM) | Last Modified By: Jennie Perez (6/20/2014 9:21 AM)
RCAS Case Follow-up

Make Private ✓

Created By: Kevin Dela Rosa (6/20/2014 9:15 AM) | Last Modified By: Jennie Perez (6/20/2014 9:21 AM)
CRR-KDR received a call from c asking for a follow up on case.
Advice c that case still on review by RCAS-JP.
Ask c if any contact has been change from the last time c called, c said "none"
Advice c that follow-up call back is dated 6/23/2014
Inform also c that call will be transferred to RCAS ext and just in case RCAS is not available, c can leave a vmx.
CRR-KDR leaving the case open.

Make Private ✓

Created By: Jennie Perez (6/20/2014 9:01 AM)
rcas made call to C (703) 932-0488 at 10:00 am est

rcas reached vx and left vxm with case number and rcas contact info

****

rcas made call to c[redacted]at 10:01

number is not in service

Make Public

Created By: Trisha Zamarron (6/20/2014 7:33 AM)
ARBS note based on a good faith review, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair atter any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Make Public

Created By: Trisha Zamarron (6/20/2014 7:31 AM)
ARBS notes the following repair history per CPIA, ROs, RHR:

07/03/12 @ 10,145 miles 1
Concerns:
1. Brake pedal feels spongy and the veh shutters
Actions:
1. Resurfaced rotors

06/25/13 @ 23,225 miles 2
Concerns:
1. Veh has brake vibration especially when going downhill. Steering wheel and pedal vibrates
2. Perform MPI
3. Severe brake vibration
Actions:
1. Replaced front rotors
2. Complete
3. Replaced rear rotors

08/13/13 @ 24,662 miles 1
Concerns:
1. Veh keeps needing a jump
2. Perform MPI
Actions:
1. Replaced battery and treat terminals
2. Complete

12/06/13 @ 28,081 miles 1
Concerns:
1. Passenger front tire leaks
Actions:
1. No problem found

12/26/13 @ 28,508 miles 1
Concerns:
1. Perform state inspection
Actions:
1. Complete

12/26/13 @ 29,000 miles 3
Concerns:
1. Rear center cup holder came apart

Actions:
1. Replaced cup holder

05/27/14 @ 34,328 miles 1
Concerns:
1. Vibration/grating feeling when driving and braking
2. Perform MPI
Actions:
1. Tires need to be replaced
2. Complete

ARBS note the following:

2012 10,145 miles: brake pedal spongy veh shutters; resurfaced rotors
2013 23,225 miles: brake vibration; r/r front rotors
8/2013 battery replaced
12/2013 ctr cup holder came apart
5/2014 34,328 miles: vibration/grating feel; tires need replaced

vehicle is 2yrs 6 months old w/34,328 miles
no tech cases
no other ca
lease
no vsc

Make Private ✓ **Created By: Jennie Perez (6/19/2014 1:29 PM)**
rcas made call to c [redacted] at 2:27 pm est

rcas advised that the RHR was being reviewed and rcas will follow up on 6/23/2014
c understood and thanked rcas

Make Private ✓ **Created By: Sheena Williams (6/16/2014 3:14 PM) | Last Modified By: Jennie Perez (6/19/2014 1:28 PM)**
***DRTS received the RHR. The RHR was assigned to ARBS-Trisha Zamarron for review.

Make Private ✓ **Created By: Jennie Perez (6/16/2014 11:24 AM)**
rcas made call to C [redacted] at 12:23 pm est

c stated that c was going in to a business meeting and asked rcas to make it fast
rcas advised that the RHR was being reviewed and rcas will follow up on 6/19/2014
c understood and thanked rcas

Make Private ✓ **Created By: Jonathon Spurling (6/16/2014 11:03 AM) | Last Modified By: Jennie Perez (6/16/2014 11:25 AM)**
rcas-jonathon spurling assisting
rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR
rcas completed and submitted RHR

Make Private ✓ **Created By: Jonathon Spurling (6/16/2014 10:39 AM) | Last Modified By: Jennie Perez (6/16/2014 11:25 AM)**
rcas noting that rcas unable to process RHR

rcas noting that RO [redacted] s missing

Make Private ✓ **Created By: Jennie Perez (6/16/2014 10:25 AM)**
rcas rec'd missing ros
rcas attached to case
rcas sent email to FOM-Tom Lyon and CSM-Cristin Adinolfi advising of rhr being submitted
rcas submitted RHR to rcas-js

Make Private ✓ **Created By: Jennie Perez (6/16/2014 9:59 AM)**
rcas made call to Nissan of Chantilly 7038893700 at 10:51 am

rcas spoke to SM
rcas is missing RO
[redacted]
SM understood and stated that SM will fax them over

Make Private ✓ **Created By: Jennie Perez (6/11/2014 5:51 PM)**
rcas made call to c (703) 932-0488 at 6:24 am est

rcas spoke to c
rcas advised that rcas was calling in regards to the rhr request
c stated that is not what c wants with the veh.
c wants the veh repaired
rcas understood and stated that there is no duplication of the concern and that there is no repairs that can be attempted and that c has requested for SRD/ES-SF to start the process
RHR
c stated that is not what c had requested and that rcas needs to stop reading off the notes.
c stated that c would rather have an intelligent conversation with someone
rcas advised that rcas does not appreciate the way that c is speaking.
c stated yelling are rcas
rcas placed c on hold and requested that TL-AC

TL took over call from RCAS.

C states no one gets c's concerns.
C states c feels no one has been trained properly.
C states c wants to speak to someone who understand a business to business case.
C states c has been to dlrshp to buy another Nissan, but c doesn't want do deal with Nissan anymore.
C states wants to speak to someone who will make a decision.
C states c runs a multi million dollar business.

TL advised TL is empowered to provide c a decision with c's case.

C states c wants to speak to the person who would make decision as to whether or not NNA will repurchase of veh.
C states c deals with big and small business.
C states c will show and tell what is happening with veh.

TL advised c that NNA will review c's request.

C states c is having concerns with brakes.
C states dlr only skimmed the rotors.
C states concerns happened in the mountains again.
C states that dlr replaced the rotors.
C states that concern is happening again.
C states c feels it is dreadful.
C states that dlrshp isn't dedicated enough to assist c in c's opinion.
C states concern happens on the same route.
C states that c will cost Nissan a fortune.

C states that c knows dlr could not duplicate concerns.
C states that dlr isn't driving on c's route.

C states c wants one of the following:

1) the veh to be fixed.
2) NNA repurchase the veh.
3) replace veh with another Nissan veh, perhaps the Frontier for a lower lease payment

C states c is working to find a solution.
C states c wants to know who needs to speak to in order to get a decision.
C states c feels veh is dangerous.
C states c feels SM agrees with c.
C states dlr told c to downshift instead of breaking.
C states that dlr is only trying to help c.
C states c will repeat this in court.
C states c feels there is a concern with veh.
C states that c wants NNA to take c seriously, as c feels that NNA isn't taking c seriously.
C states c feels NNA is not responsible and won't stand behind product.
C states that c promises that c will sue NNA.
C states c feels that c has no other choice.

TL advised NNA will review c's request.

C states that this is the same conversation c has had previously.
C states c wants to speak to the person who makes the decision.

TL advised c that RCAS department would remain c's point of contact on case.

C states c wants something done.
C states c doesn't want to deal with veh anymore.
C states NNA is ruining c's plans.
C states c is driving a Bently and Mercedes.
C states c cannot drive those vehs.
C states c feels that C states

TL advised c that will receive an update on or before 6/16/2014.

C states c wants to speak to someone at the top.

TL advised RCAS will remain c's POC.

C thanked TL.
TL ended call.

Make Private ✓ **Created By: Jennie Perez (6/10/2014 7:37 AM)**
rcas sent email to SM-Eric requesting all customer copy ros

Created By: Suzanne Farlow (6/5/2014 10:24 AM)
SRD/ES-SF received vmx from c requesting callback to (703) 932-0488

SRD/ES-SF called the customer at requested phone [redacted] at 10:51am est and spoke to the customer.
SRD/ES-SF advised that customer has requested supervisor callback and case has been reviewed.
SRD/ES-SF asked the customer how SRD/ES-SF can assist the customer at the current time.
The customer began quizzing SRD on the first time that the c complained about the brakes on the veh.
SRD pulled up the service history and notes that first mentioned complaint of the brakes were in July 2012 at approx 10K miles.
C states that "the dlr SA advised there is a problem with the veh but this is off the record and SA could not document that"
C reiterated all of concerns abouT how this issue occurs when going down inclined highways after driving for hours to the customer's vacation home is WV.
C reiterated how the dlr first machined the rotors, then replaced them, and the last time the dlr could not duplicate the concern.
SRD/ES-SF asked how many NNA dlrs the c has taken the vehicle to.
C advised only local dlr and there is no NNA dlr near vacation home.
SRD/ES-SF asked how many times the customer had dlr try to duplicate the concerns.
C advised that c has left the veh there three times, but only the last time the dlr actually drove with the customer.
C advised that the dlr and c was not able to duplicate the concern.
SRD asked what the customer is asking for from NNA at this time.
C advised that c wants the following: Option 1 - NNA takes the vehicle back or Option 2: NNA trades the customer into a PTH.
C states that c would like the veh fixed ideally but if it cannot be done, then the c no longer wants the vehicle.
SRD/ES-SF advised of repurchase process and how the determination can take up to 10 business days.
SRD/ES-SF assured the customer that the RCAS agent will follow up with the c every 2-3 days throughout the process for any updates and as soon as a determination is made.
SRD/ES-SF advised that NNA would continue to work towards repairing the veh to specs under the terms of the manufacturer's warranty.
Make Private ✓ C states that c is prepared to make c's self available to take a three hour drive to demo the concerns to whomever is willing to test drive the veh that long.
SRD/ES-SF advised this would be documented.

****
Why do you want to return the vehicle to Nissan North America? Because there are faulty brakes on the veh that do not appear to be able to be fixed.
Where is the vehicle currently? Customer's possession
Where was the vehicle purchased? Nissan Chantilly
Was it purchased new or used? New
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? Nissan Chantilly
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? None

SRD/ES-SF advised RCAs follow up NLT 6/11.
C asked if ARBS would be contacting the c.
SRD/ES-SF advised that ARBS reviews the repair history of the vehicle as compared to local laws and regulations and makes the determination as to whether or not a vehicle qualif repurchase.
C asked SRD to document the following:

****C REQUESTS THAT ARBS CONTACTS THE CUSTOMER TO SPEAK TO THE CUSTOMER DIRECTLY ABOUT THIS AS THE C DOES NOT FEEL THAT THE CASE NOTES REVIEW WOULD BE SUFFICENT****

SRD/ES-SF advised request was documented and the call ended mutually.
SRD/ES-SF transferring case back to RCAS

Created By: Suzanne Farlow (6/3/2014 12:03 PM)
Make Private ✓ SRD/ES-SF called the customer at requested phone (703) 932-0488 at 1:02pm est and left vmx advising of supervisor contact per request.
SRD/ES-SF asked for callback to 800.343.6913 x458174 at the customer's earliest convenience.
SRD/ES-SF resetting follow up.

Created By: Brett Locher (6/3/2014 6:25 AM)
Make Public ☐ TL reviewed case and transferred to SRD/ES for C follow up on 06/03/14.
Please see summary below.

Created By: Jennie Perez (6/2/2014 4:54 PM)
summary:
Make Private ✓
c called with a brake concern
rcas contacted the sm and was advised that there is no duplication of the concern
c was not happy with the info and escalated the case

Make Private ✓ **Created By: Jennie Perez (6/2/2014 4:52 PM)**
rcas made call to [redacted] at 5:34 pm est

rcas spoke to c
c stated that c goes over the mountains and when braking the brakes where grinding and making noise,
c stated that it goes down hills
rcas advised that rcas was told but the dlr that there is no duplication of the concern
c stated that there is a problem and that it needs to be repairs
rcas understood and stated that with out duplication that there is no repairs that can be made
c stated that its clear that rcas does not own a business and does not have the power to make decision
rcas advised that rcas is empowered by NNA to make decision
c stated that c wants to speak to rcas supervisors
rcas advised that c will get a call with in 4-8 business hours that the case will be reviewed

Make Public

Created By: Melodie Segundo (5/30/2014 4:34 PM)
RCAS Case Follow-up

Make Public

Created By: Melodie Segundo (5/30/2014 4:33 PM)
crr-ms received a follow up call from c. c stated that c missed call from rcas
crr-ms verified if there are any changes in c's contact information.c stated no
crr-ms offered to transfer c to RCAS and will also send internal message to RCAS if c will be routed to RCAS's vmx, c understood
crr-ms offered further assistance, c said no
crr-ms gave name and extension number
crr-ms exiting the case

Make Private ✓

Created By: Jennie Perez (5/30/2014 4:13 PM)
rcas made call to c[redacted]:12 pm est

rcas reached vx and left vxm with case number and rcas contact info

Created By: Jennie Perez (5/30/2014 12:36 PM)
rcas made call to Nissan of Chantilly 7038893700 at 1:32 pm est

Make Private ✓

rcas spoke to SM
rcas explained the customer concern
SM stated that c is complaint is that there is a brake concern
SM stated that sm and c road tested the veh and that c likes to slam on the brakes while driving 60 miles per hour.
SM stated there is no duplication of the concerns
SM stated that c is claiming that it only happens when c is driving down mountains at high speeds.
SM advised that there is no concerns with the brakes.
rcas understood thanked SM

Created By: Ronald Cabatbat (5/29/2014 6:08 PM) | Last Modified By: Jennie Perez (5/30/2014 12:32 PM)
crr-rc received call from c
crr-rc c states that brakes are not working properly
c took the veh to the bissan dealership several times now
and this time this is the 3rd
the dealership still could not fix the problem of the veh
c dont want the veh anymore c want nissan to take the veh back

Make/Model: 2012 NISSAN XTERRA
VIN: 5N1AN0NUXC[redacted]
New
Current Mileage: 33000

Dealership Name: NISSAN OF CHANTILLY
Date of Diagnosis: May 29 2014
Service Adviser: Eric

Make Private ✓

crr-rc updated customer's following information:

Name[redacted]
Addres[redacted]
CENTREVILLE, VA [redacted]
US
Phone no.:

Crr-rc advised c that crr-rc will escalate the case to RCAS for further review and assistance
Crr-rc advised c that the RCAS who was assigned to handle the case
will be coordinating with the involved Nissan Dealership
Crr-rc advised c that RCAS will give c a call within the next business day
to provide further updates regarding c's concern

Crr-rc offered further assistance, c declined
Crr-rc provided Case no.
Crr-rc provided crr-rc's name, and extension no. 457216
Crr-rc exiting the case

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-7825652	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	5/29/2014	YX	AD	122000	OA
Edit | Del	CC-7962110	BRAKES	BRAKE BOOSTER	POOR OR IMPROPER OPERATION	03	5/29/2014	YX	AD	119000	OA
Edit | Del	CC-7962111	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	5/29/2014	YX	AD	118500	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Summary	[redacted]	✓	9/12/2014	Megan Esposito	9/16/2014 9:16 AM
Edit | Del	Review Approved Check Request		✓	9/11/2014	Trisha Zamarron	9/12/2014 10:43 AM
Edit | Del	Review repurchase figures		✓	9/9/2014	Adrienne Dickens	9/9/2014 10:56 AM
Edit | Del	RHR Review-Glancy-14560445		✓	8/18/2014	Trisha Zamarron	8/20/2014 9:41 AM
Edit | Del	RHR Assigned-Glancy-14560445		✓	8/18/2014	Brittney Smith	8/18/2014 9:01 AM

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Emails

Send an Email

Emails

No Emails Available

Customer Support Tools

Customer Support Tools

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed D
Edit	CST00048326	DRT Resolution	5N1AN0NUXC[redacted]						

Check Activity

Check Activity

Action	CR	[redacted]	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last
	CR0132907	[redacted]	9/12/2014	Customer	Approved	$7,995.96	DRTSETTLN	Nissan DRT Goodwill Settlement	[redacted]	

Forms

Forms

Action	Form	Request Type	Created By	Created Date
Edit | Del	F27811	DTS Request	Brittney Smith, 7/2/2014 8:22 AM	7/2/2014

Attachments

Attach File | View All

Attachments

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	71KB	10/3/2014 10:34 AM	Tammy Knotts
Edit | View | Del		51KB	9/18/2014 2:07 PM	Trisha Zamarron
Edit | View | Del		42KB	9/10/2014 1:58 PM	Trisha Zamarron
Edit | View | Del		122KB	9/8/2014 11:43 AM	Trisha Zamarron
Edit | View | Del		50KB	9/8/2014 11:13 AM	Trisha Zamarron

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Case History

Case History

Date	User	Action
9/15/2014 3:27 PM	Trisha Zamarron	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/10/2014 2:09 PM	Trisha Zamarron	Changed **Follow Up Date** from 8/30/2014 to **9/12/2014**.
		Changed **Description**.

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Surveys

Surveys

No records to display

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Case [redacted]

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Case Comments [9] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	DeWaun Quarles [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/11/2014	Date/Time Opened	6/4/2014 9:08 AM
Supporting Documents		Date/Time Closed	6/10/2014 9:52 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Concerns with vehicle		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial	[redacted]	Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Infiniti
Current Mileage	90,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N3AA08C07[redacted]	Part Number 1	
Model Year	2007	Beyond Basic Warranty Miles1	30,000
Make	INFINITI	Beyond Basic Warranty Months1	76
Model Line	QX56	Beyond PT Warranty Miles1	20,000
Model Code	86417	Beyond PT Warranty Months1	52

Dealer Access

Case Servicing Dealer	PEARSON INFINITI	Data Net	
Case Servicing Dealer Region	Infiniti East Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]/IN: 5N3AA08C07N802614		
Created By	Lakisha Benedict, 6/4/2014 9:08 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/13/2015 11:45 PM	Root Cause Code (2)	
Days Closed	1,122	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA14623929

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: DeWaun Quarles (6/10/2014 9:51 AM) rcas called [redacted] rcas spoke with c and informed c case has been reviewed with Infiniti Corporate and request for financial assistance with brake booster repair as well as replacing headlights decline c states c is extremely disappointed with the decision from INF and c will not purchase another INF vehicle c states c feels the brake booster is a safety concern and c expected INF to cover at least 50% cost of repair rcas closing case
Make Public	☐	Created By: DeWaun Quarles (6/10/2014 9:37 AM) rcas received email from FOM-BR good will assistance declined
Make Public	☐	Created By: DeWaun Quarles (6/9/2014 3:20 PM) rcas emailed FOM-BR for good will assistance
Make Public	☐	Created By: DeWaun Quarles (6/9/2014 11:52 AM) rcas verf warranty cost for repair brake booster runs 468.46 parts and 257.25 labor headlights are about 1200 a piece
Make Public	☐	Created By: DeWaun Quarles (6/6/2014 3:58 PM) rcas verf the following 1st INF vehicle vehicle purchased pre owned no VSC vehicle oow 30,000 miles 39 months c pay total $513.98 c pay total last 3 years $0
Make Public	☐	Created By: DeWaun Quarles (6/6/2014 3:57 PM) rcas called/emailed retailer and requested warranty cost parts and labor for repair rcas verf with SM-JC FOM-BR advised c to bring vehicle in for diagnosis rcas called c [redacted] rcas informed c rcas will review case for financial assistance c states c feels its a safety issue and not a wearable item for brake booster c states c also concerned vehicle will not pass state inspection due to headlights c states c feels quality for both items not INF quality rcas informed c rcas will review concern and follow up with c in 2-3 business days
Make Private	✓	Created By: Elizabeth Bly (6/6/2014 1:56 PM) C called because C was promised a call by 7 p.m. eastern time and C has not received a call yet. C stated if C should be concerned because it is 3 p.m. RCAS-EB advised no, because C was promised a call sometime today and agents have specific follow up times. RCAS-EB advised C that RCAS-EB would let RCAS know C called. C stated C is nervous about picking C's vehicle from the rltr without speaking to INF CA first. C's best contact number[redacted]
Make Public	☐	Created By: David Henry (6/5/2014 3:37 PM) *** [Added after the case is closed.] ***

Related cases-none
Unrelated cases-none
Open recalls-none
Updated c information-phone number updated
Confirmed phone numbers: 804-514-1488
Rcas-DH received inbound call from C
CS that the recommended repair from C is a replacement of a brake booster
CS C had a brake failure that resulted in a fault code C1179 in the veh, and the stopping power was 30% of what is normally, when the brake pedal went all the way to the ground
C is requesting assistance for reimbursement for a brake
C has stated the RTLR has already been notified to do the work 804-514-1488
Rcas-dh notified C that the request would be reviewed by Rcas
who would CB in 1 business day to discuss the case
Rcas-dh notified C of the process for requesting GW, case number
and that it is never guaranteed, and CB from Rcas in 1 business day
Rcas-dh thanked C
Rcas-dh and C ended call mutually

Created By: Lakisha Benedict (6/4/2014 9:32 AM)
RCAS-KB checked for previous related/unrelated cases, found: none
RCAS-KB verified c's name, address, contact info, VIN#, current mileage, and svc RTLR.
RCAS-KB checked for open veh campaigns, found: none
RCAS asked c for c's preferred contact #, c advised: 804-514-1488
****

Make Public

RCAS-KB received a call from c.
C states c is having concern with the vehicle not stopping.
C states c has concerns with brake going all the way to the floor.
C states the vehicle is not been to the Inf Rtlr.
Rcas-kb advised to get vehicle to Inf Rtlr for formal diag, and call back for Fin Assistance.

Rcas-kb closing case no further assistance needed.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7832146	BRAKES	BRAKE LINE(S)	GENERAL INQUIRY	QA	6/4/2014	ZR	AD	119500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Infiniti [ref:_00DA09j8L._500F0MxHDw:ref]	[redacted]	✓	6/6/2014	DeWaun Quarles	6/6/2014 3:48 PM

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Infiniti [ref:_00DA09j8L._500F0MxHDw:ref] *6/6/2014 Case [redacted] VIN # 5N3AA08C07M[redacted]* ...	[redacted]	6/6/2014 3:48 PM

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	15KB	6/9/2014 3:25 PM	DeWaun Quarles

Case History

Case History He

Date	User	Action
6/10/2014 9:52 AM	DeWaun Quarles	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/9/2014 3:25 PM	DeWaun Quarles	Changed **Follow Up Date** from 6/9/2014 to **6/11/2014**.
6/6/2014 3:49 PM	DeWaun Quarles	Changed **Follow Up Date** from 6/6/2014 to **6/9/2014**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [22] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Marie Woodruff [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/7/2014	Date/Time Opened	6/4/2014 5:36 PM
Supporting Documents	☐	Date/Time Closed	7/7/2014 9:58 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,774		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AE2KPX[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	15
Model Line	QUEST	Beyond PT Warranty Miles1	0
Model Code	55313	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BERT OGDEN NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	6/10/2014
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /VIN: JN8AE2KPXD[redacted]		
Created By	Ronald Valencia, 6/4/2014 5:36 PM	Root Cause Code	SCMV
Last Modified By	Managed Services, 7/12/2015 12:49 PM	Root Cause Code (2)	DR800
Days Closed	1,095	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA14628349

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public	☐	**Created By: Marie Woodruff (7/7/2014 9:56 AM)** RCAS CALLED c on [redacted] on 7/7/14 at 10:53 am rcas spoke with c and reviewed the findings from DTS rcas advised that should c seek assistance in the future c can contact back rcas was thanked and call was ended rcas closing case no further action needed
Make Public	☐	**Created By: Marie Woodruff (7/7/2014 7:06 AM)** rcas received message from DTS advising : Test drove the vehicle with the clie[redacted] and dealer representative Mario and found customer did not like pedal feel when stopping and if more pedal pressure was applied after ve stopped. After test drive to verify his concern client test drove a brand new Nissan Quest and stated the pedal feels exactly the same. After a discussion with client agreed pedal feel when compared to known good vehicle. Vehicle was also put into shop to visually inspect brake pedal assembly and all brake components to verify no leaks. Full diagnostics with Cc was performed and no trouble codes found. Vehicle was released back to client with no repairs made.
Make Public	☐	**Created By: Marie Woodruff (6/30/2014 10:47 AM)** rcas called c on [redacted] on 6/30/14 at 11:44 am est rcas advised c of the dts appointment and time rcas was thanked rcas advised that as rcas will not be in the office on 7/4/14 rcas will follow up with c on 7/7/14 rcas and c ended call
Make Public	☐	**Created By: Marie Woodruff (6/30/2014 10:44 AM)** rcas called dlr and reminded sm of the dts appointment for 7/1/14
Make Public	☐	**Created By: Marie Woodruff (6/25/2014 2:56 PM)** rcas called c [redacted] on 6/25/14 at 3:53 pm est rcas spoke with c and was advised that the dlr stated no concern with the veh rcas advised of the dts appointment rcas advised that rcas will follow up with c on 6/30/14 rcas was advised that c will await the appointment rcas was thanked and call was ended rcas setting follow up for 6/30/14
Make Public	☐	**Created By: Marie Woodruff (6/25/2014 2:38 PM)** rcas called dlr left vmx for dlr to update rcas via email on the veh and the appointment
Make Public	☐	**Created By: Marie Woodruff (6/23/2014 3:25 PM)** rcas called c o[redacted] on 6/23/14 at 4:22 pm est rcas spoke with c and advised that the dts appointment is set for 7/1/14 at 9 am rcas was advised that c has an appointment set for 6/24/14 at charlie clark harlingen rcas advised that rcas will follow up with c on 6/26/14 rcas was thanked and call was ended rcas setting follow up for 6/26/14
Make Public	☐	**Created By: Marie Woodruff (6/23/2014 3:22 PM)** RCAS called dlr on 6/23/14 at 4:15 pm est rcas spoke with sm mario and advised of the dts appointment and the loaner veh needed to be available for the customer

Make Public		**Created By: Marie Woodruff (6/23/2014 3:15 PM)** RCAS RECEIVED A RESPONSE THAT DTS IS SET FOR JULY 1ST AT 9AM
Make Public		**Created By: Marie Woodruff (6/20/2014 12:36 PM) | Last Modified By: Marie Woodruff (6/20/2014 12:36 PM)** rcas spoke with IHDTS tim freeman and was advised to submit for a DTS for this case and concern
Make Public		**Created By: Marie Woodruff (6/20/2014 10:28 AM)** rcas called c on [redacted] on 6/20/14 at 10:34 pm est rcas spoke with c and reviewed with c the reason that rcas needs c to take the veh to the charlie clark nissan is for this dlr to diag the veh and determine if there is anything abnorma veh. rcas advised that as of right now bert ogden is advising that the concern is normal rcas was advised that c feels that this is not normal rcas advised that this is why rcas would like for c to take the veh to a different nissan dlr rcas was advised that c will take it to charlie clark nissan rcas advised that rcas will contact SD at charlie clark to have an appointment scheduled. rcas was thanked rcas advised that rcas will set follow up for 6/24/14 rcas and c ended call rcas called charlie clark nissan and spoke with sd and advised of the concern c is having rcas advised that c needs to be contacted to schedule an appointment to have this diagnosed. rcas was advised that sd will contact c to schedule the appointment. rcas thanked and call was ended '
Make Public		**Created By: Marie Woodruff (6/19/2014 11:56 AM)** rcas spoke with techline and was advised that the second opinion is need to proceed rcas was advised that the concern is normal from the dlr if the other dlr advised that there is a concern then case can proceed. rcas was advised that should the customer refuse again then submit for DTS.
Make Private	✓	**Created By: Jessica Collier (6/19/2014 11:13 AM)** RCAS-Jessica Collier assisting RCAS-Marie Woodruff. RCAS noting RCAS confirmed with dlr locator that next closest dlrshp is CHARLIE CLARK NISSAN, about 30 miles from c.
Make Private	✓	**Created By: Jessica Collier (6/19/2014 11:12 AM)** RCAS-Jessica Collier assisting RCAS-Marie Woodruff. RCAS called c on [redacted] (only #) on 6/19/14 at 11:55 AM EST. RCAS spoke to c. RCAS advised c that c will need to take veh to next closest dlrshp to obtain second opinion. C stated next closest dlrshp is about 30 miles away and c will not drive veh that far with faulty brakes. C stated concern is safety concern and c is not going to get into an accident trying to satisfy RCAS request for second opinion. C wants to know when Nissan specialist will come look at c's veh. RCAS stated RCAS-MW has contacted technical assistance and was advised that c needs second opinion. C reiterated that c will not drive veh 30 miles with faulty brakes. C stated c expects Nissan specialist like c was told to inspect veh. C stated this is not normal. RCAS stated RCAS-MW will continue to work toward resolution of c's concern and will contact c again on Tuesday, 6/24/14. C agreed and call ended mutually.
Make Public		**Created By: Marie Woodruff (6/19/2014 7:40 AM)** rcas spoke with tech line and was advised that rcas should advise c that a 2nd opinion is needed to be able to proceed at this time
Make Public		**Created By: Ma[redacted] (6/12/2014 2:14 PM)** rcas called c on [redacted]n 6/12/14 at 3:04 pm est rcas spoke with the customer and was advised that the VEH does stop but if the customer holds the pedal down it goes to the floor. the customer also stated that there have been times that c has no pedal and has to pump the pedal to be able to stop the veh. according to the customer c was advised that the dlr did drive other vehs but the customer was not involved in this portion of the process. c advised that c is not available till the end of the week scheduled to call the customer on 6/19/14.
Make Public		**Created By: Marie Woodruff (6/11/2014 9:03 AM)** rcas called techline and spoke with patrick and was advised to send the tech line template for techline to contact dlr pertaining to concern and veh rcas sent template to techline patrick for further assistance
Make Private	✓	**Created By: Jessica Collier (6/10/2014 2:35 PM)** RCAS called dlrshp on 9567816216 on 6/10/14 at 3:27 PM EST. RCAS spoke to c. RCAS stated RCAS assisting RCAS-MW. RCAS advised that RCAS-MW is still looking into c's concern for next best step to resolve c's concern. C stated c was driving to church this past Sunday. C stated the first time c pushed brake pedal that pedal went to floor again and veh took a long time to stop. C stated every time c drives veh that the first time brake is applied that this happens. C stated if c gets into an accident that Nissan will pay dearly. RCAS stated RCAS-MW will contact c NLT Friday, 6/13/14. C agreed.
Make Private	✓	**Created By: Marie Woodruff (6/5/2014 3:01 PM) | Last Modified By: Marie Woodruff (6/10/2014 7:16 AM)** rcas called c [redacted] on 6/5/14 at 3:54 pm est rcas was advised that c did have the veh at the dlr c went on a trip mid summer last year and c had to pump the brakes to get pedal rcas was advised that the veh is stopping. rcas was advised that the pedal goes straight to the floor. rcas was advised that c feels that something is not right with the brakes as the pedal keeps going to the floor. rcas was advised that c does not feel safe with this veh rcas was advised that it is not normal for the brake pedal to go to the floor when getting off the highway rcas advised that rcas will work on case and then follow up with c on 6/10/14 rcas was thanked and call was ended
Make Private	✓	**Created By: Marie Woodruff (6/5/2014 2:21 PM) | Last Modified By: Marie Woodruff (6/10/2014 7:16 AM)** rcas called dlr and spoke sa romeo and was advised that the veh was compared to like known good vehs and the veh is normal rcas was advised that sm mario advised c to call NNA as c does not feel safe with he veh and sm advised that if c advises of this then NNA will send out a tech to look at the veh
Make Private	✓	**Created By: Ronald Valencia (6/4/2014 5:40 PM) | Last Modified By: Marie Woodruff (6/10/2014 7:16 AM)** Vehicle Concern
Make Private	✓	**Created By: Ronald Valencia (6/4/2014 5:40 PM) | Last Modified By: Marie Woodruff (6/10/2014 7:16 AM)** CRR-RV received call from c CRR-RV verified c's contact information, C stated tha veh was bought a year ago, by august c went on a trip and had an incident where the customer had to press the brake pedal all the way down to the floor and needed t pedal before the brakes would apply. C stated that this has beeb going on with c's veh and is concern about c's safety. C told SA what is happening on c's veh. SA was able to dupli issue but told that is the way it is and c was asked to call NNA to file a complaint,CRR-RV advised c that file will be transferred to rcas for review. CRR-RV advised c to expect a call within the next business day. c understood. CRR-RV offered further assistance, c declined. CRR-RV provided name, ext and file number. CRR-RV leaving file open, transferring resp to rcas.

Case Categorizations Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7875138	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	6/4/2014	YX	AD	120000	OA

Open Activities Open Activiti

No records to display

Activity History View All Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Contact Techline and FOM	[redacted]	✓	6/11/2014	Marie Woodruff	6/11/2014 9:06 AM

Emails Send an Email Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

Action	Form	Request Type	Created By	Created Date
Edit | Del	F27375	DTS Request	Marie Woodruff, 6/20/2014 12:42 PM	6/20/2014

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
7/7/2014 9:58 AM	Marie Woodruff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/30/2014 10:47 AM	Marie Woodruff	Changed **Follow Up Date** from 6/30/2014 to **7/7/2014**.
6/25/2014 2:56 PM	Marie Woodruff	Changed **Follow Up Date** from 6/26/2014 to **6/30/2014**.

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Case [redacted] Customize Page | Printable View | H

Case Comments [36] | Case Categorizations [4] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Michelle Bills [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date	7/3/2014	Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/8/2014	Date/Time Opened	6/5/2014 9:57 AM
Supporting Documents	✓	Date/Time Closed	7/3/2014 9:54 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BA0ED[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36512	Beyond PT Warranty Months1	4

Dealer Access

Case Servicing Dealer	CANNON NISSAN JACKSON	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	6/19/2014	Vehicle Service Contract	
RHR Completed	6/19/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted] VIN: 1N6BA0ED5CI[redacted]		
Created By	Melodie Segundo, 6/5/2014 9:57 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/13/2015 11:45 PM	Root Cause Code (2)	
Days Closed	1,099	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA14634271

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case (

Action	Public	Comment
Make Public	☐	**Created By: Michelle Bills (7/3/2014 9:54 AM)** **********CASE SUMMARY********** C REQUESTED A REPURCHASE BUT WAS DENIED.
Make Public	☐	**Created By: Mae Strenciwilk (7/3/2014 9:52 AM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Public	☐	**Created By: Michelle Bills (6/25/2014 8:42 AM)** Rcas contacted c's wife (referred to as c) at 9:39 est on phon[redacted] to inform c that unfortunately nissan is not in the postion to repurchase c's veh, c stated how is c to ha performed when the dlr cannot repair veh, rcas informed c that rcas has requested that c's husband take veh back to the dlr for diagnosis, c understood. c asked if something can be regarding this denial, rcas informed c yes and call was ended mutually.
Make Public	☐	**Created By: Michelle Bills (6/25/2014 8:35 AM)** Rcas received 2 vmxs from c's wife requesting a call back at [redacted]
Make Public	☐	**Created By: Michelle Bills (6/25/2014 8:34 AM)** Rcas received an email from csm stating no gw or recommendations.
Make Public	☐	**Created By: Michelle Bills (6/24/2014 4:15 PM)** Rcas emailed csm, fom, dom and tl with rhr denial
Make Public	☐	**Created By: Anna Naraeva (6/24/2014 2:43 PM)** Within the first year none of c's concerns were duplicated. ARBS-AN reviewed repair history. NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public	☐	**Created By: Anna Naraeva (6/24/2014 2:42 PM)** ARBS-AN reviewed RHR with following repairs that were complete at the time: Dates: 04/11/12- 04/11/12 Mileage: 324 RO[redacted] Days:1 1. Brake pedal goes too far before it catches 2. Perform MPI DLR ACTIONS: 1. No problem found 2. Complete. Dates: 05/24/12- 05/24/12 Mileage: 984 RO[redacted] Days:1 1. Brakes not working properly. Seem to be going to floor as if air is in the line 2. Perform MPI DLR ACTIONS: 1. No problem found 2. Complete

Dates: 07/06/12- 07/06/12 Mileage: 1,626 RO#: [redacted] Days:1

1. Brakes seem to be slipping and not working properly

DLR ACTIONS:
1. No problem found.

Dates: 09/26/12- 09/26/12 Mileage: 2,919 RO[redacted]ays:1
1. Brake pedal goes down too far and feels like it does not catch
2. When stopping, veh feels like its rolling back

DLR ACTIONS:
1. No problem found
2. Normal

Dates: 12/20/12- 12/20/12 Mileage: 4,830 RO[redacted]ays:1

1. Brakes are not stopping properly
2. Sitting on an incline veh will roll backwards

DLR ACTIONS:
1. No problem found
2. No problem found

Dates: 02/25/13- 02/25/13 Mileage: 6,842 RO#:[redacted]ays:1

1. Brakes are going to the floor

DLR ACTIONS:
1. No problem found.

Dates: 04/10/13- 04/29/13 Mileage: 6,858 RO#: [redacted] Days:20

1. Sitting on an incline veh will roll if you let off the brake
2. Brakes not stopping properly
3. Mirror does not reset after sitting over night
4. Veh has a vibration driving at highway speeds
5. Veh feels like something loose in front end
6. Veh pulling

DLR ACTIONS:
1. No problem found
2. See line 1
3. See line 1
4. See line 1
5. See line 1
6. See line 1

Dates: 05/13/13- 05/15/13 Mileage: 7,720 RO#: [redacted] Days:3

1. Front tires wearing
2. Steering wheel shakes while driving
3. Perform alignment

DLR ACTIONS:
1. Installed camber bolts
2. Balanced front tires
3. Complete

Dates: 05/21/13- 05/21/13 Mileage: 7,960 RO[redacted] Days:1

1. Drive shaft loose under cockpit

DLR ACTIONS:
1. No problem found

Dates: 08/12/13- 08/31/13 Mileage: 9,942 RO#[redacted]5 Days:20

1. Brake pedal goes to the floor
2. Shimmy when driving
3. When parking on a hill, veh rolls back
4. When stopping hard, veh rocks
5. Valve clatter on first start up

DLR ACTIONS:
1. No problem found
2. Turned both brake rotors
3. No problem found
4. No problem found
5. No problem found

Dates: 03/17/14- 03/27/14 Mileage: 14,385 RO[redacted] Days:11

1. Truck pulls to the right and left when hitting a bump also when left for a few days, real loud when you crank it up

DLR ACTIONS:
1. No problem found.

Dates: 05/06/14- 05/10/14 Mileage: 15,537 RO[redacted] Days:5

1. Pump brakes more than once for truck to stop at times
2. Too much slack in steering wheel when driving over bumps
3. When coming to a stop and veh rocks back and forth, slack in rear of veh
4. Engine shield only has three bolts
5. Patch in L/F tire

DLR ACTIONS:
1. No problem found
2. Unable to duplicate
3. No problem found

	4. Tapped and installed missing bolt 5. Refer to selling dlr Dates: 05/13/14- 05/13/14 Mileage: 15,898 RO [redacted] Days:1 1. There is a rowing sound coming from the rear end of the veh. DLR ACTIONS: 1. Unable to duplicate.
Make Public	**Created By: Sheena Marie Dela Cruz (6/20/2014 11:34 AM)** RCAS Case Follow-up
Make Public	**Created By: Sheena Marie Dela Cruz (6/20/2014 11:34 AM)** Crr-sd received call from c, verified all information has not changed from the last time c called. c stated someone called this morning. c want to speak to that person again. crr-sd advised c that c's case is being handled by rcas mb at ext ph: 458172. Crr-sd advised c of transfer but if rcas mb does not answer, crr-sd asked c if c is willing to leave a message on rcas mb's voicemail. c agreed. Crr-sd offered further assistance. c declined, c satisfied. Crr-sd provided c with case number, name and extension number. Crr-sd transferred c to rcas mb VMX. Crr-sd sent internal message to rcas mb and exiting case.
Make Private	**Created By: Michelle Bills (6/20/2014 11:15 AM) | Last Modified By: Michelle Bills (6/20/2014 11:21 AM)** Rcas contacted c at 12:12 est on phone # [redacted] Rcas asked c if c has taken veh back to the dlr, c stated no. Rcas informed c that there should be a decision on the repurc 6/26/14 at which time rcas will follow up with c. Rcas advised c to take veh back to the dlr to get veh repair in the event that this be denied, c stated that c does not want the veh, rca: c but explained that there are no guarantees that nissan will repurchase veh so rcas does not want the repair delayed, c understood and stated that c will just wait for a decision.
Make Private	**Created By: David Ramirez (6/19/2014 3:11 PM) | Last Modified By: Michelle Bills (6/20/2014 11:10 AM)** DRTS-DR received the RHR. The RHR was assigned to ARBS-AN for review.
Make Private	**Created By: Jonathon Spurling (6/19/2014 11:21 AM) | Last Modified By: Michelle Bills (6/20/2014 11:10 AM)** rcas-jonathon spurling assisting rcas noting that owner of case received all RO's as stated in CPIA and Salesforce to proceed with processing of RHR rcas completed and submitted RHR
Make Private	**Created By: Michelle Bills (6/19/2014 9:31 AM) | Last Modified By: Michelle Bills (6/20/2014 11:10 AM)** Rcas submitted ros to tl-LK
Make Private	**Created By: Michelle Bills (6/19/2014 9:27 AM) | Last Modified By: Michelle Bills (6/20/2014 11:10 AM)** Rcas received ro #235139 and attached to case.
Make Private	**Created By: Michelle Bills (6/19/2014 8:48 AM) | Last Modified By: Michelle Bills (6/20/2014 11:10 AM)** Rcas contacted sm-David to request ro #235139 be faxed to rcas asap, sm agreed to do so
Make Private	**Created By: Michelle Bills (6/18/2014 8:27 AM) | Last Modified By: Michelle Bills (6/20/2014 11:10 AM)** Rcas contacted sa-CJ (Cannon Nissan) to request ro #235139 be faxed ro rcas asap, sa stated sa will have this faxed.
Make Private	**Created By: Michelle Bills (6/18/2014 7:59 AM) | Last Modified By: Michelle Bills (6/20/2014 11:10 AM)** Rcas received RO 196783 and attached to case.
Make Private	**Created By: Marie Woodruff (6/17/2014 2:27 PM) | Last Modified By: Michelle Bills (6/18/2014 7:58 AM)** rcas called c o [redacted] on 6/17/14 at 3:14 pm est rcas spoke with c and advised there have been many concerns with this veh rcas advised that the rhr is still under review rcas was advised of all the concerns that c has had with the veh 1) brakes < slack in the rear of veh 2) on crank up there is a tapping noise after the veh has sat over night 3) a/c does not cool correctly on the left vent 4) reverse to drive c advised that there is a delay to gears. 5) left front caliper wont release 6) trans is going into over drive 7)used tires on a new veh 8) when turning the key there is a popping noise 9) singing in the rear end as if low on grease. rcas advised that case is still under review and that c will be followed up with on 6/20/14 rcas was thanked and call was ended
Make Private	**Created By: Michelle Bills (6/16/2014 9:18 AM) | Last Modified By: Michelle Bills (6/16/2014 9:18 AM)** Rcas contacted sa-CJ to request that r [redacted] be faxed to rcas at 615-984-5015 again.
Make Private	**Created By: Michelle Bills (6/16/2014 9:16 AM) | Last Modified By: Michelle Bills (6/16/2014 9:18 AM)** Rcas contacted receptionist who stated that the new warranty clerk is Lauren but is not in right now so rcas requested that ro [redacted] faxed to rcas at 615-984-5015.
Make Private	**Created By: Michelle Bills (6/13/2014 8:39 AM) | Last Modified By: Michelle Bills (6/13/2014 8:39 AM)** Rcas contacted sa-CJ to request that r [redacted] be faxed to rcas at 615-984-5015.
Make Private	**Created By: Michelle Bills (6/13/2014 8:33 AM) | Last Modified By: Michelle Bills (6/13/2014 8:38 AM)** Rcas attempted to contact warratny Becky but receptionist Kristi stated that w-Becky is not in and offered to take a message, rcas requested ro #196783 be faxed to rcas a [redacted] stated that service secretary will fax ro
Make Private	**Created By: Jonathon Spurling (6/12/2014 12:58 PM) | Last Modified By: Michelle Bills (6/13/2014 8:38 AM)** rcas noting that rcas unable to process RHR rcas noting that R [redacted] is missing from Gray-Daniels Nissan North rcas noting that R [redacted] is missing from Cannon Nissan
Make Private	**Created By: Michelle Bills (6/11/2014 12:18 PM) | Last Modified By: Michelle Bills (6/11/2014 12:18 PM)** Rcas contacted c at [redacted] rcas asked c if c took veh to dlrshp, c seemed to be a little confused stating that c's appt is tomorrow so rcas advised c to c confirm the appt, c stated that c will just take veh this afternoon, rcas advised c again to contact the dlr first, c still did not quite comprehend rcas' advice. Rcas informed c that rcas w on 6/17/14 and provided rcas contact information.
Make Private	**Created By: Michelle Bills (6/10/2014 11:19 AM) | Last Modified By: Michelle Bills (6/10/2014 12:25 PM)** Rcas submitted ros to tl-LK
Make Private	**Created By: Michelle Bills (6/10/2014 11:15 AM) | Last Modified By: Michelle Bills (6/10/2014 12:25 PM)** Rcas received missing ro [redacted] and attached to case.
Make Private	**Created By: Michelle Bills (6/10/2014 10:01 AM) | Last Modified By: Michelle Bills (6/10/2014 12:25 PM)** Rcas emailed csm-Bob Brissie with details of rhr
Make Private	**Created By: Michelle Bills (6/10/2014 9:58 AM) | Last Modified By: Michelle Bills (6/10/2014 10:00 AM)** Rcas contacted sa-Bruce to request that ro # [redacted] be faxed to rcas a [redacted] sa agreed to fax ro.
Make Private	**Created By: Michelle Bills (6/10/2014 9:54 AM) | Last Modified By: Michelle Bills (6/10/2014 9:57 AM)** Rcas documenting timestamp infomation from previous rhr/ all are attached to case RCAS requested R [redacted] with time stamps RCAS asked open close dates for current RO [redacted] RCAS requested information of time stamps on RO [redacted] SM stated SM will locate RO [redacted] and fax with time stamps. SM stated RO: 226495 time stamps are 8/13/2013 are: 7:45 AM to 8:58 AM

		SM stated R[redacted] time stamps are: [redacted] 12:21 PM to 12:25 PM CST 7:45 PM to 7:47 PM CST
Make Private	✓	**Created By: Michelle Bills (6/10/2014 9:41 AM) | Last Modified By: Michelle Bills (6/10/2014 9:57 AM)** Rcas attached ros from previous rhr, still missing rc[redacted]
Make Private	✓	**Created By: Michelle Bills (6/9/2014 4:08 PM) | Last Modified By: Michelle Bills (6/9/2014 4:49 PM)** Rcas received ros from Cannon Jackson Nissan and attached to case.
Make Private	✓	**Created By: Michelle Bills (6/9/2014 3:05 PM) | Last Modified By: Michelle Bills (6/9/2014 4:49 PM)** Rcas contacted sm-David Crews who stated that c brought veh in on Friday with concerns with a/c not blowing cold, sm did duplicate and c had an appt for 7:30 this morning but nev 2:30 so sm rescheduled c for Wednesday. rcas requested that ros be faxed to rcas at 615-984-5015, sm stated that c already requested a repurchase previously, at the time rcas co case to gather ros from that case so rcas requested ros to be faxed again, sm agreed. Rcas noting case #14014273 has ros from previous rhr.
Make Private	✓	**Created By: Michelle Bills (6/6/2014 3:03 PM) | Last Modified By: Michelle Bills (6/6/2014 3:04 PM)** Rcas contacted c at 4:00 est on phon[redacted] c stated that c is at Cannon Nissan right now with concerns with the a/c, front end shaking, veh humming and something to C stated that veh is junk and c is very unhappy. rcas empathized with c and asked c what c is requesting from nissan, c stated that c wants another veh. rcas informed c that rcas wil ros and submit to the arbs team for review and a decision will be made by 6/20/14 but rcas will follow up with c on 6/11/14, c understood.
Make Private	✓	**Created By: Melodie Segundo (6/5/2014 10:06 AM) | Last Modified By: Michelle Bills (6/6/2014 2:57 PM)** Vehicle Concern
Make Private	✓	**Created By: Melodie Segundo (6/5/2014 10:05 AM) | Last Modified By: Michelle Bills (6/6/2014 2:57 PM)** crr-ms previous case crr-ms verified if there are any changes in c's contact information.c stated no crr-ms received a call from c, c stated that dlr told c did not make any sense to c as c said dealt with Charles from Service , c said dlr just try to turn c, c said veh piece of junk and as another veh; brakes slack on rear end steering section and , too much shaking on front road and tire issue, dissatisfied with veh crr-ms informed c that the issue will be referred to RCAS and c will be contacted within the end of next business day. c understood crr-ms offered further assistance, c said no crr-ms gave name, extension and case number crr-ms leaving case open

Case Categorizations

Case Categ

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory C
Edit | Del	CC-7834028	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	6/5/2014	YX	AD	121500
Edit | Del	CC-7834029	STEERING	GEN. STEERING COMPONENT(S)	POOR OR IMPROPER OPERATION	01	6/5/2014	YX	BM	244000
Edit | Del	CC-7834030	SUSPENSION	GEN. SUSPENSION COMPONENT(S)	JUDDER/CHATTER/VIBRATION	02	6/5/2014	ZY	BN	252000
Edit | Del	CC-7834031	HEATER/AIR CONDITIONING	GEN. AC/HEATING COMPONENT	POOR OR IMPROPER OPERATION	11	6/5/2014	YX	AJ	159000

Open Activities

Oper

No records to display

Activity History

View All

Activ

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Customer Letter Sent		✓	7/3/2014	Michelle Bills	7/3/2014 9:53 AM
Edit | Del	Correspondence Request	[redacted]	✓	7/3/2014	Michelle Bills	7/3/2014 9:52 AM
Edit | Del	RHR Decision Cotton		✓	6/24/2014	Michelle Bills	6/24/2014 4:15 PM
Edit | Del	[redacted]		✓	6/19/2014	Anna Naraeva	6/24/2014 2:43 PM
Edit | Del			✓	6/19/2014	Michelle Bills	6/19/2014 3:12 PM

Show more » | Go to list »

Emails

Send an Email

No Emails Available

Customer Support Tools

Customer Sup

No records to display

Check Activity

Che

No records to display

Forms

No records to display

Attachments

Attach File | View All

At

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	19KB	7/3/2014 9:51 AM	Mae Strenciw
Edit | View | Del		17KB	7/1/2014 10:32 AM	Michelle Bills
Edit | View | Del		32KB	6/19/2014 11:21 AM	Jonathon Spu
Edit | View | Del		128KB	6/19/2014 11:15 AM	Jonathon Spu
Edit | View | Del		35KB	6/19/2014 9:27 AM	Michelle Bills

Show more » | Go to list »

Case History

Ca

Date	User	Action
7/3/2014 9:54 AM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/3/2014 9:52 AM	Mae Strenciwilk	Changed **Letter Sent Date** to **7/3/2014**.
		Changed **Supporting Documents** from false to **true**.

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Surveys

No records to display

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Case Comments [19] | Case Categorizations [3] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Londa Adkins [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/12/2014	Date/Time Opened	6/5/2014 4:14 PM
Supporting Documents		Date/Time Closed	6/12/2014 12:49 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue- brakes		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	[redacted]
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AA0NC6D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	14
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26613	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	FRED BEANS NISSAN OF DOYLESTOWN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] HONE: VIN: 5N1AA0NC6DN[redacted]		
Created By	Sheena Marie Dela Cruz, 6/5/2014 4:14 PM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 6/12/2014 7:12 PM	Root Cause Code (2)	
Days Closed	1,120	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	CA14637574

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	Created By: Londa Adkins (6/12/2014 12:48 PM) **********SUMMARY********** 06/05/2014 C called requesting assistance with diagnosis of brake concerns. Rcas reviewed with ASM-Dan at FRED BEANS NISSAN OF DOYLESTOWN with determination Charlie Seymour DTS unofficially advised dlr regarding brake repairs. Repairs completed master cylinder and brake booster would be replaced Veh returned to c 06/10/2014 Rcas received confirmation from c that veh brake concerns resolved. Declined further assistance. Rcas closing case.
Make Private	✓	Created By: Londa Adkins (6/12/2014 12:02 PM) Rcas received voice mail from c stating all repairs completed and veh working well C thanked Rcas for assistance with resolution and advised case can be closed. C did not request contact.
Make Public		Created By: Jamaila Regine Espiritu (6/11/2014 11:14 AM) crr-je received call from c. crr-je verified information c stated that c was calling to talk to someone about the case. crr-je advised c to leave a message if vmx was reached crr-je transferred c crr-je exiting case
Make Private	✓	Created By: Londa Adkins (6/11/2014 9:16 AM) •Service Manager does not have an active email address to send to Rcas unable to data net case.
Make Private	✓	Created By: Londa Adkins (6/11/2014 9:13 AM) Rcas placed outbound call to c a[redacted] at 8:32 A.M. Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed. Rcas advised c reason for call is to follow up with c to confirm veh repairs completed and to determine if c requires additional assistance. Call ended. Rcas returned call and Left vmx with name, number (800) 343-6913, ext: 457305 and case[redacted] Rcas advised c reason for call is to follow up with c to confirm veh repairs completed and to determine if c requires additional assistance Rcas requested return call with best contact number and time to reach c and advisement if repairs complete and message advising if c requires additional assistance. Rcas advised Rcas will set follow-up call to c on 06/12/2014 pending return call from c. Rcas did not call other numbers in case as Rcas was on line with c at dialed number above. C aware of call.
Make Private	✓	Created By: Londa Adkins (6/11/2014 7:32 AM) Rcas placed outbound call to ASM-Dan at FRED BEANS NISSAN OF DOYLESTOWN at 215-345-6900 ASM states veh repairs completed and returned to c 06/10/2014. Rcas thanked ASM for information. Call ended mutually.
Make Private	✓	Created By: Londa Adkins (6/9/2014 8:39 AM) Rcas placed outbound call to c at [redacted] at 9:34 A.M. Left vmx with name, number (800) 343-6913, ext: 457305 and case [redacted] Rcas advised c reason for call is to follow up with c to advise Rcas spoke to ASM-Dan at dlr with determination that master cylinder and brake booster would be replaced. Parts have

with ETA for repairs no later than 06/11/2014.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 06/11/2014 pending return call from c.

Rcas placed outbound call to c a[redacted] at 9:38 A.M.
Left vmx with name, number (800) 343-6913, ext: 457305 and case [redacted]

Rcas advised c reason for call is to follow up with c to advise Rcas spoke to ASM-Dan at dlr with determination that master cylinder and brake booster would be replaced. Parts have with ETA for repairs no later than 06/11/2014.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 06/11/2014 pending return call from c.

Make Private ✓ **Created By: Londa Adkins (6/9/2014 7:50 AM)**
Rcas placed outbound call to ASM-Dan at FRED BEANS NISSAN OF DOYLESTOWN at 215-345-6900 at 8:35 A.M. to determine status of veh diagnosis.

ASM states NNA field expert Charlie Seymour stopped at dlr unofficially and suggested brake master cylinder and booster be replaced.

ASM states parts will be ordered 06/09/2014.
Rcas advised Rcas will follow up with dlr for status of repairs 06/11/2014.
ASM agreed. Call ended mutually.

Make Public ☐ **Created By: Londa Adkins (6/9/2014 7:32 AM)**
Error to previous comments DTS not requested. Documented on wrong case.

Make Private ✓ **Created By: Londa Adkins (6/9/2014 7:32 AM)**
Rcas requested DTS.

Make Private ✓ **Created By: Londa Adkins (6/9/2014 7:23 AM)**
Rcas reviewed with RCAM-David Foeder with recommendation to request DTS for brake concern inspection.

Make Private ✓ **Created By: Londa Adkins (6/6/2014 3:58 PM)**
Rcas placed outbound call to ASM-Dan at FRED BEANS NISSAN OF DOYLESTOWN at 215-345-6900 at 4:40 P.M. to advise per tech line dlr not advised not to drive veh or attemp diagnose.

Rcas advised Rcas requesting review with FOM and NNA internal support staff for recommendations and will return call to dlr 06/09/2014.
SM thanked Rcas for information. Call ended mutually.

Make Private ✓ **Created By: Londa Adkins (6/6/2014 3:40 PM)**
Rcas placed outbound call to c [redacted] at 4:27 P.M.
Left vmx with name, number (800) 343-6913, ext: 457305 and case [redacted]

Rcas advised c reason for call is to follow up with c regarding brake concerns.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 06/09/2014 pending return call from c.

Rcas placed outbound call to c at NUMBER C REQUESTED TO BE CONTACTED AT [redacted] at 4:29 P.M.

Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed.
Rcas advised c reason for call is to follow up with c regarding brake concerns.
C states it was frightening experience.
Rcas inquired when was first time brakes did not work.

Make Private ✓ C states first time 05/31/2014 C states c came to stop sign. C states when brake applied pedal went to floor and was not engaging brakes.
C states c pumped brakes a few times and brakes engaged and stopped veh.
C states second time 06/03/2014 C was running errands was in parking lot and applied brakes to turn into spot and again pedal went to floor without engaging brakes.
C states c again pumped brakes and they then engaged.

Rcas inquired what happened then. C states c took very slow to dlr 06/03/2014 and left at dlr and will not drive again until duplicated and repaired.

C states first time occurred c thought was fluke second time c convinced something wrong.

Rcas advised Rcas will review with dlr and internal support staff at Nissan to determine course of review and follow up with c no later than 06/09/2014.
C agreed.
Rcas confirmed c not in loaner or rental vehicle.
C states c wouldn't ask for one and will just make due with sharing husbands veh.

Rcas provided name, number (800) 343-6913, ext: 457305 and case [redacted]

C thanked Rcas for return call.
Rcas wished c good weekend. Call ended mutually.

Make Private ✓ **Created By: Londa Adkins (6/6/2014 3:26 PM)**
Rcas sent e mail to RCAM-David Foeder, FOM-Timothy Cherba and FOS-Rhonda Calico and TL-Brett Locher advising of veh concerns and requesting review.

Make Private ✓ **Created By: Londa Adkins (6/6/2014 3:08 PM)**
Rcas noting case related to case number [redacted] tech line case.

Rcas placed outbound call to tech line-Patrick to request information regarding brake concerns.
tech line-Patrick states dlr advised contact CA.
Patrick states dlr not advised not to drive veh or return veh to c at this time.
Patrick referred Rcas to RCAM-David Foeder for review.

Rcas thanked tech line-Patrick
Call ended mutually.

Make Private ✓ **Created By: Londa Adkins (6/6/2014 2:53 PM)**
Rcas placed outbound call to ASM-Dan at FRED BEANS NISSAN OF DOYLESTOWN at 215-345-6900 at 3:27 P.M. to request veh information regarding brake concerns.

ASM states veh to dlr 06/04/2014 with stated concern brake pedal went to floor when applied. C also requested oil change and stated noise in suspension when turning.

ASM road tested veh and could not duplicate either brake or suspension concerns.
Tech line consulted with advisement for dlr not to drive veh or return to c prior to inspection.
ASM states c not requesting loaner veh to this point.

Rcas noting case related to case number [redacted]
Rcas inquired if veh to dlr in past for brake or suspension concerns.
ASM states current concern only concern with brakes.
Rcas thanked ASM for information. Call ended mutually.
ASM requesting DTS inspection.
Rcas advised Rcas will follow up with ASM as soon as information available.
Rcas thanked ASM for information call ended mutually.

Make Private ✓ **Created By: Sheena Marie Dela Cruz (6/5/2014 4:23 PM) | Last Modified By: Londa Adkins (6/11/2014 9:15 AM)**
veh issue-

Make Private ✓

Created By: Sheena Marie Dela Cruz (6/5/2014 4:21 PM) | Last Modified By: Londa Adkins (6/11/2014 9:15 AM)
Vehicle Concern

Make Private ✓

Created By: Sheena Marie Dela Cruz (6/5/2014 4:21 PM) | Last Modified By: Londa Adkins (6/11/2014 9:15 AM)
Crr-sd received call from c. c stated the veh is at the nna dlr. c stated c have experienced an issue on the brakes and c was referred to call nna ca since the issue cannot be diagnos stated the issue happened twice this past saturday and tuesday. c stated the brakes goes to the floor and does not stop. c stated c's being assisted by SA Dan.

Crr-sd asked how can nna help c.
C stated c want the issue resolved. c stated c's scared to drive the veh because the issue is a safety issue.

Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agre offered further assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number.
Crr-sd transferring case to RCAS.

C stated the best number to contact c is 2675440154.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7835142	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	6/5/2014	WT	AD	121500	OA
Edit | Del	CC-7835143	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	6/5/2014	YX	AD	121500	OA
Edit | Del	CC-7835144	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	6/5/2014	ZR	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histor

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	FRED BEANS NISSAN OF DOYLESTOWN	[redacted]	✓	6/10/2014	Londa Adkins	6/11/2014 9:15 AM
Edit | Del	DTS reveiw	[redacted]	✓	6/9/2014	Karen Dorner	6/9/2014 8:32 AM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachment

No records to display

Case History

Case Histor

Date	User	Action
6/12/2014 12:49 PM	Londa Adkins	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/11/2014 9:14 AM	Londa Adkins	Changed **Follow Up Date** from 6/11/2014 to **6/12/2014**.
6/9/2014 8:39 AM	Londa Adkins	Changed **Follow Up Date** from 6/9/2014 to **6/11/2014**.

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Surveys

Survey

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Case Comments [7] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Mark Joven Salumbides [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/27/2014	Date/Time Opened	6/18/2014 9:48 AM
Supporting Documents		Date/Time Closed	6/27/2014 4:14 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Veh Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MU4E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	5
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23114	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER:[redacted] VIN: JN8AZ1MU4EW[redacted]		
Created By	Mark Joven Salumbides, 6/18/2014 9:48 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/13/2015 11:47 PM	Root Cause Code (2)	SCDS
Days Closed	1,105	Action Code	NT2M
Case Record Type	CA Closed Case [Change]	Document ID	CA14745956

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Private	✓	Created By: Rikki Ford (6/27/2014 4:12 PM) ***SUMMARY C had poor CA experience. C was offered service credit but could not be utilized at this time. RCAS noted case with offer and advised C to contact NNA CA when C is closer to 15k ***END SUMMARY
Make Private	✓	Created By: Rikki Ford (6/27/2014 4:11 PM) Add to Notes C was agreeable to this resolution. RCAS explained RCAS will no longer be with company after 7/11/14 but C's case would be clearly noted. RCAS provided C with case # and contact info as a point of reference and C agreed to call back to NNA CA once veh is at 13.5k miles. Call ended mutually. RCAS closing case.
Make Private	✓	Created By: Rikki Ford (6/27/2014 4:09 PM) *** [Added after the case is closed.] *** RCAS-RLF spoke with C on phone # [redacted] at 5:03pm, EST. RCAS introduced self and confirmed C had concerns over CA experience. C stated that C had taken veh in for service due to a brake pedal concern. C stated the pedal went straight to the floor while braking at a low speed. The dlrshp was unable to duplic concern, even with a Techline consult. Dlrshp and Techline recommended C contact CA to at least document the concern. C contacted CA and had words with the inbound agent. C stated that the agent was not knowledgable and unhelpful. C stated C even requested a supervisor several times and C ne received a return call. C stated that C noted this on a survey that C completed. The dlrshp then contacted C about this. C stated hat C has no concerns with dlrshp, only with treatme NNA CA. RCAS apologized for C's poor experience and ensured C that this is not typical of Nissan. C understood. RCAS did confirm C has not had a veh concern since the veh was at the dlrshp. C assumes C may have had a small amount of air in the brake line. RCAS understood. RCAS offered C compensation for C's poor experience. C however, has maintenace coupons for service and veh only has 5,002 miles on it. RCAS confirmed C has no desire for ac on veh at this time either. RCAS advised RCAS would note case with $250 SERVICE CREDIT OFFER. RCAS ASKED THAT C CONTACT NNA CA WHEN VEH IS AT 13,500 MILE HAVE SERVICE CREDIT PROCESSED.
Make Private	✓	Created By: Rikki Ford (6/27/2014 3:13 PM) *** [Added after the case is closed.] *** RCAS-RLF spoke with C on phone #[redacted]t 4:13pm, EST. C immediately requested a return call at 4:45pm, EST on phone # (386) 986-1897. RCAS agreed and call ended mutually.
Make Private	✓	

Created By: Rikki Ford (6/27/2014 3:11 PM)
*** [Added after the case is closed.] ***
Per FOM-Mike Cook's request RCAS placed call to C on phone # [redacted] at 4:11pm, EST. RCAS reached recording that # is no longer in service.

Make Public

Created By: Mark Joven Salumbides (6/18/2014 9:52 AM)
Vehicle Concern

Make Public

Created By: Mark Joven Salumbides (6/18/2014 9:51 AM)
CRR-MS received a call from c stated that c wants to report the issues on c's veh

CRR-MS verified c's information;
c declined for account authentication
c provided vin JN8AZ1MU4EV[redacted]
C stated that c is pissed off and doesn't want to provide information anymore c starts swearing
CRR-MS apologized to c and offered assistance and warns c about profanity
c continued to use profanity words
crr-ms needed to terminate the call
crr-ms closing case

created case for c

CRR-MS provided case number to c;
CRR-MS offered further assistance, c declined
CRR-MS provided name and extension number
CRR-MS VOC bait delivered
CRR-MS-closing case

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7851152	NISSAN PRODUCT INQUIRIES	MURANO	GENERAL INQUIRY	QF	6/18/2014	ZR	AZ	206500	OF
Edit | Del	CC-7865766	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	6/27/2014	YX	AD	120000	OA
Edit | Del	CC-7865767	DEPARTMENT PERSONNEL	CA PERSONNEL (NISSAN)	CRITICISM	QF	6/27/2014	ZH	BT	260500	OF

Open Activities

Open Activitie

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activi

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histo

Date	User	Action
6/27/2014 4:14 PM	Rikki Ford	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/27/2014 4:13 PM	Rikki Ford	Changed **Follow Up Date** from 6/18/2014 to **6/27/2014**.
6/27/2014 4:10 PM	Rikki Ford	Changed **Status** from Closed to **Open**.

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Case [redacted]

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Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Marilyn Hoskinson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/1/2014	Date/Time Opened	6/25/2014 10:54 AM
Supporting Documents		Date/Time Closed	7/1/2014 12:23 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern braking issue /		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,828		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1BA0NF0C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	27
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26512	Beyond PT Warranty Months1	3

Dealer Access

Case Servicing Dealer	JACK INGRAM MOTORS	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	6/26/2014
Responsible District	04	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: 5N1BA0NF0CN[redacted]		
Created By	Christine Gegajo, 6/25/2014 10:54 AM	Root Cause Code	SDIN
Last Modified By	System Account NNAINT, 7/1/2014 7:09 PM	Root Cause Code (2)	
Days Closed	1,101	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14813205

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	**Created By: Marilyn Hoskinson (7/1/2014 12:23 PM)** Summery c wanted the case open to document c's concern, RCAS contacted the DTS and veh was okay at time of inspection RCAS closing case as there is no further assistance required.
Make Private	✓	**Created By: Marilyn Hoskinson (6/26/2014 3:47 PM)** RCAS received an email from DTS-Larry Rowe stating: DTS suspects no further action is required. If there were an incident DTS would want an IIR but if there was no accident, proj damage or injury then believe having the inspection documented in the Techline case should be sufficient.
Make Private	✓	**Created By: Marilyn Hoskinson (6/26/2014 1:23 PM)** RCAS setting follow up with DTS for 07/01/2014
Make Private	✓	**Created By: Marilyn Hoskinson (6/26/2014 1:22 PM)** RCAS emailed the sr.DTS-Larry Rowe and DTS-Stacy J. asking if there is going to be an inspection.
Make Private	✓	**Created By: Marilyn Hoskinson (6/26/2014 1:14 PM)** RCAS called the dlrshp and SM-Tony states that the dlrshp called tech support as the c states that the pedal is going to the floor. the dlrshp could not duplicate the concern and had the veh home. SM stated there were codes but no failures. SM did state that the veh has automatic adjustment for the brake and it will feel different for taller people and doesn't thing anything to do with what the c feels.
Make Public		**Created By: Christine Gegajo (6/25/2014 12:09 PM)** Vehicle Concern
Make Private	✓	**Created By: Christine Gegajo (6/25/2014 11:01 AM) | Last Modified By: Marilyn Hoskinson (6/26/2014 7:51 AM)** crr-cg received a call from SM-james cullens will refer as c SM states that c was advised by tech dept to contact nna to have a case files for braking issue on this veh SM states that the brake pedal will got to the floor and the steering will move forward SM states that veh is at the dlr SM states that c direct lin[redacted] SM only knew the current mileage of the veh , contact and address of c crr-cg advised that case will be forwarded to RCAS , SM understood crr-cg advised c to expect a call anytime tomorrow SM understood crr-cg offered further assistance, SM declined. crr-cg provided name, ext and file number. crr-cg leaving file open

Case Categorizations

Case Categorization

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7861567	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	6/25/2014	WT	AD	121500	OA

Open Activities

Open Activities

No records to display

Activity History Activity Histo

No records to display

Emails Send an Email Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachment

No records to display

Case History Case Histo

Date	User	Action
7/1/2014 12:23 PM	Marilyn Hoskinson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/26/2014 1:24 PM	Marilyn Hoskinson	Changed **Follow Up Date** from 6/26/2014 to **7/1/2014**.
6/26/2014 7:52 AM	Marilyn Hoskinson	Changed **Shared via Portal** from false to **true**.

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Case [redacted]

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Case Comments [14] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Michelle Bills [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/30/2014	Date/Time Opened	6/26/2014 2:47 PM
Supporting Documents		Date/Time Closed	7/30/2014 12:08 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	oow fa - abs control unit		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	77,205		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ18W99[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	41,205
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	MURANO	Beyond PT Warranty Miles1	17,205
Model Code	07819	Beyond PT Warranty Months1	44

Dealer Access

Case Servicing Dealer	NISSAN OF STREETSBORO	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	15	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: JN8AZ18W99W[redacted]		
Created By	Joan Arrieta, 6/26/2014 2:47 PM	Root Cause Code	SNFA
Last Modified By	NNAETL, 10/13/2015 11:51 PM	Root Cause Code (2)	
Days Closed	1,072	Action Code	NT1C
Case Record Type	CA Closed Case [Change]	Document ID	CA14823896

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		**Created By: Michelle Bills (7/30/2014 12:08 PM)** Rcas contacted warranty Danielle who stated that fom Chris Hardin does not have the authorization yet to sign off on gw but is looking for assistance to do so, rcas empathized but explained that rcas does not have any control over this and this would have to go throufh the fom, w-Danielle understood.
Make Public		**Created By: Grace Marie Yu (7/29/2014 2:32 PM)** RCAS Case Follow-up
Make Public		**Created By: Grace Marie Yu (7/29/2014 2:32 PM)** ADDED: WA-Daniel also stated that WA called RCAS's extension but RCAS is OOO and will be back 09/08/14. WA would like to speak to someone from the Regional Office. crr-gmy exiting case.
Make Public		**Created By: Grace Marie Yu (7/29/2014 2:30 PM)** CRR-GMY REOPENED CASE AS PER DLR CALLBACK. crr-gmy received a call from Warranty Administrator-DANIEL from NISSAN OF STREETSBORO. WA-Daniel provided name and last 6 digits of the VIN. crr-gmy was able to pull up case and checked notes. WA-Daniel stated that at the time of the approval, the dlr didn't have a FOM and the current FOM of the dlr cannot approve claims. WA-Daniel is requesting for callback regarding case. crr-gmy informed WA that crr-gmy will be sending an internal message to RCAS regarding concern. crr-gmy noting that case was reopened as per TL-JP for callback. crr-gmy gave name, extension and case number. crr-gmy exiting case.
Make Private	✓	**Created By: Jessica Collier (7/3/2014 10:35 AM)** ***CASE SUMMARY*** C called in requesting OOW GW FA for brake concerns. FOM provided 50% GW of total repair cost. RCAS notified c of decision. C satisfied. Veh repaired.
Make Private	✓	**Created By: Jessica Collier (7/3/2014 10:32 AM)** RCAS-Jessica Collier called c o[redacted] on 7/3/14 at 11:31 AM EST. RCAS spoke to c. RCAS stated RCAS calling to follow-up on veh repair. C stated everything is good and dlrshp was wonderful. C thanked RCAS for call and assistance. RCAS inquired if c needs anything further at this time. C stated no. Call ended mutually. RCAS closing case.

Make Private	✓	**Created By: Jessica Collier (7/3/2014 9:29 AM)** RCAS-Jessica Collier called dlrshp on 3304227300 on 7/3/14 at 10:28 AM EST. RCAS spoke to SM-Parker. RCAS requested update of c's veh repair. SM stated veh has been repaired and returned to c. RCAS thanked SM for update.
Make Private	✓	**Created By: Jessica Collier (7/3/2014 8:01 AM)** RCAS-Jessica Collier called dlrshp on 3304227300 on 7/3/14 at 8:59 AM EST. No answer in svc dept.
Make Private	✓	**Created By: Jessica Collier (6/30/2014 2:55 PM)** RCAS-Jessica Collier received email from FOM-Chris Hardin advising that FOM will assist with 50% of repair. RCAS-Jessica Collier called dlrshp on 3304227300 on 6/30/14 at 3:14 PM EST. RCAS spoke to SM-Parker. RCAS stated RCAS received email from FOM advising that FOM will provide GW for 50% of repair cost. SM understood. RCAS called c on [redacted] on 6/30/14 at 3:47 PM EST. Left vmx with name and contact information. Requested return call. RCAS called c on 3306229405 on 6/30/14 at 3:49 PM EST. RCAS spoke to c. RCAS advised c that RCAS has reviewed case. RCAS stated veh is substantially OOW for concern. C understood. RCAS stated that RCAS is still able to offer partial assistance. RCAS stated NNA will cover 50% of repair cost. C stated c is very pleased with offer. C stated c loves c's veh and is loyal Nissan c. C stated c is grateful for the assistance. RCAS stated SA-Jodi is aware of decision. RCAS stated case will remain open until veh repair is complete. C understood. RCAS stated RCAS will follow-up with dlrshp and c on Thursday, 7/3/14. C agreed and call ended mutually.
Make Private	✓	**Created By: William Miller (6/30/2014 1:33 PM)** CRR received call from c following up on case. CRR advised RCAS is reviewing c's request. CRR offered to transfer c to RCAS ext, advised to leave vmx with name, case#, and good contact number CRR transferred c to RCAS ext. CRR exiting case.
Make Private	✓	**Created By: Jessica Collier (6/30/2014 8:08 AM)** RCAS-Jessica Collier sent email to FOM-Chris Hardin to inquire if FOM can provide GW decision.
Make Private	✓	**Created By: Jessica Collier (6/27/2014 12:58 PM)** RCAS-Jessica Collier called c on [redacted] on 6/27/14 at 1:52 PM EST. RCAS spoke to c. RCAS reviewed c's concern with c. RCAS stated RCAS has spoke to dlrshp. RCAS stated RCAS has requested additional information from dlrshp. RCAS advised that GW decision usually takes 3 business days for review. RCAS stated that due to c's veh is at dlrshp awaiting NNA decision that RCAS will review case and contact c on Monday, 6/30/14, with a decision. RCAS advised c that GW is reviewed on a case by case basis and assistance is not guaranteed. C understood. C stated c is currently driving loaner veh from dlrshp. C thanked RCAS for call. Call ended mutually.
Make Private	✓	**Created By: Jessica Collier (6/27/2014 10:53 AM)** RCAS-Jessica Collier called dlrshp on 3304227300 on 6/27/14 at 11:28 AM EST. RCAS spoke to SA-Jodi, SM-Parker is not available. RCAS and SA reviewed c's concern. SA stated c has already spent $1,700.00 toward repair and concern is still present. SA stated c has replaced rotors, calipers, brake pads and brake master cylinder. SA stated brake pedal still [redacted] and veh is not safe to drive. SA stated c has LW policy [redacted] in effect but does not cover repair. SA stated c needs ABS actuator. SA stated c does svc and maintain veh at dlrshp. SA stated warranty cost of part - $1,571.73 and labor - $186.00 = total cost of $1,757.73. RCAS stated RCAS will submit GW request and advise SA of decision as soon as possible. RCAS sent GW request to FOM-Chris Hardin.
Make Private	✓	**Created By: Joan Arrieta (6/26/2014 6:55 PM) | Last Modified By: Brett Locher (6/27/2014 10:26 AM)** crr-ja received a call from c's wife maria robertson referred as c stating that c's been at the dlr for 3 days because of an abs control unit failure c said dlr already repalced the brake pads nad brake master cylinder yet issue wasnt fixed c said dlr told c c wil have to apy $1100 for the part replacement + labor c said c needs assistance form nna because c already spent alot on the veh crr-ja asked for c's sa c said sa-jody crr-ja forwarding case to rcas for OOW FA crr-ja advised c that c's concern will be escalated to rcas for review and an rcas representative will call c back before the end of the next business day crr-ja asked for further assistance, c declined crr-ja provided name, extension and case number crr-ja leaving case open

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7873153	BRAKES	GEN. BRAKE COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	03	7/3/2014	YI	AD	121500	OA
Edit | Del	CC-7873154	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	7/3/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Da
Edit	CST00045436	Regional GW Request	JN8AZ18W99W[redacted]	Created					

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
7/30/2014 12:08 PM	Michelle Bills	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/29/2014 2:39 PM	Leslee Koleszar	Changed **Escalated By ID** from 005F0000001zRgO to **005F0000001zQi7**.
		Changed **Case Owner** from Jessica Collier to **Michelle Bills**.

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Surveys

Surveys He

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Case [redacted]

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Case Comments [7] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	Oreilly Auto Parts	Case Number	[redacted]
Executive Referral	[redacted]	Case Owner	Kelli Souders [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/10/2014	Date/Time Opened	7/7/2014 1:30 PM
Supporting Documents		Date/Time Closed	7/10/2014 2:46 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	Oreilly	Home Phone	(812) 428-3444
Middle Initial		Work Phone	
Last Name	Auto Parts	Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	20,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BD0CT8[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	9
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31013	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	D-PATRICK NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	7/8/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	Oreilly Auto Parts

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: Oreilly Auto Parts PHONE: (812) 428-3444 VIN: 1N6BD0CT8DN754451		
Created By	Sarah Jane Iglesia, 7/7/2014 1:30 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 7/10/2014 7:07 PM	Root Cause Code (2)	
Days Closed	1,092	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA14931289

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
		Created By: Kelli Souders (7/10/2014 2:45 PM) ~~~~~~~~~~~~~~~~~~~~~~Summary~~~~~~~~~~~~~~~~~~~~~~ c called NNA for intermittent brakes to floor. Dlr advised found soft pedal but compared to KGV. Rcas recommended 2nd opinion. C understood and advised not made at Rcas. Clos ~~~~~~ Rcas received email from SM advising dlr did not perform brake flush. customer was called yesterday and updated as to similar condition as other vehicle. customer picked up last n ~~~~~~ Rcas placed call to c on (812) 428-3444 at 3:30pm. Rcas apologized fro concerns and advised that dlr is very unprofessional and that c called SM about 15x in 2 weeks and never g call. C understands its not Rcas fault and is not made at Rcas. Rcas understood and advised is not a technician and has to rely on dlr to provide info. Rcas advised that dlr did state was compared to another KGV that did same thing. c states has 4 all of same year and this is the only one that does it. Rcas understood and recommended c take to another NNA d opinion. c understood. C thanked Rcas for calling. ~~~~~~ Closing file
Make Private	✓	
		Created By: Kelli Souders (7/10/2014 11:31 AM) Rcas received email from SM advising: SM has driven veh and experienced a soft pedal and while at a stop can make the pedal go to the floor. Dlr has compared to an Xterra (Dlr doesn't have a like Frontier) of the same can get it to do the same. SM going to drive a little more and see if anything worse happens. probably perform a brake fluid exchange to get fresh fluid in and bleed the system (no c customer due to inconvenience) and then return veh back to c.
Make Private	✓	
		Created By: Kelli Souders (7/10/2014 10:54 AM) Rcas received c's vmx requesting call back.
Make Private	✓	
		Created By: Kelli Souders (7/9/2014 12:02 PM) Rcas placed call to c on (812) 428-3444 at 1:02pm. Personnel advised c not in and is on SLS calls. Rcas left msg and contact info. Setting follow up for 7/10/14
Make Private	✓	
		Created By: Kelli Souders (7/8/2014 1:56 PM) Rcas placed call to dlr. SM-Mike advised veh been at dlr since Mid June with complaint that brake pedal goes to floor and is a delivery truck and multiple persons have experienced not been able to duplicate. Dlr states has only put on about 10 miles as is a delivery veh. Dlr agreed to drive veh 50 miles or so. Rcas advised cannot make repairs if dlr cant duplica agreed. Rcas advised if cant duplicate after driving the veh that veh needs to be released back to dlr. ~~~~~~ Rcas placed call to c on (812) 428-3444 at 2:55pm. Personnel advised c not in and is on SLS calls. Setting follow up for 7/9/14
Make Private	✓	
		Created By: Sarah Jane Iglesia (7/7/2014 1:34 PM) Vehicle Concern
Make Public		
		Created By: Sarah Jane Iglesia (7/7/2014 1:34 PM) | Last Modified By: Kelli Souders (7/8/2014 1:57 PM) CRR-SI received a call from Shawn Taylor, store manager, now referred to as c. C called in stating that c is having problem on the veh. CRR-SI verified c's account information, verified c's name, address, phone number, email address, VIN, mileage of the veh and lastly the responsible dlr. C said the veh is at the dlrshp and the veh is having issues with the brake pedal. C said c needs to have the veh back as soon as possible. C said the veh is at the dlrshp since 06/1 c would like to know how Nissan can assist c for the issue on the veh. CRR-SI advised c that the case is going to be escalated to RCAS for review. CRR-SI also advised c to expect a callback within the next business day. C understood. CRR-SI offered further assistance; c declined. CRR-SI gave name, ext and case number. CRR-SI leaving case open and transferring resp to RCAS.
Make Private	✓	

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7875925	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	7/7/2014	YX	AD	120000	OA

Open Activities Open Activiti

No records to display

Activity History Activity Histo

No records to display

Emails Send an Email Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
7/10/2014 2:46 PM	Kelli Souders	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/9/2014 12:03 PM	Kelli Souders	Changed **Follow Up Date** from 7/9/2014 to **7/10/2014**.
7/8/2014 1:57 PM	Kelli Souders	Changed **Follow Up Date** from 7/8/2014 to **7/9/2014**.

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Case Comments [12] | Case Categorizations [4] | Open Activities [0] | Activity History [3] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [1] | Case History |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Londa Adkins [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/18/2014	Date/Time Opened	7/9/2014 1:45 PM
Supporting Documents		Date/Time Closed	7/16/2014 8:09 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Dealer Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	78,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ18W09W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	42,000
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	MURANO	Beyond PT Warranty Miles1	18,000
Model Code	07819	Beyond PT Warranty Months1	47

Dealer Access

Case Servicing Dealer	SALEM NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	7/10/2014
Responsible District	16	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$237.37	Goodwill Offered	
IIR		Goodwill Processed	1
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: JN8AZ18W09W139746		
Created By	Joy Acebedo, 7/9/2014 1:45 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 7/16/2014 7:01 PM	Root Cause Code (2)	
Days Closed	1,086	Action Code	NT2M
Case Record Type	CA Closed Case [Change]	Document ID	CA14948181

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Action	Public	Comment
Make Private	✓	Created By: Londa Adkins (7/16/2014 8:07 AM) **********SUMMARY********** 07/09/2014 C called with dlr service complaint stating multiple unsuccessful repair attempts to brake cylinder. Rcas reviewed with owner of Salem Nissan Brett Chevree and SM-Rick at Commonwealth Nissan. SM-Rick stated O ring left out when master cylinder installed at Salem Nissan. Rcas offered reimbursement to c for repairs performed to master cylinder at Commonwealth Nissan and 2 days rental veh reimbursement. C accepted. Rcas submitted Service Credit and check request, both approved. C notified. Rcas closing case.
Make Private	✓	Created By: Londa Adkins (7/16/2014 8:03 AM) Rcas placed outbound call to c [redacted] at 9:00 A.M. Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed. Rcas advised c reason for call is to follow up with c to advise both service credit and reimbursement check processed and will arrive to c within 2-4 business weeks. C thanked Rcas for information and assistance and states has Rcas contact information and will call if not received. Rcas agreed and provided closing script. Call ended mutually.
Make Private	✓	Created By: Londa Adkins (7/15/2014 9:53 AM) Rcas received proof of payment attached to case. RCAS NOTING RCAS WILL REIMBURSE C 177.37 FOR REPAIRS PERFORMED AND 2 DAYS RENTAL VEH AT 30.00 PER DAY OR 60.00 TOTAL 237.37 ****GOODWILL REIMBURSEMENT**** THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: NAME OF DEALERSHIP: Commonwealth Nissan INVOICE DATE: 07/09/2014 NUMBER: 366209 MILEAGE: 75,424 PART NAME: Seal O Ring NUMBER: 46096-1AA0A PART AMOUNT: $ 8.64 LABOR AMOUNT: $ 150.00 G.O.G charge: 8.22 Misc: $ 9.38 SUBTOTAL: $ TAX AMOUNT: $ 1.13 TOTAL AMOUNT: $ 177.37 THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: Name of rental facility: Enterprise Rental Dates rental provided: 07/09/2014- 07/14/2014 Invoice number: 133510

Rental charge: $ 150.00
Insurance charge: $0.00
Fuel Service option: 49.50
Surcharge: 0.60
License Recovery fee: 10.00
Tax: $ 13.13
Total: $ 223.23
RCAS-LA SUBMITTING CHECK REQUEST

TOTAL REIMBURSEMENT 237.37

Created By: Londa Adkins (7/15/2014 9:22 AM)
Rcas received voice message X 2 in response to Rcas call to c.
C requesting return call to cell hone at [redacted]
Rcas placed outbound call to c at 603-321-2635 at 9:48 A.M.

Rcas informed c that call may be monitored and recorded for quality and training purposes. C agreed.
Rcas advised c reason for call is to follow up with c regarding veh concerns and complaint with Salem Nissan.

Rcas advised Rcas spoke to owner of Salem Nissan and SM-Rick at Commonwealth Nissan with determination that Commonwealth SM advised poor workmanship at Salem Nissar and Rcas would be happy to reimburse c for cost of repairs at Commonwealth Nissan and rental for up to 2 days at 35.00 per day.
C states c will accept that but would like Nissan to compensate c for time spent at Salem Nissan and reimburse for repairs to brake pads and rotors performed at Salem Nissan prior Salem messed up.
Rcas advised Nissan has no way to compensate c for time spent at or to and from dlr and as Rcas cannot confirm that repairs to brake pads and Rotors were unnecessary Rcas car expense.
C understood.
Rcas explained what Rcas can do is offer c 150.00 Service Credit to enhance relationship with Commonwealth Nissan.
C asked what service credit is. Rcas read to c
SERVICE CREDIT TERMS AND CONDITIONS:
A service credit can be issued at the rate of once per VIN per customer.
A service credit debit card CANNOT be issued to reimburse a customer for previous services.
Valid at any Authorized Nissan dealership.Approved for any service valid only if genuine Nissan parts are used, or for the purchase of any genuine Nissan parts or accessories.

Make Private ✓

This offer is valid until the expiration date, six months from the date that the service credit is offered to the customer. The debit card can be used until the balance reaches "0" or until
If there is a balance at the end of the 6 month term the balance will be forfeited.
The Service Credit may NOT be sold to another VIN.
Please allow 3-5 days for processing
C states c will accept 150.00 Service Credit and reimbursement for cost of repairs at Commonwealth Nissan and Rental veh.

Rcas advised Rcas has requested RO and rental receipt from SM-Dave at Commonwealth Nissan and when received will submit check request, check approval can take up to 2 bus will receive check in mail in 2-4 business weeks.
C understood and agreed.

Rcas confirmed c's mailing address is
[redacted]
PELHAM, NH [redacted]

C inquired what Rcas is going to do about terrible service experience at Salem Nissan.
Rcas expressed regret for c's experience, assured c this is not experience NNA would expect for c and thanked c for reporting concerns.
Rcas advised NNA will deal with dealership management on internal basis and c will not be informed of results.
C understood.

Rcas suggested follow up call to c for 07/18/2014 pending receipt of documents requested.
C agreed. Call ended mutually.

Created By: Londa Adkins (7/14/2014 10:14 AM)
Rcas placed outbound call to C [redacted] at 11:08 A.M.
Left vmx with name, numbe[redacted] ext: 457305 and case #[redacted]

Rcas advised c reason for call is to follow up with c regarding dlr complaint against Salem Nissan.
Rcas advised Rcas spoke to Both SM-Kerry at Salem Nissan and SM-Rick at Commonwealth Nissan and look forward to speaking to c.
Rcas advised Rcas can only communicate with c via phone not e mail but did receive e mail c forwarded to Rcas.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 07/15/2014 pending return call from c.

Rcas placed outbound call to c a[redacted] at 11:12 P.M.

Left vmx with name, number (800) 343-6913, ext: 457305 and case #1[redacted]

Make Private ✓

Rcas advised c reason for call is to follow up with c regarding dlr complaint against Salem Nissan.
Rcas advised Rcas spoke to Both SM-Kerry at Salem Nissan and SM-Rick at Commonwealth Nissan and look forward to speaking to c.
Rcas advised Rcas can only communicate with c via phone not e mail but did receive e mail c forwarded to Rcas.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 07/15/2014 pending return call from c

Rcas placed outbound call from c a[redacted] at 11:14 P.M.

Left vmx with name, number (800) 343-6913, ext: 457305 and case [redacted]

Rcas advised c reason for call is to follow up with c regarding dlr complaint against Salem Nissan.
Rcas advised Rcas spoke to Both SM-Kerry at Salem Nissan and SM-Rick at Commonwealth Nissan and look forward to speaking to c.
Rcas advised Rcas can only communicate with c via phone not e mail but did receive e mail c forwarded to Rcas.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 07/15/2014 pending return call from c

Created By: Michael Aquino (7/11/2014 4:13 PM)
crr-ma assisting crr-jb who received an email from c in case [redacted]
crr-ma documented c's email to case # 14948181.
crr-ma created task for RCAS-LA to check c's email.
crr-ma exiting the case.

Make Public

Created By: Michael Aquino (7/11/2014 4:09 PM)
crr-ma assisting crr-jb who received c's email from case #[redacted] which reads:
****

Thanks,
Richard Aziz

Begin forwarded message:

> From: Richard Aziz <richard.azizjr@yahoo.com>
> Date: July 7, 2014 at 3:10:43 PM EDT
> To: "bret@nissanofsalem.com" <bret@nissanofsalem.com>
> Subject: Horrible Service Experience - Customer Feedback
>
> Second Attempt...
>

> Dear Bret,
>
> Sorry for bothering you with this, but I wanted to take a moment and share with you my horrible and subpar maintenance and customer service that I have received from Salem Nis
Nissan has worked on my 2009 Nissan Murano several times for brake issues. Within the last year, I have spent roughly $750 at Salem Nissan's Service Center.
>
> In November 2014 (I cannot recall the exact date,) I brought my Murano into Salem Nissan for brake concerns. My brake pedal intermittently required that I press it to the floor in o
come to a complete stop. It was during that visit that the Service Department stated that they needed to order a special part for my car known as a "master cylinder." The Service De
the vehicle was safe to drive and that they would be giving me a call when the part came in. Several months went by and I never received a call from Salem Nissan to tell me that the
>
> Fast forward to 5/7/14- I brought my Murano in for an oil change and complaints of a rattling noise in my front suspension. It was also during that visit that I reminded the Service D
received a call regarding the part that they ordered back in November and they confirmed with me that the part had been sitting there for several months and that someone should h
When I questioned them about why I never received a call, they said they were sorry and that they would have called me at some point anyways because they were going through a
to send back to Nissan and my name was on that list. Luckily, they not only serviced my car for an oil change, they also installed the master cylinder that had been sitting there. The
was not able to hear the rattling noise in my front end that I was complaining about. I even told them to check the stabilizer links since my dad is a mechanic and I knew this may be
Service Department still assured me that everything looked fine and the stabilizer links were tight.
>
> Fast forward again to 6/3/14- I brought my car back to Salem Nissan because while I was driving through an intersection, my brakes stopped working and my pedal (again) went sl
to come to a complete stop. It was during this visit on 6/3/14 that Salem Nissan found that the master cylinder (the part that they "ordered" for me in November AND the same part th
AND the same part that was not installed until 6 months after the "order date") failed. I also complained again about the rattling noise in my front end (the same complaint I had back
asked them to complete a NH Inspection. THIS was the visit that broke the camel's back…

Created By: Michael Aquino (7/11/2014 4:08 PM)

Make Public ☐

> I brought my vehicle in for service (as detailed above) on 6/3/14. The Service Department confirmed that the master cylinder they had previously installed in May was failing and th
yet another one. They told me that the part should arrive in a few days (why did the first one take 6 months then?) and that I would have my car back in no time. In the meantime, the
was no longer safe to drive. Throughout that week, I had been calling every day for updates and was told that the part had not come in yet. On 6/7/14, I received a call and was told
and that they were working on my car. On 6/9/14, I received another phone call (from Paul Hickey) telling me that he apologizes, but the part never came in and they never started w
contrary to what they told me on 6/7/14. When he told me that, I was of course angry for being lied to and asked if there was a possibility to be given a rental car or a loaner car while
worked on my vehicle. Paul confirmed with me that such an option is not available. On 6/10/14, I finally got my car back with the new master cylinder installed and the NH inspection
confirmed with me that the rattling noise I was hearing was in fact the stabilizer links. When I asked them why they heard the rattle this time and not on 5/7/14 and why they told me I
stabilizer links on 5/7/14 and YES to the noise being the stabilizer links this time around… their response to me was that "I had the tech spend a little more time on your car this time.
ME?! I've spent more time at Salem Nissan than anyone should in a lifetime. This level of service is completely unacceptable. As if the Service experience was not enough, it gets W
>
> On 6/10/14 (when I finally picked up my Murano,) I decided to walk in the showroom to see if there was a manager present so that I could share my experience. I talked to a very n
name of Louis Bernedes. He apologized for the subpar service I had received from the Service Department and assured me that he would be following up with a "Keri?" to look into t
call. He said that Keri will make it right.
>
> Fast forward to 6/25/14… still no call from Salem Nissan. I called Louis Bernedes and told him that Keri never called me. He said that he personally delivered the message to Keri
on 6/10/14 and he did not understand why Keri had not contacted me. If Keri had contacted me, I would have told him about my experiences at Salem Nissan. I am no longer interes
since he apparently does not have the decency to follow up with consumer-related concerns.
>
> All while this horrible service was taking place, I have purchased a 2014 Nissan Pathfinder from Commonwealth Motors and will from here on out conduct my business with them.
come anywhere close to the quality level of service that Commonwealth Motors provides and it kills me to say that. I would have loved to have purchased the 2014 Pathfinder from S
2009; I purchased a brand new Nissan Altima from Rockingham Nissan and had a great experience. This recent experience not only cost you a new car sale, it will also cost many s
family members who all drive Nissans.
>
> I look forward to hearing what your thoughts are and appreciate your time.
>
> Sincerely,
[redacted]
>
> Some invoice numbers for reference:
> [redacted]
> [redacted]

Created By: Londa Adkins (7/10/2014 3:37 PM)

Make Private ✓

Rcas placed outbound call to c at [redacted] at 4:32 P.M.
Left vmx with name, number (800) 343-6913, ext: 457305 and case # [redacted]

Rcas advised c reason for call is to follow up with c regarding dlr complaint with Salem Nissan and request for assistance with veh repairs.

Rcas requested return call with best contact number and time to reach c.
Rcas advised Rcas will set follow-up call to c on 07/14/2014 pending return call from c.

Rcas placed outbound call to c at [redacted] at 4:35 P.M. Rcas advised wrong number for c. Rcas removed from case.

Created By: Londa Adkins (7/10/2014 3:10 PM)

Make Private ✓

Rcas placed outbound call to ASM-Rick at Commonwealth Nissan at 978-722-1217 ext 151 at 3:57 P.M.
ASM states current failure due to poor workmanship to master cylinder
ASM states would like to assist c with repairs.

Veh to dlr when: 07/09/2014
For stated concern: Check engine light on when braking at highway speeds pedal very hard and when at lower speeds pedal soft and goes to floor.
Mileage: 75,424
ASM states veh road tested and brake concerns confirmed.
ASM states check engine light codes P0171 and P0174 fuel system running lean on bank one and bank two of engine.
ASM states failure traced to O ring not being installed when previous repairs performed at Salem Nissan causing vacuum leak triggering check engine light.
ASM states O ring replaced, cleared codes verified vacuum leak gone and braking system working properly.
ASM states c charged 177.37
Rcas requested ASM
ASM stated c in rental veh c paying for. ASM states cost of rental 35.00 plus tax per day.
ASM states repairs completed.
Rcas advise Rcas will reimburse c for cost of repairs and one day rental at 35.00 per day c has to pay fuel and insurance and requested ASM fax copy of paid stamped RO and rent
veh picked up.
ASM agreed stating ASM will contact c to advise repairs completed and of Rcas offer.
Rcas advised Rcas will need to speak directly to c also to convey offer and confirm mailing address and explain reimbursement process.
ASM thanked Rcas for information and assistance stating c is very good and loyal Nissan c.
Rcas thanked ASM for assisting c.
Call ended mutually.

Created By: Londa Adkins (7/10/2014 2:54 PM)

Make Private ✓

Rcas placed outbound call to SM-Kerry at Salem Nissan at 603-894-4300 at 3:49 P.M.
Rcas advised SM not available Rcas spoke to owner Brett Chevree to advise of dlr complaint.

Owner states c scheduled appointment for repairs 07/08/2014 at 2:30 P.M. and then called back two hours later and canceled appointment.
Owner states c stated c felt more comfortable bringing veh for service.
Owner states c brought veh to dlr in May for brake concerns and Master cylinder replaced.
Veh returned to dlr 06/2014 and another master cylinder installed. C requested loaner veh and one was not provided.
Rcas thanked Owner for information.
Call ended mutually.

Make Private ✓

Created By: Jov Acebedo (7/9/2014 2:39 PM) | Last Modified By: Londa Adkins (7/10/2014 3:12 PM)

CRR-JA verified c's name
CRR-JA verified address
CRR-JA verified phone/alt
CRR-JA verified email

Issue: C called saying that c paid 750 last November 2013 for brake concern. C said that c have to hit the brake pad upto the floor that is why the dlr have to fix the brake master cyli
have to call c when the other part arrive for the brake issue but May 7, 2014 came, c have to go back to the dlr for maintenance and rattling noise. C asked why c did not received ar
And the dlr explain to c that the dlr forgot to call c back. C said that c let the dlr put the part and have the dlr fix the rattling noise infront of the veh.

C said that on 06/03/2014, the brake stop working again and the veh stops. C said that the brake pedal finally went all the way to the floor. C have to leave the veh again and let frier help c on transportation because the dlr never provided c a rental veh. C said that c got the veh back on 06/10/2014. C said that the SA is Paul Hicky. C said that c went to GM:Lewi that a gentleman named Kari is going to give c a callback but c never received a callback. C asked for rental veh but SA told c that c can not have a rental veh.

C sent a letter to the owner (Brett Chevree) 2 times and for the 2nd time, the owner of the dlr called c saying that it seems like the dlr can not please c. C became more upset becau go to COMMONWEALTH NISSAN. C said that the owner was able to connect c to Kari and was supposed to bring the veh back to the dlr. C said that c did not go back to the dlr an had happened to think that c is a loyal customer.

C said that the veh is at the COMMONWEALTH NISSAN because the veh is still having an issue. C said that the code that is showing are P0171 and P0174 due to the service engi Barboza said that there is a vacuum leak. The 2nd brake master cylinder that the SALEM NISSAN placed is without the O-ring that is why the veh has a vacuum leak. C is upset too COMMONWEALTH NISSAN can not guarantee what the SALEM NISSAN did that is why c have to pay for the service again and c have to pay for the rental veh.

C's Request: C would like Nissan to help c on the repair from COMMONWEALTH NISSAN. C said that the COMMONWEALTH NISSAN is a great dlr and this is the dlr where c purc Pathfinder. C also would like Nissan to help c on the Rental Veh. C said that the COMMONWEALTH NISSAN might have to keep the veh until Sunday.

C will try to send the copy of the letter that c sent to the owner of SALEM NISSAN via email. CRR-JA provided the email address: nnaconsumeraffairs@nissan-usa.com.

CRR-JA apologize and explained that the case will be forwarded to RCAS and a representative from RCAS will give c a callback before the end of the next business day.

CRR-JA is forwarding the case to RCAS for review.

CRR-JA asked for further assistance. C decline.

CRR-JA provided name, case and extension number.

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subca
Edit | Del	CC-7880337	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	7/9/2014	YY	BF	22350
Edit | Del	CC-7880338	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	MISLEADING/MISREPRESENTATION	QC	7/9/2014	YD	BF	22250
Edit | Del	CC-7888826	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	7/16/2014	YX	AD	12200
Edit | Del	CC-7888827	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	MULTIPLE REPAIR ATTEMPTS	03	7/16/2014	YE	AD	12200

Open Activities

No records to display

Activity History

View All

Action	Subject	[redacted]	Task	Due Date	Assigned To	Last Modified Date/Tir
Edit | Del	SALEM NISSAN		✓	7/16/2014	Londa Adkins	7/15/2014 9:25 AM
Edit | Del	Review Approved Check Request		✓	7/15/2014	Londa Adkins	7/16/2014 7:54 AM
Edit | Del	Please chack c's email		✓	7/11/2014	Londa Adkins	7/14/2014 10:15 AM

Emails

Send an Email

No Emails Available

Customer Support Tools

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By
Edit	CST00046257	Goodwill Service Credit	JN8AZ18W0[redacted]	Processed	Service Experience	Londa Adkina	RCAS	Jim Land

Check Activity

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Pa
	CR0129338	[redacted]	7/16/2014	Customer	Approved	$237.37	26GDWIL	Northeast Goodwill	RICHARD	AZ

Forms

No records to display

Attachments

Attach File View All

Action	File Name	Size	Last Modified	Created By
Edit | View | De	[redacted]	84KB	7/15/2014 9:23 AM	Londa Adkins

Case History

Date	User	Action
7/16/2014 8:09 AM	Londa Adkins	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/15/2014 11:23 AM	Londa Adkins	Changed **Follow Up Date** from 7/15/2014 to **7/18/2014**.
7/14/2014 10:14 AM	Londa Adkins	Changed **Follow Up Date** from 7/14/2014 to **7/15/2014**.

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Surveys

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Case [redacted]

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Case Comments [2] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Jose Mari Gozar Jr [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/17/2014	Date/Time Opened	7/17/2014 9:13 AM
Supporting Documents		Date/Time Closed	7/17/2014 10:03 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	[redacted]
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	100,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1BA08D18[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	64,000
Make	NISSAN	Beyond Basic Warranty Months1	76
Model Line	ARMADA	Beyond PT Warranty Miles1	40,000
Model Code	79218	Beyond PT Warranty Months1	52

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted]ONE: VIN:		
Created By	Jose Mari Gozar .Jr, 7/17/2014 9:13 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 7/17/2014 7:02 PM	Root Cause Code (2)	
Days Closed	1,085	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA14999602

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Jose Mari Gozar .Jr (7/17/2014 10:03 AM) Vehicle Concern
Make Public	☐	Created By: Jose Mari Gozar .Jr (7/17/2014 9:31 AM) CRR-JG received a call from c asking for assistance with c's veh CRR-JG verified c's name, address, phone number, email address, & vin. CRR-JG checked for open safety & service campaigns/upgrades found: 0 C states that the Brakes went out on the veh on 7/13/2014 C is asking if there was anything noted associated with this concern C states that the ABS on the veh went out CRR-JG advised c that there is nothing on veh related to any ABS concern CRR-JG advised that c would need to have the veh diagnosed by a certified nissan dlrshp. This is so that NNA will have the latest information on the veh's condition. C understood. CRR-JG advised c that once a diagnosis has been performed on the veh then just callback. C understood CRR-JG offered further assistance. C declined CRR-JG provided name, case & extension number bu was not able to give VOC as c ended the call CRR-JG closing case.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7890863	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	7/17/2014	YX	AD	118500	OA
Edit | Del	CC-7890864	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	7/17/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email — Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
7/17/2014 10:03 AM	Jose Mari Gozar Jr	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/17/2014 9:15 AM	Jose Mari Gozar Jr	Changed **Description**.
7/17/2014 9:13 AM	Jose Mari Gozar Jr	Changed **Work Phone** to **(504) 252-4101**.

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Case Comments [6] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	William Miller [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/23/2014	Date/Time Opened	7/21/2014 2:22 PM
Supporting Documents		Date/Time Closed	7/23/2014 2:48 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh won't accelerate		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	IRF
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	80,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ18W09W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	44,000
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	MURANO	Beyond PT Warranty Miles1	20,000
Model Code	07719	Beyond PT Warranty Months1	47

Dealer Access

Case Servicing Dealer	CARMAX NISSAN OF WHITE MARSH	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: JN8AZ18W09W[redacted]		
Created By	Janice Arellano, 7/21/2014 2:22 PM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 7/23/2014 7:10 PM	Root Cause Code (2)	DR800
Days Closed	1,079	Action Code	NT4D
Case Record Type	CA Closed Case [Change]	Document ID	CA15026430

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public		Created By: William Miller (7/23/2014 2:48 PM) Warning •No users are associated with the selected dealer to share the case with.
Make Private	✓	Created By: William Miller (7/23/2014 2:48 PM) RCAS made outbound call to c@3.18pm on [redacted] c states c drive to and from Richmond with no concern, reiterated previous notes, c took veh to Carmax, left veh running, got dlr to drive veh, SA hooked up to computer, drive veh, r coming up on computer, asked c to leave veh, c went back to dlr on Monday, dlr could not duplicate concerns, c requested loaner or rental, advised without diagnosis could not provi c mentioned extended warranty, rental coverage, warranty expires 8.14.2014 RCAS apologized for concerns with veh. RCAS advised of information provided by dlr, recommended allowing dlr opportunity to diagnose concerns if c feels veh unsafe to drive. RCAS provided extended warranty rental information, limited rental coverage based on repair, dlr is still diagnosing. RCAS provided warranty information, CVT warranty extension, 8.14.2018/120,000 miles. RCAS advised that if c has concerns oow RCAS is able to look into oow GDWL assistance. c states dlr provided NNA CA number, don't know why if RCAS cannot help c. RCAS reiterated previous advisements. c spoke about loaner veh. RCAS advised that loaners are provided by dlr's are a courtesy to their c's, not provided under warranty. RCAS advised if c decides c needs a rental RCAS can review for possible reimbursement once diagnosis is completed and veh repaired. RCAS provided contact information. RCAS offered further assistance. c requested supervisor name and contact information. RCAS provided supervisor name and advised RCAS is POC, empowered by NNA to review c's concerns. c ENDED call. RCAS closing case. **********SUMMARY********** c called with veh complaint, veh would not go over 3000 RPM RCAS contacted dlr, dlr diagnosing concerns, c has extended warranty. RCAS contacted c, documented concerns, provided dlr and warranty information, c refused further assistance.
Make Private	✓	Created By: William Miller (7/23/2014 2:06 PM) RCAS called dlr and spoke with SA-Keith as SM was ooo SA advised veh had not been to dlr in 30K miles, c brought veh into dlr without appointment, SA was able to feel what c was talking about, no tech available to diagnose at that time, currently roadtesting to duplicate concern, SA advised c of warranty information. RCAS thanked SA
Make Private	✓	Created By: Russell Rigsby (7/22/2014 10:42 AM) RCAS-RR transferring case to RCAS-WM RCAS-RR exiting case.
Make Private	✓	Created By: Russell Rigsby (7/22/2014 10:41 AM) C stated c purchased c's veh new from carmax Nissan in 2009 C stated c has been veh's only owner. C stated that on the way to richmond, c tried to pass a veh but veh would not accelerate, veh's engine would not go over 3000 rpm. C stated c had c's veh towed to nissan dlr in Richmond. C stated Nissan dlr could not reproduce c's concern. C stated c drove c's veh back home, and c's concern occurred again. C stated c went to carmax nissan of white marsh.

C stated dlr does not have a rental car.
C stated c's veh is currently at dlr.

*****RCAS-RR noting case servicing dealer is CARMAX NISSAN of WHITE MARSH*****

RCAS-RR informed c that c was sent to the wrong region.
RCAS-RR informed c that RCAS would call c back by the end of the next business day.
C understood.
Call ended mutually.

Make Public

Created By: Janice Arellano (7/21/2014 2:38 PM)
C stated that the first issue occurred on 7/14/14 while driving at Richmond
C attempted to accelerate, the veh won't go 300 rpm , push the pedal to the floor and continued another 30 miles and not accelerate at all and c drove to c's hotel and called the dea
was told not safe to drive and recommend to tow
C towed the veh from the hotel and the dealer and dealer cannot recreate the issue
C drove the veh to c's home and did fine but issue happened again on 7/18/14
C took the veh to carmax and sales rep go out and hook the computer and cannot find anything so the technician drove the veh with the hand held computer and said there is somet
wrong and experienced the same thing c had
C said the carmax recommend to leave the veh and try to recreate and recommended to call the NNA because c has no veh to drive and carmax won't provide a veh
C stated contact person at carmax is SA-Keith

C's concerns are not safe driving and financial burden if c has to pay something
and don't have the veh to drive

crr-ja advised will forward the case to RCAS dept for a review and c will be receive a call by the end of the end of next buss day. C understood.
crr-ja asked for further assistance. C declined.
crr-ja did the recap
crr-ja provided to c name, ext # and case number
leave case open-transferred case to rcas.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7895728	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR IMPROPER OPERATION	11	7/21/2014	YX	AF	134000	OA
Edit | Del	CC-7895729	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	11	7/21/2014	WT	AF	134000	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histor

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Carmax - Diag	[redacted]	✓	7/23/2014	William Miller	7/23/2014 2:07 PM

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachmen

No records to display

Case History

Case Histor

Date	User	Action
7/23/2014 2:48 PM	William Miller	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/22/2014 10:44 AM	Russell Rigsby	Changed **Escalated By ID** from 005F0000001zQhS to **005F000000496XI**.
		Changed **Case Owner** from Russell Rigsby to **William Miller**.

Show more » | Go to list »

Surveys

Survey

No records to display

Back To Top

Always show me more records per related list

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Case Comments [59] | Case Categorizations [5+] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [1] | Check Activity [1] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Jim Land [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	12/4/2014	Date/Time Opened	7/22/2014 9:57 AM
Supporting Documents		Date/Time Closed	6/5/2015 12:40 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	CST00053886
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	CBB
Inspection Time/Notes			
Description	Veh was out of service for 76 days, 3 concerns for incorrect reading of mileage, instrument cluster replaced once, 2 concerns fro shaking rear hatch, 1 concern for lea sunroof.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned		Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	
Current Mileage	31,210		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag	[redacted]	Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MW7CW[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23412	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF OMAHA	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$23,346.40	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	101692894
Survey Type	Service	Case Type	Nissan Service
Survey Request Date		Receipt Date	7/6/2014
Survey-Source		Survey NPS Score 1	9
Trans Type		Survey NPS Type 1	Dealer
Alert Trigger Verbatim	IMPROVEMENTS TO SERVICE EXPERIENCE My car is not safe to drive and I will be going to local TV stations to make sure they understand that this needs to be satisfied. It is a lemon or done intentionally by Nissan. VEHICLE PICKUP None SERVICE ADVISOR COMMENTS The service advisor was very friendly and courtesy.	Hot Alert Type	CA T5
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name [redacted], Bennington, NE, [redacted] DayTime Phone: - Evening Phone [redacted] Email Address: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] N: JN8AZ1MW7[redacted]		
Created By	Alvergei Glenn Cruz, 7/22/2014 9:57 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 10/14/2015 12:01 AM	Root Cause Code (2)	
Days Closed	762	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	CA15032695

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Jim Land (12/18/2014 2:04 PM) DRTS-JL has assumed case ownership in order to dispatch DTS to prepare veh for remarketing process. Please refer any inquiries regarding the repurchase to the agent who handl repurchase portion of the case. Dispatched DTS request for CBB processing. Morley VSPC case [redacted] The reason for repurchase is: Transmission slipping, leaking sunroof.
Make Public	☐	Created By: Anna Naraeva (12/4/2014 3:10 PM) Case closed.
Make Public	☐	Created By: Anna Naraeva (12/4/2014 2:59 PM) ARBS transmitted c's case to Morley, cas[redacted] Hard copies mailed via FedEx track[redacted] Morley package is attached to the case.
Make Public	☐	Created By: Anna Naraeva (12/3/2014 1:57 PM) ARBS submitted check request in the amount of $23,346.40 for c.
Make Public	☐	Created By: Anna Naraeva (12/3/2014 1:57 PM) Repurchase calculations: Sales Price $35,045.00 LLC Lien Fee $7.00 Certificate of title Fees $10.00 Sales Tax $1,285.64 Total Purchase Price $36,347.64 Less Usage (31210 / 100,000 * $32,045) ($10,001.24) Rebate ($3,000.00) Refund Amount $23,346.40
Make Public	☐	Created By: Anna Naraeva (12/3/2014 1:49 PM) ARBS emailed c:" Good morning Ms. Thelen:

I received your fax with signed repurchase offer. Thank you for sending it to me. I will process the check request today and will send your case to Morley tomorrow. You will hear fror representative within the next week to schedule the time of when your vehicle will be picked up.

Let me know if you have any questions.

Thank you!

Anna NARAEVA"

Make Public

Created By: Anna Naraeva (12/3/2014 1:48 PM)
ARBS received signed repurchase offer from c. Copy is attached to the case.

Make Public

Created By: Anna Naraeva (11/21/2014 2:09 PM)
ARBS called c. C states c refuses to pick up c's veh from dlr because veh is not safe to drive. ARBS advised c that according to dlr veh is fine. ARBS advised c that NNA offered the repurchase of the veh and ARBS needs signed repurchase offer to continue the process. ARBS advised c that situation with the current location of the veh is between c and dlr. ARE recommended c to contact dlr to advise them that veh is being repurchased and find out if veh can stay at dlr until the process will be complete. C states c will do that. C states c will the repurchase offer and will send to ARBS.
C thanked and disconnected the call.

Make Public

Created By: Heathre Vanriper (11/21/2014 12:39 PM)
NIS1432299. DRTS rec'd CCF from BBB 11/21/14 dated same. C seeks: Buyback. CCF states: "NIS1428744*12". See attached for review.

Created By: Anna Naraeva (11/20/2014 1:19 PM)
ARBs exchanged below emails with BBB agent - Daniel Hernandez:"

Hi Danny,

First of all, the vehicle is fine according to the dealership. Second of all, I sent M[redacted]he repurchase offer about 2 weeks ago, and even called her this week to see if she is willi accept that. (I left her a voice message). Last time I spoke to her, she said she is fine with everything and will send me signed repurchase. Unfortunately, looking into circumstances, are not able to help her with the towing.

Let me know if you have any additional questions.

Thanks!

Anna NARAEVA
Dispute Resolution Team
Arbitration Specialist II

***

Make Public

From: Hernandez, Daniel [mailto:DHernandez@council.bbb.org]
Sent: Thursday, November 20, 2014 11:49 AM
To: Naraeva, Anna (EXTERNAL)
Subject: RE: NIS1428744 - Thelen
Importance: High

Anna,

It seems [redacted] vehicle is at Nissan of Omaha, but she doesn't want to pick it up. Do you think you could coordinate the repurchase surrender with them or have Nissan help v the tow from one dealer to the other? Is there anything you can do with this…

Nissan North American offered a buyback of 23,900.00. When the car broke down again I had it towed to Nissan of Omaha and do not wish to pick it up. Nissan of Omaha has told r I need to go get it due to it is my responsibility so nothing happens to it. It cost $128.00 to tow and I would have to pay that to send it home and then back to Nissan. Does not seem and It is still sitting there. I do not get my money until I sign the paperwork stating I have possession of the vehicle.

Thanks!

Daniel Hernandez

Make Public

Created By: Angela Baase (11/18/2014 11:38 AM)
DRTS attached Sales Documents

Make Public

Created By: Angela Baase (11/18/2014 10:38 AM)
DRTS contacted Jason at dealer 5004 (Asst to the GM) and he is working to get the needed Sales Documents after being passed around to everybody within the dealership over the course of the last two weeks with no results. Jason said he will try to get these documents sent over. Left a phone and e-mail address.

Make Public

Created By: Anna Naraeva (11/18/2014 9:52 AM)
ARBS called c left vmx on 11/18 at 9:52am.

Make Public

Created By: Angela Baase (11/18/2014 7:59 AM)
DRTS contacted dealer 3435 and left a message with Mike in the finance dept (?) to see about getting these Sales Documents after DRTS was informed Dawn no longer works then DRTS left a message asking for a return phone call to please help get these already overdue time sensitive documents. Left a fax and phone number.

Make Public

Created By: Angela Baase (11/17/2014 9:06 AM)
DRTS left another vm for Dawn in the business office to get the status of where the Sales Documents are. Left a return number along with a fax number is she is able to send these

Make Public

Created By: Angela Baase (11/13/2014 9:13 AM)
DRTS contacted Dawn to see again what the status on these Documents is. DRTS informed her these were due to be sent to arbitration yesterday due to a legal matter and asked t please return the call. Message was left on vm.

Make Public

Created By: Angela Baase (11/12/2014 2:13 PM)
DRTS left a vm for Dawn to see what the status is for the Sales Documents that have been requested. DRTS left a phone number and asked to be updated on the status of this requ

Make Public

Created By: Angela Baase (11/11/2014 8:06 AM)
DRTS followed up with Dawn from the business office at dealer 5004 to get Title Application and customer signed Purchase or Buyer's Order. Dawn stated she will get these sent ov soon. She did receive the message DRTS left last week and will see about getting them sent.

Make Public

Created By: Anna Naraeva (11/10/2014 10:07 AM)
ARBs received email from c on 11/7:"

I will leave that vehicle sitting at Nissan. I will have to get back with you regarding the buyback."

Created By: Anna Naraeva (11/7/2014 2:44 PM)
ARBS responded to c:"

Make Public

Ms. Thelen:

I just had a conversation with service manager at Nissan of Omaha. He advised me that your vehicle is ready to be picked up. My understanding is that you can pick it up any day. T process will take no more than 2 weeks after I will receive signed repurchase offer.

Thank you!

Anna NARAEVA"

Make Public

Created By: Anna Naraeva (11/7/2014 2:43 PM)
ARBS called dlr spoke to SM-Tod. Sm states c's veh is fine and c choose not to pick it up. SM states c was advised about 2 weeks ago that there is nothing wrong with the veh.
ARBS thanked and disconnected the call.

Make Public

Created By: Anna Naraeva (11/7/2014 2:42 PM)
ARBS received below email from c:"

Hello,

After review of your buyback offer. I feel the amount is correct if the car was drivable. This car has been sitting at Nissan for 3 weeks due to the transmission was slipping and breaks

to the floor while trying to stop. I had to car towed to Nissan at my expense due to they refused to pick it up after just getting it back from them. While test driving the Nissan before le their shop I did advise the manager that the gear shift was slipping and It was not when I dropped it off. He advised me to just take the car home because they want their car back. I speechless. I have been in the car business myself and have some good knowledge of how vehicles should run and operate. I have had to rent a car for this entire time and was not to ask for reimbursement due to I truly don't want to delay the time frame of receiving the money. Per your letter it will take another 2 to 4 weeks to get the actual check. I can no long afford to rent a vehicle.

Please advise on what I should do for transportation?

Sent from my iPhone"

Make Public

Created By: Anna Naraeva (11/7/2014 10:37 AM)
ARBS emailed repurchase letter to c's email address: sheri.thelen@aol.com

Make Public

Created By: Anna Naraeva (11/7/2014 10:35 AM)
Repurchase calculations:

Sales Price $35,045.00
LLC Lien Fee $7.00
Certificate of title Fees $10.00
Sales Tax $1,285.64
Total Purchase Price $36,347.64

Less Usage (31210 / 100,000 * $32,045) ($10,001.24)
Rebate ($3,000.00)

Refund Amount $23,346.40

Copy of the repurchase offer is attached to the case.

Make Public

Created By: Anna Naraeva (11/7/2014 10:13 AM)
ARBS received copy of sales tax form from c. Copy is attached to the case.

Make Public

Created By: Anna Naraeva (11/6/2014 1:58 PM)
ARBS received docs with bank info. Copies are attached.

***
ARBS called c left vmx asking c about sales tax since no sales tax are listed on sales agreement.

Make Public

Created By: Anna Naraeva (11/6/2014 10:51 AM)
ARBS received scanned copy of sales agreement from c. Copy is attached to the case.

Make Public

Created By: Anna Naraeva (11/5/2014 3:32 PM) | Last Modified By: Anna Naraeva (11/5/2014 3:32 PM)
ARBS called c. C asked if ARBS received sales agreement. ARBS states no. C offered to scan her copy and send to ARBS.
ARBS provided c with email address and ARBS contact #.
C thanked and disconnected the call.

Make Public

Created By: Dennis Martinez (11/5/2014 3:11 PM)
ARBS Case Follow-up

Make Public

Created By: Dennis Martinez (11/5/2014 3:11 PM)
crr-dm received call from c stating that c wants an update on case numb[redacted]
crr-dm was able to pull up the file and told c that case being handled by arbs under c's name i[redacted]
c wants abrs name and contact number
crr-dm told c that arbs will be the one to provide those information to c
c understood
crr-dm verified c's contact information, nothing has changed
crr-dm told c that the follow up date on c's case is[redacted]
crr-dm told c that crr-dm will send an im to arbs that c called in and is asking for a call back
c understood
crr-dm offered further assistance, c declined.

crr-dm provided name, ext and case number.

crr-dm exiting case

Make Public

Created By: Angela Baase (11/4/2014 10:03 AM)
DRTS contacted Dawn at dealer 5004 to get a copy of Title Application and customer signed Sales Agreement (Purchase Order). Dawn stated it will take a little bit of time to get thes they are in storage but will e-mail them when she does receive them.

Make Public

Created By: Anna Naraeva (11/4/2014 10:01 AM)
ARBS called c left vmx on 11/4 at 10:00 advising that ARBS is waiting for sales agreement from dlr.

Make Public

Created By: Anna Naraeva (11/4/2014 9:53 AM)
ARBS received sales agreement from c (not legible), registration, title, insurance card, and letter.

Copies are attached to the case.

ARBS submitted task to DRTS to collect sales docs since the copies provided by c are not legible.

Make Public

Created By: April Advincula (11/3/2014 3:42 PM)
crr-aa received a call from c.
c stated that c called in to follow up on c's case
c provided case [redacted]
crr-aa used SOP 1.1
crr-aa verified c's information, no changes

crr-aa checked case[redacted]
and was referred to case [redacted]
by rcas-nd

crr-aa advised c that c was advised by arbs-an to send copies of sales agreement (attached copy is not complete) and copy of title (veh paid off) and crr-aa asked c if c already send docs
c stated that c already send the docs 10/29/14
crr-aa advised c that crr-aa will send an IM to arbs-an to let arbs know that c called in to follow up on c's case and that c has already sent docs to arbs-an fax #
c understood

crr-aa offered further assistance, c declined.
crr-aa gave name, extension #457248
crr-aa exiting case

Make Public

Created By: Heathre Vanriper (11/3/2014 11:31 AM)
NIS1428744. DRTS rec'd CCF from BBB 11/03/14 dated same. States: NNA to repurchase veh under Nebraska Lemon Law. Terms to be carried out no later than 30 days post date this letter. See attached for review.

Make Public

Created By: Anna Naraeva (10/28/2014 9:56 AM)
ARBS faxed response to BBB. Copy of the response with fax confirmation is attached to the case.

Make Public

Created By: Anna Naraeva (10/28/2014 9:49 AM)
ARBS called c and offered the repurchase of c's veh. C states c's veh is currently at dlr again for transmission concern and brake pedal goes all the way to the floor. C states transm shifts to neutral. C states the veh was towed to dlr on 10/24. C states c picked up c's veh from dlr where sunroof replacement was done on 10/17.
ARBs requested c to send copies of sales agreement (attached copy is not complete) and copy of title (veh paid off). ARBS provided c with fax #.

C provided c's email address:[redacted] and fax[redacted]
C thanked and disconnected the call.

Make Public

Created By: Anna Naraeva (10/28/2014 9:28 AM)
Veh was out of service for 76 days, 3 concerns for incorrect reading of mileage, instrument cluster replaced once, 2 concerns fro shaking rear hatch, 1 concern for leaking sunroof.

Make Public

Created By: Anna Naraeva (10/28/2014 9:21 AM)
ARBS received a call back from SM-Todd. SM states that last RO[redacted] was closed on 10/24. SM states sunroof was leaking and dlr replaced sunroof and headliner. SM states t veh was sitting at dlr for several days (repaired) prior c picked it up.
ARBS thanked for the info and disconnected the call.

Make Public

Created By: Anna Naraeva (10/28/2014 9:13 AM)
ARBS reviewed updated RHR with additional repair that was made on 8/29/14.

Dates: 09/04/13-09/04/13 Mileage: 19,582 RO#: [redacted] Days:1

1. Perform LOF
2. Perform MPI
3. Display on instrument cluster INOP

DLR ACTIONS:
1. Complete
2. Complete
3. SOP

Dates: 10/22/13- 10/23/13 Mileage: 22,569 RO# [redacted] Days:2

1. Gas gauge on instrument cluster INOP
2. Tire light comes on
3. Perform LOF
4. Perform MPI

DLR ACTIONS:
1. Replaced instrument cluster assembly
2. Adjusted tire pressures
3. Complete
4. Complete

Dates: 10/25/13- 11/04/13 Mileage: 19,817 RO#: [redacted] Days:11

1. L/R tire goes low

DLR ACTIONS:
1. Repaired L/R tire

Dates: 11/19/13- 11/25/13 Mileage: 21,338 RO#: [redacted] Days:7
1. L/R tire still has slow leak
2. Incorrect gas mileage after repair, intermittently goes in and out
3. At speeds between 60-65 MPH veh downshifts into lower gear and revs high
4. Check jack and hardware
5. Reset maintenance light
6. After sitting in veh with engine running, smell gas odor

DLR ACTIONS:
1. Replaced L/R TOMS seal
2. No problem found
3. No problem found
4. Installed jack holder
5. Complete
6. Secured fuel filler tube hose

Dates: 12/02/13- 12/06/13 Mileage: 21,340 RO# [redacted] Days:5

1. Driver's side rear tire

DLR ACTIONS:
1. Replaced tire

Dates: 12/06/13- 12/11/13 Mileage: 21,342 RO# [redacted] ays:6

1. Veh has been at dlr last 2 weeks getting new tire, TPMS sensor, and gas leak from fuel neck and cluster gauge

DLR ACTIONS:
1. Complete

Dates: 1/20/14-1/27/14 Mileage: 26,861 RO# [redacted] Days:8
1. LOF
2. C/s average MPI is reset by C every fill up and reads inaccurate, 5 and 55 miles per gallon on navigation screen
3. C/s getting wind noises from all windows and sunroof
4. C/s rear hatch shakes while driving

DLR ACTIONS:
1. Complete
2. Could not duplicate
3. Fixed rear hatch and could not hear anymore wind noise
4. No work performed

Dates: 3/12/14-3/14/14 Mileage: 29,317 RO#: [redacted] Days: 3

1. C Reports, Check instrument panel, shows vehicle is getting. Resets average after every fill up and ranges from 5mpg to 50mpg
2. Wind noise from all windows
3. Check rear hatch
4. Check blower doesn't work on floor setting
5. Vehicle feels like it jerks on the highway between 65-70mph
6. Windsheild foam sticks out
7. LOF
8. MPI
9. C picked up vehilce on 3/12/14

DLR ACTIONS:
1. Operation of average MPG to be normal, range will fluctuate drastically at start of new reset
2. Could not duplicate at this time
3. Test drove vehicle checked hatch, found okl
4. Test Blowers operation, found ok
5. Checked engine system, test drove oh highway, could not duplicate
6. Factory installed part, if removed windshield will be squeakiy

7. Complete
8. Complete
9. Dealer Information

Dates: 6/22/14-6/22/14 Mileage: 35,432 R[redacted]ays:1
1. LOF
2. Campaigns Possible
3. MPI
4. Rotate and Balance Tires

DLR ACTIONS:
1. Complete
2. No Open Campaigns
3. Complete
4. Complete

Dates: 08/29/14- OPEN Mileage:38,403 RO#: [redacted] Days:OPEN (ARBS called dlr to verify the dates) Dealer: 5004(Nissan of Omaha)

1. 27pt inspection.
2. C's water is leaking onto floor.
3. Feels like there is no support on any of the floor boards.
4. At times when driving miles to empty will fluctuate. It will go from 200-202-280 miles to empty.
5. When driving at Hwy speeds or a bumpy road veh has to much sway.

DLR ACTIONS:
OPEN

Make Public

Created By: Anna Naraeva (10/28/2014 9:09 AM)
ARBS called dlr left vmx for SM-Todd at #888-489-6297. DLR phone is not working at that time.

Make Public

Created By: Anna Naraeva (10/28/2014 8:58 AM)
Notes from case that was created on 10/24, cas[redacted]

crr-km received call from c stating that the veh was at dlr 13 times. c just picked up the veh on 10/17/2014, the veh stayed at dlr for 4 weeks. the veh is currently having issues with tl
CVT and brakes. c no longer wants the veh because of so many issues. c wants a veh buy back.

crr-km verified c's information.

crr-km advised c that file will be transferred to rcas for review.
crr-km advised c to expect a call within the next business day.
c understood.
crr-km offered further assistance, c declined.
crr-km provided name, ext and file number.
crr-km leaving file open, transferring resp to rcas.

SOP 2.9"

Make Public

Created By: Heathre Vanriper (10/17/2014 3:07 PM)
NIS1428744. DRTS rec'd MRF from BBB 10/17/14 dated same. C seeks: not specified. CCF states: floor of veh soft, falling through it, instrument panel, no heat on floor when drivin
spacing of veh is bad, underbody of veh is different than when I purchased, Air Bag Light staying on, Road noise while driving, screaming to hear person, tires, bad cupped, car bour
all over the road. See attached for review.

Make Public

Created By: Albert Jimenez (10/2/2014 2:57 PM)
DRTS rec'd RO from Dlr # (5004) & attached to case.

Make Public

Created By: Albert Jimenez (10/1/2014 1:58 PM)
DRTS called Dlr # (5004) spoke with Service Advisor (Ashley) requesting latest RO, Ashley stated there is an RO that is currently OPEN & she agreed to fax it over to DRTS

Make Public

Created By: Anna Naraeva (10/1/2014 1:41 PM)
ARBS submitted task to DRTS to collect ROs that could be available since the last time RHR was reviewed.

Make Public

Created By: Heathre Vanriper (9/29/2014 2:49 PM)
NIS1428744. DRTS rec'd CCF from BBB 09/29/14 dated same. C seeks: not specified. CCF states: floor of veh soft, falling through it, instrument panel, no heat on floor when drivin
spacing of veh is bad, underbody of veh is different than when I purchased, Air Bag Light staying on, Road noise while driving, screaming to hear person, tires, bad cupped, car bour
all over the road. See attached for review.

Make Public

Created By: Anna Naraeva (9/9/2014 9:03 AM)
Case closed.

Make Public

Created By: Anna Naraeva (9/9/2014 9:03 AM)
The decision was provided to c in prev case. No new information available since last case was closed in 7/1/14.

Make Public

Created By: Anna Naraeva (9/9/2014 9:02 AM)
ARBS-AN reviewed repair history. NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for
warrantable concerns that would substantially impair this vehicle.
NNA will continue to honor the terms and conditions of all applicable warranties.

**

The concerns c experience with instrument cluster was resolved in November 2013. C addressed fuel usage concern and inaccurate fuel level reading in March of 2014 and
characteristics described were found normal usage by dlr. Other concerns addressed by c were not duplicated by dlr.

Make Public

Created By: Anna Naraeva (9/9/2014 8:59 AM)
ARBS-AN reviewed RHR with following repairs that were complete at the time:

Dates: 09/04/13-09/04/13 Mileage: 19,582 RO[redacted]ys:1

1. Perform LOF
2. Perform MPI
3. Display on instrument cluster INOP

DLR ACTIONS:
1. Complete
2. Complete
3. SOP

Dates: 10/22/13- 10/23/13 Mileage: 22,569 RO[redacted]ys:2

1. Gas gauge on instrument cluster INOP
2. Tire light comes on
3. Perform LOF
4. Perform MPI

DLR ACTIONS:
1. Replaced instrument cluster assembly
2. Adjusted tire pressures
3. Complete
4. Complete

Dates: 10/25/13- 11/04/13 Mileage: 19,817 RO#: [redacted] Days:11

1. L/R tire goes low

DLR ACTIONS:
1. Repaired L/R tire

Dates: 11/19/13- 11/25/13 Mileage: 21,338 RO[redacted] Days:7
1. L/R tire still has slow leak
2. Incorrect gas mileage after repair, intermittently goes in and out
3. At speeds between 60-65 MPH veh downshifts into lower gear and revs high
4. Check jack and hardware
5. Reset maintenance light
6. After sitting in veh with engine running, smell gas odor

DLR ACTIONS:
1. Replaced L/R TOMS seal
2. No problem found
3. No problem found
4. Installed jack holder
5. Complete
6. Secured fuel filler tube hose

Dates: 12/02/13- 12/06/13 Mileage: 21,340 RO[redacted]ays:5

1. Driver's side rear tire

DLR ACTIONS:
1. Replaced tire

Dates: 12/06/13- 12/11/13 Mileage: 21,342 RO#[redacted]ays:6

1. Veh has been at dlr last 2 weeks getting new tire, TPMS sensor, and gas leak from fuel neck and cluster gauge

DLR ACTIONS:
1. Complete

Dates: 1/20/14-1/27/14 Mileage: 26,861 RO#: [redacted] Days:8
1. LOF
2. C/s average MPI is reset by C every fill up and reads inaccurate, 5 and 55 miles per gallon on navigation screen
3. C/s getting wind noises from all windows and sunroof
4. C/s rear hatch shakes while driving

DLR ACTIONS:
1. Complete
2. Could not duplicate
3. Fixed rear hatch and could not hear anymore wind noise
4. No work performed

Dates: 3/12/14-3/14/14 Mileage: 29,317 RO#: [redacted]ays: 3

1. C Reports, Check instrument panel, shows vehicle is getting. Resets average after every fill up and ranges from 5mpg to 50mpg
2. Wind noise from all windows
3. Check rear hatch
4. Check blower doesn't work on floor setting
5. Vehicle feels like it jerks on the highway between 65-70mph
6. Windsheild foam sticks out
7. LOF
8. MPI
9. C picked up vehilce on 3/12/14

DLR ACTIONS:
1. Operation of average MPG to be normal, range will fluctuate drastically at start of new reset
2. Could not duplicate at this time
3. Test drove vehicle checked hatch, found okl
4. Test Blowers operation, found ok
5. Checked engine system, test drove oh highway, could not duplicate
6. Factory installed part, if removed windshield will be squeakiy
7. Complete
8. Complete
9. Dealer Information

Dates: 6/22/14-6/22/14 Mileage: 35,432 RO#: [redacted] Days:1
1. LOF
2. Campaigns Possible
3. MPI
4. Rotate and Balance Tires

DLR ACTIONS:
1. Complete
2. No Open Campaigns
3. Complete
4. Complete

Make Public **Created By: Angela Baase (9/8/2014 11:17 AM)**
DRTS completed RHR and attached.

Make Public **Created By: Angela Baase (9/8/2014 10:09 AM)**
DRTS called dealer 5004 and had to leave a voice mail for John to please call back to answer a couple of questions on the RO's about multiple days it appears the vehicle was in the shop. Left him my phone number and stated it was time sensitive.

Make Public **Created By: Angela Baase (9/3/2014 7:42 AM)**
DRTS spoke to Ashley at dealer 5004 and asked if she could fax over the RO's requested from last week for this client. She said she will fax these right over.

Make Public **Created By: Angela Baase (9/2/2014 12:14 PM)**
DRTS called and left a message for Katie to please fax over the Repair orders and tech notes as promised on 8/29.

Make Public **Created By: Angela Baase (8/29/2014 2:54 PM)**
DRTS has contacted dealers 5004, and spoke to Katie, dealer 3842, and spoke to Wes, and dealer 614 and spoke to Louann. All dealers stated they will fax them over.

Make Public **Created By: Anna Naraeva (8/29/2014 1:48 PM)**
ARBS assigned the task to DRTS to collect ROs and create RHR.

Make Public **Created By: Paula Lingenfelter (8/11/2014 2:22 PM)**
Previous Cases: [redacted]
Open Recalls/Campaigns: None

NIS1425198. DRTS rec'd CCF from BBB on 8/11/14, dated same. C complains Currently unable to travel long distance with my vehicle. Every time I took it in and pup, my vehicle di worse. It is literally falling apart. I also have pictures involving these issues. I have had my vehicle in for service and repairs to Nissan Only, and unable to travel a distance with my c CCF states: floor of vehicle is soft, falling through it. Instrument panel. No heat on floor when driving. Spacing of Vehicle is so bad you can put a 12 in. Under body of vehicle is differ than when I pure. Air Bag Light staying on sometimes. Road Noise while driving Screaming to hear person. Tires . Bad cupped. Car bounces all over the road horribly. Windshield crackling when going over bumbs.

Make Private ✓ **Created By: Jennifer Lanning (7/23/2014 9:00 AM)**
Rcas noting that c concern has been addressed many time through CA, including ARBS case 14605661.
C was denied repurchase and no further info to address with c.
Rcas closing email case

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7898444	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	7/23/2014	YX	BK	233500	OA
Edit | Del	CC-7898445	NISSAN PRODUCT INQUIRIES	MURANO	CRITICISM	QF	7/23/2014	ZH	AZ	206500	OF
Edit | Del	CC-7924170	INTERIOR (NON-ELECTRIC)	FLOOR PAN	POOR OR IMPROPER OPERATION	16	8/11/2014	YX	AU	187500	OA
Edit | Del	CC-7924171	INTERIOR ELECTRICAL	GEN. INTERIOR ELECTRIC COMPONENT	POOR OR IMPROPER OPERATION	11	8/11/2014	YX	AV	195500	OA
Edit | Del	CC-7924172	TIRE/WHEEL	TIRE (TIRE/VALVE/TUBE)	POOR OR IMPROPER OPERATION	19	8/11/2014	YX	BO	254500	OA

Show 1 more » | Go to list (6) »

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request	[redacted]	✓	12/20/2014	Lance Davis	12/19/2014 10:53 PM
Edit | Del	Review Approved Check Request		✓	12/3/2014	Anna Naraeva	12/4/2014 2:43 PM
Edit | Del	Review-CCF-NIS1432299		✓	11/21/2014	Janelle Cantrall	11/21/2014 1:52 PM
Edit | Del	Call		✓	11/21/2014	Anna Naraeva	11/21/2014 1:46 PM
Edit | Del	Thelen-CCF-NIS1432299		✓	11/21/2014	Janelle Cantrall	11/21/2014 12:44 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Dat
Edit	CST00053886	DRT Resolution	JN8AZ1MW7C[redacted]						

Check Activity

Check Activity He

Action	CR	Check Number	Issue Date	Check Type	Status	Check Amount	GL Value Code	GL Code Description	Payable To First Name	Payable To Last N
	CR013842[redacted]	[redacted]	12/4/2014	Customer	Approved	$23,346.40	32BUYBACK	Nissan South Central Buyback/Trade	[redacted]	

Forms

Forms He

No records to display

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	558KB	12/4/2014 3:10 PM	Anna Naraeva
Edit | View | Del		119KB	12/3/2014 1:48 PM	Anna Naraeva
Edit | View | Del		31KB	11/21/2014 2:43 PM	Anna Naraeva
Edit | View | Del		997KB	11/21/2014 2:43 PM	Anna Naraeva
Edit | View | Del		266KB	11/21/2014 2:43 PM	Anna Naraeva

Show more » | Go to list »

Case History

Case History He

Date	User	Action
6/5/2015 12:40 PM	Jim Land	Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] VIN: JN8AZ1MW7C[redacted] to CUSTO[redacted] VIN JN8AZ1MW7C[redacted]
		Changed **Status** from Open to **Closed**.
		Closed.
		Changed **Case Owner** from Anna Naraeva to **Jim Land**.

12/18/2014 11:55 AM	Jim Land	
12/18/2014 11:55 AM	Jim Land	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys Surveys He

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

Customize Page | Printable View | Help for this F

Case Comments [16] | Case Categorizations [3] | Open Activities [0] | Activity History [3] | Emails [1] | Customer Support Tools [1] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Lanesha Becton [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/11/2014	Date/Time Opened	7/30/2014 3:01 PM
Supporting Documents		Date/Time Closed	9/12/2014 1:56 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh issue-brakes		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	55,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MU[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	19,000
Make	NISSAN	Beyond Basic Warranty Months1	54
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23310	Beyond PT Warranty Months1	30

Dealer Access

Case Servicing Dealer	CAPITOL CITY NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AZ1MU5AW[redacted]		
Created By	Melodie Segundo, 7/30/2014 3:01 PM	Root Cause Code	SDFA
Last Modified By	NNAETL, 10/14/2015 12:08 AM	Root Cause Code (2)	
Days Closed	1,028	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA15090098

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Lanesha Becton (9/12/2014 1:56 PM) RCAS-LB sent 3 attempt template to email: 9/12/2014 Case [redacted] VIN # JN8AZ1MU5A[redacted] Dear [redacted] Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance. A review of our systems shows that the regional specialist attempted to contact you on 9/2, 9/8, and 9/12. As three contact attempts were made, your Case was closed. Please provi with your best contact number, as well as an alternate number, so that your request can be looked into. Case [redacted] has been updated to document your concern. Please feel free to contact us directly at 1-800-647-7261 (Option 7) with any questions or comments. Sincerely, Nissan North America
Make Public		**Created By: Lanesha Becton (9/12/2014 1:47 PM)** RCAS-LB called c [redacted] & left voicemail for callback RCAS-LB closing case per 3rd attempt contacting customer & not able to contact c ** Case Closed**
Make Public		**Created By: Lanesha Becton (9/8/2014 2:36 PM)** RCAS-LB called c a[redacted] left voicemail for callback
Make Public		**Created By: Lanesha Becton (9/2/2014 4:17 PM)** RCAS-LB called c a[redacted] & left voicemail for callback
Make Public		**Created By: Lorenzo Espiridion (8/31/2014 7:45 AM)** C's email from casE[redacted] I'm including a copy of an email I sent a Nissan customer service representative regarding an awful experience I had with my Nissan Murano. I filed a claim with Nissan Consumer A and was notified that my claim had been rejected. Absent from the claim determination process, however, was any sort rationale or explanation behind Nissan's decision making ma love to have somebody shed some light on where Nissan is coming from as far as it's decision making process goes. I feel like Nissan was handed an opportunity to repair the bridg goodwill and trust that was burned when the most crucial safety component in my vehicle failed suddenly with zero warning. Would love an explanation, please. See below for origin correspondence. Hi Jim, Thank you for your response. Experiencing sudden, unexpected brake failure and feeling totally powerless over the vehicle I was driving was a very scary experience. As I was drivir

brakes just lost pressure and went all the way down to the floor, without warning. I was unable to get the brake peddle to the floor fast enough to stop the car and ended up going thr a red light (and subsequently, receiving a ticket). My 4 year old and 1 year old sons were in the vehicle with me -- I feel fortunate a ticket was the worst thing to have resulted from th brake failure.

The next day, my husband and I had our Murano towed to Capitol City Nissan in Atlanta, GA to have the problem assessed and addressed. Capitol City has done a good job, but the problem has still not been repaired.

Initially, the service department thought the brake issue might be related to a faulty master cylinder. They installed a new one, but unfortunately, switching out the master cylinder dic address the problem. My understanding is that the service technician spent most of today testing and ruling out almost all components of the vehicle's brake system as the source of problem. Based on his analysis, he thinks the issue might be related to the car's ABS module/sensor. At this point, my husband and I are trying to decide whether we should authoriz Capitol City to order a new ABS module/sensor to determine if it fixes the problem. The folks at Capitol City have told us the part alone costs over $1700.

I called Nissan Consumer Affairs earlier this afternoon and initiated a formal complaint. I spoke with a woman named Melody (employee # 457351) and she opened a case for me (#15090098). She told me she would have to forward my information and complaint to Nissan's regional office, and that somebody there should be reviewing it and contacting me at end of the next business day. My VIN is JN8AZ1MU5A[redacted] My email address is [redacted] and my phone number is [redacted] As I mentioned previously car is at Capitol City Nissan. Phil Wolf is the gentleman there who's been helping us.

Phil has been wonderful, and my husband and I are very pleased with the service the Capitol City team has provided us, but we are having trouble understanding how (a) such a crit component of the vehicle can fail without warning, and (b) how the diagnostic systems that are available are unable to pinpoint the problem and explain exactly what caused the failu occur. Again, it's the nature and severity of this problem that has caused us great concern.

Please let us know who at Nissan we can discuss this matter with.

Thank you,

~Blaire Lynch

Created By: Lanesha Becton (8/8/2014 3:26 PM)
FOM-BS offered 1000.00 & C declined
FOM-BS also declined offer for Gold Preferred VSC

Make Public

RCAS-LB called C per denial from FOM for Goodwill assistance for repair & denial of extended warranty

C was happy & advised that C will contact C's husband to see how C's husband feel about it decision
Call ended mutually

RCAS-LB closing case

Make Public

Created By: Lanesha Becton (8/5/2014 5:57 PM)
RCAS-LB contacted c left vmx including case number, name, and RCAS-LB contact of 615.725.7748 .

Created By: Lanesha Becton (8/1/2014 8:52 AM)
REGIONAL GOODWILL REQUEST FORM SUBMITTED TO FOM

CA Case #: 15090098
Submitted by: Lanesha Becton

CUSTOMER INFORMATION
Customer Name: [redacted]
City & State of Customer Residence: ATLANTA , GA
Customer Pay Service Loyalty: Good servicing/paying customer per SM-Phil
Number of Vehicles Owned: 1
Previous Goodwill Assistance: None

Retail Dealer: CAPITOL CITY NISSAN
Retail Dealer Code: 5002
Servicing Dealer: CAPITOL CITY NISSAN
Servicing Dealer Code: 5002
VSC Contract # & Type: None

VEHICLE INFORMATION
Vehicle Year/Model: 2010 Nissan Murano
Purchased New or Pre-owned? New
Make Public
Current Mileage: 55,000
VIN: JN8AZ1MU5A[redacted]

In-Service date: 12/31/2009

SITUATION
Complaint: Brake pedal goes to the floor & couldn't stop.
Correction: ABS actuator
Customer's Request? Financial assistance for repair

Estimate/Cost: Parts 1727.17, 14.95 Brake Fluid, Labor 490.00, tax 124.00

Current Status of Vehicle? Not Repaired-Off Road
Related Repair History:
If mentioned, future buying intentions? None mentioned

Service Manager Input or Recommendation:

SM-Phil advised that he replaced master cylinder & this still didn't resolve concern. He then found that they needed to replace ABS actuator.
SM-Phil advised that customer is a good candidate for goodwill. He feels that maybe coverage for part & the customer pay for labor
SM-Phil stated that vehicle has been at the dlr for 4 days & they are providing customer with rental at their expense & not Nissan's expense.
SM-Phil advised that he couldn't provide warranty rate per they already have written up the RO

Agent Feedback: I would recommend goodwill for parts only per recommendation from SM-Phil

---

Created By: Lanesha Becton (8/1/2014 8:19 AM)
RCAS_LB called dlr & spoke to SM-Phil

Make Public

SM-Phil advised that C is a good candidate for goodwill
SM-Phil advised that they need to have ABS actuator replaced
SM-Phil advised that C is a good servicing customer
SM-Phil advised the vehicle has been down for 4 days
SM-Phil provided part#4766015W0C
RCAS-LB advised would submit goodwill template to FOM for approval

---

Make Public

Created By: Lanesha Becton (8/1/2014 7:52 AM)
RCAS-LB called C on 7/31 & notes didn't save??

C is known as wife Blair
C advised that C towed vehicle to dealership per brakes failed on C on the road & almost wrecked
C is concerned per dlr didn't know for sure what was wrong with vehicle & now stating that C needs ABS module/sensor
C is requesting for financial assistance
C is also wanting Nissan to stand behind their products
C stated C is not understanding how this happened without any type of warnings

RCAS-LB empathized with C
RCAS-LB advised of follow up date

C understood and appreciated the assistance
Call ended mutually

Make Public

Created By: Nicel Torres (7/31/2014 12:35 PM)
RCAS Case Follow-up

Make Public

Created By: Nicel Torres (7/31/2014 12:35 PM)
Crr-nt received a call from c's wife (Blair) and referred to as c
C stated that c wants to follow up about the case
Crr-nt verified no info has changed
Crr-nt advised c that case is still being work on by rcas and follow up date is on 7/31
Crr-nt advised c to wait for phone call from rcas for update
Crr-nt asked for further assistance but c declined
Crr-nt provided name, case and extension
Crr-nt exiting case.

Make Private ✓

Created By: Charles Harrison (7/30/2014 5:58 PM)
SSA-CH documenting Private Messages via Facebook

****

C: "Hi Jim,

Thank you for your response. Experiencing sudden, unexpected brake failure and feeling totally powerless over the vehicle I was driving was a very scary experience. As I was drivir brakes just lost pressure and went all the way down to the floor, without warning. I was unable to get the brake peddle to the floor fast enough to stop the car and ended up going thr a red light (and subsequently, receiving a ticket). The next day, my husband and I had our Murano towed to Capitol City Nissan in Atlanta, GA to have the problem assessed and addressed. Capitol City has done a good job, but the problem has still not been repaired.

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Phil has been wonderful, and my husband and I are very pleased with the service the Capitol City team has provided us, but we are having trouble understanding how (a) such a crit component of the vehicle can fail without warning, and (b) how the diagnostic systems that are available are unable to pinpoint the problem and explain exactly what caused the failu occur. Again, it's the nature and severity of this problem that has caused us great concern.

Please let us know who at Nissan we can discuss this matter with.

Thank you,

[redacted]

SSA: "Hello again [redacted]

Thank you for following up with this information, as it has helped us locate your account. We are documenting these additional details in your case and we'll be sure to forward this tc Specialist for review. We encourage you to continue to work with our Consumer Affairs department, as they're in the best position to help you with your Murano's concerns.

If you'd like to speak to a Specialist before your follow up date, please call 1-800-Nissan-1 and reference your case number or the last 6 digits of your VIN. Feel free to reach out to u anytime.

Have a great rest of your day! "

****

Make Private ✓

Created By: Charles Harrison (7/30/2014 5:57 PM)
SSA-CH documenting comments via Facebook

****

C: "I experience TOTAL BRAKE FAILURE with ZERO WARNING while driving my 2010 NISSAN MURANO. The brake failure caused me to run through a red light at a very busy ar dangerous intersection. MY 4 YEAR OLD AND 1 YEAR OLD BOYS WERE IN THE CAR WITH ME. Although I was ticketed for running the red light, I count myself lucky that nobody injured -- or killed.

My vehicle is 4 years old and has approximately 55K miles. It has been well cared for and serviced at my local Nissan dealership according to the manufacturer's suggested service schedule and recommendations. From my estimation, there is absolutely no reason why a vehicle that well-maintained should have a part -- a part manufactured by Nissan -- fail wit warning and cause such a dangerous situation to occur.

To say I am upset and angered is understatement."

SSA: "Blaire, we're sorry to hear of your experience, but glad you and your sons are okay. Please know that your family's safety is of the utmost importance to us. Have you had the chance to have your vehicle diagnosed at your local Nissan dealer? At your earliest convenience, please Private Message us at https://www.facebook.com/messages/nissanusa anc include your VIN, best contact number, email and name of servicing dealer. Kindest regards. - James, Nissan Social Support"

****

Make Public

Created By: Melodie Segundo (7/30/2014 3:15 PM)
Vehicle Concern

Make Public

Created By: Melodie Segundo (7/30/2014 3:15 PM)
crr-ms received a call from Blaire Lynch c's wife will now be referred as c, c stated that c's brakes went out and go to an intersection and ran red light and contacted tow company , d master cylinder but found not issue , now said ABS sensor , turns to be around $2500 part, c said safety was compromised and brakes did not work , no sensor or warning and said triggered due to zero brake pressure , c said dealt with Fil from Service
crr-ms informed c that the issue will be referred to RCAS and c will be contacted within the end of next business day. c said that crr to make a note that c needed "IMMEDIATE ASSISTANCE " and that c needs loaner as c without veh, c requested crr's supervisor, crr-ms told c that will hold case if escalated and has to wait 4-8 business hours callback, c agr have issue handled by RCAS
crr-ms offered further assistance, c said no
crr-ms gave name, extension and case number
crr-ms asked best number to call c, c said
crr-ms leaving case open

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7909402	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	7/30/2014	YX	AD	118500	OA
Edit | Del	CC-7909417	BRAKES	ANTI-LOCK BRAKE SYSTEM	REQUEST FOR RENTAL ASSISTANCE	QA	7/30/2014	WH	AD	118500	OA
Edit | Del	CC-7909419	BRAKES	ANTI-LOCK BRAKE SYSTEM		03	7/30/2014	YI	AD	118500	OA

OOW GOODWILL ASSISTANCE REQUEST

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0OjY7U:ref]	[redacted]	✓	9/12/2014	Lanesha Becton	9/12/2014 1:53 PM
Edit | Del	Call		✓	9/2/2014	Holly Allen	9/12/2014 1:54 PM
Edit | Del	Call		✓	9/2/2014	Sara Tarantino	9/12/2014 1:54 PM

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0OjY7U:ref] 9/12/2014 Cas[redacted] N # JN8AZ1MU5A[redacted] De[redacted] Thank ...	[redacted]	9/12/2014 1:53 PM

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Da
Edit	CST00047256	Regional GW Request	JN8AZ1MU5A[redacted]	Created			RCAS		

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
9/12/2014 1:56 PM	Lanesha Becton	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/8/2014 2:36 PM	Lanesha Becton	Changed **Follow Up Date** from 9/5/2014 to **9/11/2014**.
9/2/2014 4:17 PM	Lanesha Becton	Changed **Follow Up Date** from 9/2/2014 to **9/5/2014**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [16] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Vance Walden [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/26/2014	Date/Time Opened	8/5/2014 3:34 PM
Supporting Documents		Date/Time Closed	8/27/2014 11:00 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,855		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MW5D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	13
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23613	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF VACAVILLE	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: JN8AZ1MW5DV[redacted]		
Created By	Rachel Mercado, 8/5/2014 3:34 PM	Root Cause Code	SCSV
Last Modified By	System Account NNAINT, 8/27/2014 7:05 PM	Root Cause Code (2)	
Days Closed	1,044	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA15133656

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Vance Walden (8/27/2014 10:59 AM)** RCAS-VW contacted c [redacted] RCAS advised c if c's veh concerns have been resolved C stated that c has not had concern happen again since the only 2 times concern occurred C stated that DTS inspected c's veh and did not find anything wrong with c's veh RCAS advised c that RCAS had reviewed inspection details from DTS and stated that DTS had inspected c's braking system and found no concerns RCAS advised c if c needed further assistance C declined and thanked RCAS for attending to c's concern Call ended mutually RCAS closing case ********** Case Summary: C requested assistance with c's brake concern SA-Court advised RCAS that DLR was not able to duplicate c's concern RCAS requested SR DTS-Danny to submit for possible DTS inspection due to possible safety concern DTS-Rick was dispatched to review c's veh DTS advised RCAS that DTS found no concerns with c's veh
Make Public	[redacted]	**Created By: Vance Walden (8/27/2014 10:30 AM)** RCAS-VW received email from DTS-Rick DTS advised RCAS of DTS inspection findings ROAD TEST/SYMPTOM VERIFICATION DTS road tested the vehicle with customer and SM-Zoheb • C initially drove the vehicle and applied the brakes multiple times, but was unable to duplicate the concern. • DTS drove the vehicle next and tested the brakes on light and hard application at various speeds, but did not detect anything abnormal. DTS explained to customer the ABS (anti-lo braking system) operation and that there is a sensation from the brake pedal when the ABS system activates under some conditions when braking. DTS reviewed the owner's manua 5-39 describing the ABS operation with c. DTS offered to inspect the braking system to confirm proper operation as an added measure. DTS/DEALER ACTION • Performed all vehicle system self-diagnosis. No DTC (diagnostic trouble code) stored in any vehicle system including the ABS. • Performed front/rear brake inspection: o Front brake rotors/pads exhibit normal wear patterns with no abnormalities. o Rear brake rotors/pads exhibit normal wear patterns with no abnormalities. o Inspected brake hydraulic lines/hoses (OK). No leaks detected. o Brake fluid is clean and at the proper level. o Brake pedal height is within the specified range. DTS COMMENTS • Vehicle conforms to specification and no further action is necessary for this concern
Make Public	☐	

Created By: Vance Walden (8/26/2014 6:04 PM)
RCAS-VW sent email to DTS-Rick

RCAS advised DTS to provide status of c's inspection

Make Public

Created By: Vance Walden (8/25/2014 12:08 PM)
RCAS-VW contacted c @ [redacted]
RCAS left vmx advising c that RCAS contacted SM-Zoheb who stated that SM contacted c to come back that DTS is currently at DLR
RCAS advised c that c's appointment was scheduled for 10am
RCAS advised c to contact RCAS back @ 6157257536 if c had any questions
RCAS advised c that RCAS would follow up with c tomorrow after c's veh inspection had been performed

Created By: Vance Walden (8/25/2014 12:05 PM)
RCAS-VW received call from c

C stated that c is at DLR and DLR is not aware that c has an appointment with DLR
C advised RCAS to contact c back @ [redacted]

RCAS contacted DTS-Rick @ 972-915-7049
RCAS let vmx advising DTS that c is at DLR and DLR advised c that no one is aware of c's appointment

RCAS advised DTS to contact RCAS back @ 6157257536

Make Public

RCAS-VW contacted SM-Zoheb @ 7074554500
RCAS advised SM if c is still at DLR

SM stated that c came in at 9am
SM stated that DTS is at DLR now, and SM contacted c to come back to DLR
SM stated that SM listened to c's vmx from RCAS that advised c's appointment was to be at 10am

RCAS advised SM that c is on c's way back to DLR
SM stated that c is on c's way back to DLR

RCAS thanked SM for information and advised SM that RCAS would contact c

Call ended mutually

Created By: Vance Walden (8/22/2014 2:07 PM)
RCAS-VW contacted c @ [redacted]
RCAS left vmx advising c of c's DTS appointment on Monday on 8/25/14 at 10:00 am
RCAS advised c to contact RCAS back @ 6157257536 if c had any questions
RCAS advised c that RCAS would follow up Tuesday 8/26 after c's veh has been inspected

Make Public

RCAS-VW contacted c @ 9166079696
RCAS left vmx advising c of c's DTS appointment on Monday on 8/25/14 at 10:00 am
RCAS advised c to contact RCAS back @ 6157257536 if c had any questions
RCAS advised c that RCAS would follow up Tuesday 8/26 after c's veh has been inspected

Created By: Vance Walden (8/12/2014 6:40 PM)
RCAS-VW contacted c @ 7074482837
RCAS advised c if c would be able to meet with DTS would be able to meet with c on 8/25/14 at 10:00 am

C stated that c would be able to meet with DTS on that date
RCAS advised c that RCAS would follow up with c on Friday 8/22 to remind c of c's appointment
Make Public
C understood and advised RCAS when RCAS calls on Friday to call c's cell phone [redacted]
RCAS understood and advised c that RCAS would follow up Friday 8/22

Call ended mutually

RCAS sent email to DTS-Rick advising DTS that c confirmed appointment

Created By: Vance Walden (8/12/2014 6:34 PM)
Make Public
RCAS-VW received email from DTS-Rick

DTS advised RCAS that DTS would be able to meet with c on 8/25/14 at 10:00 am

Created By: Vance Walden (8/11/2014 5:29 PM)
Make Public
RCAS-VW sent email to DTS-Rick

RCAS advised DTS if DTS has reviewed DTS schedule on when DTS would be able to meet with c

Created By: Vance Walden (8/11/2014 5:29 PM)
RCAS-VW contacted c [redacted]
RCAS advised c that RCAS is waiting to hear back on schedule date for DTS inspection

RCAS advised c that RCAS would send email to DTS advise DTS if DTS had an appointment available

Make Public

C understood and thanked RCAS for update

RCAS advised c that RCAS would follow up with c tomorrow
C understood

Call ended mutually

Created By: Vance Walden (8/8/2014 9:52 AM)
Make Public
RCAS-VW received email from SR DTS-Daniel

SR DTS advised RCAS to submit DTS request form

Make Public

Created By: Vance Walden (8/7/2014 10:33 AM)
RCAS-VW contacted c @ [redacted]
RCAS left vmx apologizing to c that RCAS did not follow up with c yesterday
RCAS advised C that RCAS is reviewing c's case to possibly send a DTS out to review c's veh
RCAS advised C to contact RCAS back @ 6157257536 if c had any questions
RCAS advised c that RCAS would follow up Monday 8/11

RCAS-VW contacted [redacted]
RCAS apologized to c that RCAS did not follow up with c yesterday
RCAS advised C that RCAS is reviewing c's case to possibly send a DTS out to review c's veh
RCAS advised c that RCAS has spoken with SA-Court about c's veh concern

C advised RCAS that c's concern has only happened only on 2 occasions
C stated that 1st time concern happened c's brake pedal went all the way to the floor
C stated that 2nd time c's concern happened c's brake pedal went about halfway towards the floor
C stated that c's brake pedal feels spongy and thought there was just air in c's brake lines
C advised RCAS that c's concern has not happened since c visited DLR

RCAS apologized to c for c's experience

RCAS advised c that RCAS is requesting for DTS to review c's veh because RCAS feels that c has a safety concern and RCAS wants to resolve c's concern
C thanked RCAS for assistance

RCAS advised c that RCAS has requested for approval to send DTS out to review c's veh
RCAS advised c that RCAS would follow up with c on Monday 8/11 once RCAS has received decision on RCAS DTS request
C understood and thanked RCAS for assistance

Call ended mutually

Make Public

Created By: Vance Walden (8/7/2014 10:21 AM)
RCAS-VW sent email to SR DTS-Daniel

RCAS requested SR DTS to send DTS to review c's veh
RCAS advised SR DTS that RCAS feels that c has a safety concern that needs to be reviewed
RCAS advised SR DTS that DLR was advised by TECH LINE to contact NNA CA

Make Public

Created By: Vance Walden (8/7/2014 10:16 AM)
RCAS-VW contacted SA-Court @[redacted]
RCAS advised SA for more information about c's veh

SA stated that c's concern has been happening intermittently
SA stated that c advised that c has only been experiencing concern for about a week
RCAS advised SA if Tech Line advised SA to request for DTS
SA stated that Tech Line advised SA to just contact CA to make in-field comment
RCAS understood

RCAS advised SA that RCAS would submit for DTS to inspect c's veh since c has safety concern
SA understood

Call ended mutually

Make Public

Created By: Rachel Mercado (8/5/2014 3:40 PM)
Vehicle Concern

Make Public

Created By: Rachel Mercado (8/5/2014 3:39 PM)
CRR-RM received a call from dlr- court of NISSAN OF VACAVILLE
dlr was advised by tech line to call here and as well as the dlrshp.
dlr stated that c's veh brake pedal goes through the floor and interment issue.
c's veh issue cannot[redacted] by the dlrshp.
crr-rm found case: 1[redacted]
crr-rm Escalating the case to RCAS for cannot duplicate the issue on c's veh
crr-rm advised dlr that c will be given a call by rcas a call next business day with c's veh issue.
CRR-RM did RECAP
CRR-RM asked if there are any other concerns Dlr said no
CRR-RM gave name case number and extension number
CRR-RM will leave the case open

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7917183	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/5/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F29569	DTS Request	Vance Walden, 8/8/2014 9:56 AM	8/8/2014

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
8/27/2014 11:00 AM	Vance Walden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/22/2014 2:07 PM	Vance Walden	Changed **Follow Up Date** from 8/22/2014 to **8/26/2014**.
8/12/2014 6:40 PM	Vance Walden	Changed **Follow Up Date** from 8/12/2014 to **8/22/2014**.

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Surveys Surveys He

No records to display

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Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Russell Rigsby [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/22/2014	Date/Time Opened	8/18/2014 11:17 AM
Supporting Documents		Date/Time Closed	8/22/2014 3:44 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern - brakes		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	65,000	Related Vehicle Make	Nissan
Current Mileage	110,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	5N1BA08DX[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	74,000
Make	NISSAN	Beyond Basic Warranty Months1	84
Model Line	ARMADA	Beyond PT Warranty Miles1	50,000
Model Code	79418	Beyond PT Warranty Months1	60

Dealer Access

Case Servicing Dealer	JERRY DAMSON NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN:		
Created By	Kenneth Mejia, 8/18/2014 11:17 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:13 AM	Root Cause Code (2)	
Days Closed	1,049	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA15398533

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Russell Rigsby (8/22/2014 3:44 PM)** RCAS-RR closing case. RCAS-RR noting case summary: C contacted NNA about dlr not being able to guarantee repairs and about financial assistance. RCAS-RR confirmed that dlr duplicated concern and c and dlr are both confident that the repair will address c's concern. TL-KJ declined assistance due to time and mileage OOW. RCAS-RR closing case.
Make Private	✓	**Created By: Russell Rigsby (8/22/2014 3:42 PM)** RCAS-RR made outbound call to c. RCAS-RR informed c of NNA decision. C understood. C inquired about replacement part warranty. RCAS-RR informed c that replacement parts carry warranty of 12 months/12,000 miles. RCAS-RR offered further assistance. C declined assistance. Call ended mutually.
Make Private	✓	**Created By: Russell Rigsby (8/22/2014 3:39 PM)** RCAS-RR reviewed case with TL-KJ. TL-KJ denied assistance due to time/mileage OOW.
Make Private	✓	**Created By: Russell Rigsby (8/22/2014 2:46 PM)** REGIONAL GOODWILL REQUEST FORM CA Case #: 15398533 Submitted by: Russell Rigsby CUSTOMER INFORMATION Customer Name: Brandon Harrison City & State of Customer Residence: Florence, AL Customer Pay Service Loyalty: Customer has never been to a Nissan dlr Number of Vehicles Owned: 1 Previous Goodwill Assistance: None Retail Dealer: Purchased from a 3rd party Retail Dealer Code: Jerry Damson Nissan Case Servicing Dealer: Nissan Case Servicing Dealer Code: 3882 VSC Contract # & Type: None VEHICLE INFORMATION Vehicle Year/Model: 2008 Armada

Purchased New or Pre-owned? Pre-owned
Current Mileage: 110,000
VIN: 5N1BA08DX8[redacted]
In-Service date: 7/21/2007
Beyond Basic Warranty Miles: 74,000
Beyond Basic Warranty Months: 49
Beyond Powertrain Warranty Miles: 50,000
Beyond Powertrain Warranty Months: 25

SITUATION
Complaint: Brake Booster failed
Cause:
Correction: Replace Brake Booster
Customer's Request? Requesting Financial Assistance
Estimate/Cost @ Warranty Rate: $977 estimate
Current Status of Vehicle? Not Repaired
If mentioned, future buying intentions? None stated
Service Manager Input or Recommendation: SM-Shannon recommends no goodwill due to no service history.

Make Private ✓ **Created By: Russell Rigsby (8/22/2014 8:20 AM)**
RCAS-RR made outbound call to dlr, spoke with SM-Shannon.
SM-Shannon stated dlr did confirm concern as being the brake booster.
SM-Shannon stated $977 estimate.
Call ended mutually.

Make Private ✓ **Created By: Russell Rigsby (8/21/2014 11:39 AM)**
RCAS-RR made outbound call to c.

C stated c's concern duplicated and c is test driving with SM currently.
C stated c would like financial assistance.
RCAS-RR informed c that RCAS would call dlr and c tomorrow to see if dlr is more confident in repairs and look into goodwill opportunities.
C understood.
Call ended mutually.

Make Private ✓ **Created By: Russell Rigsby (8/21/2014 8:13 AM)**
RCAS-RR made outbound call to c.

SM-Shannon stated dlr is not confident because dlr cannot duplicate concern.
SM-Shannon stated c has not been into dlr since c purchased veh in 2012.
SM-Shannon would not recommend goodwill in this instance.
Call ended mutually.

Make Public ☐ **Created By: April Advincula (8/20/2014 11:04 AM)**
Vehicle Concern

Make Public ☐ **Created By: April Advincula (8/20/2014 11:03 AM)**
crr-aa received a call from c.
c stated that c has a case and doesn't have the vin when c called

c provided case[redacted]
crr-aa verified c's information, no changes

c provided vin : 5N1BA08DX8N605814
c provided current mileage : 110,000
c provided Number of previous Nissan vehicles owned: 1

c stated that c took the veh to nissan dlr for diagnosis last 8/15/14 and c was assisted by SA-Michael
c stated that nissan dlr cannot find something wrong on c's veh and c was advised that the brake booster and abs module will be replaced however nissan dlr cannot guarantee that veh will be fixed
c stated that c was advised that the estimate cost of replacing the brake booster and abs module is $2,700 however c doesn't want to pay for the replacement if it will not fix the issue veh
crr-aa empathized to c

Crr-aa forwarding case to rcas for further review
c understood

Crr-aa informed c that c will be contacted by rcas specialist before the end of the next business day
C understood

Crr-aa asked for further assistance. C declined.

crr-aa took c's best contact number:
(256) 710-1734

Crr-aa provided to c name, ext # and file number
Leave file open-transferred file to RCAS

Make Public ☐ **Created By: April Advincula (8/20/2014 11:01 AM)**
veh concern

Make Public ☐ **Created By: Kenneth Mejia (8/18/2014 11:22 AM)**
crr-km received call from c stating that the veh is having issuues with the brakes. the veh was brought to dlr and was advised by SA (c does not know the name) that the repair is $2, but there is no guarantee fix for the part. c wants NNA to look at the veh because c does not want to pay that much money for a repair which is not sure.

crr-km verified c's name, no vin, address, mileage, phone number, email address & dlr.

crr-km advised c to call back with VIN and name of SA then case will be escalated to RCAS for review.

crr-km offered further assistance, c declined.
(voc bait script)
crr-km provided name, ext and case number.
crr-km closing case.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7932444	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/18/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
8/22/2014 3:44 PM	Russell Rigsby	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/21/2014 11:39 AM	Russell Rigsby	Changed **Follow Up Date** from 8/21/2014 to **8/22/2014**.
8/20/2014 11:04 AM	April Advincula	Changed **Transferred to RCAS** from false to **true**.

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No records to display

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Case [redacted] Customize Page | Printable

Case Comments [11] | Case Categorizations [5] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Melissa Plante [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/28/2014	Date/Time Opened	8/20/2014 11:33 AM
Supporting Documents		Date/Time Closed	8/29/2014 7:19 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	dlr and veh complaint		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	45,000	Related Vehicle Make	Nissan
Current Mileage	48,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AA07CX9N[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	12,000
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	21619	Beyond PT Warranty Months1	47

Dealer Access

Case Servicing Dealer	FUTURE NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN:		
Created By	Sheena Marie Dela Cruz, 8/20/2014 11:33 AM	Root Cause Code	SCFA
Last Modified By	Bharath Tadipatri, 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	1,042	Action Code	NT3K
Case Record Type	CA Closed Case [Change]	Document ID	CA15414390

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Action	Public	Comment
Make Public	[redacted]	**Created By: Vance Walden (8/29/2014 7:18 PM)** RCAS-VW called c at [redacted] RCAS advised c that c's case has been reviewed RCAS apologized to and advised c that NNA would not be able to reimburse c for c's aftermarket parts C advised RCAS what about c's bad service from DLR C advised RCAS about how it took too much time from CA to contact c back RCAS apologized for c's poor experience C stated that c bought truck from DLR with aftermarket part installed RCAS advised c that NIS DLRs are independently owned and operated and NIS can only advise NIS DLR C stated that c was nearly killed due to aftermarket parts installed RCAS apologized and advised c that NNA is not in a position to reimburse c for aftermarket parts installed C stated that c would continue to call and escalate c's case until c was reimbursed and got the answer c wants RCAS apologized and advised c if c needed further assistance C declined and stated that c would call back in Call ended mutually RCAS closing case ********** Case Summary: C requested reimbursement for aftermarket parts installed on c's veh TL-AA reviewed c's case for possible GW reimbursement TL denied reimbursement for c's aftermarket parts installed
Make Public		**Created By: Melissa Plante (8/26/2014 6:55 PM)** RCAS-MP called c [redacted], no answer. RCAS left vmx introducing self and direct # and hours for RCAS.
Make Public		**Created By: Melissa Plante (8/26/2014 6:51 PM)** RCAS-MP notes the following info: -Veh purchased pre-owned -No VSC -Only veh under c's account -No maint performed at dlr - diags Brake components are covered under Basic Warranty: Beyond Basic Warranty Miles 12,000 Beyond Basic Warranty Months 36 Beyond PT Warranty Miles 0 Beyond PT Warranty Months 12
Make Public		**Created By: Melissa Plante (8/26/2014 6:32 PM)** RCAS-MP received RO from SM-Tom, attaching to case.

RCAS reviewed case with TL-AA, NNA will not reimburse for aftermarket parts.

Make Public [redacted]

Created By: Melissa Plante (8/26/2014 5:33 PM)
RCAS-MP called Future Nissan and spoke with SM-Tom.

SM stated that veh had a non-Nissan brake line installed that had rubbed thru the axle boot.
SM stated that c did have repairs completed, but the damage was caused by an aftermarket accessory.
SM offered to send a copy of the RO with the work performed to RCAS.
RCAS agreed and thanked SM-Tom for the info.
RCAS exchanged mutual wishes for a good day with SM and ended the call.

Make Public

Created By: Kristinee Ann de la Fuente (8/26/2014 10:24 AM)
crr-ka spoke with c.
c provided case# [redacted]
c is upset for not receiving an update/call back for 4 days now.
c's best call back number is [redacted]

crr-ka told c that crr-ka will send internal message to rcas.
crr-ka offered to transfer call and advise to leave vmx if will be directed to voice mailbox.
crr-ka did a warm transfer between c and rcas. call ended.
crr-ka sent rcas task and email to rcas (Arma Andon)

Make Public

Created By: Sarah Jane Iglesia (8/25/2014 10:45 AM)
RCAS Case Follow-up

Make Public

Created By: Sarah Jane Iglesia (8/25/2014 10:45 AM)
CRR-SI received call from c stating that c would like to follow up on the case.
CRR-SI confirmed that no contact info has changed. C g[redacted]s the best phone number to reach c.

C said c called last friday to follow up on the case but c never got any callback.
CRR-SI apologized to c.
CRR-SI told c that c's case was already forwarded to RCAS for review.
CRR-SI said c would like to speak to a supervisor since c was not assisted properly and did not get a callback regarding the case.
CRR-SI apologized to c.
CRR-SI advised that a RCAS-supervisor will contact c within 4-8 business hours. C acknowledged.
CRR-SI offered further assistance, c declined.
CRR-SI provided name, ext.
CRR-SI exiting case and escalating to RCAS Supervisor.

Make Public

Created By: Christian Rey Santos (8/22/2014 1:59 PM)
c called in regarding case and told CRR-CS that RCAS was supposed to give c a call yesterday
c wants to get transfered to the last person c talked with
c provided CRR-CS with case number
CRR-CS told c that CRR-CS can assist c with the situation
CRR-CS verified if c has changed any of c's contact information in the past days
c said no
CRR-CS told c to just wait for the call of RCAS to assist c
c asked if CRR-CS can email c to reassure c that the RCAS has been notified
CRR-CS told c that c can not because the system that CRR-CS uses does not allow messaging outside of the company
c understood
CRR-CS told c to just wait for RCAS call before the end of the business day
c understood
CRR-CS asked if c needed further assistance
c declined
CRR-CS provided c with name and extension number
CRR-CS ended call

Make Public

Created By: Sheena Marie Dela Cruz (8/20/2014 11:40 AM)
Dealer Concern

Make Public

Created By: Sheena Marie Dela Cruz (8/20/2014 11:40 AM)
Crr-sd received call from c.
C stated ever since c bought the veh, c have been taking the veh for 20 times now. c stated c had issues with the brakes hitting the floor, issues with the pulley that is squeaking and c's been experiencing multiple setbacks from the dlr. c stated the dlr advised that c should have purchased a vsc. c asked if c purchased a vsc, will the items in question be covered. C spoke to the VP named Cliff & Used veh manager Adrian. c asked if something failed on the veh what will the dlr do. c was advised that c should figure it out.

c stated c had an issue on the veh that cost $750. c stated the c already paid for the repair. c stated the dlr repaired the brake lines. c was not provided a loaner veh.

Crr-sd asked how can nna help c.
C stated c want to get reimbursed for the amount that c paid for.

Crr-sd advised c that case will be transferred to RCAS for review and to give proper resolution to c's concern and c will be contacted before the end of the next business day. C agree assistance. c declined, c satisfied.
Crr-sd provided c with case number, name and extension number.
Crr-sd transferring case to RCAS.

C stated the best number to contact c is ([redacted]

Case Categorizations

Cas

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcate
Edit | Del	CC-7935915	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	8/20/2014	YY	BF	223500
Edit | Del	CC-7935916	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	RUDE/DISCOURTEOUS	QC	8/20/2014	WL	BF	222500
Edit | Del	CC-7935917	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	INAPPROPRIATE/UNPROFESSIONAL BEHAVIOR	QC	8/20/2014	ZW	BF	222500
Edit | Del	CC-7935918	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	8/20/2014	YZ	BF	222500
Edit | Del	CC-7935919	BRAKES	BRAKE LINE(S)	OOW GOODWILL ASSISTANCE REQUEST	03	8/20/2014	YI	AD	119500

Open Activities

No records to display

Activity History

View All

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time

Edit | Del Follow Up Call	[redacted]	✓ 8/26/2014	Arma Andon	8/26/2014 10:27 AM

Emails Send an Email

No Emails Available

Customer Support Tools Custom

No records to display

Check Activity

No records to display

Forms

No records to display

Attachments Attach File | View All

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO_Martarello.pdf	61KB	8/26/2014 6:45 PM	Melissa Plante

Case History

Date	User	Action
8/29/2014 7:19 PM	Vance Walden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/26/2014 6:55 PM	Melissa Plante	Changed **Follow Up Date** from 8/26/2014 to **8/28/2014**.
8/26/2014 10:28 AM	Arma Andon	Changed **Case Owner** from Arma Andon to **Melissa Plante**.

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Case Comments [8] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Nam	[redacted]		
Executive Referral	[redacted]	Case Owner	Arion Taylor [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/8/2014	Date/Time Opened	8/25/2014 7:08 AM
Supporting Documents		Date/Time Closed	9/8/2014 10:53 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description			

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	91,231		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MU7B[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	55,231
Make	NISSAN	Beyond Basic Warranty Months1	42
Model Line	MURANO	Beyond PT Warranty Miles1	31,231
Model Code	23511	Beyond PT Warranty Months1	18

Dealer Access

Case Servicing Dealer	PRICE LEBLANC NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: JN8AZ1MU7BW[redacted]		
Created By	Arion Taylor, 8/25/2014 7:08 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:58 PM	Root Cause Code (2)	
Days Closed	1,032	Action Code	NT1G
Case Record Type	CA Closed Case [Change]	Document ID	CA15444471

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Arion Taylor (9/8/2014 10:52 AM) rcas-at called svc dlr @ 11:45 am est on [redacted] Rcas-at spoke to SM-Nate regarding c. SM-Nate stated c should be picking up today & the dlr flushed the brakes & did what DTS recommended. SM stated the dlr test drove the veh as well. Rcas-at understood & thanked SM & ended call mutually. ===== Rcas-at called c @ 11:49 am est on work #[redacted] Rcas-at spoke to c & inquired on inspection. C stated c is supposed to get the veh back today. C stated the SM advised there would be some work done & c is supposed to get the veh back. Rcas-at understood & advised c that if c needs further assistance, c is welcome to call back, c agreed. rcas-at thanked c & ended call mutually. **SUMMARY** C case was created to initiate DTS inspection for c's brake concern. DTS inspected & recommended repairs. Rcas-at closing case.
Make Private	✓	Created By: Christopher Anderson (9/5/2014 11:02 AM) RCAS-CA assisting RCAS-AT RCAS reached C's vmx ([redacted] @ 12:01 PM 9/5/2014 RCAS left VMX advising of case # and RCAS_AT contact info and ext RCAS thanked and ended VMX
Make Private	✓	Created By: Arion Taylor (9/5/2014 9:03 AM) Rcas-at rec'd email from DTS-JD advising: CUSTOMER AND VEHICLE INFO TJ Ozbun 11 Murano JN8AZ1MU7BW[redacted] INSPECTION INFO Vehicle inspection conducted on 9/4/14 at Price LeBlanc Nissan in Gonzales, LA. Odometer at time of inspection: 91,280 miles. CUSTOMER ROOT CONCERN Brake pedal drops to the floor when braking at times during first stops after the vehicle sits. SYMPTOM VERIFICATION Did not duplicate customer concern during inspection. PRELIMINARY TESTING Met with customer to discuss details of concern. Performed visual inspection of brake system. Test drove vehicle. Discussed with Techline. Discussed with Engineering. Performed complete inspection of the brake system at both front wheels. DIAGNOSIS & REPAIR Concern due to excessive dirt and rocks at right front wheel brake system.

1. Dealer removed excessive dirt and rocks prior to inspection on 8/8/14. See attached dealer supplied photos.
2. Found scoring damage to inside of RF rim, caliper, and brake shims.
3. Debris cause right front caliper to relax, causing multiple pedal depressions to build brake pressure.
Dealer to bleed brake system.
Dealer to test drive vehicle for several days to verify repair.

SERVICE HISTORY REVIEW
7/26/14 – 91,206 miles – Replaced ABS actuator.
7/2/14 – 89,571 miles – Replaced Brake Master Cylinder.
6/27/14 – 89,348 miles – No repairs performed, due to unable to duplicate.

ADDITIONAL COMMENTS
Husband was present for discussion. His wife is the primary driver.
Husband has not had the concern occur for him.
Concern has occurred for wife and son.
Vehicle has been down since 8/8/14.

Created By: Christopher Anderson (8/29/2014 9:43 AM)
RCAS-CA assisting R[redacted]
RCAS contacting C on [redacted] @ 10:37 AM 8/29/2014
RCAS reached busy signal, unable to leave VMX or speak to C

Make Private ✓
RCAS contacting C on 2254735607 @ 10:42 AM 8/29/2014
RCAS reached C, advised call recorded, C understood
RCAS confirmed C's concern, advised of DTS inspection, asked if c could make it
C states looks good, will be at dlr @ 9 AM
RCAS advised follow up of 9.5 to check results of inspection
C understood
RCAS and C ended call

Created By: Arion Taylor (8/28/2014 2:54 PM)
rcas-at called svc dlr @ 3:45 pm est on [redacted]
rcas-at spoke to SA-April & advised DTS inspection 9 AM 9/4 for c with Joe Dill.
SA agreed & stated SA will give the message to SM.
Rcas-at agreed & ended call mutually.
Make Private ✓
===
Rcas-at called c @ 3:49 pm est on home [redacted]
Rcas-at noting rcas rec'd fast busy signal.
rcas-at called c on wor[redacted]
Rcas-at left c a vmx with rcas-at contact info.
rcas-at setting follow up for 8/29.

Created By: Arion Taylor (8/27/2014 2:25 PM)
Make Private ✓
Rcas-at called svc dlr @ 4:34 pm est [redacted]
Rcas-at left SM-Nate a vmx with rcas-at contact info.

Created By: Arion Taylor (8/27/2014 10:03 AM)
Rcas-at rec'd email from DTS-Joe Dill advising:
Make Private ✓
DTS will be scheduling this inspection for Thursday 9/4/14 @ 9:00 am. Due to the vehicle is already at the dealer DTS suggest keeping the vehicle until the inspection. DTS will neec inspect the vehicle after it has sat overnight. However DTS would like to meet the customer at the inspection to discuss their concern.
========

Created By: Arion Taylor (8/25/2014 7:09 AM)
Rcas-at rec'd email from FOM-Nancy Davis advising to initiate DTS request for c's veh. FOM advised the following:
Customer has problem with the brake pedal going to the floor when coming to a stop. Dealer has duplicated the concern although it is intermittent. Techline has been involved and
Make Private ✓
suggested the dealer replace the brake master cylinder. It was also suggested that they replace the ABS actuator. The problem still exists. After the first repair, which was the maste cylinder, it took two weeks before the vehicle came back. Customer did say it sat for about a week of that time. After they replaced the ABS actuator, it came back the very next day. have had it back for two weeks now.

Rcas-at submitting DTS request & setting follow up for 8/28 pendind DTS response.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7958110	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	9/8/2014	YX	AD	121500	OA
Edit | Del	CC-7958111	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	9/8/2014	YE	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F30243	DTS Request	Arion Taylor, 8/25/2014 7:11 AM	8/25/2014

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
9/8/2014 10:54 AM	Arion Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Case Record Type** from CA Closed Case to **CA**.
		Closed.
9/8/2014 10:53 AM	Arion Taylor	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.

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Case [redacted]

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Case Comments [4] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Mark Wesley [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	8/26/2014	Date/Time Opened	8/25/2014 6:24 PM
Supporting Documents		Date/Time Closed	8/26/2014 4:57 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	brake pedal goes to the floor		

Customer Detail

First Name	[redacted]	Home Pho	[redacted]
Middle Initial		Work Pho	
Last Name		Contact Em	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,911		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CE2CP1EL[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	11
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	WALLACE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	356967881538
Survey Type	Quality Connection	Case Type	QFS12M
Survey Request Date		Receipt Date	8/22/2014
Survey-Source		Survey NPS Score 1	0
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	B2500Z, Brake Pedal - Other/None of the above, DF brake pedal goes to the floor while sitting at a stop sign or red light twice this week the key would not turn the ignition, wheel frozen in place as well as unable to shift out of park E1820Z, Engine Starting - Other/None of the above, DF the engine does not turn over because the key will not turn S2380Z, Steering - Effort - Other/None of the above, DS this is a combination of problems that occur together, steering wheel-ignition and shifting all freeze. I was stranded for the second time this week. My eight year old chrysler was in better working condition when I gave it to my son . I had to borrow the car this week.	Hot Alert Type	Bothersome
Survey Verbatim		Post Follow-Up NPS Score	N
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] DayTime Phone: [redacted] Evening Phone: - Email Address: [redacted] Preferred Email: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz, 8/25/2014 6:24 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:57 PM	Root Cause Code (2)	
Days Closed	1,045	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA15450454

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Mark Wesley (8/26/2014 4:56 PM) TCS-MW closing case pending further assistance from c.
Make Private	✓	Created By: Mark Wesley (8/26/2014 4:54 PM) TCS-MW contacted c ([redacted]eg c's 2014 Nissan Versa. C verified all info is correct. C stated brake pedal goes to the floor 75% of the time. c also stated ignition/steering freezes and leaves c stranded. C is not able to start the veh. C stated took veh into dlrshp for brakes - adv veh functioning as intended reg brakes. TCS-MW apologized for c' inconvenience, but adv c, veh needs to be taken back to Wallace Nissan dlrshp to address reason for engine not starting. C did discover w some assistance or by chance, if c opens door of veh steering/ignition unlocks & c is able to start veh. TCS-MW provided c w TCS-MW contact info for further assistance.
Make Public		Created By: Mark Wesley (8/26/2014 4:32 PM) QC Hot Alert
Make Private	✓	Created By: Mark Wesley (8/26/2014 4:31 PM) TCS-MW checked for related previous CA cases and found: None TCS-MW checked for unrelated CA cases and found: None TCS-MW checked for open recalls/campaigns and found: None TCS-MW received case for handling as a result of QC survey response received from c. TCS-MW copied survey notes below: Brake Pedal - Other/None of the above, brake pedal goes to the floor while sitting at a stop sign or red light twice this week the key would not turn the ignition, wheel frozen in place as well as unable to shift out of park Engine Starting - Other/None of the above, the engine does not turn over because the key will not turn Steering - Effort - Other/None of the above, this is a combination of problems that occur together, steering wheel-ignition and shifting all freeze. I was stranded for the second time this week. My eight year old chrysler was in b working condition when I gave it to my son . I had to borrow the car this week.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7944010				11	8/26/2014	ZT	AF	134000	OA

ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	HARD START/NO START/STALL

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
8/26/2014 4:57 PM	Mark Wesley	Changed **Case Record Type** from T5 to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
8/26/2014 4:32 PM	Mark Wesley	Changed **Description**.
		Changed **Status** from Item Created to **Open**.

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Surveys Surveys He

No records to display

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Case [redacted]

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Case Comments [23] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Ricardo Garcia [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Letter/Fax
Follow Up Date	10/10/2014	Date/Time Opened	8/26/2014 3:41 PM
Supporting Documents		Date/Time Closed	10/8/2014 2:49 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	BBB Faxes
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	BBB Auto Line Voluntary : NNA is settling with DTS inspection due to 8 repairs visits for brake concern.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer Agency / B.B.B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	19,592		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident	[redacted]	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BA0ED5CN[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	28
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	36512	Beyond PT Warranty Months1	4

Dealer Access

Case Servicing Dealer	CANNON NISSAN JACKSON	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	8/29/2014	Vehicle Service Contract	
RHR Completed	9/10/2014	VSC Reprint Request	Email

Contact Name [redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]/IN: 1N6BA0ED5CN309159		
Created By	Heathre Vanriper, 8/26/2014 3:41 PM	Root Cause Code	SCMV
Last Modified By	Managed Services, 7/12/2015 12:50 PM	Root Cause Code (2)	
Days Closed	1,002	Action Code	NT9B
Case Record Type	CA Closed Case [Change]	Document ID	CA15457095

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Heathre Vanriper (12/9/2014 2:31 PM)** *** [Added after the case is closed.] *** NIS1426384. DRTS rec'd Case closed from BBB 12/09/14 dated same.
Make Public	☐	**Created By: Ricardo Garcia (10/8/2014 2:47 PM)** BBB Auto Line Volunatary : NNA is settling with DTS inspection due to 8 repairs visits for brake concern.
Make Public	☐	**Created By: Heathre Vanriper (10/8/2014 11:31 AM)** NIS1426384 . DRTS rec'd Settlement letter from BBB 10/08/14 dated same. Settlement states: C to have 30 days to test-drive his veh in order to verify that the repairs have correcte alleged defect. See attached for review.
Make Public	☐	**Created By: Ricardo Garcia (10/8/2014 10:33 AM)** ARBS-RG received email from BBB Rep-Danny on 10/8/14 regarding "test drive settlement" to close out claim. ARBS-RG agreed to settlement and sent email to BBB Rep-Danny on 10/8/14
Make Public	☐	**Created By: Ricardo Garcia (9/24/2014 7:38 AM)** ARBS-RG received fax confirmation on 9/24/14
Make Public	☐	**Created By: Ricardo Garcia (9/24/2014 7:33 AM)** ARBS-RG sent MRF Response to BBB-Rep-Danny via fax and email on 9/24/14
Make Public	☐	**Created By: Heathre Vanriper (9/22/2014 10:40 AM)** NIS1426384. DRTS rec'd MRF and additional documents from BBB 09/22/14 dated same. C seeks: repair. CCF states: breaks are slow to stop*10, passenger side window would go on its own*1, breaks shimmy-roll back when parked, slack in rear, side mirror issue. See attached for review.
Make Public	☐	**Created By: Ricardo Garcia (9/15/2014 11:22 AM)** ARBS-RG notes the following Call Made : 9/15/14 Dealership : CANNON NISSAN JACKSON Phone # : (601) 360-7490 Spoke with Service Manager: David Crews Reason : To confirm DTS inspection on 9/24/14 at 1 PM at CANNON NISSAN JACKSON. ARBS-RG replied to DTS-David Edwards to confirm DTS inspection.
Make Public	☐	**Created By: Ricardo Garcia (9/15/2014 11:19 AM)** ARBS-RG notes the following Call Made : 9/15/14 Phone # [redacted] Spoke with customer Reason : To confirm date and time for DTS inspection on 9/24/14 at 1 PM at CANNON NISSAN JACKSON. Customer confirmed date would work
Make Public	☐	**Created By: Ricardo Garcia (9/12/2014 10:49 AM)** ARBS-RG made outbound call at (601) 373-7689 and left message notify customer of date and time received by DTS-David Edwards Dealership : CANNON NISSAN JACKSON

Date : 9/24/14
Time : 1PM

Make Public

Created By: Gloria Holman (9/11/2014 10:26 AM)
DRTS completed the RHR and attached to the case.

Make Public [redacted]

Created By: Ricardo Garcia (9/10/2014 10:59 AM)
ARBS-RG submitted DTS request. Waiting on date and time

Make Public

Created By: Ricardo Garcia (9/10/2014 10:51 AM)
ARBS-RG notes the following

Call Made : 9/10/14
Phone # [redacted]
Spoke with customer
Reason : To notify customer NNAs position. ARBS-RG advised customer ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time, as the v
has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS-RG advised customer that NNA will schedule a DTS inspection to take place to address customer's concerns. Customer agreed to DTS inspection. ARBS-RG advised custom
request will be put in and follow up with date and time of inspection. Customer understood.

Make Public [redacted]

Created By: Ricardo Garcia (9/10/2014 10:44 AM)
ARBS-RG notes the following

Call Made : 9/10/14
Phone # : [redacted]
Unable to leave message due to inbox not setup

Make Public

Created By: Ricardo Garcia (9/10/2014 10:40 AM)
ARBS-RG notes the following

8 visits - 0 repairs related to brake concern

ADDITIONAL CASES FOUND
- Case # [redacted] - CLOSED
- Case # [redacted] - CLOSED
- Case # [redacted] - CLOSED
- Case # [redacted] - CLOSED
- Case # [redacted] - CLOSED - DTS Rick Nguyen inspected vehicle at GRAY-DANIELS NISSAN NORTH on 5/6/14
- Case # [redacted] - CLOSED

NO TECH LINE CASE FOUND
DTS FOUND
- DTS Rick Nguyen inspected vehicle at GRAY-DANIELS NISSAN NORTH on 5/6/14
ADDITIONAL WARRANTIES FOUND
- Policy # RCDJ06029383 - New Gold Preferred - 24 month / 40,000 miles - EXPIRED ON 3/12/14

Make Public [redacted]

Created By: Ricardo Garcia (9/10/2014 10:24 AM)
ARBS-RG made outbound call to dealership of CANNON NISSAN JACKSON at (601) 360-7490 to obtain information regarding missing RO # [redacted] SA-Kenny stated customer ca
for an a/c concern and no repairs were performed. ARBS-RG understood.

Make Public

Created By: Ricardo Garcia (9/10/2014 10:21 AM)
ARBS-RG note the following repairs

3/26/12 @ 62 miles — RO # [redacted] — 1 day down
Issue:
1) Install tailgate piece
Action:
1) Complete

04/11/12 @ 324 miles — RO [redacted] — 1 day down
Issue:
1) Brake pedal goes too far before it catches
Action:
1) No problem found

05/24/12 @ 984 miles — RO # [redacted] — 1 day down
Issue:
1) Brakes not working properly. Seem to be going to floor as if air is in the line
Action:
1) No problem found. No work done

07/06/12 @ 1,626 miles — RO # [redacted] — 1 day down
Issue:
1) Brakes seem to be slipping and not working properly
Action:
1) No problem found

09/26/12 @ 2,919 miles — RO # [redacted] — 1 day down
Issue:
1) Brake pedal goes down too far and feels like it does not catch
2) When stopping, veh feels like its rolling back
3) Customer concerned about resetting driver side view mirror
Action:
1) No problem found. Normal operation. Provided customer with owners information (page 5-32) on brake assist informatioin
2) Normal
3) All ok at this time

12/20/12 @ 4,830 miles — RO # [redacted] — 1 day down
Issue:
1) Brakes are not stopping properly
2) Sitting on an incline veh will roll backwards
Action:
1) No problem found
2) No problem found

02/25/13 @ 6,842 miles — RO # [redacted] — 1 day down
Issue:
1) Brakes are going to the floor
Action:
1) No problem found - Ran DTC NO codes in system brakes performing per factory specs

04/10/13 @ 6,858 miles — RO # [redacted] — 4 days down ** DAYS DOWN VERIFIED BY RCAS **
Issue:
1) Sitting on an incline veh will roll if you let off the brake
2) Brakes not stopping properly
3) Mirror does not reset after sitting over night
4) Veh has a vibration driving at highway speeds
5) Veh feels like something loose in front end
6) Veh pulling
Action:
1) No problem found
2) See line 1

3) See line 1
4) See line 1
5) See line 1
6) See line 1

05/13/13 @ 7,720 miles --- RO [redacted] -- 3 days down
Issue:
1) Front tires wearing
2) Steering wheel shakes while driving
3) Perform alignment
Action:
1) Installed camber bolts
2) Balanced front tires
3) Complete

05/21/13 @ 7,960 miles --- RO [redacted] -- 1 day down
Issue:
1) Nissan Engineer from Canton plant told customer Drive shaft loose under cockpit
Action:
1) No problem found

08/12/13 @ 9,942 miles --- RO [redacted] -- 1 day down ** CASE NOTES VERIFIED BY RCAS **
Issue:
1) Brake pedal goes to the floor
2) Shimmy when driving
3) When parking on a hill, veh rolls back
4) When stopping hard, veh rocks
5) Valve clatter on first start up
Action:
1) No problem found
2) Turned front rotors to eliminate vibration
3) No problem found
4) No problem found
5) No problem found

03/17/14 @ 14,385 miles --- RO # [redacted] -- 4 days down ** CASE NOTES VERIFIED BY RCAS **
Issue:
1) Truck pulls to the right and left when hitting a bump also when left for a few days, real loud when you crank it up
Action:
1) No problem found

Make Public

Created By: Ricardo Garcia (9/10/2014 10:20 AM)
5/6/14 @ @ 15,537 miles --- RO # [redacted] -- 1 day down
Issue:
1) Customer states has to pump brakes more then once for truck to stop at times
2) Customer states too much slack in steering wheel when driving over bumps
3) Customer states when coming to a stop and truck rocks back and forth. slack in rear of vehicle
4) Customer states engine shield only has 3 bolts
5) Customer states patch in left front tire. Customer has not had work done to the tire before.
Action:
1) Road tested vehicle with customer and found nothing abnormal with the braking system. Checked for cods in the ABS system and no codes present. Performed complete brake inspection. no fluid leaks and pads are in good condition, rotors have normal wear. Reviewed with customer ABS system function in the owners manual 5-32. Confirmed proper brake operation.
2) Road tested vehicle with customer. customer was not able to duplicate concern. Advised customer that over a certain road bumps some steering feed back is normal.
3) Road tested vehicle with customer. Customer pointed out a drive line sensation when taking off from a stop. Advised customer that sensation is a normal characteristic.
4) tapped and installed missing bolt
5) Refer to selling dealer

5/13/14 @ 15,898 miles --- RO # [redacted] -- 1 day down
Issue:
1) Customer states there is a rowing sound coming from the rear end of the truck. Customer thinks rear end diff fluid maybe low he would like to have it checked.
Action:
1) Test drove vehicle. Could not duplicate concern.

Make Public

Created By: Gloria Holman (9/10/2014 9:03 AM)
DRTS called Dealer# 3688 on September 10, 2014 at 9:57 am and spoke with Bruce, Service Dept., requesting repair orders. Bruce stated the documents will be sent via fax.

Make Public

Created By: Gloria Holman (9/10/2014 8:12 AM)
DRTS called Dealer# 5247 on September 10, 2014 at 9:09 am and spoke with Jennie, Service Dept., requesting repair orders. Jennie stated the documents will be sent via fax.

Make Public

Created By: Ricardo Garcia (8/29/2014 1:28 PM)
ARBS-RG sent task to DRTS-GH to collect ROs and create RHR on 8/29/14

Make Public

Created By: Ricardo Garcia (8/29/2014 1:26 PM)
ARBS-RG notes the following

Call Made : 8/29/14
Phone # : ([redacted]
Spoke with Customer's Wife
Reason : To notify customer that ARBS-RG will be reviewing customer's concern to see how NNA can assist customer regarding vehicle. Customer understood and appreciated phor

Make Public

Created By: Heathre Vanriper (8/26/2014 3:43 PM)
NIS1426384. DRTS recd CCF from BBB 08/26/14 dated same. C seeks: repair. CCF states: breaks*10 passenger side window*1. See attached for review.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7996116	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	8/26/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Cotton-Settlement-NIS1426384	[redacted]	✓	10/8/2014	Ricardo Garcia	10/8/2014 11:32 AM
Edit | Del	Cotton-MRF-NIS1426384		✓	9/22/2014	Ricardo Garcia	9/22/2014 10:45 AM
Edit | Del	Create RHR		✓	9/16/2014	Gloria Holman	9/11/2014 10:25 AM
Edit | Del	Collect RO Documents		✓	9/12/2014	Gloria Holman	9/11/2014 7:30 AM
Edit | Del	Cotton-Will-NIS1426384		✓	8/26/2014	Ricardo Garcia	9/12/2014 3:26 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F31011	DTS Request	Ricardo Garcia, 9/10/2014 10:55 AM	9/10/2014

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	72KB	2/12/2015 9:09 AM	Heathre Vanriper
Edit | View | Del		77KB	12/9/2014 2:31 PM	Heathre Vanriper
Edit | View | Del		69KB	10/8/2014 11:31 AM	Heathre Vanriper
Edit | View | Del		77KB	9/24/2014 7:40 AM	Ricardo Garcia
Edit | View | Del		111KB	9/22/2014 10:44 AM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History He

Date	User	Action
10/8/2014 2:49 PM	Ricardo Garcia	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/8/2014 2:47 PM	Ricardo Garcia	Changed **Description**.
10/8/2014 2:46 PM	Ricardo Garcia	Changed **Description**.

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Surveys

Surveys He

No records to display

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Case [redacted] Customize Page | Printable View | Help for this F

Case Comments [8] | Case Categorizations [3] | Open Activities [0] | Activity History [3] | Emails [3] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Grace Marie Yu [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	9/3/2014	Date/Time Opened	8/28/2014 7:01 PM
Supporting Documents		Date/Time Closed	8/31/2014 6:11 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname : [redacted]
lastname : [redacted]
email [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Orlando
twitter :
state : FL
zip : 32814
owner : true
make : Nissan
source : NissanContactUs
vin : JN8AZ1MU5A[redacted]
dealerstate :
dealername :
comments : Hello,

I'm including a copy of an email I sent a Nissan customer service representative regarding an awful experience I had with my Nissan Murano. I filed a claim with Niss Consumer Affairs and was notified that my claim had been rejected. Absent from the claim determination process, however, was any sort rationale or explanation bet Nissan's decision making matrix. I'd love to have somebody shed some light on where Nissan is coming from as far as it's decision making process goes. I feel like N was handed an opportunity to repair the bridge of goodwill and trust that was burned when the most crucial safety component in my vehicle failed suddenly with zero warning. Would love an explanation, please. See below for original correspondence.

Hi Jim,

Thank you for your response. Experiencing sudden, unexpected brake failure and feeling totally powerless over the vehicle I was driving was a very scary experience was driving, the brakes just lost pressure and went all the way down to the floor, without warning. I was unable to get the brake peddle to the floor fast enough to stop and ended up going through a red light (and subsequently, receiving a ticket). My 4 year old and 1 year old sons were in the vehicle with me – I feel fortunate a ticket worst thing to have resulted from this total brake failure.

The next day, my husband and I had our Murano towed to Capitol City Nissan in Atlanta, GA to have the problem assessed and addressed. Capitol City has done a g job, but the problem has still not been repaired.

Initially, the service department thought the brake issue might be related to a faulty master cylinder. They installed a new one, but unfortunately, switching out the ma cylinder didn't address the problem. My understanding is that the service technician spent most of today testing and ruling out almost all components of the vehicle's I system as the source of the problem. Based on his analysis, he thinks the issue might be related to the car's ABS module/sensor. At this point, my husband and I are to decide whether we should authorize Capitol City to order a new ABS module/sensor to determine if it fixes the problem. The folks at Capitol City have told us the p alone costs over $1700.

I called Nissan Consumer Affairs earlier this afternoon and initiated a formal complaint. I spoke with a woman named Melody (employee # 457351) and she opened a for me (#15090098). She told me she would have to forward my information and complaint to Nissan's regional office, and that somebody there should be reviewing i contacting me at the end of the next business day. My VIN is JN8AZ1MU5AV[redacted] My email address [redacted] and my phone number is 321-[redacted] 8888. As I mentioned previously, the car is at Capitol City Nissan. Phil Wolf is the gentleman there who's been helping us.

Phil has been wonderful, and my husband and I are very pleased with the service the Capitol City team has provided us, but we are having trouble understanding hov such a critical component of the vehicle can fail without warning, and (b) how the diagnostic systems that are available are unable to pinpoint the problem and explain what caused the failure to occur. Again, it's the nature and severity of this problem that has caused us great concern.

Please let us know who at Nissan we can discuss this matter with.

Thank you,

[redacted]

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	55,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MU5AW[redacted]	Part Number 1	
Model Year	2010	Beyond Basic Warranty Miles1	19,000
Make	NISSAN	Beyond Basic Warranty Months1	54
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23310	Beyond PT Warranty Months1	30

Dealer Access

Case Servicing Dealer	CAPITOL CITY NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 8/28/2014 7:01 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	System Account NNAINT, 8/31/2014 7:05 PM	Root Cause Code	SCIN
Days Closed	1,040	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NP4E
		Document ID	CA15473768

Agent Comments

Agent Comments	

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	[redacted]	Created By: Jessie Villanueva (8/31/2014 6:11 PM) crr-jm assisting TL-JV with case closures. crr-jm veirfied e-mail was attached to related case # [redacted] crr-jm verified owner of related case has been notified of email sent bny c. crr-jm closing case.
Make Public		Created By: Lorenzo Espiridion (8/31/2014 7:48 AM) | Last Modified By: Lorenzo Espiridion (8/31/2014 7:48 AM) case closed
Make Public		Created By: Lorenzo Espiridion (8/31/2014 7:48 AM) ********Customer e-mail details******** email addressed to :nnaconsumeraffairs@nissan-usa.com Method of contact: e- mail related case: 0 Checked recalls: 0 **********response details********** crr-le advised c to that c email was forwarded to RCAS for proper review.
Make Public		Created By: Grace Marie Yu (8/29/2014 5:23 PM) case pending
Make Public		Created By: Grace Marie Yu (8/29/2014 [redacted]) crr-gmy responded to c's email address; b[redacted] crr-gmy advised c that further research is needed in reference to c's concern. crr-gmy setting follow up date 09/03/14. crr-gmy exiting case.
Make Public		Created By: Grace Marie Yu (8/29/2014 2:21 PM) ***Email case logged*** E-mail addressed to: nnaconsumeraffairs@nissan-usa.com Method of contact: E-mail crr-gmy checked for open recalls/campaigns/upgrades found: none crr-gmy checked for previous/related case found: [redacted] ***Response Details*** crr-gmy noting that crr-gmy checked notes from case # [redacted] crr-gmy noting that notes on case were confusing and crr-gmy will have to reach out to RCAS to get more information and clarification. crr-gmy sent internal message to RCAS. crr-gmy consulted the matter with TL-JV. and as per TL, crr-gmy should try and call RCAS prior to contacting c to provide update on case. crr-gmy exiting case.
Make Public		Created By: Grace Marie Yu (8/29/2014 12:55 PM) firstname [redacted] lastname [redacted] email [redacted] homephone [redacted] address1 [redacted] address2 : city : Orlando twitter : state : FL zip : [redacted] owner : true make : Nissan source : NissanContact[redacted] vin : JN8AZ1MU5AW[redacted] dealerstate : dealername : comments : Hello, I'm including a copy of an email I sent a Nissan customer service representative regarding an awful experience I had with my Nissan Murano. I filed a claim with Nissan Consumer Aff and was notified that my claim had been rejected. Absent from the claim determination process, however, was any sort rationale or explanation behind Nissan's decision making matr love to have somebody shed some light on where Nissan is coming from as far as it's decision making process goes. I feel like Nissan was handed an opportunity to repair the bridge goodwill and trust that was burned when the most crucial safety component in my vehicle failed suddenly with zero warning. Would love an explanation, please. See below for origina correspondence. Hi Jim, Thank you for your response. Experiencing sudden, unexpected brake failure and feeling totally powerless over the vehicle I was driving was a very scary experience. As I was drivin brakes just lost pressure and went all the way down to the floor, without warning. I was unable to get the brake peddle to the floor fast enough to stop the car and ended up going thro red light (and subsequently, receiving a ticket). My 4 year old and 1 year old sons were in the vehicle with me -- I feel fortunate a ticket was the worst thing to have resulted from this t brake failure. The next day, my husband and I had our Murano towed to Capitol City Nissan in Atlanta, GA to have the problem assessed and addressed. Capitol City has done a good job, but the problem has still not been repaired. Initially, the service department thought the brake issue might be related to a faulty master cylinder. They installed a new one, but unfortunately, switching out the master cylinder didn address the problem. My understanding is that the service technician spent most of today testing and ruling out almost all components of the vehicle's brake system as the source of problem. Based on his analysis, he thinks the issue might be related to the car's ABS module/sensor. At this point, my husband and I are trying to decide whether we should authoriz Capitol City to order a new ABS module/sensor to determine if it fixes the problem. The folks at Capitol City have told us the part alone costs over $1700. I called Nissan Consumer Affairs earlier this afternoon and initiated a formal complaint. I spoke with a woman named Melody (employee # 457351) and she opened a case for me (#15090098). She told me she would have to forward [redacted] and that somebody there should be reviewing it and contacting me at t end of the next business day. My VIN is JN8AZ1MU5A[redacted] and my phone number is 321-438-8888. As I mentioned previously, car is at Capitol City Nissan. Phil Wolf is the gentleman there who's been helping us. Phil has been wonderful, and my husband and I are very pleased with the service the Capitol City team has provided us, but we are having trouble understanding how (a) such a criti component of the vehicle can fail without warning, and (b) how the diagnostic systems that are available are unable to pinpoint the problem and explain exactly what caused the failur occur. Again, it's the nature and severity of this problem that has caused us great concern. Please let us know who at Nissan we can discuss this matter with. Thank you, ~Blaire Lynch
Make Public		Created [redacted]ged Services (8/28/2014 7:01 PM) firstname [redacted] lastname [redacted] email [redacted] homephone [redacted] address1 : address2 : [redacted]

city : Orlando
twitter :
state : FL
zip[redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : JN8AZ1MU5A[redacted]
dealerstate :
dealername :
comments : Hello,

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Please let us know who at Nissan we can discuss this matter with.

Thank you,

[redacted]

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7948555	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	8/29/2014	YX	AD	118500	OA
Edit | Del	CC-7948556	BRAKES	ANTI-LOCK BRAKE SYSTEM	REQUEST FOR RENTAL ASSISTANCE	QA	8/29/2014	WH	AD	118500	OA
Edit | Del	CC-7948557	BRAKES	ANTI-LOCK BRAKE SYSTEM	OOW GOODWILL ASSISTANCE REQUEST	03	8/29/2014	YI	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	15090098	[redacted]	✓	8/31/2014	Jessie Villanueva	8/31/2014 6:11 PM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0QA7J9:ref]		✓	8/31/2014	Lorenzo Espiridion	8/31/2014 7:48 AM
Edit | Del	Email: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0QA7J9:ref]		✓	8/29/2014	Grace Marie Yu	8/29/2014 5:21 PM

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your Inquiry to Nissan [ref: 00DA09j8L. 500F0QA7J9:ref] *8/31/2014 Case #[redacted] VIN # JN8AZ1MU5AW[redacted] Tha...*	[redacted]	8/31/2014 7:48
Reply | To All | Del	Sent		Your Inquiry to Nissan [ref: 00DA09j8L. 500[redacted]ref] *8/29/2014 Cas[redacted] # JN8AZ1MU5A[redacted] hank ...*		8/29/2014 5:21
Reply | To All | Del	Replied		Other *firstname[redacted] email[redacted]*	nissanconsumeraffairs@my-nissan-usa.com	8/28/2014 7:01

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
8/31/2014 6:11 PM	Jessie Villanueva	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Pending to **Closed**.
		Closed.
8/29/2014 5:22 PM	Grace Marie Yu	Changed **Follow Up Date** from 8/29/2014 to **9/3/2014**.
8/29/2014 2:22 PM	Grace Marie Yu	Changed **Status** from Open to **Pending**.

Show more » | Go to list »

Surveys Surveys He

No records to display

^ Back To Top Always show me more records per related list

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[redacted]

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Case Comments [28] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [4] | Case History [5+] |

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral			[redacted] [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/3/2014	Date/Time Opened	9/2/2014 8:32 AM
Supporting Documents	☐	Date/Time Closed	10/6/2014 5:07 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	veh concern		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0ER0EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32114	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CLAY COOLEY NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	9/6/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	9/11/2014	Vehicle Service Contract	
RHR Completed	9/30/2014	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 1N6AD0ER0EN[redacted]		
Created By	Kenneth Mejia, 9/2/2014 8:32 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:01 PM	Root Cause Code (2)	
Days Closed	1,004	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA15499078

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public		Created By: Lauren Strode (10/6/2014 5:05 PM) **********Closing Case Summary RCAS is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with veh buyback.
Make Private	✓	Created By: Lauren Strode (10/6/2014 5:05 PM) | Last Modified By: Lauren Strode (10/6/2014 5:05 PM) RCAS-LS placed outbound call to c a[redacted] RCAS-LS advised c that RCAS-LS has received a decision on c's buyback request. RCAS-LS stated based on the rhr provided and a good faith review of the c concerns, it doesn't a that the vehicle has had an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. N doesn't feel a repurchase is warranted at this time. C understood. RCAS-LS advised that if c needs anything else of has any concerns c can feel free to give NNA a call back. C thanked RCAS-LS for assistance and call ended mutually.
Make Private	✓	Created By: Trisha Zamarron (10/2/2014 12:25 PM) | Last Modified By: Lauren Strode (10/6/2014 4:58 PM) ARBS note based on the rhr provided and a good faith review of the c concerns, it doesn't appear that the vehicle has had an unreasonable number of repair attempts for any warrar concerns. ARBS note NNA will continue to honor the terms and conditions of all applicable warranties ARBS note that NNA doesn't feel a repurchase is warranted at this time. ARBS note there are no tech cases opened.
Make Private	✓	Created By: Trisha Zamarron (10/2/2014 12:24 PM) | Last Modified By: Lauren Strode (10/6/2014 4:58 PM) ARBS note the following repair history per CPIA, ROs, RHR: 08/30/14 @ 378 miles RO# 6[redacted] Concerns: 1.) Brake pedal feels loose Actions: 1.) No duplication 09/01/14 @ 500 miles RO#[redacted] Concerns: 1.) Vehicle hesitates 2.) Transmission makes popping noise 3.) SES is on Actions: 1.) No duplication 2.) When in reverse, vehicle dies. See below 3.) Camshaft sensor and drive plate replaced

09/18/14 @ 1,509 miles RO [redacted]
Concerns:
1.) Vehicle has slight jerk in rear
Actions:
1.) No duplication
==========
ARBS note the following:

Total 3 visits 1 repair
brake pedal feels loose/no dup
veh hesitates/no dup
trans makes noise/SES light:
Camshaft sensor and drive plate repl
veh jerks/no dup
13 days down

sale
no vsc

Make Private ✓ **Created By: Heathre Vanriper (9/30/2014 1:34 PM) | Last Modified By: Lauren Strode (10/6/2014 4:59 PM)**
DRTS rec'd RHR. RHR has been submitted for review to ARBS Trisha Zamarron

Make Private ✓ **Created By: Jacklyn Capers (9/30/2014 1:02 PM) | Last Modified By: Lauren Strode (10/6/2014 4:59 PM)**
RCAS completed RHR and attached to case
RCAS submitting RHR for review

Make Private ✓ **Created By: Lauren Strode (9/30/2014 10:51 AM) | Last Modified By: Lauren Strode (9/30/2014 10:51 AM)**
FOM emailed on 9/18 advising of repurchase inquiry—no advised at this time.

Why do you want to return the vehicle to Nissan North America? C states that c does not feel safe in veh after c's veh stalled in front of an 18 wheeler on the highway on a trip. C has in the veh after the veh stalled multiple times and c has experienced multiple concerns with the vehicle.
Where is the vehicle: at c's residence currently?
Where was the vehicle purchased? Clay Cooley Nissan
Was it purchased new or used? New
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? Clay Cooley
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? N/A

Make Private ✓ **Created By: Lauren Strode (9/30/2014 10:31 AM) | Last Modified By: Lauren Strode (9/30/2014 10:31 AM)**
RO's attached to case

Make Private ✓ **Created By: Lauren Strode (9/30/20[redacted] Last Modified By: Lauren Strode (9/30/2014 10:22 AM)**
RCAS-LS placed outbound call to c a[redacted]

RCAS-LS stated that NNA is still in the process of reviewing c's repair history and RCAS-LS wanted to follow up to see how the veh was operating at this time.

C states that c is still experiencing concerns with the veh feeling sluggish at take off.
C states that the dlr stated that the veh is operating as it suppose to.
C states that the veh is running ok at the moment.

RCAS-LS advised that RCAS-LS will continue to follow up with c throughout the review and if c needs anything c has RCAS-LS contact information.

C understood

Call ended mutually.

Make Private ✓ **Created By: Lesley Howard (9/24/2014 10:12 AM) | Last Modified By: Lesley Howard (9/24/2014 10:24 AM)**
TL-Lesley Howard placed outbound call to c 9/24/14@972-287-4180 and left vmx. Provided name, case number, contact information, date of call. Advised follow up for status of cas
****
TL-Lesley Howard placed outbound call to Clay Cooley Nissan 9/24/14 and spoke with SM-Justin.

TL advised that c is seeking repurchase of veh. TL is requesting that dlrshp fax all ro's open and closed to 615-267-7690.

SM advised that c picked up veh on 9/23/14 and was happy with veh when c left.

TL inquired what repairs were completed.
SM advised that the flywheel was replaced and c understood the repair.

SM advised that docs would be faxed this day.

TL thanked SM and ended call mutually.

Make Private ✓ **Created By: Racquel Aquino (9/23/2014 3:41 PM) | Last Modified By: Lesley Howard (9/24/2014 10:05 AM)**
Please find attached time line word document. This is a long read, you should try living it.

I have learned that this may not be of any consequence to the Nissan Corporation. You have made your money and I guess that's the bottom line for a business. This is just an atten make me feel like I have done all I can do to protect my wife while riding in your product. Please keep the attached facts on your mind in case the problem persists and may have a l

Thank you

[Logo]Southwestern Blueprint
[redacted]
[redacted]
Dallas, Texa[redacted]
[redacted] - Phone
[redacted] - Fax
[redacted]

If you are sending file(s) always use my FTH DROPBOX<http://swbp.thruinc.net/dropboxcommon.aspx?toemail=jmiller@swbp.com>
Please zip into one file, or send one folder if sending multiple files.
related case [redacted]
**********response details**********
email addressed [redacted]
Method of contact: e- mail
crr-ra 's resolution::no need to call c, did not provide ext and voc script since case is related to an rcas case
crr advised cthat c's email was forwarded to rcas

Make Private ✓ **Created By: Lauren Strode (9/23/2014 11:40 AM) | Last Modified By: Lauren Strode (9/30/2014 10:09 AM)**
RCAS-LS placed outbound call to dlr and left c's name and number for a Service Manager to reach out to c.

Make Private ✓ **Created By: Lauren Strode (9/23/2014 11:33 AM) | Last Modified By: Lauren Strode (9/30/2014 10:09 AM)**
RCAS-LS placed outbound call to c a[redacted]
RCAS-LS advised c that RCAS-LS received email from c and would like to discuss c's concerns.

RCAS-LS advised c that recapping the call from earlier, RCAS-LS was trying to discuss c's options as far as c wanting to get out of the veh.
RCAS-LS advised c that RCAS-LS spoke with the service manager and c's veh is available for pickup.

C stated that c was not notified.
C stated that c is frustrated with the dlr.
C stated that the dlr has not been in contact with c.
C stated that c has been trying to reach out to the GM MK and has sent phone calls and emails with no response and the SM-RR and c has not received a phone call email or reply.

RCAS-LS advised that RCAS-LS has spoken with the SM and was not aware of c's attempts to get in touch.
RCAS-LS advised c that RCAS-LS will contact SM and have them reach out to c.
RCAS-LS apologized for c's experience and advised that RCAS-LS will reach out and have someone follow up with c.

C understood.

Call ended mutually.

Make Private ✓

Created By: Lauren Strode (9/23/2014 11:16 AM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
RCAS-LS placed outbound call to SM.

SM states that they have checked veh out and everything is normal and comparable with another veh.
SM states that the signal plate was replaced on Sept 1st.
SM states that c's veh is ready for pickup at this time.
SM states that c has not mentioned anything about a possible trade in at this time.
SM states that c seems to be suffering from buyers remorse.

RCAS-LS understood.
RCAS-LS thanked SM for assistance.

Call ended mutually.

Created By: Grace Marie Yu (9/23/2014 9:33 AM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
Email case logged
c sent email from case# [redacted]
crr-gmy noting c's email:

To whom it may concern,

I have been dealing with what I think has been a representative of Nissan North America. Now I am concerned. What I think I heard for a name is Maura. When I try to get in contact on what she said her "direct line" was, it goes to a automated system that says that extensions mailbox has not been activated [redacted] When I try to call the main number 6 7000 it gives me a busy signal and dial tone at the same time. I am starting to be very worried that my complaints are falling on deaf ears. I need some help.

Thank you

Make Private ✓ [redacted]

[Logo]Southwestern Blueprint

[redacted]
PlanWell Manager
PlanWell Certified

[redacted]
Dallas, Texas [redacted]
[redacted]

****
crr-gmy received email from c.
crr-gmy attached c's recent email to case# [redacted]
crr-gmy sent task to RCAS-LS.
crr-gmy exiting case.

Created By: Lauren Strode (9/23/2014 8:43 AM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
RCAS-LS placed outbound call to c at [redacted]

C is stating that c is frustrated at this time.
C is stating that c's veh is in the shop.
C is stating that at this time c wants to return the keys to the veh because c is paying for a veh that c does not even have.

Make Private ✓

RCAS-LS advised c that the repair history has been reviewed and is showing only two RO's
RCAS-LS inquired if c has discussed trading in the veh with the dlr since c wants out of c's veh.

C states that c is frustrated and nobody is of any help to c.

C disconnected call.

Make Private ✓ **Created By: Mark Joven Salumbides (9/22/2014 1:00 PM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)**
RCAS Case Follow-up

Created By: Mark Joven Salumbides (9/22/2014 1:00 PM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
CRR-MS received a call from c wanted to speak to rcas
C provided case number 15499078
crr-ms verified if there are any changes in c's contact information. c stated no
Make Private ✓ Crr-ms informed c that c is scheduled to be contacted by rcas by today before the business day ends for updates on c's case
c thanked crr-ms
CRR-MS offered further assistance, c declined
CRR-MS provided name and extension number
CRR-MS-exiting case

Created By: Lauren Strode (9/17/2014 5:15 PM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
RCAS-LS placed outbound call to c at [redacted]

C states that c is still experiencing hiccups with the veh.
C states that c has not taken veh back to the dlr about the concern.
C states that c was not in the veh.
Make Private ✓ C states that c was told that this is the way that a 6 cylinder should run
C states that c will take veh back in to the dlr on Monday about concern.

RCAS-LS advised c that RCAS-LS will follow up with c on Monday 9/22 regarding c's concern.

C understood.

Call ended mutually.

Make Private ✓ **Created By: Lesley Howard (9/16/2014 9:12 AM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)**
TL-Lesley Howard reviewed case with RCAS-Lauren Strode 9/16/14. TL implementing 1/3 plan and changing follow up to 9/17/14

Make Private ✓

Created By: Lauren Strode (9/11/2014 2:55 PM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
RCAS-LS placed outbound call to c [redacted] No Asnwer. RCAS-LS left message.

Make Private ✓ Created By: Lauren Strode (9/11/2014 8:59 AM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
RCAS-LS placed outbound call to SM. No answer. Left message.

Created By: Lauren Strode (9/8/2014 3:24 PM) | Last Modified By: Lauren Strode (9/30/2014 10:10 AM)
RCAS-LS placed outbound call to c at [redacted]

Make Private ✓
C states that c has since picked up the veh from the DLR and the veh appears to be running fine.
C states that the previous experience scared c so much that any hiccup gets c frantic.
C states that c just does not trust the veh anymore.

RCAS-LS stated that RCAS understands.
RCAS-LS reminded c of the last conversation.
RCAS-LS advised c that RCAS-LS has no pull when it comes to c's terms for veh buyback.
RCAS-LS advised c that RCAS can submit the request and if c's veh is selected for buyback, arbitration would be in contact to discuss c's next steps.

C understood and advised that the buyback may be of interest to c.

RCAS-LS advised c that as previously stated the buyback decision normally takes around 10 business days to hear a decision.
RCAS-LS advised c that RCAS will continue to follow up with c and the status of the veh around every 3 business days.

C thanked RCAS-LS for assistance.

call ended mutually.

Created By: Lauren Strode (9/3/2014 4:16 PM) | Last Modified By: Lesley Howard (9/6/2014 9:17 PM)
RCAS-LS received inbound call from c.

Make Private ✓
C inquiring if dlr calls c saying that veh is repaired, should c pick up the veh?

RCAS-LS advised c that c should pick up the veh if dlr calls and says that the veh is ready for pick up.
RCAS-LS advised c that RCAS-LS was reviewing c's case and could put in a request for a veh buyback.

C stated that c would only be interested if c could walk away with no financial obligations.
C stated that if anything is owed c would like the jeep that c traded in.

RCAS-LS advised c that RCAS-LS would thoroughly note C's concerns and go ahead and put the request in for c.
RCAS-LS advised c that normally it takes around 10 business days for veh buyback to be processed.

C understood.

call ended mutually

Created By: Lauren Strode (9/3/2014 2:18 PM) | L[redacted] By: Lesley Howard (9/6/2014 9:17 PM)
RCAS-LS placed outbound call to C regarding case [redacted]

RCAS CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found: (1) [redacted]

Make Private ✓
C states veh is currently in service at Clay Cooley Nissan in Dallas.
C states that tow truck dropped veh off Sunday afternoon at 6:30 pm.
C states that C was offered a rental veh but declined because confidence is very low with Nissan safety.
C states c and c's wife was almost involved in a veh accident with an 18 wheeler because veh stalled out on the hwy in front of a tractor trailer.
C states c had to put veh in neutral and move over to the shoulder.
C states that c and c's wife were headed on vacation and were 60 miles away from the dlr and 42 miles from home.
C states that c brought veh in to DLR with concerns about the veh hesitating prior to the incident on hwy.
C states that c went in to the dlr on Monday and waited about 2-3.
C states that the (Foreman of DLR) Frank advised that the veh had a flywheel concern.
C states that c did some investigating and a brand new veh should not be having this type of concern.
C states that c has no faith in the service departments ability to properly diagnose or repair the concern.
C states that c's confidence in Nissan is shot at this time.
C states that c does not want to be stranded again.
C states that c does not feel safe in the veh.
C states that c does not want the veh.
C states that c has emailed the SM and MK and has not received any response regarding c's concern

RCAS-LS apologized for C's experience with veh
RCAS-LS provided c with direct contact information
RCAS-LS advised C that RCAS will be following up with C concerning C's options within 3 business days.

C understood and thanked RCAS-LS for assistance.

call ended mutually.

Created By: Grace Marie Yu (9/3/2014 9:01 AM) | Last Modified By: Lesley Howard (9/6/2014 9:17 PM)
Email case logged
c sent email from case [redacted]
crr-gmy noting c's email:

To whom it may concern,

Kenny at ext. 457355 gave me this email address to help let Nissan know of my situation. Below is a letter that I sent to Mr. Kusez (GM of Clay Cooley Nissan in Dallas Texas).

Mr. Kusez,

Make Private ✓

My name is [redacted] I purchased a 2014 Nissan Frontier at approximately 3:30 on August 22, 2014. While driving the vehicle on Saturday, August 23, 2014, I noticed a hesitation v
accelerating and the brakes felt a little soft. I called at approximately 8:00 am Monday, August 25, 2014 and asked Joey Martinez to set up an appointment. I asked if Saturday, Augu
would be safe in their opinion. Mr. Martinez said "that should be fine".

I arrived at Clay Cooley Nissan Service department at approximately 7:20am, August 30, 2014. I explained both concerns. At approximately 9:00am that same day I was given a writ
of the results. The results can be found on invoice 605421 dated August 30, 2014. Report states: Brake pedal feels fine. Report on the hesitation states: No codes, Test drove vehicl
feels like all 6 cylinder pickups. I asked if I could ride along and explain the hesitation feel. I was told that Frank , in service, said " no need, it is fine". My main concern was the hesita

On Sunday at approximately 1:00pm on August 31, 2014, while driving out of town, I was traveling at a rate of 60 to 65 MPH. The 2014 Frontier hesitated and then died. I was in fror
wheeler that had to moved rapidly to the left lane to get around me. I coasted to the shoulder of the road. I started the Frontier and continued on the service road with hazard lights. T
Frontier stalled four times in the next two miles. We waited a while and then tried again to get the Frontier back to Clay Cooley Nissan. The problems persisted for the next 40 miles s
every seven to ten miles. The engine light came on. I parked it and called a tow service to take the Frontier to Clay Cooley Service. The Frontier was dropped off at Clay Cooley at
approximately 6:30 pm on August 31, 2014. I filled out a detailed report of the problems stating vehicle still had hesitation problems and was now dying. I left the report in the night dr

Make Private ✓ Created By: Grace Marie Yu (9/3/2014 9:00 AM) | Last Modified By: Lesley Howard (9/6/2014 9:17 PM)
On Monday, September 1, 2014, I called the service department at approximately 7:20am and was told they would get the report out of the drop box and call me to discuss the probl
approximately 8:20am Marco, from service, called and said it would be another hour before they could get the Frontier into the shop. At approximately 9:00am, my wife and I arrived
Cooley Nissan. I asked for a manager and was introduced to Jaime Ramirez. I explained the problems previously identified in this email and Mr. Ramirez assured us he was there to
At approximately 11:15am we were escorted to the service department to meet Marco. Frank, the foreman of the service department, was there. Frank told us it was a fly wheel, that

manufactured by Nissan, that was causing the problems. The teeth of the fly wheel did not line up. Frank went on to say this wasn't the first time he has witnessed this problem on a Nissan vehicle. I asked if Nissan performs a check on the fly wheel if this was the cause of the problem. Frank said they can't take apart all transmissions because of the cost involve a major manufacturing problem if the truck just shuts off traveling at a high rate of speed. At approximately 11:30 I spoke to Mr. Ramirez once again and explained how upset my wif taking a several thousand mile trip in a vehicle that we have no confidence in. Right now we have no confidence in traveling the 18 miles a day to work.

I would like to know what recourse I have in this uncomfortable situation.

I would value your input with my concerns.

Thank You

[redacted]

****

crr-gmy received email from c.
crr-gmy attached c's email to case# 15499078
crr-gmy sent task to RCAS.
crr-gmy exiting case.

Make Private ✓

Created By: Kenneth Mejia (9/2/2014 8:47 AM) | Last Modified By: Lesley Howard (9/6/2014 9:18 PM)
crr-km received call from c stating that the veh has been at the dlrship twice in 10 days. the veh was initially brought to dlr and was told that there is nothing wrong with the veh. c drc veh back and while driving the veh on the hi-way, the veh stalled, and the check engine light went on. c had the veh towed to dlr, and was assisted by SA-Marco. c was informed tha flywheel is not aligned. c asked a different dlrship (c won't give the name), and was informed that a flywheel won't do that. c is no longer confident about the veh, and requesting for v back.

crr-km verified c's name, vin, address, mileage, phone number, email address & dlr.

crr-km advised c that file will be transferred to rcas for review.
crr-km advised c to expect a call within the next business day.
c understood.
crr-km offered further assistance, c declined.
crr-km provided name, ext and file number.
crr-km leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7949740	ENGINE ELECTRICAL	ENGINE CONTROL MODULE (ECU)	UNABLE DIAGNOSE/DUPLICATE	06	9/2/2014	WT	AF	132500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histor

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Reviewed RHR	[redacted]	✓	10/2/2014	Lauren Strode	10/6/2014 5:06 PM
Edit | Del	RHR Creation-Nissan		✓	10/1/2014	Jacklyn Capers	9/30/2014 1:01 PM
Edit | Del	RHR-Review-Miller-15499078		✓	9/30/2014	Trisha Zamarron	10/2/2014 12:25 PM
Edit | Del	RHR-Assigned-Miller-15499078		✓	9/30/2014	Lauren Strode	9/30/2014 1:35 PM
Edit | Del	Clay Cooley Nissan		✓	9/24/2014	Lauren Strode	9/30/2014 10:46 AM

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Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File View All

Attachmen

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	76KB	9/30/2014 1:00 PM	Jacklyn Capers
Edit | View | Del		911KB	9/30/2014 10:28 AM	Lauren Strode
Edit | View | Del		14KB	9/23/2014 3:35 PM	Racquel Aquino
Edit | View | Del		56KB	9/17/2014 5:47 PM	Lauren Strode

Case History

Case Histor

Date	User	Action
10/6/2014 5:07 PM	Lauren Strode	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/30/2014 1:35 PM	Heathre Vanriper	Changed **DRT Support Status** from Pending to **DRT Assigned**.
9/30/2014 1:00 PM	Jacklyn Capers	Changed **RHR Completed** to **9/30/2014**.

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Surveys

Survey

No records to display

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Case [redacted]

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Case Comments [22] | Case Categorizations [4] | Open Activities [1] | Activity History [1] | Emails [2] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Eboni Smith [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	9/26/2014	Date/Time Opened	9/9/2014 10:31 AM
Supporting Documents		Date/Time Closed	9/25/2014 11:10 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			

Description

firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Greer
twitter :
state : SC
zip : [redacted]
owner : [redacted]
make : Nissan
source : NissanContactUs
vin : 1N6BA07D19N[redacted]
dealerstate : SC
dealername : Morris Nissan
comments : Dear Sirs,

I bought my Nissan Truck Used from Morris Nissan located on Savannah Highway in Charleston, SC. I have had nothing but trouble since I have bought it. The Niss a 2009 and I bought it back in February of this year. I took it a couple of months ago to the Nissan Dealer in Greenville, SC (Crown Nissan). They mis-diagnosed the that I was having (The ABS light would come on and the instruments would not work properly (intermittently)). They decided that I needed to replace the instrument c waited on the part to come in (about a week) and when they replaced it they told me that that was not the problem. They then diagnosed that I needed to replace the actuator. As you know this is a very expensive part ($1,550 is what I was quoted). Although this seems to have fixed the problem of the indicator lights and Instrumer my car sat at the dealership for two weeks. One, because once they order the instrument cluster (that I didn□t need) you cannot drive the car because it needs to ref accurate mileage, and secondly, because I had to wait on the ABS actuator. After those repairs, I had my vehicle for about two weeks and the brakes went out on me OUT! Luckily I was close to a Tread Quarters and was able to get my truck there. It has been there for THREE WEEKS because they could not find the right MASTE CYLINDER for my Nissan Truck. Did I mention that this is a 2009 Titan?? 2009!! I was finally able to locate a Master Cylinder that would fit my truck. It is being order take ANOTHER WEEK! This is the ONLY MASTER CYLINDER IN THE COUNTRY! This is what I was told. Why is this? Is this something that has been happening everyone? I am a very unsatisfied customer at this point. I think that your company should make it right by at a minimum splitting the cost that I have paid for a 2009 I can□t drive. At this point I have spent about $2,000.

It is my belief that the dealer that I bought this from was aware of the problem. The reason I believe this is because the horn did not work when you lock the vehicle. asked about the ABS light and they were able to get it to go off (I thought). Turns out the light was an intermittent item and the horn (when locking the vehicle) never until I got the ABS actuator replaced. Aren□t the cars that are taken in on trade inspected?

I bought Nissan because I thought that they were a good, solid, reputable car company and distributed a quality product. Do I have a lemon? Please respond.

[redacted]

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	

			0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6BA07D19N[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	57
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	41719	Beyond PT Warranty Months1	33

Dealer Access

Case Servicing Dealer	CROWN NISSAN GREENVILLE	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Other		
Created By	Managed Services, 9/9/2014 10:31 AM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Bharath Tadipatri, 4/3/2015 7:59 PM	Root Cause Code	SCIN
Days Closed	1,015	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT3E
		Document ID	CA15720456

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments

Action	Public	Comment
Make Public		**Created By: Eboni Smith (9/25/2014 11:07 AM)** RCAS-ES is closing case as no further assistance is needed =========Case Summary========== RCAS-ES received case and c is requesting assistance for repair **RCAS-ES sent an email to DOM and FOM regarding customer complaint** RCAS-ES reach out to Crown Nissan Greenville @ 8642547700 RCAS-ES instructed by SM that on 7/16 last visit was 123,523 miles and that was a replacement of an instrumental cluster and requested a price for a sun-roof. SM stated has not he

anything about a master cylinder nor was the concern brought up during recent visit.

RCAS-ES received an email from FOM-RM stated that the request is denied for the vehicle pre-owned and is oow.

RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number 615.725.7751 and make reference to case number

RCAS-ES closing case lacking customer response and decision has been reached

---

Make Public

Created By: Eboni Smith (9/25/2014 11:06 AM)
RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number 615.725.7751 and make reference to case number

RCAS-ES closing case lacking customer response and decision has been reached

---

Make Public

Created By: Eboni Smith (9/23/2014 11:09 AM)
RCAS-ES reached out to c regarding c veh concern [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number 615.725.7751 and make reference to case number

RCAS-ES will contact for 3rd attempt 9/26

Make Public

Created By: Eboni Smith (9/19/2014 12:39 PM)
RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number 615.725.7751 and make reference to case number

RCAS-ES will contact for 2nd attempt 9/23

Make Public

Created By: Eboni Smith (9/17/2014 1:50 PM)
RCAS-ES received an email from FOM-RM stated that the request is denied for the vehicle pre-owned and is oow.

Make Public

Created By: Marie Kyle Pabustan (9/16/2014 8:54 AM)
RCAS Case Follow-up

Make Public

Created By: Marie Kyle Pabustan (9/16/2014 8:54 AM)
crr-mp received a follow up call from c. c provided case number as per c is supposed to received a call
crr-mp verified if any of c's contact information changed since the last time c called in, c said none

crr-mp offered to transfer c to extension number and if routed to vmx, c can leave message and the best number to reach c. crr-mp added that crr-mp will send an internal messa
inform RCAS— that c called in, c agreed.

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp Leaving case open

Make Public [redacted]

Created By: Eboni Smith (9/16/2014 8:09 AM)
RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number 615.725.7751 and make reference to case number

RCAS-ES will attempt to contact c for 2nd attempt on 9/17

Make Public

Created By: Hubert Domanais (9/12/2014 9:30 AM)
RCAS Case Follow-up

Make Public

Created By: Hubert Domanais (9/12/2014 9:30 AM)
crr-hd received a call from c that is requesting to be transferred to ext 457332
crr-hd advised c that the case was forwarded to rcas and rcas-es tried to call c [redacted] yesterday
c stated that c never received any phone call since tuesday and c would like to make a follow up on the case

crr-hd advised c that crr-hd will try to reach rcas first, crr-hd advised c that crr-hd will transfer c directly if rcas is reached, c understood. crr-hd called RCAS's extension, reached VMX
advised c that crr-hd will still transfer c and then crr-hd will just send internal msg for c for rcas to call c back. C understood.
crr-hd offered further assistance, c declined. crr-hd gave name & extension. crr-hd exiting case.

Make Public

Created By: Eboni Smith (9/11/2014 8:25 AM)
RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number 615.725.7751 and make reference to case number

RCAS-ES will attempt to contact c for 3rd attempt on 9/16

Make Public

Created By: Eboni Smith (9/11/2014 8:24 AM)
RCAS-ES received a response from FOM regarding customer complaint

---

Make Public

Created By: Eboni Smith (9/11/2014 8:23 AM)
RCAS-ES reach out to Crown Nissan Greenville @ 8642547700

RCAS-ES instructed by SM that on 7/16 last visit was 123,523 miles and that was a replacement of an instrumental cluster and requested a price for a sun-roof. SM stated has not he
anything about a master cylinder nor was the concern brought up during recent visit.

Make Public

Created By: Eboni Smith (9/10/2014 4:32 PM)
RCAS-ES reached out to c regarding c veh concern @ [redacted]

RCAS-ES reached c voicemail and RCAS-ES left RCAS-ES number 615.725.7751 and make reference to case number

RCAS-ES will attempt to contact c for 2nd attempt on 9/11

Make Public

Created By: Eboni Smith (9/10/2014 8:24 AM)
RCAS-ES sent an email to DOM and FOM regarding customer complaint

---

Make Public

Created By: Michael Aquino (9/9/2014 6:11 PM)
case moved

Make Public [redacted]

Created By: Michael Aquino (9/9/2014 6:10 PM)
*****E-mail case logged*****
E-mail addressed to: nnaconsumeraffairs@nissan-usa.com
Method of contact: E-mail
crr-ma checked for open recalls/campaigns/upgrades found: none
****
E-mail addressed to: [redacted]
Method of contact: E-mail
Summary: crr-ma advised c that c's concern has been forwarded to RCAS for individual handling and further review.
crr-ma noting that case was forwarded to RCAS after checking that c's reported issue was inspected/diagnosed by CROWN NISSAN GREENVILLE within 90 days period (6/26/2014
crr-ma exiting case.

Make Public

Created By: Michael Aquino (9/9/2014 6:00 PM)
crr-ma contacte[redacted]at 6:54 PM EST.
crr-ma reached c's vmx.
crr-ma left a vmx informing c that the call may be recorded for training and quality monitoring purposes.
crr-ma advised c that c's concern wil be forwarded to RCAS for further review and c will be contacted before the end of next business day.
crr-ma advised that an email response will be sent in regards to c's concern.
crr-ma provided name, case number and extension number.

Make Public

Created By: Michael Aquino (9/9/2014 2:26 PM)
crr-ma checked c's veh service history and found that the date when c's reported issue was inspected/diagnosed by CROWN NISSAN GREENVILLE was dated 6/26/2014 (still within days).

Make Public

Created By: Michael Aquino (9/9/2014 2:23 PM)
crr-ma noting that the correct VIN number for c's veh is VIN # 1N6BA07D19[redacted]

Created By: Michael Aquino (9/9/2014 1:57 PM)
firstname : [redacted]
lastname : [redacted]
email : [redacted]
homephone : [redacted]
address1 [redacted]
address2 :
city : Greer
twitter :
state : SC
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N6BA07D19[redacted]
dealerstate : SC
dealername : Morris Nissan

Make Public

comments : Dear Sirs,
I bought my Nissan Truck Used from Morris Nissan located on Savannah Highway in Charleston, SC. I have had nothing but trouble since I have bought it. The Nissan Titan is a 200[redacted] bought it back in February of this year. I took it a couple of months ago to the Nissan Dealer in Greenville, SC (Crown Nissan). They mis-diagnosed the problem that I was having (Th light would come on and the instruments would not work properly (intermittently)). They decided that I needed to replace the instrument cluster. I waited on the part to come in (about and when they replaced it they told me that that was not the problem. They then diagnosed that I needed to replace the ABS actuator. As you know this is a very expensive part ($1,5 what I was quoted). Although this seems to have fixed the problem of the indicator lights and Instrument readings, my car sat at the dealership for two weeks. One, because once the the instrument cluster (that I didn□t need) you cannot drive the car because it needs to reflect the accurate mileage, and secondly, because I had to wait on the ABS actuator. After th repairs, I had my vehicle for about two weeks and the brakes went out on me. WENT OUT! Luckily I was close to a Tread Quarters and was able to get my truck there. It has been the THREE WEEKS because they could not find the right MASTER CYLINDER for my Nissan Truck. Did I mention that this is a 2009 Titan?? 2009!! I was finally able to locate a Master [redacted] that would fit my truck. It is being ordered and will take ANOTHER WEEK! This is the ONLY MASTER CYLINDER IN THE COUNTRY! This is what I was told. Why is this? Is this son that has been happening to everyone? I am a very unsatisfied customer at this point. I think that your company should make it right by at a minimum splitting the cost that I have paid 2009 TITAN that I can□t drive. At this point I have spent about $2,000.
It is my belief that the dealer that I bought this from was aware of the problem. The reason I believe this is because the horn did not work when you lock the vehicle. Also, I asked abo ABS light and they were able to get it to go off (I thought). Turns out the light was an intermittent item and the horn (when locking the vehicle) never worked □ until I got the ABS actu replaced. Aren□t the cars that are taken in on trade inspected?
I bought Nissan because I thought that they were a good, solid, reputable car company and distributed a quality product. Do I have a lemon? Please respond.
[redacted]

Created By: Managed Services (9/9/2014 10:31 AM)
firstname [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address [redacted]
address2 :
city : Greer
twitter :
state : SC
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 1N6BA07D19[redacted]
dealerstate : SC
dealername : Morris Nissan

Make Public

comments : Dear Sirs,
I bought my Nissan Truck Used from Morris Nissan located on Savannah Highway in Charleston, SC. I have had nothing but trouble since I have bought it. The Nissan Titan is a 200[redacted] bought it back in February of this year. I took it a couple of months ago to the Nissan Dealer in Greenville, SC (Crown Nissan). They mis-diagnosed the problem that I was having (Th light would come on and the instruments would not work properly (intermittently)). They decided that I needed to replace the instrument cluster. I waited on the part to come in (about and when they replaced it they told me that that was not the problem. They then diagnosed that I needed to replace the ABS actuator. As you know this is a very expensive part ($1,5 what I was quoted). Although this seems to have fixed the problem of the indicator lights and Instrument readings, my car sat at the dealership for two weeks. One, because once the the instrument cluster (that I didn□t need) you cannot drive the car because it needs to reflect the accurate mileage, and secondly, because I had to wait on the ABS actuator. After th repairs, I had my vehicle for about two weeks and the brakes went out on me. WENT OUT! Luckily I was close to a Tread Quarters and was able to get my truck there. It has been the THREE WEEKS because they could not find the right MASTER CYLINDER for my Nissan Truck. Did I mention that this is a 2009 Titan?? 2009!! I was finally able to locate a Master [redacted] that would fit my truck. It is being ordered and will take ANOTHER WEEK! This is the ONLY MASTER CYLINDER IN THE COUNTRY! This is what I was told. Why is this? Is this son that has been happening to everyone? I am a very unsatisfied customer at this point. I think that your company should make it right by at a minimum splitting the cost that I have paid 2009 TITAN that I can□t drive. At this point I have spent about $2,000.
It is my belief that the dealer that I bought this from was aware of the problem. The reason I believe this is because the horn did not work when you lock the vehicle. Also, I asked abo ABS light and they were able to get it to go off (I thought). Turns out the light was an intermittent item and the horn (when locking the vehicle) never worked □ until I got the ABS actu replaced. Aren□t the cars that are taken in on trade inspected?
I bought Nissan because I thought that they were a good, solid, reputable car company and distributed a quality product. Do I have a lemon? Please respond.
[redacted]

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Con
Edit | Del	CC-7960546	INSTRUMENTATION	CONSOLE/DISPLAY (ELECTRICAL)	POOR OR IMPROPER OPERATION	11	9/9/2014	YX	AT	179000	OA
Edit | Del	CC-7960997	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	POOR OR IMPROPER OPERATION	03	9/9/2014	YX	AD	122000	OA
Edit | Del	CC-7960998	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	9/9/2014	YX	AD	118500	OA
Edit | Del	CC-7960999	BODY ELECTRICAL	HORN	POOR OR IMPROPER OPERATION	11	9/9/2014	YX	AC	114000	OA

Open Activities

Open Activities

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Follow Up Call	Not Started		✓	[redacted]	9/16/2014	RCAS	Eboni Smith

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time

Edit | Del Email: Regional Specialist [ref:_00DA09j8L._500F0Qa3qc:ref] [redacted] ✓ 9/9/2014 Michael Aquino 9/9/2014 6:06 PM

Emails

Send an Email

Emails

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Regional Specialist [ref:_00DA09j8L._500F0Qa3qc:ref] 9/9/2014 Case #[redacted] VIN # 1N6BA07D19[redacted] Dea[redacted]Tha...	[redacted]	9/9/2014 6:06
Reply | To All | Del	Replied		Other firstname[redacted]email[redacted] homephone : 84...	nissanconsumeraffairs@my-nissan-usa.com	9/9/2014 10:3

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
9/25/2014 11:10 AM	Eboni Smith	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/23/2014 11:09 AM	Eboni Smith	Changed **Follow Up Date** from 9/23/2014 to **9/26/2014**.
9/19/2014 12:39 PM	Eboni Smith	Changed **Follow Up Date** from 9/17/2014 to **9/23/2014**.

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Surveys

Surveys

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Case [redacted]

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Case Comments [5] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	John Dix [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/15/2014	Date/Time Opened	9/12/2014 9:04 AM
Supporting Documents		Date/Time Closed	9/15/2014 3:40 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes			
Description	Vehicle Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0ER9CC[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	23
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32312	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CHANDLER NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	9/15/2014
Responsible District	01	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]VIN: 1N6AD0ER9C[redacted]		
Created By	Maria Lourdes Yacap, 9/12/2014 9:04 AM	Root Cause Code	SCMV
Last Modified By	Bharath Tadipatri, 4/3/2015 7:56 PM	Root Cause Code (2)	
Days Closed	1,025	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA15741465

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
Make Public		Created By: John Dix (9/15/2014 3:38 PM) RCAS-JD closing case as no further assistance may be provided at this time. #### CASE SUMMARY ##### C has had concerns with brakes. Dlr unable to duplicate concern. C is bringing veh back into the dlr.
Make Private	✓	Created By: John Dix (9/15/2014 3:37 PM) | Last Modified By: John Dix (9/15/2014 3:37 PM) RCAS-JD made outbound call to c a[redacted] C states that c believes concern is with master cylinder as brake is not going down all the way when at a stop sign or light. C states that c will be taking veh back into the dlr for service. C states if dlr cannot repair veh then c will be trading veh in for another brand. C declined further assistance. Call ended mutually.
Make Private	✓	Created By: Service Manager (9/15/2014 11:15 AM) sm JC advised c on 9/11/14 while tech could not duplicate problem at that particular time. c did demonstrate to sm JC that when pressing pedal to floor,at initial pedal travel stopping you continue to hold pressure on pedal it does travel onto floorboard. c indicated to sm JC he had difficulty at times actually stopping vehicle as it seemed the pedal traveled too far a too soft. SM JC assured c that sm would have tech research Monday to see if there were any other reported incidents. SM advised c also that without tech being able to duplicate or expierence issue it would be difficult to ininate a repair. SM offered c opportunity to drop vehicle off a later date for further diag, c stated he will get back in touch with a date.
Make Private	✓	Created By: John Dix (9/15/2014 9:16 AM) | Last Modified By: John Dix (9/15/2014 9:16 AM) RCAS-JD made outbound call to dlr Service Department at 6622363300 at 9:15 AM 9/15/2014 and left vmx for call back.
Make Private	✓	Created By: Maria Lourdes Yacap (9/12/2014 9:51 AM) | Last Modified By: John Dix (9/15/2014 9:16 AM) c called in because on the issue on the vehicle. crr-my verified and updated c's contact information c stated that c's been experiencing issue on the brakes for a while. c also stated that at first the brake pedal is soft but when c will pull up to a stop sign, the pedal would go down by and when c will keep holding, the brake pedal will be eventually on the floor. and also according to c, when c will be going down the road, and when c will apply the brakes, it will eve kick. c have consulted chandler nissan yesterday and a mechanic tried to take the vehicle to the road. the mechanic which c didn't remember the name can apply brakes for an emergenc the mechanic told c that there is nothing wrong with the vehicle. c also mentioned that c's son have looked an information on the internet that this is an ongoing issue and its not properly addressed. c noted that c just wanted to know the issue on the vehicle because c can't drive the vehicle like that crr-my informed c that this is beyond crr-my's empowerment and will escalate the case to rcas for further review and will contact c by the end of the next business day. c agreed and wanted to be contacted at c's mobile 6628162679 crr-my did a recap and offered further assistance c declined crr-my provided name, extension number and case number crr-my forwarding case to rcas

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co

Edit | Del	CC-7964571	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	9/12/2014	YX	AD	120000	OA

Open Activities Open Activiti

No records to display

Activity History View All Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Dealer Comment		✓	9/16/2014	John Dix	9/15/2014 3:39 PM

Emails Send an Email Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
9/15/2014 3:40 PM	John Dix	Changed **Case Record Type** from CA to CA Closed Case.
		Changed **Status** from Open to **Closed**.
		Closed.
9/15/2014 9:16 AM	John Dix	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Case [redacted]

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Case Comments [14] | Case Categorizations [2] | Open Activities [0] | Activity History [2] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Quinta Chaney [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/14/2014	Date/Time Opened	9/18/2014 10:09 AM
Supporting Documents	☐	Date/Time Closed	10/13/2014 12:08 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date	10/9/2014 10:00 AM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	RCAS Request
Inspection Time/Notes	I am scheduling this inspection for 10/9/14 at 10:00 am PACIFIC Time. Please coordinate with customer and SM Norbert Santos. Please do the following when setting up the appointment: • Request customer to meet with me and SM to discuss the vehicle concern. • Request SM to have a shop foreman or master technician available on inspection date. Thanks.		
Description	multiple issue on the veh		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	[redacted]	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0ER0EN[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32314	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	MAITA'S NISSAN OF SACRAMENTO	Data Net	☐
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests		Goodwill Offered	

	$0.00		
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N6AD0ER0EN[redacted]		
Created By	Cherielyn Cejane, 9/18/2014 10:09 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:59 PM	Root Cause Code (2)	
Days Closed	997	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA15779689

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	Created By: Quinta Chaney (10/13/2014 12:07 PM) ***case summary*** C contacted CA stating veh is having vibration and hesitation concerns RCAS-QC requested a DTS DTS advised that C states concerns are gradually going away C declined further assistance from DTS Closing case due to no further assistance required
Make Private	✓	Created By: Quinta Chaney (10/13/2014 12:05 PM) RCAS-QC contacted C [redacted] spoke with [redacted] RCAS-QC advised C that RCAS-QC has received the inspection notes from the DTS inspection C states C is not having frequent concerns with veh hesitating C states C will continue to drive the veh for a longer period of time to see if concern will gradually go away on its own C states C has no further concerns C declined further assistance Call ended mutually
Make Private	✓	Created By: Quinta Chaney (10/8/2014 11:12 AM) RCAS-QC contacted C [redacted] left VMX including case number, name, and RCAS-QC contact of 615.725.7534 RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C
Make Private	✓	Created By: Quinta Chaney (10/2/2014 12:01 PM) RCAS-QC contacted dealership: Maita's Nissan of Sacramento @ 9164885400 left VMX for SM-Norbert Santos
Make Private	✓	Created By: Quinta Chaney (10/2/2014 11:58 AM) RCAS-QC contacted C @ [redacted] spoke with [redacted] RCAS-QC advised C of DTS appointment on 10-9-14 @ 10 AM C confirmed appointment Call ended mutually
Make Private	✓	Created By: Quinta Chaney (10/1/2014 4:01 PM) RCAS-QC received VMX from C

RCAS-QC contacted dealership: Maita's Nissan of Sacramento @ 9164885400 spoke with SM-Norbert Santos

RCAS-QC inquired about the status of C's veh

SM-NS advised that C was having concerns with veh stalling and shaking while idle
SM-NS advised that no fault codes were found when diagnosed
SM-NS advised that the tires were rotated and balanced out any flat spots, and could not duplicate an excessive vibration while road tested
SM-NS advised that C is concern that passenger seats vibrates when no one is in at while idle
SM-NS advised C that veh is performing as designed
SM-NS put new tires on veh and veh performed the same way
SM-NS advised that dealership provided C with one week rental and C has picked up veh due to no concerns duplicated
SM-NS recommended a DTS inspection if C is not happy with diagnosis of veh

RCAS-QC appreciated assistance

Call ended mutually

Make Private ✓ **Created By: Quinta Chaney (10/1/2014 12:57 PM)**
RCAS-QC contacted dealership: Maita's Nissan of Sacramento @ 9164885400 left VMX for SM-Norbert Santos

Make Private ✓ **Created By: Quinta Chaney (9/26/2014 3:05 PM)**
RCAS-QC contacted dealership: Maita's Nissan of Sacramento @ 9164885400 left VMX for SM-Norbert Santos

Make Private ✓ **Created By: Quinta Chaney (9/26/2014 3:02 PM)**
RCAS-QC contacted C @[redacted] spoke with [redacted]

RCAS-QC advised C that veh had an alignment done and new tires put on veh

C states C would like RCAS-QC to contact dealership again and speak with the SM-Norbit

RCAS-QC advised C that RCAS-QC will contact dealership

Call ended mutually

Make Private ✓ **Created By: Quinta Chaney (9/26/2014 2:53 PM)**
RCAS-QC contacted dealership: Maita's Nissan of Sacramento @ 9164885400 spoke with SA-Roger

SA advised that tires were replaced and inflated to specifications and veh had an alignment done
SA advised that no other repairs were needed

RCAS-QC appreciated assistance

Call ended mutually

Make Private ✓ **Created By: Quinta Chaney (9/25/2014 12:49 PM)**
RCAS-QC received VMX from C

RCAS-QC contacted C @[redacted] spoke with [redacted]

C states veh has a hard idle once the veh is 1st started after sitting over night
C states that when sitting at a light/intersection, the veh will not accelerate
C states C will have to press pedal all the way to the floor in order for the veh to accelerate
C states C took veh to dealership and was test drive by master techs and the concern could not be duplicated
C states that C is also having concerns with the veh vibrating from the tires
C states new tires were put on the veh and the concern became worse
C states the wiring harness was crushed by the door and was replaced
C states that C was advised that C would have to contact CA to get authorization for dealership to go further with inspecting the veh

RCAS-QC advised C that CA cannot give a dealership authorization for any repairs
RCAS-QC advised C that concern would have to be duplicated in order for the dealership to do any repairs in order to know what the concern is and how to fix it
RCAS-QC advised C that RCAS-QC will contact dealership to get more information regarding C's veh

C understood and appreciated assistance

Call ended mutually

Make Private ✓ **Created By: Quinta Chaney (9/24/2014 12:27 PM)**
RCAS-QC contacted C @[redacted] was unable to leave a VMX due to phone continuing to ring and no VMX box was set up/turned on
RCAS-QC sent follow up email

Make Private ✓ **Created By: Quinta Chaney (9/19/2014 4:48 PM)**
RCAS-QC contacted C @ 9166240733 left VMX including case number, name, and RCAS-QC contact of 615.725.7534
RCAS-QC requested that if C does call back and reach VMX to please leave best time and number to reach C

Make Public ☐ **Created By: Cherielyn Cejane (9/18/2014 10:25 AM)**
CRR-CNC received call from c. c stated that c bought the veh and theres a rear door and acceleration issue but the dlr advised c that the dlr will fix the issue. the veh was also havin
electrical issue and c left the veh at the dlr. c spoke to sm-norbert and sa-todd. c took the veh but c went back to the dlr for the vibrating issue. c said that the issue was happening w
c left the veh at the dlr and c was advised that the dlr cant dupliate the issue and c need to call nna ca
CRR-CNC advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day.
CRR-CNC offered further assistance. c declined
CRR-CNC provided c with file number, name and extension number
CRR-CNC transferring file to RCAS.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7971698	ENGINE ELECTRICAL	ENGINE WIRE HARNESS	UNABLE DIAGNOSE/DUPLICATE	11	9/18/2014	WT	AF	133500	OA
Edit | Del	CC-7971699	BODY	PANEL (DOOR/TAILGATE)	POOR OR IMPROPER OPERATION	16	9/18/2014	YX	AB	108500	OA

Open Activities

Open Activitie

No records to display

Activity History

View All

Activity Histo

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	New DTS Request		✓	10/3/2014	Rick Nguyen	10/1/2014 7:30 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0QuexH:ref]	[redacted]	✓	9/24/2014	Quinta Chaney	9/24/2014 12:28 PM

Emails

Send an Email

Emai

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09i8L_500E0QuexH:ref] *9/24/2014Cas[redacted]ear[redacted]hank you for taking the time to cont...*	[redacted]	9/24/2014 12:28 I

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
10/13/2014 12:08 PM	Quinta Chaney	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/8/2014 11:12 AM	Quinta Chaney	Changed **Follow Up Date** from 10/8/2014 to **10/14/2014**.
10/2/2014 12:03 PM	Quinta Chaney	Changed **Follow Up Date** from 10/6/2014 to **10/8/2014**.

Show more » | Go to list »

Surveys Survey

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

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Case Comments [12] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [4] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Richard Woods [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	10/24/2014	Date/Time Opened	9/29/2014 5:20 PM
Supporting Documents		Date/Time Closed	10/24/2014 11:09 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		

Description

firstname : [redacted]
lastna[redacted]
email [redacted]
homephone
address1 : [redacted]
address2 :
city : Lansdale
twitter :
state : PA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1aa08c88[redacted]
dealerstate : PA
dealername : Montgomeryville Nis
comments : I have a serious brake problem with my 2008 Armada. It is giving a C1179 error code which the dealer tells me is NOT related to the exact same recall se bulletin from the 2004-2006 Armada. The Goodyear dealer read the code for me when the first event happened back in May, C1179, it has happened twice since and Nissan dealer tells me there is no stored code. I don't know how I could tell if they erased it. I now have a vehicle that I am afraid to drive for fear that the failure will ha while I am in traffic and not able to pull over, turn the vehicle off and restart it. I understand that if I lived in California, I would have been covered by a class action law apparently, being in PA, I am not. The brake booster in question is the same brake booster for 2005-2010 vehicles. I am asking the dealer to sign a paper to certify th them that a C1179 error code popped up and they are unwilling to fix the brakes without seeing it themselves even though I have the paperwork from Goodyear tellin that I need to return the vehicle to Nissan for this specific work. Someone is going to get killed because of this problem eventually and then it will make a big enough I for you to recall it I suppose. Absolutely insane that you don't think the same problem could be happening with the same brake booster in the same vehicle. I have rea 28 reported cases on one single forum that records these types of issues. I can't even get my dealer to acknowledge that the problem is there. They didn't even ask n pay the $900 to replace the booster like many others have had to pay.

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Emai	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire	[redacted]		
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AA08C88N[redacted]	Part Number 1	
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	81
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	49818	Beyond PT Warranty Months1	57

Dealer Access

Case Servicing Dealer	MONTGOMERYVILLE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Vehicle Maintenance		
Created By	Managed Services, 9/29/2014 5:20 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	Bharath Tadipatri, 4/3/2015 7:55 PM	Root Cause Code	SCIN
Days Closed	986	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT1A
		Document ID	CA15848956

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Richard Woods (10/24/2014 11:08 AM) CRT RW is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with Brake booster repair.
Make Private	✓	Created By: Richard Woods (10/24/2014 11:07 AM) CRT RW contacted c at [redacted] CRT RW stated this call maybe monitored for quality and training purposes. CRT RW stated that CRT has followed up with the DLR to discuss the c's veh. concerns. CRT RW stated after speaking the the DLR the DLR after the diagnostic saw that code C1179 needed to be repaired. CRT RW stated that CRT asked the DLR why the break booster was not repaired? CRT RW stated that the DLR stated during the diagnostic test the only failed code was the C1179. CRT RW stated that the DLR only repaired the failed code. C stated that was still concern about the brake booster. C stated why wasn't NNA fixing a known concern that other customers have commented on during a 2008-10 recall?

CRT RW express empathy.

CRT RW stated that all NNA campaigns are VIN # specific and after review of the c's VIN records there has not been a campaign for the break booster on the c's veh.
CRT RW also stated that NNA is aware of this concerns and have documented the concern for the customers veh. that were affected.
CRT RW stated that CRT can not speak a concern into fruition and only can provide information based on the the diagnostic provided from the DLR.

C understood.
C stated that what if the brake booster fails what will happen then?

CRT RW stated if the brake booster fails in the future NNA will then research the new concern.
CRT RW stated that the current ABS repair has a 12 month 12,000 miles warranty on the part and will be fixed if the part does fail.

C understood and thanked CRT for the call.

Call ended mutually.

Make Private ✓

Created By: Richard Woods (10/23/2014 12:52 PM)
CRT RW contacted c at [redacted] and left a VM.
CRT RW provided c with c's case number, CRT's name, and phone number.
CRT RW ended call.

Make Private ✓

Created By: Richard Woods (10/23/2014 12:49 PM)
CRT RW contacted the DLR at 215.661.9300 and spoke with SM Matt.
CRT RW stated that CRT wanted to follow up SM Matt to discuss why the brake booster was not repaired?

SM Matt stated SM found a code of C1179 and followed the flow chart and Assist diagnostic and was told to fix ABS actuator.
SM Matt stated that when the c came in the c provided information from the bulletin that did not pertain to c's veh. concerns.

CRT RW thanked the SM Matt the information.
CRT RW ask SM if the c's part had a warranty on the part?

SM Matt stated that the actuator has a 12 month 12,000 miles warranty on the part.

CRT RW thanked SM Matt for the information.

call ended mutually.

Make Private ✓

Created By: Richard Woods (10/22/2014 3:41 PM)
CRT RW VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage
CRT RW CHECKED for open recalls/campaigns and found:2
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
CRT RW ADVISED "This call may be recorded for quality and training purposes."

****
CRT RW contacted c at [redacted]
CRT RW stated CRT is calling to discuss c's veh. brake booster concerns.
CRT RW asked the following questions: the c's veh. was diagnosed by IRF Goodyear? C provided a code of C1179? The concern first occurred in May?

C confirmed all questions.
C stated the reason why the veh. was taken to Goodyear was due to the c was traveling when the break light appeared and there was not a Nissan DLR near by.

CRT RW thanked the c for that update.

C stated after visiting the DLR and presenting the code the DLR stated that the DLR can not diagnose a code that has been erased.
C stated that after a second visit to the DLR the DLR did see the code.
C stated the veh. has been repaired by the DLR.
C stated the DLR repaired the ABS system under c's warranty using the 5 step process.
C stated that c does not feel safe in c's veh. due.
C also stated that c believes the brake booster is causing the brake concern.
C stated the Matt at the DLR stated the brake booster does not need to be replace.
C stated that reviews are stating Nissan will fix the ABS system if this concern occurs and not the brake booster that needs to be fixed. C also stated per reviews people are saying t brakes will fail again.

CRT RW expressed empathy.
CRT RW stated that CRT will follow up with the DLR to confirmed the diagnostic and reason why the brake booster was not repaired.
CRT RW stated CRT will follow up with c on Friday.

C understood and agreed.

Make Private ✓

Created By: Lauren Bowling (10/7/2014 1:22 PM)
RCAS-LB made outbound call to Montgomeryville Nissan.
RCAS-LB asked for more information.
All service representatives are busy at this time.

RCAS-LB made outbound call to C a[redacted]
RCAS-LB inquired after the status of [redacted]
C stated dlrshp has had veh since last Thursday.
C stated dlrshp diagnosed problem as the ABS.
C stated ABS part is on backorder (with no expected arrival date), which is not part of the recall.
C believes it will fail because it is not the brake booster.
C states C's warranty will cover and C is relieved.
RCAS-LB asked which SA C has been in contact with.
C stated Colline.
RCAS-LB apologized for C's inconvenience.
Call ended mutually.

Make Private ✓

Created By: Lauren Bowling (10/1/2014 9:28 AM)
RCAS-LB made outbound call to C a[redacted]
RCAS-LB explained that campaigns are VIN specific.
C states that c does not believe the problem is related.
C stated C duplicated concern and took to dlrshp.
C stated veh is at the dlrshp now and dlrshp is going to call c back soon.
RCAS-LB asked C what RCAS-LB could do for C and what C would like to accomplish.
C stated C wanted C's veh fixed and did not want to pay $1000 for something that NNA has a recall for on other vehs, but not his VIN.
RCAS-LB understood and promised to contact c's dlr for more information and examine c's warranty information.
Call ended mutually.
****
NEXT STEP: contact c's dlr for more information and examine c's warranty information.

Make Public ☐

Created By: Jastine Mesina (9/30/2014 3:52 PM) | Last Modified By: Jastine Mesina (9/30/2014 3:52 PM)
case moved

Make Public ☐

Created By: Jastine Mesina (9/30/2014 3:52 PM)
Email case logged
E-mail addressed to: NNACONSUMERAFFAIRS@NISSAN-USA.COM
Method of contact: E-mail
crr-jm checked for open recalls/campaigns/upgrades found: none
crr-jm checked for previous/related case found: none
***
crr-jm escalating case to rcas for c's bad dlr experience. crr-m leaving case open.

crr-jm called c @ ff. numbers:

610-222-3661 - left vmx advising c of same information as e-mailed.

crr-jm informed that call may be recorded for training and quality assurance.
crr-jm provided case number, name and ext.

Make Public

Created By: Jastine Mesina (9/30/2014 3:50 PM)
firstname [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Lansdale
twitter :
state : PA
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1aa08c88[redacted]
dealerstate : PA
dealername : Montgomeryville Nis
comments : I have a serious brake problem with my 2008 Armada. It is giving a C1179 error code which the dealer tells me is NOT related to the exact same recall service bulletin fr
2004-2006 Armada. The Goodyear dealer read the code for me when the first event happened back in May, C1179, it has happened twice since and my Nissan dealer tells me there
stored code. I don't know how I could tell if they erased it. I now have a vehicle that I am afraid to drive for fear that the failure will happen while I am in traffic and not able to pull ove
the vehicle off and restart it. I understand that if I lived in California, I would have been covered by a class action lawsuit, but apparently, being in PA, I am not. The brake booster in
question is the same brake booster for 2005-2010 vehicles. I am asking the dealer to sign a paper to certify that I told them that a C1179 error code popped up and they are unwilling
the brakes without seeing it themselves even though I have the paperwork from Goodyear telling me that I need to return the vehicle to Nissan for this specific work. Someone is goi
get killed because of this problem eventually and then it will make a big enough headline for you to recall it I suppose. Absolutely insane that you don't think the same problem could
happening with the same brake booster in the same vehicle. I have read about 28 reported cases on one single forum that records these types of issues. I can't even get my dealer t
acknowledge that the problem is there. They didn't even ask me to pay the $900 to replace the booster like many others have had to pay.

Make Public

Created By: Jastine Mesina (9/30/2014 3:50 PM)
firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Lansdale
twitter :
state : PA
zip : [redacted]
owner : true
make : Nissan
source : NissanC[redacted]
vin : 5n1aa08c88[redacted]
dealerstate : PA
dealername : Montgomeryville Nis
comments : I have a serious brake problem with my 2008 Armada. It is giving a C1179 error code which the dealer tells me is NOT related to the exact same recall service bulletin fr
2004-2006 Armada. The Goodyear dealer read the code for me when the first event happened back in May, C1179, it has happened twice since and my Nissan dealer tells me there
stored code. I don't know how I could tell if they erased it. I now have a vehicle that I am afraid to drive for fear that the failure will happen while I am in traffic and not able to pull ove
the vehicle off and restart it. I understand that if I lived in California, I would have been covered by a class action lawsuit, but apparently, being in PA, I am not. The brake booster in
question is the same brake booster for 2005-2010 vehicles. I am asking the dealer to sign a paper to certify that I told them that a C1179 error code popped up and they are unwilling
the brakes without seeing it themselves even though I have the paperwork from Goodyear telling me that I need to return the vehicle to Nissan for this specific work. Someone is goi
get killed because of this problem eventually and then it will make a big enough headline for you to recall it I suppose. Absolutely insane that you don't think the same problem could
happening with the same brake booster in the same vehicle. I have read about 28 reported cases on one single forum that records these types of issues. I can't even get my dealer t
acknowledge that the problem is there. They didn't even ask me to pay the $900 to replace the booster like many others have had to pay.

Make Public

Created By: Managed Services (9/29/2014 5:20 PM)
firstname [redacted]
lastname [redacted]
email : [redacted]
homephone [redacted]
address1 : [redacted]
address2 :
city : Lansdale
twitter :
state : PA
zip [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : 5n1aa08c88[redacted]
dealerstate : PA
dealername : Montgomeryville Nis
comments : I have a serious brake problem with my 2008 Armada. It is giving a C1179 error code which the dealer tells me is NOT related to the exact same recall service bulletin fr
2004-2006 Armada. The Goodyear dealer read the code for me when the first event happened back in May, C1179, it has happened twice since and my Nissan dealer tells me there
stored code. I don't know how I could tell if they erased it. I now have a vehicle that I am afraid to drive for fear that the failure will happen while I am in traffic and not able to pull ove
the vehicle off and restart it. I understand that if I lived in California, I would have been covered by a class action lawsuit, but apparently, being in PA, I am not. The brake booster in
question is the same brake booster for 2005-2010 vehicles. I am asking the dealer to sign a paper to certify that I told them that a C1179 error code popped up and they are unwilling
the brakes without seeing it themselves even though I have the paperwork from Goodyear telling me that I need to return the vehicle to Nissan for this specific work. Someone is goi
get killed because of this problem eventually and then it will make a big enough headline for you to recall it I suppose. Absolutely insane that you don't think the same problem could
happening with the same brake booster in the same vehicle. I have read about 28 reported cases on one single forum that records these types of issues. I can't even get my dealer t
acknowledge that the problem is there. They didn't even ask me to pay the $900 to replace the booster like many others have had to pay.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7986258	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	9/30/2014	YY	BF	223500	OC

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 500F0RL6KQ:ref]		✓	9/30/2014	Jastine Mesina	9/30/2014 3:51 PM

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RL6KO:ref] *Hello again, As I stated in our call today (i think it was you who called m...*	[redacted]	10/1/2014 12:12 F
Reply | To All | Del	New		Re: Your inquiry to Nissan [ref: 00DA09j8L. 500F0RL6KO:ref] *Thank you for your reply. As I was driving today, the brake failure happened ...*		9/30/2014 11:20 F
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0RL6KO:ref] *9/30/2014 Case # [redacted] VIN # 5N1AA08C88N609072 Dea[redacted] T...*		9/30/2014 3:51 PM
Reply | To All | Del	Replied		Vehicle Maintenance *firstname[redacted] lname[redacted] email : [redacted] homephone : 610...*	nissanconsumeraffairs@my-nissan-usa.com	9/29/2014 5:20 PM

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
10/24/2014 11:09 AM	Richard Woods	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/24/2014 10:46 AM	Richard Woods	Changed **Case Owner** from Brittney Smith to **Richard Woods**.
10/22/2014 3:42 PM	Richard Woods	Changed **Follow Up Date** from 10/22/2014 to **10/24/2014**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [9] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Terrance White [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/20/2014	Date/Time Opened	9/30/2014 11:38 AM
Supporting Documents		Date/Time Closed	10/20/2014 8:34 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	veh concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,500		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	3N1CE2CPXE[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	VERSA	Beyond PT Warranty Miles1	0
Model Code	11614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	HALL NISSAN CHESAPEAKE	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 3N1CE2CPXE[redacted]		
Created By	Kim Katrina Tan, 9/30/2014 11:38 AM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 8:05 PM	Root Cause Code (2)	
Days Closed	990	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA15853398

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Public	☐	**Created By: Terrance White (10/20/2014 8:33 AM)** rcas-tw received call from c c stated sa advised that sa reprogrammed ecm c stated sa advised c that repair would not resolve c's concern c stated c would need to bring veh when concern is present c stated concern is intermittent rcas advised c to follow up with dlr if concern continues rcas closing case no further assistance needed at this time
Make Public	☐	**Created By: Terrance White (10/15/2014 10:02 AM)** rcas-tw left vm a[redacted] requesting callback at 615-725-7756
Make Public	☐	**Created By: Terrance White (10/15/2014 10:00 AM)** rcas-tw spoke with sm-jason sm stated veh has concern with throttle response sm stated dlr reprogrammed ecm sm stated c hasnt been in dlr sinc 9/5/14 sm stated c needs to come back in
Make Public	☐	**Created By: Terrance White (10/10/2014 8:52 AM)** rcas-tw spoke with c c stated veh looses power when accelerating c stated c has to press pedal to floor to accelerate c stated concern in intermittent c stated c took veh to dlr c stated dlr advised unable to duplicate c stated possible transmission concern c stated c is afraid to drive veh c is seeking assistance resolving
Make Public	☐	**Created By: Terrance White (10/7/2014 7:52 AM)** rcas-tw left vm at[redacted] requesting callback at 615-725-7756
Make Public	☐	**Created By: Heidelyn Mariano (10/2/2014 1:55 PM)** crr-hm received call from c returning RCAS phone call c provided case number crr-hm checked record crr-hm asked if there is any changes on the contact info, c said none crr-hm stated that RCAS-TW tried to call c this morning and asking for a callback however c was not able to get the right number crr-hm provided correct number to c and offered to transfer her call crr-hm advised c that if will be routed to vm, she can definitely leave a message c understood crr-hm asked further assistance crr-hm provided closing spiel such as name and ext

number.
crr-hm exiting the case

Make Public
Created By: Terrance White (10/2/2014 10:35 AM)
rcas-tw left vm a[redacted] requesting callback at 615-725-7756

Make Public
Created By: Terrance White (10/1/2014 3:38 PM)
rcas-tw left vm at 7[redacted]5 requesting callback at 615-725-7756

Make Public
Created By: Kim Katrina Tan (9/30/2014 11:46 AM)
c stated c is having issues with c's veh for 3 mos now

crr-kt verified name, address, phone numbers, email

c stated c's veh loses power while driving and the last time that the issue happened was last 9/26/14
c stated dlr said problem might be with the transmission but c stated c does not know how to fix veh

crr-kt informed c that crr-kt will escalate case to rcas and rcas will review c's case and will call c before the end of the next business day
c understood
c's best number 7[redacted]

crr-kt offered further assistance, c declined
crr-kt provided case #, name, extension number to c
crr-kt transferring the case to RCAS and set follow up date to 10/01/14
crr-kt exiting case

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-7985594	POWERTRAIN	GEN. POWERTRAIN COMPONENT	UNABLE DIAGNOSE/DUPLICATE	10	9/30/2014	WT	BG	227000	OA
Edit | Del	CC-7985595	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10	9/30/2014	YX	BG	227000	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histor

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File

Attachment

No records to display

Case History

Case Histor

Date	User	Action
10/20/2014 8:34 AM	Terrance White	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/15/2014 10:04 AM	Terrance White	Changed **Follow Up Date** from 10/15/2014 to **10/20/2014**.
10/10/2014 8:53 AM	Terrance White	Changed **Follow Up Date** from 10/10/2014 to **10/15/2014**.

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Surveys

Survey

No records to display

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NISSAN Search... Search Derek Latta Help & Training CA

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Case [redacted]

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Case Comments [13] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Zachary Mallett [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/12/2014	Date/Time Opened	10/1/2014 12:41 PM
Supporting Documents		Date/Time Closed	11/12/2014 12:02 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Warranty Inquiry/Concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	27,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire	[redacted]		
IIR Indicator	0		

Vehicle Information

Vehicle	5N1AA0ND4C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	24
Model Line	ARMADA	Beyond PT Warranty Miles1	0
Model Code	26112	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	MOSSY NISSAN POWAY	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] VIN: 1N4AL3AP8E[redacted]		
Created By	Joy Acebedo, 10/1/2014 12:41 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:31 AM	Root Cause Code (2)	
Days Closed	967	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	CA15860889

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Zachary Mallett (11/12/2014 12:02 PM) CASE SUMMARY C contacted NNA with request for FA for veh trade in. C had veh concern on previous veh and traded veh in for new veh prior to contacting NNA CA. RCAS reviewed case with RCAM-DF. NNA is not in a position to offer FA. RCAS notified C of decision. RCAS closing case as no further assistance may be offered.
Make Public	☐	Created By: Zac[redacted]/12/2014 12:00 PM) RCAS called C a[redacted] RCAS stated RCAS reviewed C's case. RCAS stated despite the unfortunate event with C's previous veh. NNA would not be able to assist with C's request. RCAS apologized. C asked why. RCAS stated had NNA been contacted while previous veh was still in C's possession NNA would have been able to assist. RCAS stated NNA can not change sale agreement. C understood. C stated C hopes future Cs are aware this may happen. RCAS stated NNA is aware of event. RCAS thanked C for contacting NNA. C declined further assistance. Call ended mutually.
Make Public	☐	Created By: Zachary Mallett (11/7/2014 4:03 PM) RCAS called C a[redacted], and left vmx with case number RCAS name and number requesting C return call.
Make Public	☐	Created By: Zachary Mallett (11/7/2014 4:02 PM) RCAS reviewed case with RCAM-DF. NNA not in a position to extend an offer.
Make Public	☐	Created By: Zachary Mallett (11/7/2014 12:48 PM) RCAS received email form SM-MG stating: Tech pushed vehicle into service bay and inspected for concern. Tech found during inspection left rear upper E-brake bracket weld separated from main sub frame. Remaining meta still attached to cable. No sign of impact and or outside inference.. When metal tab separated from sub frame, this caused E-brake cable to contact left rear drive axle assy. The rota the axle caused cable to become wound up around axle shaft which pulled and tore E-brake cable away from body of Armada. The metal E-brake cable being spun around in sub fr contacted CV boot causing boot to be torn in half and grease to be throw from boot. When cable was wound around axle shaft balance of axle shaft went out of spec causing the sh pull away from hub on L/R. Axle pulling away from hub source of concern of wheel locking up sensation and pull felt. Tech removed each failed item one at a time with service mana Tech found E-brake cable damaged from contact with axle. CV boot damaged from metal E-brake cable contacting rubber boot. Tech removed axle assembly & found shaft to have scuffs from rubbing. Shaft not damaged beyond cosmetic. Tech found with axle shaft removed left axle flange damaged. Operated Rear differential & noted slight noise heard from Diff case. As per Service manager due to slight noise & axle flange damage. Replacement of Differential recommended.

		Tech R & R E-Brake Cables Tech R & I Axle Shaft Assy Tech R & R L/R outer CV boot Tech Cleaned CV boot Grease from L/F Wheel, Tire, E-brake components behind rotor hat, Fender well and rear bumper area. (1.0 Straight time as per marc) Tech R & R Rear Differential Tech R & R Rear Sub frame Tech Performed 4 Wheel Alignments.Test drove after repairs & Alignment no further problems or repairs required.
Make Public		**Created By: Zachary Mallett (11/4/2014 3:54 PM)** RCAS sent email to SM-MG requesting further information.
Make Public		**Created By: Zachary Mallett (11/4/2014 3:52 PM)** RCAS called C [redacted] C stated there was weld on the Armada that came undone and snapped the cable. C stated the veh made a noise, and the veh shot across the lane and pulled C across the road. C stated C could have been in a severe accident. C stated C's biggest concern was if this has occurred on other Armadas. C stated C's concern was safety. C stated it happened at night and C stated DLR told C it was the weld that came undone on the frame. C stated DLR told C that it could be fixed. C stated C went to DLR to see about getting into another Armada. C stated C was trying to get into an Armada, but C could not because of C's. C stated C would like some sort of compensation. C stated C has been in the Pathfinder. C stated C is out the down payment and C's insurance has increased. C stated C's down payment is approximately $3,500. C stated C's payment went up. C stated C's payment was $860, and is now $1,020. C stated C's veh only had 28,000 miles. C stated C is a loyal customer. C stated C did not have any plans of shelling out more money. RCAS stated RCAS would further review C's concerns. RCAS stated RCAS would follow up with C on 11/07/14. C understood. C declined further assistance. Call ended mutually.
Make Public		**Created By: Zachary Mallett (10/30/2014 4:35 PM)** RCAS called C [redacted] and left vmx with case number RCAS name and number requesting C return call.
Make Public		**Created By: Zachary Mallett (10/27/2014 1:38 PM)** RCAS called Bridget Painter (from here referred to as C) at 858-449-2309, and left vmx with case number RCAS name and number requesting C return call.
Make Private	✓	**Created By: Karen Walker (10/22/2014 5:31 PM)** RCAS KW placed call to C at [redacted] - no answer, left VMX.
Make Public		**Created By: Monique Joy Pablo (10/21/2014 6:54 PM)** crr-mp received a call from c's wife Bridgette now referred as c . c provided case number: [redacted] c stated that c wanted to talk to crr-ja, and wanted an update crr-mp asked c if there is any changes with contact information. c said no crr-mp asked c what is the diagnosis on the veh c stated that c spoke with service adviser: DARREN and told c that the weld on the frame failed and that the reason why the cable snapped, that's why c lost control on the veh. dlr told c that it is covered under warranty and will fixed it. c doesn't feel safe driving the same veh and requested to replaced the veh. dlr get a good deal for c, but it is not the same veh and provided 2014 Pathfinder: 5N1CR2MN9E[redacted] c was not impress with the veh, c got a higher payment and said that it is not that comfortable c wanted to know if there is something nissan can help c or provide other options. crr-mp told c that c will be creating a case regarding the concern crr-mp informed c that case will be forwarded to RCAS and that rcas will review the case and rcas will be calling c back before the end of the next business day. c understood. c's best contact numbe[redacted] crr-mp offered further assistance, c declined. crr-mp gave the case number to c. crr-mp made a quick recap crr-mp gave name and extension number. crr-mp brand the call crr-mp forwarding case to RCAS. crr-mp exiting case
Make Public		**Created By: Joy Acebedo (10/1/2014 12:52 PM)** CRR-jA did not transfer the call to the dlr since c said that c is just waiting for the dlr to properly diagnose the veh.
Make Public		**Created By: Joy Acebedo (10/1/2014 12:52 PM)** CRR-JA verified c's name CRR-JA verified address CRR-JA verified phone/alt CRR-JA verified email Issue: C's wife called which now refer as c. C said that the veh is at the dlr due to c almost had an incident. C said that a cable went loose and the veh brake had an issue. C said tha e-brake even went upto the floor. C said that the veh just slowly stopped and c is thankful that c did not hit anything. C is wondering if there are any other cases that Nissan received what c experienced. CRR-jA explain that there are no announcement or information yet from Nissan. C said that the veh is still at the dlr and c does not have information yet on what really the issue but will callback Nissan CA for update. C's Request: C does not know yet on what will c's next step but will call Nissan CA back after the dlr properly diagnose the veh. C said that c just found out that c also needs to repla tires. CRR-jA ask c what was the manufacturing company of the tire but c is not sure if it was Continental. CRR-JA provided the number for the Continental just incase c needs to cal Continental Consumer Department. C thanked CRR-jA and the call ended mutually. Research:2012_NIS_WIB.pdf CRR-JA asked c for further assistance but c decline. CRR-JA provided name, case and extension number. CRR-JA inform c about the survey. Crr offered to transfer call to the dlr: c agreed/c declined CRR-JA is closing the case.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-7987346	BRAKES	GEN. BRAKE COMPONENT(S)	EXCESSIVE NOISE	03	10/1/2014	ZM	AD	121500	OA
Edit | Del	CC-7987347	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	10/1/2014	ZR	AD	121500	OA
Edit | Del	CC-7987348	TIRE/WHEEL	TIRE (TIRE/VALVE/TUBE)	PREMATURE WEAR/FAILURE	19	10/1/2014	WA	BO	254500	OA

Open Activities Open Activities He

No records to display

Activity History Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
11/12/2014 12:02 PM	Zachary Mallett	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/7/2014 4:03 PM	Zachary Mallett	Changed **Follow Up Date** from 11/7/2014 to **11/12/2014**.
11/4/2014 3:54 PM	Zachary Mallett	Changed **Follow Up Date** from 11/4/2014 to **11/7/2014**.

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Surveys Surveys He

No records to display

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Case [redacted]

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Case Comments [12] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Holly Allen [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/24/2014	Date/Time Opened	10/16/2014 12:47 PM
Supporting Documents		Date/Time Closed	10/24/2014 1:44 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	vehicle concern		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	47,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire	[redacted]		
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MU3B[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	11,000
Make	NISSAN	Beyond Basic Warranty Months1	33
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23511	Beyond PT Warranty Months1	9

Dealer Access

Case Servicing Dealer	REGAL NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/24/2014
Responsible District	06	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] /IN: JN8AZ1MU3B[redacted]		
Created By	Mark Julius Munzon, 10/16/2014 12:47 PM	Root Cause Code	SNFA
Last Modified By	Bharath Tadipatri, 4/3/2015 8:07 PM	Root Cause Code (2)	
Days Closed	986	Action Code	NT3B
Case Record Type	CA Closed Case [Change]	Document ID	CA15954620

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Holly Allen (10/24/2014 1:41 PM) RCAS-HA is closing case due to no further assistance available at this time
Make Private	✓	**********CASE SUMMARY********** c contacted NNA requesting financial reimbursement for a repair reimbursement was declined due to limited service history of the vehicle RCAS-HA closing case
Make Private	✓	**Created By: Holly Allen (10/24/2014 1:24 PM)** RCAS-HA contacted c at [redacted] about case RCAS-HA advised c that after thorough review of c's case and speaking with the service manager we cannot offer assistance or reimbursement for the repair RCAS-HA advised c that the vehicle had not been serviced since 2013 c stated c services c's vehicle at an IRF c stated it was worth asking RCAS-HA advised c to have a nice day call ended mutually
Make Private	✓	**Created By: Holly Allen (10/24/2014 1:20 PM)** Goodwill review 2011 Nissan Murano Current mileage 47,000 Purchased new Only Nissan owned NO VSC RCAS-HA contacted FOM Jeff FOM denied goodwill due to no Nissan loyalty and no service history since 3/24/2013
Make Private	✓	**Created By: Holly Allen (10/23/2014 8:39 AM)** RCAS-HA contacted dlr and spooke with SA Danny SA advised that this was the first time this dealer had seen vehicle but c may have been servicing vehicle at another dealer
Make Private	✓	**Created By: Holly Allen (10/21/2014 10:13 AM)** RCAS-HA received a call from CRR-Rachel trasnferring a call from c about case CRR advised that c's contact info was wrong in the case and was now updated PREVIOUS UNRELATED FILE FOUND: None PREVIOUS RELATED FILE FOUND: None RCAS-AA VERIFIED C'S name, home & email address, concern, phone#, vin#, mileage ********** RCAS-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND: None

c stated that last week c had dlr look at c's vehicle due to the brakes feeling soft
c stated that vehicle brake pedal went all the way to the floor
c stated that dlr looked at vehicle and c had vehicle repaired due to ABS actuator leaking and dlr replaced actuator assembly
c stated that the repair costs $2627.23
c stated that c went ahead an paid for the repair as c needed the vehicle back
c stated that SM told c that dlr had never heard of having to complete such a repair on the vehicle and advised c to contact CA

RCAS-HA apologized to c for c's experience
RCAS-HA advised that RCAS-HA will contact dlr and review c's case for possible out of warranty assistance
RCAS-HA advised c that RCAS-HA cannot gaurantee anything but will research c's case
RCAS-HA provided c with case # and contact info
RCAS-HA advised c that RCAS-HA will follow up with c in a few days
RCAS-HA advised c to have a nice day
call ended mutually

Make Public

Created By: Rachel Mercado (10/21/2014 10:00 AM)
RCAS Case Follow-up

Make Public

Created By: Rachel Mercado (10/21/2014 10:00 AM)
CRR-RM received a call from c
CRR-RM verified with c if any of the contact information have change c said yes
c stated that c wanted checked update on the case.
CRR-RM updated[redacted]
Phone No.: home[redacted]
crr-rm advised c rcas is been calling c and reached a busy tone.
crr-rm advised c that rcas follow up to c on the case will be 10/23/2014

CRR-RM advised c that crr-rm will try to reach the extension of RCAS-HA and
if crr-rm reach voicemail c will be transferred to voicemail and leave a message c agreed also advised c, crr-rm will send an internal message to RCAS-HA

CRR-RM did RECAP
CRR-RM offered further assistance c declined
CRR-RM c that the case no. will be the same
CRR-RM provided name and extension no.
CRR-RM left the case open

Make Private ✓

Created By: Holly Allen (10/20/2014 3:08 PM)
RCAS-HA contacted c [redacted]ot a busy signal, cannot make contact

Make Private ✓

Created By: Holly Allen[redacted]07 PM)
RCAS-HA contacted c at[redacted]ine was busy several times
RCAS-HA will attempt contact again 10/20/2014

Created By: Holly Allen (10/17/2014 4:06 PM)
Goodwill review

Make Private ✓

2011 Nissan Murano
purchased new
current mileage 47,000
no VSC
vehicle has never been to this dealer and has not been serviced since 3/24/2013
SM does not recommend goodwill
RCAS-HA denying goodwill per limited service history and mileage out of warranty

Make Private ✓

Created By: Holly Allen (10/17/2014 10:06 AM)
RCAS-HA contacted dlr and spoke with SM Steve
SM advised that master cylinder is leaking and vehicle needs an ABS actuator
SM advised that the repair in $2300 and the vehicle was towed in from an IRF and this is the first time vehicle has been to this dlr and vehicle has not been serviced since 3/24/2013
Capitol City Nissan

Make Public

Created By: Mark Julius Munzon (10/16/2014 12:56 PM)
crr-mm received a call from c stating that c wanted to know if c do have a recall on the veh regarding ABS system.

crr-mm able to verify c's account information.

crr-mm told c that c do not have any outstanding recalls on the veh, and explained to c that recalls are vin specific. c understood but stated that c's veh was in the dealership and wa
that veh issue is for ABS system. c stated that repair cost is $2300 and find it too expensive. c asking help from nissan.

crr-mm ask name of dealer and SA c talked to. c stated that it was REGAL NISSAN, SA SEAN.

crr-mm advised c that case will be escalated to RCAS for review and that c will receive a call from RCAS for case update within the end of the next business day. c understood.

crr-mm gave case#, ask for further assistance, provide name, ext# and exiting case.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-8005578	NISSAN PRODUCT INQUIRIES	MURANO	PROVIDED RECALL INFORMATION	QF	10/16/2014	VG	AZ	206500	OF
Edit | Del	CC-8005579	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	POOR OR IMPROPER OPERATION	11	10/16/2014	YX	AF	134000	OA
Edit | Del	CC-8005580	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	OOW GOODWILL ASSISTANCE REQUEST	11	10/16/2014	YI	AF	134000	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
10/24/2014 1:44 PM	Holly Allen	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/24/2014 1:43 PM	Holly Allen	Changed **Shared via Portal** from false to **true**.
		Changed **Data Net** from false to **true**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [3] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	John De Castro [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Email to Case
Follow Up Date	10/16/2014	Date/Time Opened	10/16/2014 6:16 PM
Supporting Documents		Date/Time Closed	10/16/2014 6:53 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	firstname [redacted] lastname ema[redacted] homephon[redacted] address1 [redacted] address2 : city : AUSTIN twitter : state : TX zip [redacted] owner : true make : Nissan source : NissanContactUs vin : JN8AZ18U09[redacted] dealerstate : dealername : comments : I have a 2009 Murano SL and today I was driving and the brakes got spongy and went to the floor. I was unable to stop and went through a light. I pulled about an hour and they seem ok now. I had the fluid checked and its at max and the brakes re new. I had my baby in the car with me and hate to think how this would turned out had there been more traffic. I have checked online and found numerous complaints about this issue. Its extremely unsafe for all on the road. What (if anyth Nissan found to be the problem/fix? I am scared to drive this vehicle with the unknown.		

Customer Detail

First Name		Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	35,900	Related Vehicle Make	Nissan
Current Mileage	36,012		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal	[redacted]	Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ18U09W[redacted]	Part Number 1	
Model Year	2009	Beyond Basic Warranty Miles1	12
Make	NISSAN	Beyond Basic Warranty Months1	69
Model Line	MURANO	Beyond PT Warranty Miles1	0

Model Code	07419	Beyond PT Warranty Months1	45

Dealer Access

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	My Nissan Vehicle		
Created By	Managed Services, 10/16/2014 6:16 PM	Web Email	nissanconsumeraffairs@my-nissan-usa.com
Last Modified By	System Account NNAINT, 10/16/2014 7:21 PM	Root Cause Code	SCIN
Days Closed	994	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT8F
		Document ID	CA15957024

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	[redacted]	Created By: John De Castro (10/16/2014 6:47 PM) firstname [redacted] lastname [redacted] email [redacted] homephone [redacted] address1 : [redacted] address2 : city : AUSTIN twitter : state : TX zip : [redacted] owner : true make : Nissan source : NissanContactUs vin : JN8AZ18U[redacted] dealerstate : dealername : comments : I have a 2009 Murano SL and today I was driving and the brakes got spongy and went to the floor. I was unable to stop and went through a light. I pulled over for about a and they seem ok now. I had the fluid checked and its at max and the brakes re new. I had my baby in the car with me and hate to think how this would have turned out had there bee more traffic. I have checked online and found numerous complaints about this issue. Its extremely unsafe for all on the road. What (if anything) has Nissan found to be the problem/fi scared to drive this vehicle with the unknown.
Make Public		Created By: John De Castro (10/16/2014 6:46 PM) crr-jd received call from c with veh concern c stated that the veh was purchased a month ago c stated that the issue happened 2 times already

c stated that the first time was 3 days ago and it happened again earlier
c stated that the brake pedal goes down to the floor and the veh would not stop
c stated that c was approaching a stop light and the brakes did not engage
c stated that c was fortunate there was no traffic or else c might have hit another car
c stated that c drove the veh slowly to the nearest IRF
c was told that the veh was fine and had no leaks with the brakes
c stated that the brakes were bled but they cannot find out what might be wrong
crr-jd apologized to c
crr-jd asked if veh had already been diagnosed at a NNA dlrshp
c said no
crr-jd asked c to have the veh diagnosed at NNA dlrshp for them to determine the cause of the issue
c agreed
crr-jd offered further assistance
c declined
crr-jd adv c to callback after the veh had been diagnosed if c still needs further assistance
c understood
crr-jd prov case and ext
crr-jd closing case pending diagnosis

Make Public

Created By: Managed Services (10/16/2014 6:16 PM)
firstname [redacted]
lastname [redacted]
email [redacted]
homephone [redacted]
address1 [redacted]
address2 :
city : AUSTIN
twitter :
state : TX
zip : [redacted]
owner : true
make : Nissan
source : NissanContactUs
vin : JN8AZ18U09W[redacted]
dealerstate :
dealername :
comments : I have a 2009 Murano SL and today I was driving and the brakes got spongy and went to the floor. I was unable to stop and went through a light. I pulled over for about a and they seem ok now. I had the fluid checked and its at max and the brakes re new. I had my baby in the car with me and hate to think how this would have turned out had there bee more traffic. I have checked online and found numerous complaints about this issue. Its extremely unsafe for all on the road. What (if anything) has Nissan found to be the problem/fi scared to drive this vehicle with the unknown.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-8006389	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	10/16/2014	YX	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	New		My Nissan Vehicle *firstnam[redacted] email [redacted] homephone...*	nissanconsumeraffairs@my-nissan-usa.com	10/16/2014 6:16 F

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
10/16/2014 6:53 PM	John De Castro	Changed **Case Record Type** from CA Email Nissan to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/16/2014 6:47 PM	John De Castro	Changed **Description**.
10/16/2014 6:42 PM	John De Castro	Changed **Case Owner** from Melissa Lianko to **John De Castro**.

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Surveys

Surveys He

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Case [redacted]

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Case Comments [44] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Mark Wesley [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	12/1/2014	Date/Time Opened	10/29/2014 7:34 AM
Supporting Documents		Date/Time Closed	12/1/2014 11:20 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	pedal goes almost to the floor before you start to get any brake action		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	[redacted]
Last Name		Contact Email	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,700		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire	[redacted]		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0EV7D[redacted]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	8
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32413	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CARBONE NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/29/2014
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	4.0263E+11
Survey Type		Case Type	QFS12M
Survey Request Date		Receipt Date	10/25/2014
Survey-Source		Survey NPS Score 1	8
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	NPS Reasons My hesitation is because of the problem with the brakes. This could be a major safety issue. B2500A, Brake Pedal - Too soft/spongy, DS When applying brakes the pedal goes almost to the floor before you start to get any brake action. Have had vehicle in to dealer for this problem and have been told many other customers have the same complaint and that Nissan has no fix for the problem.	Hot Alert Type	Legal
Survey Verbatim	F1280Z, Remote/Keyless Entry - Other/None of the above, DF When locking the doors the horn has stopped sounding to let you know the doors are locked making it necessary to go around the vehicle and manually checking the door locks each time you lock the vehicle.	Post Follow-Up NPS Score	8
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] Utica, NY, [redacted] DayTime Phone [redacted] - Evening Phone: - Email Address [redacted] Preferred Email: [redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Managed Services, 10/29/2014 7:34 AM	Root Cause Code	SCPP
Last Modified By	NNAETL, 10/14/2015 12:38 AM	Root Cause Code (2)	
Days Closed	948	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA16428646

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Mark Wesley (12/3/2014 12:46 PM)** *** [Added after the case is closed.] *** TCS-MW rcvd vm from C @ adv 315-723-2392 adv TCS-MW that Carbone Nissan dlrshp will cover the cost of rotors for C's brakes and wanted to thank TCS-MW for all the help & (put into this case, you (TCS-MW) are phenomenal.
Make Private	✓	**Created By: Mark Wesley (12/1/2014 11:18 AM)** **********SUMMARY********** C contacted TCS-MW again requesting further assistance. C was adv by dlrshp that all 4 rotors needed to be replaced. TCS-MW confirmed rotors could not be turned or salvaged because do not meet specifications. TCS-MW was uanble to get cost estimate for rotors from Carbone dlrshp after several attempts. Dlrshp has to make decision to offset C's cost. T MW refd C to confirm cost w dlrshp, no other concerns for C.
Make Private	✓	**Created By: Mark Wesley (12/1/2014 9:50 AM)** TCS-MW contacted C @ 315-723-2392 adv C to contact 12/2 reg cost of rotors, discounts available and/or warranty coverage. TCS-MW adv C, TCS-MW spoke to SA-DC reg C's v concerns. SA-DC adv TCS-MW SA-DC still has not yet spoken to SM-Howard reg status of rotors and stated SA-DC would call TCS-MW back (today). TCS-MW adv C that only Car Nissan dlrshp can answer C's question at this time. TCS-MW asked C if any other concerns, C stated "No". TCS-MW adv C to contact TCS-MW if assistance needed in the future.
Make Private	✓	**Created By: Mark Wesley (12/1/2014 9:35 AM)** TCS-MW called SA-Dave Clanton @ 315-624-0402 adv not spoken to SM-Howard yet, but SA-DC requested a call back nbr for TCS-MW, provided.
Make Private	✓	**Created By: Mark Wesley (11/26/2014 11:10 AM)** TCS-MW called Carbone Nissan @ 315-624-0402 spoke w SA-Dave Clanton stated rotors have been ordered from Nissan as if they may be covered under warranty. SA-Dave Clar adv SM-Howard was not in but will confirm & contact TCS-MW mon 12/1 & then adv C also. SA-DC has not contacted C yet wants to confirm if Rotors are covered by warranty 1st.
Make Private	✓	**Created By: Mark Wesley (11/25/2014 2:02 PM)** TCS-MW contacted C @ 315-723-2392 adv C, SA-Dave Clanton w Carbone Nissan will be contacting C reg questions @ rotors & cost. TCS-MW asked C if any other concerns, C s "No". TCS-MW adv C to contact TCS-MW if assistance needed in the future.
Make Private	✓	**Created By: Mark Wesley (11/25/2014 1:54 PM)** TCS-MW called Carbone Nissan @ 315-624-0402 spoke w SA-Dave Clanton stated rotors cannot be turned does not meet specifications. Also SA-DC will contact C to advise of co parts & email TCS-MW w that info.
Make Private	▬	**Created By: Mark Wesley (11/25/2014 11:46 AM)** TCS-MW called Carbone Nissan @ 315-624-0402 no one in Svc available left message w Shamelle/operator to pass on request for call back to SA-Dave Clanton, provided contact i

Make Private

Created By: Mark Wesley (11/24/2014 2:44 PM)
TCS-MW contacted C @ [redacted] adv unable to contact anyone in Svc dept but lvm asking those 2 pertinent questions discussed w C earlier: Why can't dlrshp turn rotors? & W cost estimate for Rotors (4)? TCS-MW
Adv C, would contact C tomorrow. C thanked TCS-MW.

Make Private

Created By: Mark Wesley (11/24/2014 2:17 PM)
TCS-MW called Carbone Nissan @ 315-624-0402 spoke w Shamelle requested call back from Svc dept reg C's Q: Why can't dlrshp turn rotors? and What cost estimate for Rotors (

Make Private

Created By: Mark Wesley (11/24/2014 2:10 PM) | Last Modified By: Mark Wesley (11/24/2014 2:10 PM)
TCS-MW contacted C @ [redacted] adv spoke w SA-Dave Clanton stated rotors are ridged & rusted due to vehicle sitting a lot. This 2013 vehicle has less than 7k miles in 1 yr. T condition is common in NY's climate for a veh that has not been driven much and unfortunately not under warranty.
C is still not convinced that C needs 4 New Rotor. Q: Why can't dlrshp turn rotors? and no cost estimqate ginven to C, neither was C allowed to see condition of rotors while @ dlrshp TCS-MW adv C, TCS-MW would get answers & call back today.

Make Private

Created By: Mark Wesley (11/24/2014 1:57 PM)
TCS-MW called Carbone Nissan @ 315-624-0402 spoke w SA-Dave Clanton stated rotors are ridged & rusted due to vehicle sitting a lot. This 2013 vehicle has less than 7k miles in This condition is common in NY's climate for a veh that has not been driven much and unfortunately not under warranty.

Make Private

Created By: Mark Wesley (11/20/2014 4:57 PM)
TCS-MW contacted C @ [redacted] reg svc visit 11/18/2014. C stated dlrshp adv C that all 4 rotors need to be repalced at C's expense bec C does not drive truck enough. Roto were pitted & rough/cannot be smoothed out or turned per dlrshp. C stated dlrshp is ordering all 4 NEW rotors and will call C when parts are in to set up svc appointment. C states C cannot afford this. TCS-MW adv C, TCS-MW would look further into this matter for C. TCS-MW adv C wld contact C in the next 24 - 48 bus hrs. C agreed. C is still under warranty.

Make Private

Created By: Mark Wesley (11/20/2014 4:45 PM)
TCS-MW rcvd vm from C @ [redacted] reg dlrsh svc visit.

Make Private

Created By: Mark Wesley (11/19/2014 10:19 AM)
TCS-MW called C on 11/19/2014 per C's request but C adv C will call TCS_MW back in @ 5 min, provided contact info.

Make Private

Created By: Mark Wesley (11/19/2014 9:36 AM)
TCS-MW rcvd vm from C on 11/18/2014 Tues @ 315-723-2392 went to Dealership on 11/18/2014 request call back to advise of status.

Make Private

Created By: Mark Wesley (11/12/2014 2:56 PM)
TCS-MW contacted C @ [redacted] adv C, TCS-MW spoke w SA-Dave Clanton scheduled C's svc appointment for 11/18/2014 Tuesday @ 7:30am (8am - 9am is also acceptab C to come into dlrshp per SA-DC). C understood. TCS-MW thanked C for C's patience & customer loyalty. TCS-MW adv C to let TCS-MW know if this TSB resolves C's concern. C agreed. TCS-MW asked C if any other questions at this time? C stated "No".

Make Private

Created By: Mark Wesley (11/12/2014 2:51 PM)
TCS-MW called Carbone Nissan @ 315-624-0402 spoke w SA-Dave Clanton scheduled C's svc appointment for 11/18/2014 Tuesday @ 7:30am (8am - 9am is also acceptable for C come into dlrshp per SA-DC). TCS-MW provided SA-DC w last 6 of VIN adv SA-DC that C will bring in winter tires to mount & to perform TSB00033 for low brake pedal concern whil veh is available. SA-DC understood/scheduled per TCS-MW request.

Make Private

Created By: Mark Wesley (11/12/2014 2:42 PM)
TCS-MW TCS-MW contacted C [redacted] reg available dates for Dlrshp svc appointment. C stated 11/18 thru 11/21 were all good for C. C has to pick up snow tires on the 1 and will need dlrshp to mount. TCS-MW adv c, TCS-MW wld contact dlrshp to do both tire mounting & TSB all in same day. C agreed.

Make Private

Created By: Mark Wesley (11/10/2014 1:52 PM)
TCS-MW called C [redacted] vm adv C after much research, discovered a technical service bulletin (TSB) that can be performed that has brake service component that may address C's vehicle "low brake pedal/soft pedal" concern. TCS-MW requested C to contact TCS-MW back with several dates & times for possible Svc appointment @ dlrshp to perfc this brake service, provided contact info & case #.

Make Private

Created By: Mark Wesley (11/10/2014 1:47 PM)
TCS-MW additional info: C also brought veh into dlrshp just recently 11/5/2014 and Dlrshp Carbone Nissan was not aware of TSB NTB00033 and/or never performed this service.

Make Private

Created By: Mark Wesley (11/10/2014 1:44 PM)
TCS-MW called SM-Howard Edel @ Carbone Nissan @ 315-624-0402 to find out what was done exactly when C brought vehicle into dlrshp for brake pedal concern. SM-Howard E was not available but spoke w SA-Dave who adv no detailed notes other than brakes were checked. TCS-MW asked if test drive done? SA-Dave adv no record of this. TCS-MW ask SA-Dave why the service bulletin TSB NTB00033 not done on initial svc visit reg C's concern on 6/9/2014? SA-Dave could not answer? TCS-MW asked SA-Dave to have SM-Howa Edel to contact TCS-MW when returns to dlrshp.

Make Private

Created By: Mark Wesley (11/10/2014 1:13 PM)
TCS-MW rcvd vm from SM-Howard Edel Carbone Nissan @ 315-624-0402 adv TSB00033 does have a brake service component that could be serviced by dlrshp.

Make Private

Created By: Mark Wesley (11/10/2014 11:36 AM)
TCS-MW additional info: Tech Line has not ben contacted by dlrshp regarding this low to the floor brake pedal experience by many customers per SA-DC.

Make Private

Created By: Mark Wesley (11/10/2014 11:34 AM)
TCS-MW contacted Carbone dlrshp @ 315-624-0402 spoke to SA-Dave Clanton adv no record that C communicated to dlrshp reg low brake pedal or test drive been done. SA-DC t TCS-MW to SM-Howard Edel reg access to Dealer/Datanet Share access. SM-HE adv not heard of this access. TCS-MW asked SA-DC & SM-HE@ TSB 00033, SA-DC stated no a @ station & SM-HE neither was aware of thsi TSB NTB00033 Nissan; brake Noise/Judder/Pedal Feel Diagnosis & Repair. TCS-MW was adv by SA-DC that many customers compl this brake concern: "soft pedal". TCS-MW asked if this Svc bulletin can be performed to find out if results are effective in reducing or eliminating this concern.

Make Private

Created By: Mark Wesley (11/10/2014 10:17 AM)
TCS-MW contacted Tech Line.

Make Private

Created By: Mark Wesley (11/10/2014 10:15 AM)
TCS-MW rcvd call from C adv C took veh into dlrshp for oil change but met 2 other customers w same model Frontier (2013 & 2014). These 3 customers met afterward to drive each other's veh to compare. Result: all 3 veh's per C had the brake pedal low to floor and were all experiencing difficulty stopping or delayed braking effectively (or sooner than later per t customers point of view). C stated that one of the 3 almost had an accident due to other driver ran a stop sign/light and could not stop in time. TCS-MW adv C, TCS-MW would docu this info C provided in hopes that NNA engineers, mgnt will be able to address this concern promptly. C stated C spoke w parts person that adv C accessory parts: extended, heated mirrors were not available bec Nissan wiring harness is specific per vehicle model and cannot support other accessory models.

Make Private

Created By: Mark Wesley (11/10/2014 9:29 AM)
*** [Added after the case is closed.] ***
TCS-MW called C @ [redacted] make sure all of C's concerns had been addressed, provided contact info & case #.

Make Private

Created By: Mark Wesley (11/10/2014 9:28 AM)
*** [Added after the case is closed.] ***
TCS-MW rcvd vm from [redacted] stating C contacted Dlrshp.

Make Private

Created By: Mark Wesley (10/30/2014 12:06 PM)
**********SUMMARY**********

TCS-MW contacted c, expressed 2 concerns: brake pedal too low/takes too long to stop or engage brakes & keyless remotes (2) do not work properly.

TCS-MW contacted dlrshp to address both/requested C to take test drive so that C can see if comparable brake action in known good vehicle.

TCS-MW also contacted Parts dept to get definite answer to accessory c really wants. Parts Dept will contact C to confirm available or not.

Adv C to contact TCS-MW if any further assistance needed - Close case pending further assistance.

Make Private

Created By: Mark Wesley (10/30/2014 11:58 AM)
TCS-MW closing case pending further assistance from C.

Make Private

Created By: Mark Wesley (10/30/2014 11:54 AM)
TCS-MW contacted Carbone Nissan @ 315-624-0402 spoke to SM-Howard Edel reg this accessory for c. SM-HE refd TCS-MW to Parts Dept.

TCS-MW spoke to Tim/counter person in Parts dept adv numerous accessories available but not able to determine specific accessory for c's specific Frontier. TCS-MW adv c has 2(Nissan Frontier SV model, provided full VIN. Tim adv even if part is available/concern would be w door harness. Tim stated 1st concern: The ability to connect the wiring from acces thru the door & 2nd concern: everything is computer programmed, so the BCM may not allow for this option. TCS-MW asked Tim, if Tim could address C's original request for this accessory, "Yes available, or No, not available. Tim stated Tim would definitely provide an answer to C's request. TCS-MW provided TCS-MW contact info & C's contact info. Tim st Tim will research & contact C accordingly.

Make Private

Created By: Mark Wesley (10/30/2014 11:21 AM)
TCS-MW searched online, Nissan website could not find this accessory: Heated extedable side mirrors.

Make Private

Created By: Mark Wesley (10/30/2014 11:02 AM)
TCS-MW contacted c [redacted] adv TCS-MW spoke to SM-Howard Edel reg c's 2013 Nissan Frontier truck. TCS-MW adv concern w brake pedal going almost to the floor be

		engaging. SM-HE agreed that c could do test drive on a 2014 Frontier/not sure any 2013 remaining, stated brake action should be the same. TCS-MW adv c, TCS-MW did not discu concern w keyless remote not sounding the horn, but adv c to communicate concern @ dlrshp appointment. C stated dlrshp Carbone exceeded c's expectation. c loves c's vehicle. C stated c wanted some accessories: heated Extended side mirrors so that c can view/see around "trailer". C stated Salesman stated not available, but was not sure. C went on Nissa website - was unable to find. TCS-MW adv c, TCS-MW wld research this for c.
Make Private	✓	**Created By: Mark Wesley (10/30/2014 10:42 AM)** TCS-MW contacted Carbone Nissan @ 315-624-0402 spoke to SM-Howard Edel reg c's 2013 Nissan Frontier truck. TCS-MW provided name of c & last 6 of VIN to SM-HE. TCS-M concern w brake pedal going almost to the floor before engaging. SM-HE agreed that c could do test drive on a 2014 Frontier/not sure any 2013 remaining, stated brake action shou the same. TCS-MW adv SM-HE wld notify c to contact dlrshp for appointment.
Make Private	✓	**Created By: Mark Wesley (10/29/2014 11:47 AM)** TCS-MW submitted Dealer share request for this c with SM of Carbone Dlrshp made "Public" selected Case comments.
Make Public		**Created By: Mark Wesley (10/29/2014 11:39 AM) | Last Modified By: Mark Wesley (10/29/2014 11:42 AM)** TCS-MW contacted @ 315-723-2392 cell phone reg c's 2013 Nissan Frontier. TCS-MW verified address/phn, mileage = 6,700 & VIN. C stated brake pedal does go almost to the flo order to stop veh. Dlrshp/Carbone adv c this was normal/tech stated tech has same type of veh and brakes also do the same thing. TCS-MW asked c if C did a test drive himself to determine/compare brake action on another comparable Frontier truck? C stated "No". TCS-MW adv c that TCS-MW wld contact dlrshp to provide C this opportunity, If at that point action similar, most likely the veh wld be performing/functioning as intended and/or designed. C agreed. If brake action not at all similar, then dlrshp has responsibility to address WH the same by repairing/replacing, etc. C agreed. TCS-MW asked c if C had any other concerns? C stated 2 keyless remote do not make the horn "sound off" to verify veh is now secure/locked. TCS-MW adv c, TCS-MW wld also notify dlrshp. TCS-MW asked C if C owned any other Nissans? C stated "No" 1st time buyer, formerly loyal to FORD. C stated c h big problem w Service/veh concern - repair not done correctly & caused grease all over inside cab/plugs were left off transmission. TCS-MW adv C, NNA would hope that NNA can satisfactorily address c's veh concerns. TCS-MW adv c TCS-MW is here to be an Advocate to C and Partner w dlrshp in order to ensure resolution. TCS-MW adv c TCS-MW would research/contact dlrshp & call c back in the next 24 48 business hrs.
Make Public		**Created By: Mark Wesley (10/29/2014 11:23 AM) | Last Modified By: Mark Wesley (10/29/2014 11:42 AM)** TCS-MW reviewed ASSIST for any service bulletins addressing brakes for 2013 Nissan Frontier veh/searched by VIN. None found.
Make Public		**Created By: Mark Wesley (10/29/2014 11:21 AM) | Last Modified By: Mark Wesley (10/29/2014 11:42 AM)** TCS-MW contacted Tech Line.
Make Private	✓	**Created By: Mark Wesley (10/29/2014 10:54 AM)** TCS-MW rcvd call back from c @ [redacted]
Make Private	✓	**Created By: Mark Wesley (10/29/2014 10:37 AM)** TCS-MW called c @ 315-939-3181 lvm provided contact info & case # (vm recording stated "Sharon").
Make Private	✓	**Created By: Mark Wesley (10/29/2014 10:32 AM)** TCS-MW called c @ hom[redacted]m provided contact info & case #.
Make Private	✓	**Created By: Mark Wesley (10/29/2014 10:23 AM)** TCS-MW checked for related previous CA cases and found: None TCS-MW checked for unrelated CA cases and found: None TCS-MW checked for open recalls/campaigns and found: None TCS-MW received case for handling as a result of QC survey response received from c. TCS-MW copied survey notes below: My hesitation is because of the problem with the brakes. This could be a major safety issue. Brake Pedal - Too soft/spongy, When applying brakes the pedal goes almost to the floor before you start to get any brake action. Have had vehicle in to dealer for this problem and have been told many other custc have the same complaint and that Nissan has no fix for the problem. Open Case Comments:
Make Public		**Created By: Mark Wesley (10/29/2014 10:20 AM)** Quality Connection Hot Alert

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-8026667	BRAKES	GEN. BRAKE COMPONENT(S)	GENERAL INQUIRY	QA	10/30/2014	ZR	AD	121500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
12/1/2014 11:20 AM	Mark Wesley	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/26/2014 11:11 AM	Mark Wesley	Changed **Follow Up Date** from 11/26/2014 to **12/1/2014**.

11/25/2014 1:54 PM	Mark Wesley	Changed **Follow Up Date** from 11/25/2014 to **11/26/2014**.

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Case Comments [8] | Case Categorizations [3] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Vance Walden [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/7/2014	Date/Time Opened	10/29/2014 4:52 PM
Supporting Documents	☐	Date/Time Closed	11/7/2014 6:37 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	dealership complaint		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	30,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MWXBW[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	38
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23811	Beyond PT Warranty Months1	14

Dealer Access

Case Servicing Dealer	MOMENTUM NISSAN	Data Net	☐
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER [redacted] VIN: JN8AZ1MWXBW1[redacted]		
Created By	Elizabeth Santos, 10/29/2014 4:52 PM	Root Cause Code	SCIR
Last Modified By	System Account NNAINT, 11/7/2014 7:17 PM	Root Cause Code (2)	
Days Closed	972	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA16433415

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Commen

Action	Public	Comment
		Created By: Vance Walden (11/7/2014 6:35 PM) RCAS-VW contacted c @[redacted] RCAS advised c if c's veh has been repaired C/S that c's veh has been repaired RCAS advised c that RCAS followed up with DLR Owner Assistant-Carol who stated that DOA would follow up with c make sure c's concerns have been resolved C understood RCAS advised c if c needed further assistance C declined Call ended mutually RCAS closing case ********** Case Summary: C requested assistance to repair c's brake concern SA stated that DLR Tech is currently diagnosing c's veh FOM-Eric advised RCAS that c's veh is back at DLR FOM advised RCAS that DLR is replacing ABS control module and putting c into rental veh SA-Ruben stated that DLR replaced ABS control module C/S that DLR has had c's veh for 2 weeks and hopes that c's veh has been repaired C/S that the DLR owner has not called c yet RCAS advised DOA that c/s that c has left 4 vmx for DLR owner and has not received a call back DOA stated that DOA would follow up with c and make sure c's concerns have resolved RCAS advised c if c's veh has been repaired C/S that c's veh has been repaired RCAS advised c that RCAS followed up with DLR Owner Assistant-Carol who stated that DOA would follow up with c make sure c's concerns have been resolved C understood
Make Public	☐	
		Created By: Vance Walden (11/7/2014 1:12 PM) RCAS-VW contacted DLR Owner Assistant-Carol @ 7074023200 RCAS advised DOA that c/s that c has left 4 vmx for DLR owner and has not received a call back RCAS advised DOA to make sure DLR owner follows up with c DOA stated that DOA would follow up with c and make sure c's concerns have resolved RCAS thanked DOA for assistance Call ended mutually
Make Public	☐	
Make Public	☐	**Created By: Vance Walden (11/4/2014 11:29 AM)** RCAS-VW contacted [redacted] RCAS advised c that RCAS discussed c's veh repair with SA-Ruben RCAS advised c that SA stated that c's veh would be repaired today

C/S that DLR has had c's veh for 2 weeks and hopes that c's veh has been repaired
C/S that the DLR owner has not called c yet
C/S that c has left 4 vmx for the DLR owner to contact c
RCAS advised c that RCAS would follow up with DLR to try to have owner contact c

RCAS advised c that RCAS would follow up with c on Friday 11/7 to verify that c's veh concern has been resolved
C understood

Call ended mutually

Make Public

Created By: Vance Walden (11/4/2014 11:16 AM)
RCAS-VW contacted SA-Ruben @ 7074023200
RCAS advised SA if c's veh has been repaired
RCAS advised SA that c might have a current open RO

SA stated that DLR replaced ABS control module
SA stated that c's veh will be repaired today

RCAS thanked SA for information

Call ended mutually

Make Public

Created By: Vance Walden (10/31/2014 2:00 PM)
RCAS-VW received call from FOM-Eric 925-580-6630

FOM advised RCAS that c's veh is back at DLR
FOM advised RCAS that DLR is replacing ABS control module and putting c into rental veh

RCAS thanked FOM for information

Call ended mutually

Make Public

Created By: Vance Walden (10/30/2014 10:53 AM)
RCAS-VW contacted c @[redacted]
RCAS left vmx advising c that RCAS would be reviewing c's case and provided case#
RCAS advised c that RCAS has contacted DLR and DLR Tech is currently reviewing and diagnosing c's veh
RCAS advised C to contact RCAS back @ 6157257536 if c had any questions
RCAS advised c that RCAS would follow up Tuesday 11/4 when DLR Tech has completed veh diagnosis

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Make Public

Created By: Vance Walden (10/30/2014 10:32 AM)
RCAS-VW contacted SA- @ 7074023200
RCAS advised SA for more information about c's brake concern

SA stated that DLR Tech is currently diagnosing c's veh
RCAS advised SA how long will c's veh diagnosis take
SA stated that DLR Tech has bled c's brakes 5 times already
SA stated that DLR Tech advised that Tech no answer yet

RCAS thanked SA for information

Call ended mutually

Make Public

Created By: Elizabeth Santos (10/29/2014 6:06 PM)
c called in
c said that c wants to file a dealership complaint

crr-es verified c

c said that c's vehicle is having issue with the brakes
c said that when c's husband is driving the vehicle the brakes wont work
c said that c took the vehicle to the dealership but the dealership wasnt able to duplicate issue

c said that when c drove the vehicle, the brakes wont work and the brakes go all the way to the floor like they were loose
c took the vehicle to the dealership again and was informed that the master cylinder went out and is needed to be replaced; so it was replaced

c said that when the vehicle is ready, c test drove the vehicle and the brakes was so soft
c was informed by the SM that Muranos has soft brakes
c said to SM that c owned a lot of Murano and c is aware that its not soft
c said that the SM drove the vehicle and then the brakes go all the way to the floor again

c said that the vehicle is at the dealership now

crr-es apologized
crr-es informed c that case will be escalated to RCAS for further review
crr-es informed c that RCAS will call c back by the end of the next business day
c understood

crr-es provided case number
crr-es offered further assistance
c declined
crr-es provided name and extension number

crr-es escalating case to RCAS

Case Categorizations

Case Categorizatio

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-8025736	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	10/29/2014	YZ	BF	222500	OC
Edit | Del	CC-8025737	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	10/29/2014	YX	AD	120000	OA
Edit | Del	CC-8025738	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	MULTIPLE REPAIR ATTEMPTS	03	10/29/2014	YE	AD	122000	OA

Open Activities

Open Activiti

No records to display

Activity History

Activity Histo

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools Customer Support Too

No records to display

Check Activity Check Activi

No records to display

Forms Form

No records to display

Attachments Attach File Attachmen

No records to display

Case History Case Histo

Date	User	Action
11/7/2014 6:37 PM	Vance Walden	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/4/2014 11:29 AM	Vance Walden	Changed **Follow Up Date** from 11/4/2014 to **11/7/2014**.
10/30/2014 10:53 AM	Vance Walden	Changed **Follow Up Date** from 10/30/2014 to **11/4/2014**.

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Case Comments [6] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Russell Rigsby [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/7/2014	Date/Time Opened	11/5/2014 8:38 AM
Supporting Documents		Date/Time Closed	11/7/2014 9:31 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	vehicle concern		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	[redacted]
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire	[redacted]		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0ER4BC[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	41
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32311	Beyond PT Warranty Months1	17

Dealer Access

Case Servicing Dealer	ROYAL PALM NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	11/5/2014
Responsible District	11	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER[redacted]PHONE: VIN: 1N6AD0ER4B[redacted]		
Created By	Hubert Domanais, 11/5/2014 8:38 AM	Root Cause Code	SNFA
Last Modified By	System Account NNAINT, 11/7/2014 7:07 PM	Root Cause Code (2)	
Days Closed	972	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	CA16470001

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Russell Rigsby (11/7/2014 9:31 AM)** RCAS-RR closing case pending diagnosis.
Make Private	✓	**Created By: Russell Rigsby (11/[redacted])** RCAS-RR made outbound call to [redacted] RCAS-RR confirmed c's concerns. RCAS-RR informed c that dlr did not have record of diagnosis. C stated c talked to mechanic out back at the dlr. C wants to know if NNA is willing to take responsibility and pay for c's repair. RCAS-RR informed c that RCAS needs diagnosis from NNA dlr to perform thorough review. RCAS-RR informed c that RCAS cannot guarantee assistance for c if c does get diagnosis. C understood. C stated c will take veh to dlr for diagnosis and call RCAS back next week. Call ended mutually.
Make Private	✓	**Created By: Russell Rigsby (11/6/2014 1:40 PM)** RCAS-RR made outbound call to c a[redacted]left vmx. RCAS-RR provided c with RCAS best contact number.
Make Private	✓	**Created By: Russell Rigsby (11/6/2014 1:39 PM)** RCAS-RR received communication from SM-Stacey. SM-Stacey stated dlr has not seen veh since 2/6/14 with 16,234 miles.
Make Public		**Created By: Hubert Domanais (11/5/2014 8:43 AM)** Vehicle Concern
Make Private	✓	**Created By: Hubert Domanais (11/5/2014 8:43 AM) | Last Modified By: Russell Rigsby (11/5/2014 4:07 PM)** crr-hd received call from c crr-hd verified c's name, vin, address, mileage, phone number, email address & responsible dlr. crr-hd checked for open recalls/campaigns/upgrades found: 0 c stated that c owns a MY2011 Frontier and c stated that the brakes of the veh went out c stated that c went to the dlr today at Royal Palm Nissan and c was told that the ABS pump went out and the cost of repair is around $2000 c stated that the veh never give a warning light or signal stating that the abs pump went out and c feels that is a safety issue c is asking if NNA can assist c on the concern of the veh crr-hd apologized to c crr-hd advised c that file will be transferred to rcas for review. crr-hd advised c to expect a call within the next business day. c understood. crr-hd offered further assistance, c declined. crr-hd provided name, ext and file number. crr-hd leaving file open, transferring resp to rcas.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-8032859	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	03	11/5/2014	YX	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 500F0SeBSm:ref]	[redacted]	✓	11/5/2014	Hubert Domanais	11/5/2014 8:45 AM

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0SeBSm:ref] *11/5/2014 Ca[redacted] VIN # 1N6AD0ER4E[redacted] Dear[redacted] Thank...*	[redacted]	11/5/2014 8:45 AI

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
11/7/2014 9:31 AM	Russell Rigsby	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/6/2014 1:40 PM	Russell Rigsby	Changed **Follow Up Date** from 11/6/2014 to **11/7/2014**.
11/5/2014 4:08 PM	Russell Rigsby	Changed **Shared via Portal** from false to **true**.

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Case [redacted]

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Case Comments [19] | Case Categorizations [1] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Mark Wesley [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	T5
Letter Received Date		Case Origin	Data Load
Follow Up Date	12/4/2014	Date/Time Opened	11/13/2014 6:21 PM
Supporting Documents		Date/Time Closed	12/4/2014 10:07 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	Brake Pedal - Excess pressure required		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire	[redacted]		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0EV6[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	32614	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	JOHN ROBERTS NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	162306471683
Survey Type	Quality Connection	Case Type	QFS75D
Survey Request Date		Receipt Date	11/12/2014
Survey-Source		Survey NPS Score 1	5
Trans Type		Survey NPS Type 1	Brand NPS
Alert Trigger Verbatim	B2100B, Front Doors - Sheet metal dents/dings at delivery, DF Large scratch on hood at end toward driver side. Dent on driver door toward front lower area of door. B2120Z, Tailgate/Liftgate/Trunk Lid - Other/None of the above, DF Rear 'PRO4' emblem on tailgate was not level with the Frontier emblem. Poor installation at factory. B2160A, Exterior Paint - Stained/spotted, DF Complete paint was rough and dull. Had to hand rub clay bar over entire truck, buff with compound and then re-wax. Paint on this truck is horrible. There is otange peel, bubbles, and other paint defects in various areas of the truck. B2160I, Exterior Paint - Dirt in paint, DF Poor overall quality paint. Bubbles, dirt under paint, scratches and so forth. B2160J, Exterior Paint - Scratched/chipped, DF Large deep scratch on hood toward end on driver side. B2160K, Exterior Paint - Bubbles in paint, DF See previous issues related to paint. B2210A, Exterior Trim/Moldings/Badge/Emblem - Poorly aligned/fit, DF Poor alignment of Pro4 emblem on tailgate. B2500A, Brake Pedal - Too soft/spongy, DS Brakes are spongy with excessive pedal travel. Poor brake system overall. B2500B, Brake Pedal - Excess pressure required, DS Spongy, excessive pedal pressure. S1570Z, Seat Belt - Other/None of the above, DF Rear seat belt was NOT installed at the factory. The bolt that anchors the seat belt to the floor was never installed. Serious safety issue. Rear seat was folded up on the seat belt bolt and damaged the seat as well.	Hot Alert Type	Bothersome
Survey Verbatim	Improvements to Vehicle This is my 3rd Frontier. The first two were produced at Smyrna, TN and this one at Canton, MS. Move peoduction back to Smyrna or I will never purchase a vehicle produced at Canton. Overall poor build quality with paint, fit of body panels and brakes. E1070Z, Ent/Nav/Conn Difficult to Use/Understand - Other/None of the above, DS Not always clear on how to adjust various functions and settings. Manual is not very helpful. E1082E, Satellite Radio - Radio cuts out/does not work, DF Radio will stop working at random times then work again for no reason. Not caused from lack of siginal.	Post Follow-Up NPS Score	X
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information	Name: [redacted] Addres[redacted] Manchester, TN, [redacted]5 - DayTime Phone: 8[redacted] - Evening Phone: - Email Address:[redacted] Preferred Email: g[redacted]		

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	Quality Connection Follow Up		
Created By	Alvergei Glenn Cruz, 11/13/2014 6:21 PM	Root Cause Code	LCAP
Last Modified By	NNAETL, 10/14/2015 12:43 AM	Root Cause Code (2)	
Days Closed	945	Action Code	NT3C
Case Record Type	CA Closed Case [Change]	Document ID	CA16525896

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments He

Action	Public	Comment
Make Private	✓	Created By: Mark Wesley (12/4/2014 10:01 AM) **********SUMMARY********** C's spouse contacted TCS-MW requesting call back. TCS-MW contacted C per request, C still has same concern but is unwilling to let dlrshp follow standard repair procedures.
Make Private	✓	Created By: Mark Wesley (12/4/2014 9:33 AM) TCS-MW contacted C @ [redacted] per spouse request. TCS-MW asked C if C had another concern? C did not communicate any other concern, but felt like dlrshp is trying to cl this matter. TCS-MW adv C, in order for dlrshp to address the dent in the door, there process is to drill a hole in order to pull out the dent, but C was adamant @ not allowing dlrshp t so. C then stated, "I guess this conversation is over then," and C ended call.
Make Private	✓	Created By: Mark Wesley (12/3/2014 10:59 AM) TCS-MW lvm for C a[redacted] with TCS-MW's contact number and case number for c to return call if c would like to discuss survey comments. TCS-MW called 931-954-6085 to Debra, adv C would not be able to discuss case unless verbal permission provided by C. Debra adv C will call TCS-MW back.
Make Private	✓	Created By: Mark Wesley (12/2/2014 5:28 PM) TCS-MW rcvd vm from Debra Webb calling for Harry Webb requesting call back [redacted]
Make Private	✓	Created By: Mark Wesley (11/24/2014 3:23 PM) **********SUMMARY********** C seeking resolution to dent in door being repaired properly. C does not want dlrshp to repair dent according to dlrshp procedure. C has declined dlrshp repair on vehicle.
Make Private	✓	Created By: Mark Wesley (11/24/2014 3:18 PM) TCS-MW rcvd vm from C adv did not want the veh repaired as dlrshp states should be done. C stated will trade in veh sometime later.
Make Private	✓	Created By: Mark Wesley (11/24/2014 9:46 AM) TCS-MW contacted Sls Mgr-Chris Elam @ John Roberts Nissan @ 931-728-2212 adv Sls Mgr-CE, C said door repair was attempted by dlrshp but C states C can run C's hand over dent and still feel the paint patch & dent. C states this is unacceptable for a brand new $35k veh. Sls Mgr-Chris Elam stated in order to repair the dent properly, a hole needs to be di into door to correct. C opposes this procedure. Sls Mgr-Chris Elam stated Sls Mgr-CE would look into the matter to see what else can be done. TCS-MW adv Sls Mgr-Chris Elam to TCS-MW update to C's concern so that TCS-MW can properly document results/and or resolution. C is no longer willing to pursue the matter.
Make Private	✓	Created By: Mark Wesley (11/24/2014 9:30 AM) TCS-MW contacted C @ cell [redacted] C, TCS-MW spoke w Sls Mgr-Chris Elam @ John Roberts Nissan, Sls Mgr-CE adv C's concern was taken care of and everything is reg C. C stated C is not a confrontational person stated scratch on the hood was not a "big thing" but requested a New door to be factory painted & installed. C stated dlrshp stated u to do. C's said door repair was attempted by dlrshp but C states C can run C's hand over the dent and still fell the paint patch & dent. C states this is unacceptable for a brand new $ veh. C stated C's family has purchased 3 veh from dlrshp in 90 days, would think that dlrshp would do a better job in trying to keep C's business. C stated C has purchased 9 Nissan since 1982/loyal customer.
Make Private	✓	Created By: Mark Wesley (11/24/2014 8:58 AM) TCS-MW rcvd vm 11/21 from Sls Mgr-Chris Elam previously @ John Roberts Nissan @ 931-728-2212.
Make Private	✓	Created By: Mark Wesley (11/21/2014 4:51 PM) TCS-MW rcvd call from Sls Mgr-Chris Elam @ John Roberts Nissan @ 931-728-2212 stated C's concern reg Dent in door & scratch on hood has been taken care of per Sls Mgr-Ch Elam's sales person. Sls Mgr-Chris Elam adv C was in the dlrshp earlier this week for service. Sls Mgr-Chris Elam adv TCS-MW dlrshp will contact C to confirm all concerns of C are resolved. TCS-MW will contact C on 11/24 to confirm w C, concerns resolved.
Make Private	✓	Created By: Mark Wesley (11/21/2014 3:58 PM) TCS-MW contacted C [redacted] spoke to spouse, adv not heard back from dlrshp, yet will contact C on 11/24.
Make Private	✓	Created By: Mark Wesley (11/21/2014 3:55 PM) TCS-MW called John Roberts Nissan @ 931-728-2212 lvm w Sue for Sls Mgr-Chris Elam.
Make Private	✓	Created By: Mark Wesley (11/20/2014 4:41 PM) TCS-MW contacted C [redacted] adv C, TCS-MW still doing research, awaiting callback from John Roberts Nissan, will contact C back 11/21. C asked TCS-MW to call C bac 4:30pm. TCS-MW adv would do so.
Make Private	✓	Created By: Mark Wesley (11/20/2014 4:34 PM) TCS-MW sent email to Sls Mgr-Chris Elam requesting call back reg C's concern, provided description of concern, TCS-MW provided contact info & available hrs.
Make Private	✓	Created By: Mark Wesley (11/20/2014 4:26 PM) TCS-MW called John Roberts Nissan @ 931-728-2212 lvm for Sls Mgr-Chris Elam to call TCS-MW back reg C's scratch & dent concern for 2014 Nissan P/U provided contact info & hrs.
Make Private	✓	Created By: Mark Wesley (11/17/2014 4:54 PM) TCS-MW called [redacted] reg C's 2014 Frontier. TCS-MW verified all INFO is correct/mileage = 1,400. C stated C has paint scratch/driver-side hood next to windshield; de door - repaired but still there. C stated spongy brakes that C stated will fix. TCS-MW adv C would contact dlrshp John Roberts to adv C not satisfied w repair. C stated veh was trans fm Cookeville to Manchester/C did not do walk around. TCS-MW adv C, TCS-MW wld research concern & call C back 11/20/2014. C agreed.
Make Private	✓	Created By: Mark Wesley (11/17/2014 9:52 AM) TCS-MW checked for related previous CA cases and found: None TCS-MW checked for unrelated CA cases and found: None TCS-MW checked for open recalls/campaigns and found: None TCS-MW received case for handling as a result of QC survey response received from c. TCS-MW copied survey notes below: Brake Pedal - Too soft/spongy, Brakes are spongy with excessive pedal travel. Poor brake system overall. Brake Pedal - Excess pressure required, Spongy, excessive pedal pressure.
Make Private	✓	Created By: Mark Wesley (11/17/2014 9:49 AM) Brake Pedal - Excess pressure required
Make Public		Created By: Mark Wesley (11/17/2014 9:48 AM) QC Hot Alert

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-8055275	BODY	PANEL (DOOR/TAILGATE)	GENERAL INQUIRY	QA	11/24/2014	ZR	AB	108500	OA

Open Activities

Open Activities He

No records to display

Activity History

Activity History He

No records to display

Emails Send an Email Emails He

No Emails Available

Customer Support Tools Customer Support Tools He

No records to display

Check Activity Check Activity He

No records to display

Forms Forms He

No records to display

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
12/4/2014 10:07 AM	Mark Wesley	Changed **Case Record Type** from T5 to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/3/2014 10:59 AM	Mark Wesley	Changed **Follow Up Date** from 12/3/2014 to **12/4/2014**.
12/2/2014 5:26 PM	Mark Wesley	Changed **Follow Up Date** from 11/26/2014 to **12/3/2014**.

Show more » | Go to list »

Surveys Surveys He

No records to display

^ Back To Top Always show me more records per related list

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Case [redacted]

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Case Comments [13] | Case Categorizations [2] | Open Activities [0] | Activity History [0] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | S

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Jessica Lee [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/19/2014	Date/Time Opened	11/17/2014 7:11 AM
Supporting Documents	☐	Date/Time Closed	11/19/2014 3:13 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	☐		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	brakes issue		

Customer Detail

First Name	[redacted]	Home Phone	
Middle Initial		Work Phone	
Last Name		Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	600		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	0		

Vehicle Information

Vehicle	1N6AD0CU1E[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	PICKUP	Beyond PT Warranty Miles1	0
Model Code	31314	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	ROUNTREE-MOORE NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	11/18/2014
Responsible District	08	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR		Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN:		
Created By	Raffy Del Rosario, 11/17/2014 7:11 AM	Root Cause Code	SCSH
Last Modified By	NNAETL, 10/14/2015 12:42 AM	Root Cause Code (2)	
Days Closed	960	Action Code	NT6A
Case Record Type	CA Closed Case [Change]	Document ID	CA16544453

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comment

Action	Public	Comment
Make Private	✓	**Created By: Russell Rigsby (11/19/2014 3:12 PM)** *****RCAS-JL and SRCAS-RR HAS DELIVERED FINAL DECISION ON CONCERN FOR THIS CASE. IF CUSTOMER CALLS ABOUT THIS CONCERN PLEASE DO NOT REOPE PLEASE REITERATE DECISION AND NOTE CALL IN CLOSED CASE. IF CUSTOMER CALLS ABOUT A DIFFERENT CONCERN, PLEASE OPEN NEW CASE.*****
Make Private	✓	**Created By: Russell Rigsby (11/19/2014 3:11 PM)** SRCAS-RR made outbound call to c on behalf of RCAS-JL. C asked if SRCAS knows how brake system works. C asked if SRCAS could talk to someone who is a technician. C stated c is going to drive to Canton, MS factory. C stated c knows that the veh is not right. C stated is special operations engineer for government. C stated c is building an airplane right now. C stated c wants to speak with designer of brake system. C stated c will drive 300 miles but c will not be happy. C stated c wants to know why c's brakes are so soft. SRCAS-RR informed c that vehicle designers do not have customer contact. SRCAS-RR informed c that there are no technicians at NNA CA. SRCAS-RR advised c to visit NNA dlr. C stated NNA dlr does not know anything. SRCAS-RR apologized but informed c that SRCAS is not able to assist with c's request. C stated that c is going to change SRCAS job description. C stated that c is going to Canton and will speak to veh designers. SRCAS-RR thanked c for contacting NNA. Call ended mutually.
Make Public		**Created By: Jeehan Mabalot (11/19/2014 11:23 AM)** RCAS Case Follow-up
Make Public		**Created By: Jeehan Mabalot (11/19/2014 11:23 AM)** CRR-JM REOPENING CASE AS PER CUSTOMER CALLBACK. crr-jm received a follow up call from c. c provided case number. C wants to be transferred to RCAS-JL crr-jm verified if any of c's contact information changed since the last time c called in, c said none. crr-jm reiterated RCAS decision. C still insisted to speak with RCAS-JL. crr-jm informed c that crr will be sending an internal message tp RCAS notifying RCAS that c called in. C understood. crr-jm asked for the BEST CALL BACK NUMBER, C provided 8016436717

crr-jm offered further assistance, c declined.

crr-jm gave name, extension and case number.

crr-jm exiting case

Make Public

Created By: Joan Arrieta (11/18/2014 5:03 PM)
crr-ja received a follow up call from c asking for RCAS-JL contact number c said c was provided a wrong numbe[redacted]
crr-ja asked if any of c's number changed c said no
crr-ja noting sent internal message to rcas-jl cc tl-kj to get contact numebr no response
c said c just wants to know where the veh was manufactured
c said c knows the veh was built 3/20/14
crr-ja said Canton Plant
c asked for the address
crr-ja advsied c information is also in the website and provided 300 Nissan Drive, Canton, MS 39046
c understood
c ended call
crr-ja closing case

Make Private ✓

Created By: Jessica Lee (11/18/2014 2:10 PM)
Case Summary

C contacted NNA CA because c believes that the dlr is not diagnosing c's veh concern with the brakes correctly.
RCAS-JL called dlr and was advised that the veh is operating normally and the dlr compared the veh to other vehs on the lot.
RCAS-JL referred c to another NNA dlr for a 2nd opinion and suggested a ride along with a technician.

Make Private ✓

Created By: Jessica Lee (11/18/201[redacted]
RCAS-JL placed outbound call to c at [redacted]
RCAS-JL verified c's name, model/make/year of veh, home and e-mail address, mileage, phone # & dlr.
RCAS-JL notes previous related cases: None
RCAS-JL notes previous unrelated cases: None
RCAS-JL notes open campaigns/recalls:None
RCAS-JL advised c that this call may be recorded for quality and training purposes.

C states that c purchased the veh brand new.
C states that c purchased the veh sight unseen because of a dlrs trade.
C states that the veh drove 300 miles from Union City to Lake City.
C states that c did not drive the veh until after the papers were signed.
C states that c brought the veh back to the dlr Saturday.
C states that c was advised that the veh is working normally and compare c's veh to another veh.
C states that c purchased a 14 foot trailer.
C states that c was driving and almost hit someone because the brakes almost hit the floor.
C states that c was advised that the veh are electric brakes not hydraulics.
C states that c wants to know about this.

RCAS-JL states that RCAS-JL is not a technician.

C states that c needs to speak with a technician.
C states that if RCAS-JL does not help then RCAS-JL will get attorney involved.
C states that c knows that there are Nissan technicians that travel to dlrs to look at vehs.

RCAS-JL states that c is correct and NNA does have dealer technical specialists.
RCAS-JL states that the dlr advised that c's veh is operating normally and the dlr compared c's veh to another veh on the lot.
RCAS-JL states that RCAS-JL cannot request a DTS because c's veh is operating normally.
RCAS-JL advised that c can take the veh to another NNA dlr to have the veh looked at for a 2nd opinion.
RCAS-JL suggested a ride along with the technicians.

C states that c is going to be hooking up a trailer to the veh.
C states that the dlr advised that c can have this trailer.

RCAS-JL states that RCAS-JL is not a technician and if the dlr advised that c can have the trailer then c can have the trailer.
RCAS-JL states that the dlr is in the best position to advise on whether c can have a trailer.

C states that c will take the veh to a NNA dlr in Ocala, FL.
C states that c would like a letter stating that the veh performs normally.
C states that there is a problem with the veh.
C states that the veh is not safe and c is going to die.

RCAS-JL advised that RCAS-JL cannot provide a letter to c stating that the veh is not performing normally.
RCAS-JL states that there are no open campaigns or recalls on the veh.
RCAS-JL states that RCAS-JL cannot speak to hypothetical situations.

C states that c wants a copy of the case documentation.

RCAS-JL states that RCAS-JL cannot provide c with case documentation.

C states that RCAS-JL has to provide the documentation by law if c has a lawyer.

RCAS-JL states that c can submit the letter of representation to NNA and NNA's legal department will handle the case.

C states that RCAS-JL was no help.
C states that RCAS-JL knows nothing about vehs.

RCAS-JL apologized that RCAS-JL was unable to assist how c had expected.
RCAS-JL provided c with case number and contact information.

C states that c wants to know when the veh was made.

RCAS-JL states that the manufacturing date is 03/20/14.

C states that c will get an attorney.
Call ended mutually.

Make Private ✓

Created By: Jessica Lee (11/18/2014 8:32 AM)
RCAS-JL placed outbound call to ROUNTREE-MOORE NISSAN.
RCAS-JL spoke with SA-Brittney because SM-Kevin was not available.

SA-Brittney states that c bought the veh a week ago.
SA-Brittney states that c states that the brakes are not right.
SA-Brittney states that nothing is wrong with the veh.
SA-Brittney states that all of the techs have looked at the veh.
SA-Brittney states that the techs have also compared the veh with the same vehs on the lot.
SA-Brittney states that the dlr has already changed the oil and put a hitch on the veh.
SA-Brittney states that c advised the dlr that the veh is going to kill c's family.
SA-Brittney states that c advised that the brakes go to the floor.

RCAS-JL thanked SA-Brittney.
Call ended mutually.

Make Public

	Created By: Raffy Del Rosario (11/17/2014 9:05 AM) crr-rd called (801) 643 6717 and left vmx stating docs already received and attached in the case and case already transferred to RCAS for further review. exiting from the case.
Make Public	**Created By: Cherielyn Cejane (11/17/2014 8:49 AM)** CRR-CNC confirmed that no contact info has changed. CRR-CNC received call from C stated that c want to be transferred to crr-rd crr advised c that crr-rd already received docs and case was forwarded to rcas. c want to be transfer to crr-rd to make sure CRR-CNC informed C that if the the representative is not available, C will be routed to vmx so C can leave message and CRR-CNC advised c that will send internal message to the previous representative requesting for a call back. C agree CRR-CNC offered further assistance, C declined. CRR-CNC provided name, ext. CRR-CNC exiting file.
Make Public	**Created By: Raffy Del Rosario (11/17/2014 8:31 AM)** crr-rd called (801) 643 6717 and left vmx stating docs already received and attached in the case and case will be transferred to RCAS for further review. exiting from the case.
Make Public	**Created By: Raffy Del Rosario (11/17/2014 8:27 AM)** crr-rd received docs from c and attached in the case.
Make Public	**Created By: Raffy Del Rosario (11/17/2014 7:33 AM)** c stated c was having an issue with the brakes. c stated the dlr told c theres nothing wrong with the veh but c insisted there is. c stated veh was purchased new dated 11/10/14 from ROUNTREE-MOORE NISSAN. c stated veh has a mileage of 310 when c received the veh since ROUNTREE-MOORE NISSAN locate the veh from c. c stated c picked up the veh last friday and c noticed the brakes issue next day and c took the veh last sunday and the dlr told c issue was normal but c stated its not normal. c wants NNA to correct the issue since c is not satisfy how the dlr diagnosed the veh. crr-rd provided c with crr-rd fax number where c can fax POO and Proof of Residency to update c's contact information as the new owner since case needs to be escalated to RCAS for further review. crr-rd told c a call back will be given to c before the end of the next business day. VIN number provided by # 1N6AD0CU1EN[redacted] best number to call c #[redacted] c also stated c purchased a little trailer but c wanted to know if NNA can help c regarding braking system to be installed on the little trailer. c stated this little trailer is not a nissan trailer. crr-rd referred c to nna dlr or the the company who sold c the little trailer. crr-rd referred c to NNA DLR since this information is not available in NNA CA system. c also stated while c driving the veh at 75 MPH and when c applied the brakes, the brakes pedal down to a half and this incident was very strange. c also stated veh was never inspected by the selling dlr but c have an inspection check list included on the documents handed to c. crr-rd told c everything are documented. crr-rd told c a call back will be given to c once the docs received, c understood. CRR-RD asked for further assistance, c stated no. CRR-RD provided c with ca file number, crr name and extension. leaving the case open while waiting for the POO and Proof of Residency from c.

Case Categorizations

Case Categorizatior

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Co
Edit | Del	CC-8045667	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03	11/17/2014	WT	AD	121500	OA
Edit | Del	CC-8045668	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/17/2014	YX	AD	121500	OA

Open Activities

Open Activitie

No records to display

Activity History

Activity Histor

No records to display

Emails

Send an Email

Emai

No Emails Available

Customer Support Tools

Customer Support Too

No records to display

Check Activity

Check Activit

No records to display

Forms

Form

No records to display

Attachments

Attach File View All

Attachmen

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	629KB	11/17/2014 8:27 AM	Raffy Del Rosario

Case History

Case Histor

Date	User	Action
11/19/2014 3:13 PM	Russell Rigsby	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/19/2014 11:23 AM	Jeehan Mabalot	Changed **Follow Up Date** from 11/18/2014 to **11/19/2014**.
11/19/2014 11:17 AM	Jeehan Mabalot	Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Surveys Survey

No records to display

Back To Top Always show me more records per related list

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NISSAN Search... Search Derek Latta Help & Training CA

Home Accounts Cases Vehicles Dealer Locator Infiniti Retailer Locator Articles Ideas Reports

Case [redacted]

Customize Page | Printable View | Help for this F

Case Comments [73] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Heather Jimenez [Change]
Exec-Received-Date	1/26/2015	Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/28/2015	Date/Time Opened	12/2/2014 3:28 PM
Supporting Documents	☐	Date/Time Closed	4/27/2015 2:44 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received	☐	DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	☐
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	EXEC-Daniel Ciano assuming ownership of case due to Escalation C is requesting assistance with parts availability; backorder;47660-ZH001 //NO SUMMARY// 1/26/2015		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage			

Incident Codes - IIR REQUIRED

Incident Date		Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	1N6AA07DX[redacted]	Part Number 1	47660-ZH001
Model Year	2008	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	69
Model Line	TITAN	Beyond PT Warranty Miles1	0
Model Code	27518	Beyond PT Warranty Months1	45

Dealer Access

Case Servicing Dealer	EMPIRE NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	4/8/2015
Responsible District	09	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F34871	Goodwill Processed	0

IIR Date		VCAN	
RHR Started	2/19/2015	Vehicle Service Contract	
RHR Completed	2/19/2015	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: DE[redacted]IN: 1N6AA07DX8[redacted]		
Created By	Raquel Ocampo, 12/2/2014 3:28 PM	Root Cause Code	SCAV
Last Modified By	NNAETL, 10/14/2015 12:46 AM	Root Cause Code (2)	
Days Closed	801	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	CA16734808

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Heather Jimenez (4/27/2015 2:43 PM)** *Case Summary* Customer seeking assistance with back ordered part since October 2014, vehicle down due to an accident, non-warrantable repairs Actions Taken by Exec: -Apologized to C for inconvenience and delay -Case was reviewed by Product Liability and ARBS, IIR was rejected-no eligible, Repurchase was declined -EXEC-HJ monitored part status -Part on back order since October 2014 -Part arrived to DRL 03/30/2015 -Repair was completed and C picked up vehicle on 04/07/2015 from DRL -EXEC made 3 contact attempts to C to follow up with repairs -No response from C
Make Private	✓	**Created By: Heather Jimenez (4/27/2015 2:39 PM)** EXEC-HJ contacted C a[redacted], at 2:37pm CST EXEC-HJ left vxm containing direct contact number EXEC-HJ advised C EXEC-HJ is following up with C after repairs were made to C's vehicle _____ Attempt 3 EXEC-HJ noting C does not have an email on file EXEC-HJ closing case, pending further contact from C
Make Private	✓	**Created By: Heather Jimenez (4/24/2015 4:13 PM)** EXEC-HJ contacted C at[redacted] at 4:12pm CST EXEC-HJ left vxm containing direct contact number _____ Attempt 2
Make Private	✓	**Created By: Heather Jimenez (4/22/2015 3:37 PM)** EXEC-HJ contacted C [redacted]t 3:36pm CST EXEC-HJ left vxm containing direct contact number EXEC-HJ advised C EXEC-HJ wants to ensure C was able to pick up C's vehicle from DRL after repairs were completed _____ Attempt 1
Make Private	✓	

Created By: Heather Jimenez (4/22/2015 11:06 AM)
EXEC-HJ contacted DRL and spoke with SA-Andy

EXEC-HJ requested an update on the vehicle repairs

SA-Andy states DRL replaced the instrument cluster and the ABS actuator

SA-Andy states C picked up the vehicle on 4/7/2015

EXEC-HJ thanked SA-Andy for information

Make Public

Created By: Heather Jimenez (4/20/2015 2:34 PM)
EXEC-HJ contacted DRL and requested to speak with SA-Gary

EXEC-HJ left vxm requesting return call

Make Private ✓

Created By: Heather Jimenez (4/20/2015 8:22 AM)
EXEC-HJ rec'd an email from Dealer Parts Operation Manager- Jenny Johnson

DPOM-JJ states the part shipped 03/31 by FedEx and was delivered to the DRL on 04/01/15

Tracking Numbe[redacted]

EXEC-HJ will contact DRL today for repair update

Make Public

Created By: Heather Jimenez (4/17/2015 11:08 AM)
EXEC-HJ sent an email to Dealer Support-Jenny Johnson requesting an update, if available, on part

---

Make Public

Created By: Heather Jimenez (3/30/2015 3:57 PM)
EXEC-HJ contacted C a[redacted]at 3:48pm CST
EXEC-HJ advised C EXEC-HJ has rec'd an update on the part status

EXEC-HJ advised C there has been a delay and the part availability has been pushed back to mid-April

C states something has to be done
C states C can not continue to keep going without a vehicle

EXEC-HJ apologized to C for the inconvenience
EXEC-HJ advised C EXEC understands C's frustrations and advised C case has been escalated to the highest point

C states C wants to know what C is suppose to do
EXEC-HJ advised C because repair was due to an accident
C states the liability person C spoke with advised C the repair was not due to the accident
EXEC-HJ advised C the vehicle is outside of both the Basic and Powertrain warranties, therefore, the repair is not warrantable

EXEC-HJ advised C to speak with C's insurance company for alternatives

C states what is C supposed to do, wait another month

C states C wants EXEC's last name

EXEC-HJ advised C EXEC is not able to give C EXEC's last name

EXEC-HJ apologized to C and advised C EXEC will contact C once further information is available

C ended call

//EXEC setting f/u for April 22//

Make Public

Created By: Heather Jimenez (3/30/2015 10:18 AM)
EXEC-HJ contacted Empire Nissan and requested to speak with SA-Gary
EXEC-HJ advised SA-Gary a delay has occurred and part availability has been pushed back until mid-April

SA-Gary understood and thanked EXEC for the update

EXEC-HJ asked SA if C has tried to contact DRL
SA states C has not tried to contact DRL but SA has made contact with C a few months ago

EXEC-HJ thanked SA-Gary and advised EXEC would provide any further updates, as available

---

Make Public

Created By: Heather Jimenez (3/23/2015 11:06 AM)
EXEC-HJ rec'd notification

Part update: Part expected to be available mid-April

Make Public

Created By: Heather Jimenez (2/26/2015 11:49 AM) | Last Modified By: Heather Jimenez (3/23/2015 11:05 AM)
EXEC-HJ contacted C [redacted]11:32am CST
EXEC-HJ advised C EXEC is contacting C as EXEC-HJ has taken over the case as EXEC-DC has moved onto a different dept.

EXEC-HJ apologized to C for inconvenience and delay
EXEC-HJ advised C latest information on part is ETA of end of March 2015

C states that is unacceptable
C states C needs C's veh
C states C has 2 kids and C goes back to work Monday and needs transportation

EXEC-HJ apologized to C and empathized with C
EXEC-HJ advised C that C's part concern has been escalated to the highest point within parts distribution and EXEC has provided all available information to date

C states C needs to speak to someone higher
EXEC apologized to C and advised C is speaking with EXEC Specialist who is the highest person within NNA's public faced department

C states C wants EXEC name
EXEC-HJ provided first name

C states EXEC-DC was suppose to call C about getting rental assistance and EXEC-DC never called C
EXEC-HJ apologized to C and advised C EXEC-HJ is not able to speak on behalf of EXEC-DC, however Nissan did reach out to regional manager and unfortunately, NNA is not in a position to offer rental assistance to C and C's concern was due to an accident and not a warrantable concern

C states NNA needs to provide rental assistance to C because it's NNA's fault there is no part available
EXEC-HJ advised C EXEC understands C's position and frustration, unfortunately, NNA is not in a position to do so, and C can contact C's insurance company for rental options
C states C will not contact insurance company as it is not insurance company's problem

C became irate
C ended call

****

EXEC-HJ keeping case open to monitor part status

EXEC-HJ noting ETA is end of March 2015

EXEC-HJ setting f/u for March 30, pending further contact from C

Make Public

Created By: Heather Jim[redacted]15 2:41 PM)
EXEC-HJ contacted C at [redacted], 2:39pm CST

EXEC-HJ left vxm containing direct contact number 615-725-7198 and case number 16734808

Attempt 1

Make Public

Created By: Heather Jimenez (2/23/2015 2:39 PM)
EXEC-HJ rec'd update on part from Jenny Johnson

ETA is end of March 2015

No further information is available at this time

Make Public

Created By: Heather Jimenez (2/23/2015 1:40 PM)
EXEC-HJ contacted CEM-Fernando

EXEC-HJ advised CEM-Fernando if CEM has any recommendations how EXEC should proceed with case

CEM states at this point C should contact C's insurance company and advise NNA does not have an ETA on part and if insurance company wants to source the part

CEM states NNA has crossed all avenues to obtain part
****

Make Public

Created By: Heather Jimenez (2/20/2015 11:38 AM)
EXEC-HJ noting email has been sent to region CEM-Fernando Hernandez and FOM-Jack Wong advising RHR has been declined and requesting how case should proceed
****

EXEC-HJ setting f/u with C for Monday 02/23, pending response from Region

Make Public

Created By: Jeff Mazza (2/20/2015 10:15 AM)
ARBS reviewed with ARBS TL - Rob Dickens and Ray Daniels.

NNA is not in a position to buyback the vehicle at this time since repair is not warranty related.

Make Public

Created By: Sara Dorazio (2/19/2015 12:55 PM)
DRTS received the RHR. The RHR was assigned to ARBS- Jeff Mazza for review.

Make Public

Created By: Heather Jimenez (2/19/2015 12:00 PM)
EXEC-HJ completed RHR
****

Make Public

Created By: Heather Jimenez (2/19/2015 11:59 AM)
EXEC-HJ contacted Empire Nissan and spoke with SA-Gary
SA-Gary states vehicle is located at RTLR and is down for a total of 120 days and counting due to back ordered part
SA-Gary states if NNA has an update on part status
EXEC-HJ advised SA-Gary there is no ETA on part as of yet
EXEC-HJ advised SA-Gary if any open RO's existed on case
SA-Gary states yes
EXEC-HJ requested open RO be faxed to EXEC-HJ
SA-Gary agreed
EXEC-HJ requested exact mileage on vehicle
SA-Gary states mileage is 108,533
EXEC-HJ thanked SA-Gary
EXEC-HJ requested RO be accompanied by time stamps
SA-Gary states no time stamps are available as repair is customer pay/ insurance and not warranty
EXEC-HJ understood and thanked SA-Gary for time
****

EXEC-HJ rec'd open RO from Empire Nissan and attached to case

Make Public

Created By: Heather Jimenez (2/18/2015 2:39 PM) | Last Modified By: Heather Jimenez (2/18/2015 2:39 PM)
EXEC-HJ sent email to FOM-Jack Wong (Empire Nissan) requesting assistance obtaining RO's for C's vehicle as 3 requests have been made
****

EXEC-HJ rec'd automatic response from FOM-Jack Wong is out of the office until 02/20
****

Make Public

Created By: Heather Jimenez (2/18/2015 2:21 PM)
EXEC contacted Empire Nissan and requested to speak with SM-Jerry
EXEC-HJ left vxm fro SM-Jerry requesting RO's be faxed to EXEC (2nd request)
****

Make Public

Created By: Heather Jimenez (2/18/2015 8:51 AM)
EXEC-HJ noting EXEC-HJ has not rec'd any RO's as of 02/18/15

Make Public

Created By: Heather Jimenez (2/18/2015 8:51 AM)
EXEC-HJ noting f/u delayed due to inclement weather 2/16-2/17

Make Public

Created By: Heather Jimenez (2/13/2015 4:35 PM)
EXEC-HJ contacted United Nissan and spoke with Andy
SA-Andy states SA does not have any RO's for C
EXEC thanked SA
****

EXEC-HJ contacted Metro Nissan of Redlands and SM-Bill
EXEC requested all RO's be sent to EXEC
SM-Bill agreed
EXEC thanks SM
****

EXEC-HJ contacted Empire Nissan
EXEC left vxm for SM-Jerry requesting RO's be faxed to EXEC
****

EXEC-HJ noting Cornoa Nissan has faxed RO's
EXEC attached RO's to case

EXEC-HJ noting previous Performance Nissan- RO's no longer available

Make Public

Created By: Daniel Ciano (2/11/2015 1:43 PM)
EXEC-Daniel Ciano contacted SM at United Nissan to request Ros for C's veh.
SM emailed RO summary screenshots.
EXEC thanked SM and call ended mutually.

EXEC contacted new dealer that was once Performance Nissan.
Cashier advised since buy/sell, ROs for previous dealer are not available.

	EXEC acknowledged. EXEC thanked cashier and call ended mutually. EXEC contacted SM-Terry at Metro Nissan of Redlands and requested ROs be faxed to EXEC. SM agreed. EXEC thanked SM and call ended mutually. EXEC contacted SM at Corona Nissan and left vmx requesting ROs for C's veh be faxed. EXEC will follow up with SA asap to request ROs again. EXEC contacted dealer and was immediately forwarded to SD-George's vmx. //As EXEC already left vmx with SD, EXEC will reset f/u to request ROs to 12 Feb 2015.//
Make Public	**Created By: Daniel Ciano (2/11/2015 10:55 AM)** EXEC-Daniel Ciano rec'd email from CXM asking EXEC to follow up with dlr to attempt to get a used part for the interim while new part is being sent. EXEC acknowledged. EXEC thanked CXM. //EXEC will follow up with SM asap.// EXEC contacted SM and left vmx with EXEC's direct line. //EXEC will follow up with SM asap.//
Make Public	**Created By: Daniel Ciano (2/10/2015 2:23 PM)** Emailed CXM to request assistance in either determining location of necessary part, or to request assistance with rental for C until part becomes available. //EXEC will follow up with C pending return contact from CXM.//
Make Public	**Created By: Daniel Ciano (2/10/2015 2:02 PM)** EXEC-Daniel Ciano contacted FOM who advised FOM no longer has the entirety of the email chain regarding case concern. EXEC acknowledged. FOM advised FOm believes CXM-FH has approved rental for C. EXEC acknowledged and advised C advised C is unable to afford rental in order to be reimbursed. FOM acknowledged and recommended EXEC contact CXM. EXEC acknowledged. EXEC thanked C and call ended mutually. //EXEC will follow up with CXM asap.//
Make Public	**Created By: Daniel Ciano (2/9/2015 1:26 PM)** EXEC-Daniel Ciano contacted SM to request all ROs for C's veh and left vmx with EXEC's fax #, direct line, and email. //EXEC will follow up with SM asap.//

Make Public	**Created By: Daniel Ciano (2/9/2015 1:23 PM)**
	EXEC-Daniel Ciano contacted SM who confirmed part has not arrived.
	SM advised that since veh has been down since Oct 2014, veh may qualify for a repurchase.
	EXEC advised EXEC could not speak to the rules per state as to what qualifies for repurchase, but EXEC would make the appropriate inquiries and process RHR as necessary.
	SM acknowledged.
	EXEC advised EXEC would follow up with SM asap.
	SM agreed.
	EXEC thanked SM and call ended mutually.
	//EXEC will follow up with ARBS asap.//
	
	EXEC spoke with ARBS-AJ in the absence of ARBS-SG or ARBS-RD.
	//EXEC is beginning RHR process at this time.//

Make Public	**Created By: Daniel Ciano (2/9/2015 10:33 AM)** EXEC-Daniel Ciano contacted SM and left vmx with EXEC's direct line. //EXEC will follow up with SM and C as scheduled.//
Make Public	**Created By: Anthony Davis (2/4/2015 3:29 PM)** ARBS called C @ [redacted] Conducted Probe C stated that C was driving down I-60 traveling approximately 15-20 mph. C stated that the vehicle in front C came to an abrupt stop. C stated that C applied brakes and attempted to stop. C collided with the vehicle in front of C. C stated that C does not know if brakes failed or C did not stop in time. C stated that C applied brakes and C's vehicle began to slow but did not stop in time before striking the vehicle in front of C. C stated no injuries or property damage. ARBS advised based on information provided vehicle does not qualify for an IIR but ARBS would review case for any assistance. ARBS advised C that ARBS would contact C today and advise further. Call ended mutually. ARBS spoke to EXEC-Daniel Ciano about case. ARBS advised that case does not qualify for IIR based on mileage of vehicle, repairs made, and C's statements to ARBS. EXEC-Daniel Ciano advised ARBS to send case back to EXEC-Daniel Ciano to review for further assistance. ARBS called C @ 925-550-4346 and advised further case handling. C understood. ARBS REASSIGNING CASE BACK TO EXEC-DANIEL CIANO **********
Make Public	**Created By: Anthony Davis (2/3/2015 12:35 PM)** ARBS called C [redacted] No answer, No voice mail box. ARBS unable to leave voice mail for C. ARBS sent email ARBS contact information to C. 3rd CALL, PROBE INCOMPLETE **********
Make Public	**Created By: Anthony Davis (2/2/2015 9:38 AM)** ARBS called C @ [redacted] No answer, No voice mail box. ARBS unable to leave voice mail for C. 2ND CALL, PROBE INCOMPLETE **********
Make Public	**Created By: Anthony Davis (1/30/2015 1:18 PM)** ARBS called C @ [redacted] No answer, No voice mail box. ARBS unable to leave voice mail for C. 1ST CALL, PROBE INCOMPLETE **********
Make Public	**Created By: Anthony Davis (1/29/2015 1:39 PM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Daniel Ciano (1/28/2015 12:53 PM)** EXEC-Daniel Ciano contacted C and advised latest information indicated part was in transit and 1 pc was headed to C's dlr. C acknowledged. C became somewhat unprofessional and advised that C had just lost C's husband and C has no way to travel to and from work or child care for C's children.

C advised C was not provided a rental, and that C's veh was involved in an accident when the brakes failed, which is why C's needs the part.
EXEC apologized and started IIR.
EXEC took as much information as C remembered and created IIR.
C was unable to provide exact location of incident as police report was in veh at dlr awaiting b/o parts.
EXEC advised EXEC would review C's case and would set C's f/u for 30 Jan 2015.
C acknowledged.
EXEC advised if EXEC can get a confirmed rental date, EXEC may review for rental assistance at that time, however EXEC did not want to guarantee anything in light of the new information regarding C's incident with C's brakes.
C acknowledged.
EXEC apologized again for C's circumstance and advised EXEC would follow up with C NLT CON 30 jan 2015.
C agreed.
EXEC thanked C and call ended mutually.
//EXEC will follow up with C NLT COB 30 Jan 2015.//

Make Public

Created By: Daniel Ciano (1/27/2015 1:43 PM)
EXEC-Daniel Ciano contacted PC-JP to inquire as to the status and reason behind the back ordered part.
//EXEC will follow up with C pending return contact from PC-JP.//

Make Public

Created By: Daniel Ciano (1/26/2015 3:34 PM)
Previous cases: none

EXEC checked for open recalls/campaigns/upgrades, found: none

EXEC checked for VSC, four[redacted]

C's best contact #: (925) 550-4346

EXEC-Daniel Ciano assuming ownership of case due to Escalation
C is requesting assistance with parts availability; backorder;47660-ZH001
//NO SUMMARY//
1/26/2015

Make Public

Created By: Daniel Ciano (1/26/2015 3:32 PM)
parts availability; backorder;47660zh00[redacted]

Make Public

Created By: Charles Adc[redacted] PM)
SRCAS-CA contacted C vi[redacted]

SRCAS-CA stated SRCAS-CA was informed that C requested a supervisor call back.

C/S yes.
SRCAS-CA stated based on C's previous conversation SRCAS-CA can see that C was going to seek the assistance of an attorney.
SRCAS-CA asked if C has retained the assistance of an attorney.
C/S that C is not going to answer that.

SRCAS-CA apologized and explained that in order to move forward SRCAS-CA needs to know if C has retained an attorney or not.
C/S that C is not answering the question.
C/S that C wants to escalate above SRCAS-CA, because SRCAS-CA cannot do anything for C.

SRCAS-CA apologized.
SRCAS-CA explained that SRCAS-CA is the supervisor for the western portion of the United States.
SRCAS-CA further explained that SRCAS-CA would like to assist C, but if C does not state if C has retained the service then SRCAS-CA will not be able to assist C.

C/S that SRCAS-CA cannot assist C anyway.
C/S that C wants to escalate above SRCAS-CA.

SRCAS-CA stated C can expect a follow up with an executive specialist by the COB on Monday.
C/S great.
Call ended mutually.

Make Public

Created By: Erica Antonio (1/22/2015 2:33 PM)
Best number to contact c at would be[redacted]

CRR-EA received call from c. c provided case number. c stated c wanted to talk to a Manager.
CRR-EA asked c why would c like to talk to a manager, c stated that c does not have the vehicle for 3 and 1/2 months already.
CRR-EA asked if there are any changes to c's account information. c said none.
CRR-EA checked case. reiterated to c that c mentioned c would be getting an attorney. asked c if c retained an attorney. c refused to answer question.
CRR-EA asked about letter of representation. c refused to answer question.
CRR-EA c insisted to talk to a manager.
CRR-EA consulted TL-KT. was advised to escalate case to supervisor.
CRR-EA informed c that case will be escalated and c would receive a call from the supervisor of the RCAS assigned in 4-8 business hours. c understood.
CRR-EA offered further assistance. c declined.
CRR-EA provided closing information including name and extension.
CRR-EA left case open.

Make Public

Created By: Jordan Atchley (1/14/2015 6:20 PM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with back order part.

STATEMENT OF DECISION
RCAS-JA contacted C in regards to part.
RCAS-JA notes part ETA has been moved multiple times.
RCAS-JA closing case due to C stating C no longer wants contact and C stating C will be retaining an attorney.
RCAS-JA reviewed case with TL-AA

Make Public

Created By: Jordan Atchley (1/14/2015 4:20 PM)
RCAS-JA placed outbound call to C a[redacted]

RCAS-JA informed C that date has once again been pushed out.
RCAS-JA informed C that once a more concrete date becomes available, RCAS-JA will contact C.

C states of course date is pushed back.
C states C is done with this.
C states Nissan makes this truck and should supply the part.
C states C will get an attorney now and is done.

RCAS-JA informed C that RCAS-JA can provide the address for C's letter of representation.

C requests address via email.

RCAS-JA requested to verify C's email address as on file.

C confirmed.

RCAS-JA sent follow-up email to C.
RCAS-JA apologized for C's frustration.

C states this is just ridiculous and RCAS-JA needs to have someone get going.

RCAS-JA apologized.

C states of course RCAS-JA apologizes.

C states C will just contact an attorney.

C ended call.

Make Public

Created By: Jordan Atchley (1/14/2015 3:52 PM)
RCAS-JA received email stating new tentative ETA early February.

Make Public

Created By: Jordan Atchley (1/9/2015 4:14 PM)
RCAS-JA placed outbound call to C[redacted]

RCAS-JA did not reach VMX.

RCAS-JA setting follow-up for 01/14/15.

Make Public

Created By: Jordan Atchley (1/7/2015 5:30 PM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA did not reach VMX.

RCAS-JA setting follow-up for 01/09/15.

Make Public

Created By: Jordan Atchley (1/2/2015 4:32 PM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that current tentative date is around January 7 +/- a week.

C states ok.

RCAS-JA informed C that RCAS-JA will continue to work to obtain part quicker.

Call ended mutually.

RCAS-JA setting follow-up for 01/07/15 to check on veh.

Make Private ✓

Created By: Christopher Fowler (12/31/2014 1:24 PM)
CRT-CF attempted call to C o[redacted]and got no answer, no voicemail.
CRT-CF attempted call to other number and received calls cannot be placed to this number.
CRT-CF resetting followup for 01/02/2015

Make Private ✓

Created By: Christopher Fowler (12/31/2014 12:23 PM)
CRT-CF spoke with PartsManager-Hina who xfrred CRT-CF to Service-George re the part. The part # is 47660-ZH001. Part name: Main ABS Actuator. Not the one to the tires, but t main brain ABS Actuator.
Service-George adv that part ordered on 11/11/14.
STP and Tiger Team have become involved but no response from either.
CRT-CF adv Service-George that CRT-CF will email parts coordinator to get information on the parts concern and question.

Make Public

Created By: Jordan Atchley (12/30/2014 6:38 PM)
RCAS-JA requested update on part from DPICUSA.

Current estimated time of arrival is 1/7/15 +/- 5 to 7 days at this time.
DPIC did not guarantee the ETA.

Make Public

Created By: Jordan Atchley (12/26/2014 11:19 AM)
RCAS-JA requested update on part from DPICUSA.

No ETA at this time.

****
RCAS-JA placed outbound call to C at ([redacted]

RCAS-JA left VMX stating name, case#, and call back# 615-725-7633.

RCAS-JA setting follow-up for 12/31/14.

Make Public

Created By: Jordan Atchley (12/22/2[redacted]
RCAS-JA placed outbound call to C at[redacted]

RCAS-JA left VMX stating name, case#, and call back# 615-725-7633.

RCAS-JA setting follow-up for 12/26/14.

Make Public

Created By: Jordan Atchley (12/22/2014 12:58 PM)
RCAS-JA placed outbound call to dlrshp.

RCAS-JA requested to speak with PM-Walter.

PM unavailable.

RCAS-JA spoke with PM-George.

PM states part has no new information.
PM states C is getting really upset at this point.
PM states dlrshp has done everything including STP to get the part.

RCAS-JA informed PM that RCAS-JA will continue to work with NNA to get the part to dlrshp.

PM states ok.

PM ended call.

Make Public

Created By: Charles Adcock (12/17/2014 6:20 PM)
SRCAS-CA placing case back into RCAS-JA's que for proper case handling.

Make Public

Created By: Charles Adcock (12/17/2014 6:20 PM)
SRCAS-CA contacted C vi[redacted]

SRCAS-CA apologized for the delay in C's part order.
SRCAS-CA stated NNA and the DLRSHP is doing everything to have C's part expedited.

C/S that C was informed by RCAS-JA that C's part was released yesterday.
SRCAS-CA stated RCAS-JA was provided an ETA of December 11th give or take 3-5 business days.
SRCAS-CA stated SRCAS-CA contacted the parts department and was informed that the parts manager and Service Manager are working diligently on C's part.

C/S that NNA is doing nothing to take care of C.
SRCAS-CA stated SRCAS-CA would like a chance to make this experience right for C, but NNA's objective number one is to have C's veh repaired.
SRCAS-CA stated once the veh is repaired RCAS-JA will review for any GW to make up for C's inconvenience.

C/S that C no longer wants to speak to RCAS-JA.
SRCAS-CA apologized and explained that SRCAS-CA's agents have built relationships with the DLRSHP making communication much more efficient.
SRCAS-CA stated RCAS-CA will gather the updated information from the DLRSHP and update C on Monday as to what information was provided C RCAS-JA.

C/S ok.
SRCAS-CA stated NNA will continue to push until C's veh is repaired.
C/S ok.

SRCAS-CA stated RCAS-JA will follow up with C by the COB on Monday.
Call ended mutually.

Make Public

Created By: Charles Adcock (12/17/2014 6:01 PM)
SRCAS-CA contacted the DLRSHP and spoke to Parts Rer - Walter.

SRCAS-CA asked if C's part has arrived yet.
Part Rep-Walter stated no.
Parts Rep-Water stated both the SM and Parts manager are involved with this part.
Parts Rep- Walter stated no ETA is being provided as of now.
SRCAS-CA thanked Parts Rep- Walter.
Call ended mutually.

Make Public

Created By: Jordan Atchley (12/16/2014 5:01 PM)
RCAS-JA received call from C.

C states C just spoke with dlrshp.
C states RCAS-JA has done nothing for C.
C states C should have a veh now.
C states NNA should be taking care of C.
C states C needs a veh now.

RCAS-JA informed C that RCAS-JA is working to get the part to C as quick as possible.
RCAS-JA informed C that NNA can reimburse C for the rental cost up to $250.

C states C does not have $250.
C states C needs a veh right now.

RCAS-JA informed C that RCAS-JA is working to get this taken care of for C as quickly as possible.

C states RCAS-JA has not done anything for C.
C states C does not have any money for a rental veh.
C states C's husband committed suicide and now C has no money.

RCAS-JA informed C that RCAS-JA will continue to look into getting part to C as quick as possible.

C states C wants to speak with a supervisor now.

RCAS-JA informed C that escalation process may take 4-8 hours.

C states C wants to speak with a supervisor right now.
C states C has waited fro 2 months without a veh.
C states RCAS-JA does not understand that C's husband just committed suicide.

RCAS-JA informed C C that RCAS-JA will continue to work to get the part delivered as soon as possible.

C states C wants to talk to a supervisor right now.
C states RCAS-JA is worthless.

RCAS-JA informed C that a supervisor will contact C within 4-8 business hours.

C ended call.

Make Public

Created By: Hubert Domanais (12/16/2014 4:50 PM)
RCAS Case Follow-up

Make Public

Created By: Hubert Domanais (12/16/2014 4:49 PM)
crr-hd received a call from c following-up on the case. crr-hd verified that there are no changes on contact information.

c stated that c received a call from rcas-ja and c tried to call rcas but the number c got from the vmx is unable to reach
c want to speak to rcas about the case
crr-hd asked c what phone number c is trying to contact
c stated c is trying to call: 615.725.7000
crr-hd advised c that crr-hd will send IM to rcas for follow up
c understood
crr-hd send IM to rcas-JA
crr-hd warm transfer c to rcas-JA
crr-hd exiting the case

Make Public

Created By: Jordan Atchley (12/16/2014 10:53 AM)
RCAS-JA placed outbound call to dlrshp.

RCAS-JA spoke with Parts-Javier.

Parts states part has not arrived.
Parts states part was upgraded to CSC and has not arrived.

RCAS-JA thanked Parts for assistance.

Call ended mutually.

Make Public

Created By: Jordan Atchley (12/16/2014 10:52 AM)
RCAS-JA placed outbound call to C [redacted]

RCAS-JA requested update for C.

C states part still has not arrived.

RCAS-JA informed C that RCAS-JA will check into status of part.

C states ok.

Call ended mutually.

RCAS-JA setting follow-up for 12/19/14.

Make Public

Created By: Jordan Atchley (12/10/2014 11:22 AM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that RCAS-JA has tentative ETA for the within the next 5 days.

C states ok.

RCAS-JA informed C that RCAS-JA will follow-up with C on 12/16/14.

C states ok.

Call ended mutually.

Make Public

Created By: Jordan Atchley (12/9/2014 11:03 AM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA left VMX stating name, case#, and call back# 615-725-7633.

RCAS-JA setting follow-up for 12/10/14.

Make Public

Created By: Jordan Atchley (12/4/2014 11:36 AM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA informed C that NNA will continue to look into concern.

C states C is unhappy.
C states C has been out of veh for 5 weeks.
C states this is absolutely ridiculous.
C states Nissan customer service has been terrible.
C states this is awful.
C states C should not have to even call.
C states parts should not take 5 weeks.
C states C just buried C's husband.
C states C has no veh.
C states this is absolutely ridiculous.
C states somebody needs to fix C's truck now.
C states C cannot believe that this is taking so long.

RCAS-JA apologized for C's frustration.

C states C wants a rental veh now.
C states this is not C's problem.
C states Nissan is terrible.
C states C cannot believe that Nissan cannot fix C's truck.

RCAS-JA informed C that RCAS-JA will continue to look into part concern.
RCAS-JA informed C that once RCAS-JA has information, RCAS-JA will contact C.

Call ended mutually.

RCAS-JA setting follow-up for 12/9/14.

Make Public

Created By: Jordan Atchley (12/3/2014 10:40 AM)
RCAS-JA placed outbound call to C at [redacted]

RCAS-JA left VMX stating name, case#, and call back# 615-725-7633.

RCAS-JA setting follow-up for 12/4/14.

Make Public

Created By: Raquel Ocampo (12/2/2014 5:38 PM)
crr-ro called c and advised that case will be forwarded to RCAS and a specialists will be contacting c on the next business day; c understood
c provided best contact number; [redacted]
crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro exiting the case

Make Public

Created By: Raquel Ocampo (12/2/2014 5:06 PM) | Last Modified By: Raquel Ocampo (12/2/2014 5:06 PM)
crr-ro attached the vin to c's account, updating the veh's ownership.

Make Public

Created By: Raquel Ocampo (12/2/2014 5:00 PM)
crr-ro send an internal message to RCAM-LH, asking permission if crr-ro can go ahead and forward the case to RCAS even if the registration card that c sent is expired.
crr-ro rcvd a message from RCAM-LH and was advised to go ahead and forward the case to RCAS.

Make Public

Created By: Raquel Ocampo (12/2/2014 4:39 PM)
crr-ro called c and informed that POO has rcvd, however, crr-ro informed c that the registration is expired.
crr-ro asked c if c has a copy of a valid registration.
c got upset and told crr that c's husband commmitted suicide and he has all the paper works of the veh. C stated that regardless that the registration is expired it still shows that c is t
owner of the veh.

Make Public

Created By: Raquel Ocampo (12/2/2014 4:31 PM)
crr-ro rcvd the POO SA-Gary sent via fax,
crr-ro checked the POO and it is expired. The registration is valid from 9/30/12-9/30/2013.

Make Public

Created By: Raquel Ocampo (12/2/2014 3:57 PM)
crr-ro rcvd a call from c
crr-ro verified and updated c's info.
c stated that the veh is at the dlrshp for six weeks now, the dlr do not have an idea on when the part needed will be available.
c provided the part#47660zh001, c do not have an idea of the name of the part, c said that c is not a mechanic.
c also do not know the current mileage in the veh.
crr-ro advised c that before we can escalate c's concern we need c to provide or send us a copy of the POO.
c said that the POO is in the truck, so we can ask the dlr to send us the POO.
crr-ro asked c if tehre is a way that c can advsied the dlr to send us the copy of the POO.
c said that c wants to speak with a supervisor.
crr-ro set c's expectation that the supervisor will also advise c the same thing to provide a copy of POO so that we can escalate c's concern to RCAS for review.
c said that c just lost her husband and c do not have a veh now.
c still insisted to speak with a supervisor.
crr-ro advised c that a supervisor will contact c within 4-8 business hours.
c stated that c cannot wait, c wants to speak with someone now.
c was very upset.
crr-ro offered to contact dlrshp to ask if they can send the POO of c.
c asked the name of the SA, c said Gary.
crr-ro contacted Empir Nissan.
crr-ro spoke with Sam, advised of the concern and was told that crr-ro will be connected to SA-Gary.
crr-ro spoke with Gary, crr requested SA-Gary to send us the POO.
crr-ro also asked the part name, Gary said that it is the ABs actuator, and they still do not have an ETA.
crr-ro provided Gary the fax# and Gary stated that he will send the POO this afternoon.
crr-ro advsied c of the conversation with Gary.
crr-ro advsied c that once POO is rcv, crr-ro will escalate the case to RCAS.
But c said that c still wants a callback from a supervisor .
crr-ro advised c that once the case has been escalated to RCAS, supervisor will no longer contact c.
crr-ro also advised c that crr-ro will call c again once the case has been escalated to RCAS, c undertsood.
crr-ro advsied c that once POO rcvd today. case will be forwarded to RCAS before the end of the day, c understood.
crr-ro provided further assistance;c declined
crr-ro provided c case,name and ext#
crr-ro leaving the case open for pending POO.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-8105220	BRAKES	ANTI-LOCK BRAKE SYSTEM	PARTS AVAILABILITY (BACKORDER)	QA	12/2/2014	YP	AD	118500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All | Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	2/19/2015	Jeff Mazza	2/20/2015 10:16 AM
Edit | Del			✓	2/19/2015	Heather Jimenez	2/19/2015 12:55 PM
Edit | Del			✓	1/29/2015	Anthony Davis	1/29/2015 1:30 PM
Edit | Del			✓	1/14/2015	Jordan Atchley	1/14/2015 4:16 PM

Emails

Send an Email | Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09i8L._500F0Thkgv:ref] 1/14/2015 Ca[redacted] VIN # 1N6AA07D[redacted] Dear [redacted]	[redacted]	1/14/2015 4:16 PM

Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F34871	IIR	Daniel Ciano, 1/28/2015 12:44 PM	1/28/2015

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | De	[redacted]	79KB	2/19/2015 11:55 AM	Heather Jimenez
Edit | View | De		122KB	2/19/2015 11:42 AM	Heather Jimenez
Edit | View | De		52KB	2/13/2015 4:50 PM	Heather Jimenez
Edit | View | De		175KB	2/13/2015 4:35 PM	Heather Jimenez
Edit | View | De		98KB	2/13/2015 4:30 PM	Heather Jimenez

Show more » | Go to list »

Case History

Case History He

Date	User	Action
4/27/2015 2:44 PM	Heather Jimenez	Changed **Status** from Open to **Closed**.
		Closed.
4/24/2015 4:13 PM	Heather Jimenez	Changed **Follow Up Date** from 4/24/2015 to **4/28/2015**.
4/22/2015 3:38 PM	Heather Jimenez	Changed **Follow Up Date** from 4/22/2015 to **4/24/2015**.
4/8/2015 11:33 AM	Heather Jimenez	Changed **Data Net** from false to **true**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

^ Back To Top

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Case
16814385

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Case Comments [22] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [0] | Case History [5+] | Su

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Eboni Smith [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/16/2014	Date/Time Opened	12/5/2014 10:32 AM
Supporting Documents		Date/Time Closed	12/15/2014 10:08 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	ABS MODULE ISSUE DEALER COMPLAINT		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	45,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AE2KP6B[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	9,000
Make	NISSAN	Beyond Basic Warranty Months1	31
Model Line	QUEST	Beyond PT Warranty Miles1	0
Model Code	55311	Beyond PT Warranty Months1	7

Dealer Access

Case Servicing Dealer	FRED ANDERSON NISSAN OF ASHEVILLE	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	12/8/2014
Responsible District	14	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	

RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER-[redacted] PHONE:[redacted] VIN: JN8AE2KP6B9[redacted]		
Created By	Heidelyn Mariano, 12/5/2014 10:32 AM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 12/15/2014 7:06 PM	Root Cause Code (2)	DR800
Days Closed	934	Action Code	NT1B
Case Record Type	CA Closed Case [Change]	Document ID	CA16814385

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments

Action	Public	Comment
Make Public	☐	**Created By: Eboni Smith (12/15/2014 10:06 AM)** RCAS-ES is closing case as no further assistance is needed =========Case Summary========== RCAS-ES received case and c is requesting financial assistance for oow repair REGIONAL GOODWILL REQUEST FORM CA Case #[redacted] Submitted by: Eboni CUSTOMER INFORMATION Customer Name[redacted] City & State of Customer Arden, NC Number of Vehicles Owned: 1 Previous Goodwill Assistance: NO Retail/ Servicing Dealer FRED ANDERSON NISSAN OF ASHEVILLE VSC Contract: NONE VEHICLE INFORMATION Vehicle Year/Model 2011 Nissan Quest Purchased New or Pre-owned? New Current Mileage: 45,000 Pre-Owned Mileage: 0 VIN JN8AE2KP6B9[redacted] In-Service date: 11/26/2011 Beyond Basic Warranty Miles: 0 Beyond Basic Warranty Months: 0 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 [redacted] / JN8AE2KP6B9[redacted] Customer asking from financial assistance for the repair • What does the repair include? Recent RO's and mileage associated with customer concern? Replacement of ABS module. • Any pre-existing concerns or past RO's associated with this repair? We looked at cust concern on RO #[redacted] on 11/18/14 and recommended replacement of master cylinder. Pr persisted after replacement. Technician has been in contact with tech assist who has advised to replace ABS module.

		• What is warranty price for repair? Info will be provided by ASM Jennifer Kendall (CC'd on this email) • Would you offer goodwill to c? Absolutely. Customer has 2 current Nissan vehicles, had 2 before those and purshcased and services them all with dealership. • Total Customer pay? Customer has $1700 in customer pay in this vehicle alone (does not include other vehicles in household.) • how much Goodwill is the dealer willing contribute Depends on Nissan's contribution. SM Jay stated that dealership is willing to cover labor DOM-JS stating is willing to cover parts for c SM Jay stating that Check reimbursement not necessary. dealership have processed it as warranty goodwill. RCAS-ES reached out to customer regarding c veh concerns @[redacted] rcas-es reached out to customer to check on customer satisfaction with repair c stated vehicle is repaired and satisfied c stated happy did not have to pay and wait for a check in the mail rcas-es advised thanks for driving Nissan rcas-es closing case
Make Public	☐	**Created By: Eboni Smith (12/15/2014 10:05 AM)** RCAS-ES reached out to customer regarding c veh concerns @[redacted] rcas-es reached out to customer to check on customer satisfaction with repair c stated vehicle is repaired and satisfied c stated happy did not have to pay and wait for a check in the mail rcas-es advised thanks for driving Nissan rcas-es closing case
Make Public	☐	**Created By: Eboni Smith (12/15/2014 10:03 AM)** SM Jay stating that Check reimbursement not necessary. dealership have processed it as warranty goodwill.
Make Private	✓	**Created By: Eboni Smith (12/11/2014 11:16 AM) | Last Modified By: Eboni Smith (12/11/2014 11:16 AM)** RCAS-ES reached out to customer regarding c veh concerns [redacted] RCAS-ES advised that this call may be recorded for quality and training purposes rcas-es advised that NNA is offering parts to be covered rcas-es advised that customer will be responsible for labor rcas-es advised that customer need to send proof of ownership to attached to case rcas-es provided fax number 615-967-2039 customer confirmed address c thanked rcas-es rcas-es advised that will follow up on 12/16 RCAS-ES offered further assistance C Declined RCAS-ES noted end call with mutual agreement with C
Make Private	✓	**Created By: Eboni Smith (12/11/2014 11:04 AM) | Last Modified By: Eboni Smith (12/11/2014 11:16 AM)** ? PART 1242.89 LABOR 257.60
Make Private	✓	**Created By: Eboni Smith (12/11/2014 11:04 AM) | Last Modified By: Eboni Smith (12/11/2014 11:16 AM)** DOM-JS stating is willing to cover parts for c
Make Private	✓	**Created By: Eboni Smith (12/11/2014 10:36 AM) | Last Modified By: Eboni Smith (12/11/2014 11:16 AM)** SM Jay stated that dealership is willing to cover labor
Make Private	✓	**Created By: Eboni Smith (12/11/2014 10:35 AM) | Last Modified By: Eboni Smith (12/11/2014 11:16 AM)** rcas-es received an email from FOM stating that is willing to participate
Make Private	✓	**Created By: Eboni Smith (12/11/2014 7:58 AM) | Last Modified By: Eboni Smith (12/11/2014 11:16 AM)** rcas-es sent email to FOM and DOM regarding goodwill assistance
Make Private	✓	**Created By: Eboni Smith (12/11/2014 7:53 AM) | Last Modified By: Eboni Smith (12/11/2014 11:16 AM)** [redacted] / JN8AE2KP6B[redacted] Customer asking from financial assistance for the repair • What does the repair include? Recent RO's and mileage associated with customer concern? Replacement of ABS module. • Any pre-existing concerns or past RO's associated with this repair? We looked at cust concern on RO [redacted] on 11/18/14 and recommended replacement of master cylinder. Pr persisted after replacement. Technician has been in contact with tech assist who has advised to replace ABS module. • What is warranty price for repair? Info will be provided by ASM Jennifer Kendall (CC'd on this email) • Would you offer goodwill to c? Absolutely. Customer has 2 current Nissan vehicles, had 2 before those and purshcased and services them all with dealership. • Total Customer pay? Customer has $1700 in customer pay in this vehicle alone (does not include other vehicles in household.) • how much Goodwill is the dealer willing contribute Depends on Nissan's contribution
Make Public	☐	**Created By: Eboni Smith (12/11/2014 7:53 AM)** SM Jay stating that if Nissan cover the part the dealership will cover the labor
Make Public	☐	**Created By: Eboni Smith (12/10/2014 2:55 PM)** rcas-es sent an email to SM Jay regarding warranty prices for concerns
Make Public	☐	**Created By: Eboni Smith (12/10/2014 2:53 PM)** • Any pre-existing concerns or past RO's associated with this repair? None • What is warranty price for repair? ASM Jennifer Kendall (CC'd on this email) will provide • Would you offer goodwill to c? Customer has all service visits with dealership as well as a Leaf in the household as well. Both purchased from the dealership. Dealer would recomn goodwill.
Make Private	✓	**Created By: Eboni Smith (12/10/2014 10:58 AM) | Last Modified By: Eboni Smith (12/10/2014 10:59 AM)** rcas-es asked the SM • What does the repair include? Recent RO's and mileage associated with customer concern? • Any pre-existing concerns or past RO's associated with this repair? • What is warranty price for repair? • Would you offer goodwill to c? • Total Customer pay? • how much Goodwill is the dealer willing contribute

Make Private ✓ **Created By: Eboni Smith (12/10/2014 10:55 AM) | Last Modified By: Eboni Smith (12/10/2014 10:57 AM)**
REGIONAL GOODWILL REQUEST FORM

CA Case # 16814385
Submitted by: Eboni

CUSTOMER INFORMATION
Customer Nam[redacted]
City & State of Customer Arden, NC
Number of Vehicles Owned: 1

Previous Goodwill Assistance: NO

Retail/ Servicing Dealer FRED ANDERSON NISSAN OF ASHEVILLE

VSC Contract: NONE

VEHICLE INFORMATION
Vehicle Year/Model 2011 Nissan Quest
Purchased New or Pre-owned? New
Current Mileage: 45,000
Pre-Owned Mileage: 0

VIN JN8AE2KP6[redacted]

In-Service date: 11/26/2011
Beyond Basic Warranty Miles: 0
Beyond Basic Warranty Months: 0
Beyond PT Warranty Miles: 0
Beyond PT Warranty Months: 0

Created By: Eboni Smith (12/9/2014 10:10 AM)
SM Jay stated the following

Make Public

• Did dealership reached out to Tech Line? Yes. ABS module suggested by tech line
• Is the vehicle currently at dealership? Yes.
• Did dealership able to duplicate? Yes.
• Did dealership suggest a DTS? No.

Created By: Eboni Smith (12/8/2014 3:41 PM) | Last Modified By: Eboni Smith (12/10/2014 10:57 AM)
RCAS-ES reached out to customer regarding c veh concerns @[redacted]

RCAS-ES advised that this call may be recorded for quality and training purposes

RCAS-ES verified name, SRV dealer, and vehicle year and model

c stated looking for financial assistance
c stated that ABS needs to be replaced
c stated that SA Jennifer has assisted customer
c stated that vehicle is currently at the dealership
c stated that issue has not been addressed for 3 weeks
c stated that vehicle has very low mileage

rcas-es apologized for customer experience

Make Private ✓ RCAS-ES advised that warranty is definite not flexible but will review

RCAS-ES advised customer decision usually take 3 business days

RCAS-ES advise of next follow up 12/11 or as soon as a decision is reached

RCAS-ES advised can not make any promises or guarantees regarding financial assistance for the oow repair

RCAS-ES provided c with best contact number 615.725.7751

c stated has case number

RCAS-ES offered further assistance

C Declined

RCAS-ES noted end call with mutual agreement with C

Created By: Eboni Smith (12/8/2014 3:31 PM)
RCAS-ES reached out to customer regarding c veh concerns @[redacted]

RCAS-ES advised that this call may be recorded for quality and training purposes

Make Public RCAS-ES verified name, SRV dealer, and vehicle year and model

c asked to be called on house phone unable to hear rcas-es

c provided numbe[redacted]

Make Private ✓ **Created By: Eboni Smith (12/8/2014 7:39 AM) | Last Modified By: Eboni Smith (12/8/2014 7:46 AM)**
rcas-es sent an email to SM Jay regarding customer concerns

Created By: Eboni Smith (12/8/2014 7:37 AM)
rcas-es is asking SM the following questions;

Make Public

Did dealership reached out to Tech Line?
Is the vehicle currently at dealership?
Did dealership able to duplicate?
Did dealership suggest a DTS?

Make Private ✓ **Created By: Eboni Smith (12/8/2014 7:36 AM) | Last Modified By: Eboni Smith (12/8/2014 7:46 AM)**
RCAS-ES attempted to dataNET case

Make Private ✓ **Created By: Heidelyn Mariano (12/5/2014 11:06 AM) | Last Modified By: Eboni Smith (12/8/2014 7:46 AM)**
c's husband Mark called in stating that c is having run around from the dealership where the veh was taken for repair
veh is currently at the dealership due to brakes issue and was told that brake master cylinder needs to be replaced. c stated that it was replaced twice however c is still having issue, it checked again and was told that the main issue is the ABS Module
c was so upset as c paid for almost $2500 already and the veh is not yet fix.
c is asking assistance from Nissan and what can be the possible resolution
crr-hm apologized to c
c provided info needed
crr-hm verified and authenticate the account
c spoke with SA Jennifer
crr-hm informed c that case will be forwarded to RCAS for review crr-hm provided case number
crr-hm asked further assistance
crr-hm provided quick recap

crr-hm provided closing spiel such as name and ext number.

Case Categorizations

Case Categorizations

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Conc
Edit | Del	CC-8066409	BRAKES	MASTER CYLINDER (RESERVOIR/SEAL/CAP)	PREMATURE WEAR/FAILURE	03	12/5/2014	WA	AD	122000	OA

Open Activities

Open Activities

No records to display

Activity History

View All

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/
Edit | Del	Email: Proof of Ownership Document Request [ref: 00DA09i8L. 500F0TiEsa:ref]	[redacted]	✓	12/11/2014	Eboni Smith	12/11/2014 11:13 A

Emails

Send an Email

Emails

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Proof of Ownership Document Request [ref: 00DA09i8L. 500F0TiEsa:ref] *12/11/2014 Case # 16814385 VIN # JN8AE2KP6[redacted] Dea[redacted].*	[redacted]	12/11/2014 11:13 AM

Customer Support Tools

Customer Support Tools

No records to display

Check Activity

Check Activity

No records to display

Forms

Forms

No records to display

Attachments

Attach File

Attachments

No records to display

Case History

Case History

Date	User	Action
12/15/2014 10:08 AM	Eboni Smith	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
12/11/2014 11:08 AM	Eboni Smith	Changed **Follow Up Date** from 12/11/2014 to **12/16/2014**.
12/8/2014 3:41 PM	Eboni Smith	Changed **Follow Up Date** from 12/8/2014 to **12/11/2014**.

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Surveys

Surveys

No records to display

^ Back To Top

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Case [redacted]

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Case Comments [87] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [5+] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [5+] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	[redacted]	Case Owner	Luis Rodriquez [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date	2/19/2015	Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/5/2015	Date/Time Opened	1/8/2015 7:06 PM
Supporting Documents	✓	Date/Time Closed	5/5/2015 3:01 PM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	DRT Assigned
Customer Document Received		DRT Resolution	
Customer Document Requested	[redacted]		
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date	5/5/2015 12:00 PM	DTS Inspection Date Confirmed?	✓
Notes for DTS (Vehicle Concerns)		DTS Request Type	DRT Request

Inspection Time/Notes

Appointment Time: 5/05/15 @ 12:00pm

Notes to Agent: i will need to interview the customer and have a master tech avail for diag/repair

---

Case No [redacted]
Customer
Vehicle: 2014 Murano
VIN : JN8AZ1MU6E[redacted]

Customer contacted Nissan requesting vehicle repurchase, which was declined and offered a DTS Inspection but she refused to have the vehicle looked at. Filed a complaint with the BBB (MRF Level) and now the BBB is asking to send a DTS.
Please assist inspecting the vehicle and make any repairs, if needed. Below are the concerns the customer complained about.

Issue:
1. At 900rpms high pitched hum noise while veh idling
2. Check tires for damage
3. Trouble starting veh multiple times/presses start stop button with foot on brake and have to wait 30-45 minutes then retry for start.

Action:
1. Front motor mount vacuum disconnected/ SOP
2. No issue found
3. Replaced stop lamp switch

Description: Dealer Concern

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name		Contact Email	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0		

Vehicle Information

Vehicle	JN8AZ1MU6EW[redacted]	Part Number 1	
Model Year	2014	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	MURANO	Beyond PT Warranty Miles1	0
Model Code	23514	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN DALLAS	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR		Goodwill Processed	0
IIR Date		VCAN	
RHR Started	2/11/2015	Vehicle Service Contract	
RHR Completed	2/11/2015	VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOME[redacted]VIN: JN8AZ1MU6EW[redacted]		
Created By	Jov Acebedo, 1/8/2015 7:06 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:56 AM	Root Cause Code (2)	
Days Closed	793	Action Code	NT4A
Case Record Type	CA Closed Case [Change]	Document ID	CA17185367

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Heathre Vanriper (5/19/2015 1:46 PM) *** [Added after the case is closed.] *** NIS1513165. DRTS rec'd Case Closed from BBB 05/19/15 dated same. See attached for review.
Make Public		Created By: Luis Rodriguez (5/5/2015 2:51 PM) ARBS closing case.
Make Public		Created By: Luis Rodriguez (5/5/2015 2:51 PM) ARBS sent email to DOM-Misti Keon informing of the sales concern.
Make Public		Created By: Luis Rodriguez (5/5/2015 2:50 PM) ARBS received inbound call from GM-Jhonny Cantrell from Texas Nissan of Grapevine whom stated he remembers the customer and that it was actually the customer who requeste vehicle to be traded in for another one because of the number of issues she had with the vehicle. ARBS thanked GM for the information and stated customer states she doesn't have any documentation for the new vehicle as well only one set of keys for the Pathfinder and still ha extra set of keys for the Murano. GM stated the customer will be contacted today and provided with additional information on the documents and also how to return the extra set of keys for the Murano.

ARBS thanked GM-Johnny Cantrell and the call ended mutually.

Created By: Luis Rodriguez (5/5/2015 1:37 PM)
ARBS received inbound call from DTS-Tony Panno informing ARBS the customer is a no-show. DTS tried to get a hold of the customer but there was no answer.

DTS asked assistance contacting the customer and find out if customer will still make it or if the Inspection needs to be re-scheduled.

ARBS contacted customer at ([redacted] and talked to customer. ARBS informed customer the DTS is waiting for the customer at the dealership.

Customer stated customer traded the vehicle for another one on Friday. Customer stated the Texas Nissan of Grapevine stated to the customer they were working with NNA in repla the vehicle for another one. Customer then found out nobody from NNA was working with the dealership to replace the vehicle. Customer states she doesn't has any documents for new vehicle and only has one set of keys and still has the extra set of keys for the Murano.
Customer also stated the BBB case was closed because she is now driving a different vehicle.

Make Public

Customer requesting assistance getting the other dealership to call her back.

ARBS stated the Texas Nissan of Graprevine will be contacted.

Customer thanked ARBS and the call ended mutually.

ARBS contacted DTS-Anthony Panno and informed the customer doesn't own the Murano anymore. Informed Texas Nissan of Graprevine has traded the Murano's customer for a Pathfinder.

ARBS apologized for the confusion and the call ended mutually.

ARBS contacted the Texas Nissan of Graprevine at (817) 601-3600 and left message with the receptionist to have either the GM of the Salesguy-Brison return the call.

Created By: Luis Rodriguez (4/28/2015 1:43 PM)
ARBS notes the following email was sent to DTS-Anthony Panno:

Mr. Panno,

The inspection dtae/time for Ms. [redacted] has been confirmed with her and the dealership. The dealership has been asked to have the Master Tech available for diag/repair. The cu has also been informed you have requested to meet with her.

Make Public

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Created By: Luis Rodriguez (4/28/2015 1:37 PM)
ARBS contacted the Autonation Nissan Dallas dealership at (972) 450-2400 and left voice message for the SM-Mike informing of the customer's following DTS Inspection appointme up for 05/05 at noon. ARBS asked to please have the Master Tech available for diag/repair per the DTS' request.

Make Public

Created By: Luis Rodriguez (4/28/2015 1:35 PM)
ARBS contacted customer at (214) 907-2210 and informed the customer of the next inspection date/time (05/05 @ 12pm CST).

Make Public

Customer stated customer will be able to get make it in to that appointment. Customer thanked ARBS for the follow up and the call ended mutually.

Created By: Luis Rodriguez (4/27/2015 2:43 PM)
ARBS received inbound call from customer. Customer stated customer is not able to make to tomorrow's appointment and requested the inspection to be moved to May 5th at noon.

ARBS stated the date change request will be sent to the inspector and ARBS will let the customer know if the inspector has that date available.

Customer thanked ARBS and the call ended mutually.

Mr. Panno,

Ms. [redacted] just called me back and she is not able to make to tomorrow's appointment. She's requesting to have the appointment moved to May 5th at noon. Is this possible?

Make Public

Please let me know so that I can let her know and she can confirm and let the dealership know as well.

I am so sorry for keep changing this inspection date.

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Created By: Luis Rodriguez ([redacted] PM)
ARBS contacted customer at ([redacted] and talked to customer. Asked customer if the customer will be able to attend tomorrow's inspection and customer stated customer will contact ARBS back in an hour to confirm. Customer stated needs to verify the customer's agenda is clear with her boss.

ARBS understood and the call ended mutually.

ARBS sent the following email to DTS-Anthony Panno:

Make Public

Mr. Panno,

I just talked to Ms. [redacted] and she will call me back in an hour to confirm she'll be able to make it in tomorrow at noon.

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Make Public

Created By: Luis Rodriguez (4/23/2015 12:51 PM)
ARBS contacted customer at ([redacted] and left voice message asking to please confirm DTS Inspection for 04/28 @ 12:00pm CST

Make Public

Created By: Luis Rodriguez (4/20/2015 3:35 PM)
ARBS contacted customer at [redacted] and left voice message asking to please confirm DTS Inspection for 04/28 @ 12:00pm CST

Make Public

Created By: Luis Rodriguez (4/20/2015 12:32 PM)
Mr. Panno,

I do not know where this customer got the impression we were going to be picking her vehicle up from her home or office instead of dropping it off at the dealership but I have cleare

up for her. Because of her job she cannot make it at 10am but at Noon. Is it okay if we change the inspection time to 12:00 – 12:30pm?

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Make Public

Created By: Luis Rodriguez (4/20/2015 12:31 PM)
ARBS contacted customer [redacted] and provided the new inspection date (04/28 @ 10am CST). Customer stated customer cannot make it in at that time and asked if poss drop the vehicle off at noon.

ARBS stated ARBS will get with the DTS and will contact the customer back.

Call ended mutually.

Make Public

Created By: Luis Rodriguez (4/20/2015 12:29 PM)
ARBS received the following email from DTS-Tony Panno:

Luis,

My next available inspection date would be April 28 at 10 AM CST. Please confirm this with the customer and the dealership and also confirm the dealer will have their master techni or Shop Foreman available for the duration of the inspection.
Regards,

Tony Panno
Dealer Technical Specialist
Product Service Support

Make Public

Created By: Luis Rodriguez (4/17/2015 9:32 AM)
ARBS sent the following email to DTS-Anthony Panno:

Mr. Panno,

I just spoke with Ms. Andrews and provided the date/time you provided in the email below. Unfortunately, she cannot make it in that day because she has a doctor's appointment at ! and doesn't know how long it will take.
She's asking to please provide a different inspection date between the dates of April 27th and May 7th.

Please advise.

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Make Public

Created By: Luis Rodriguez (4/17/2015 9:28 AM)
ARBS contacted customer [redacted] and provided the new inspection date (04/22 @ 10am CST). Customer stated customer cannot make it in that date because the custon has a doctor's appointment.

Customer asked to please provide, if possible, a date between April 27th and May 7th.

ARBS stated the DTS will be contacted and will return the call after getting a new inspection date.

Customer thanked ARBS and the call ended mutually.

Make Public

Created By: Luis Rodriguez (4/15/2015 3:50 PM)
ARBS sent the following email to DTS-Robert Underwood:

Mr. Underwood,

Doing a follow up on another possible inspection date/time for this customer .

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Make Public

Created By: Luis Rodriguez (4/7/2015 1:56 PM)
ARBS received vmail from customer stating she won't be able to make it to the inspection on the 8th.

ARBS sent the following email to DTS-Robert Underwood:

Mr. Underwood,

Ms. [redacted] was out of town last week and left me a voicemail yesterday evening stating she cannot make it tomorrow. She mentioned she was under the impression someone was to her house and look at the vehicle –I do not know where she got that from because in my voicemail I said the inspection was going to take place at the Autonation Nissan Dallas dealership. Anyways, I'm, about to call her and let her know that I have requested a new inspection date for her and that I will provide it once I get it from you.

She also mentioned she missed work yesterday because the vehicle would not start. I know it doesn't hurt to ask but, is there any chance for her vehicle to be picked up from her home/work by you or the dealership? I know we don't offer this to customers often but I know she will ask me.

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

ARBS contacted customer at (214) 907-2210 and left voice message stating a new inspection date has been requested and ARBS will contact the customer back as soon as ARBS the new inspection date.

Make Public

Created By: Luis Rodriguez (4/2/2015 1:43 PM)
ARBS received the following email from DTS-Robert Underwood:

I can keep the same date and time if that's OK with the customer.

ARBS contacted customer at [redacted] and left voice message to customer with a possible DTS Inspection date for 04/08/2015 @ 2:00pm at the Autonation Nissan Dallas dealership. ARBS asked customer to please return the call to confirm the date and time.

ARBS sent the following email to DTS-Robert Underwood:

Great Mr. Underwood!

I left her a voicemail to call me back and confirm the date and time (April 8 @ 2:00pm at the Autonation Nissan Dallas dealership). As soon as I hear back from her I will contact the dealership to inform of the inspection and will also confirm it with you.

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Created By: Luis Rodriguez (4/2/2015 11:15 AM)
ARBS sent the following email to DTS-Robert Underwood requesting a new inspection date/time:

Mr. Underwood,

The customer is back and now she has agreed to have the vehicle inspected. Could you please provide a new inspection date/time? The original inspection was set up for 04/08/201 2:00pm

Here's the information I initially entered in Salesforce:

Case No. [redacted]
Customer
Vehicle: 2014 Murano
VIN : JN8AZ1MU6EV[redacted]

Customer contacted Nissan requesting vehicle repurchase, which was declined and offered a DTS Inspection but she refused to have the vehicle looked at. Filed a complaint with th (MRF Level) and now the BBB is asking to send a DTS.
Make Public Please assist inspecting the vehicle and make any repairs, if needed. Below are the concerns the customer complained about.

Issue:
1. At 900rpms high pitched hum noise while veh idling
2. Check tires for damage
3. Trouble starting veh multiple times/presses start stop button with foot on brake and have to wait 30-45 minutes then retry for start.

Action:
1. Front motor mount vacuum disconnected/ SOP
2. No issue found
3. Replaced stop lamp switch

Thank you and I'm sorry for the re-scheduling.

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Created By: Luis Rodriguez (4/2/2015 11:08 AM)
ARBS received the following email from BBB-Daniel Hernandez:

Luis,

I just talked to Ms. A[redacted] and she agreed to the DTS inspection again. She was a little frustrated about the dealers handling of the sale of the car. After talking to her a bit she calr down and said it was fine to contact her to set up the DTS inspection. I am going to reset the 30 day compliance timeline now. Let me know if you need anything else.

Thanks!

Daniel Hernandez
Dispute Resolution Specialist

Make Public

ARBS replied with the following email to BBB-Daniel H:

Thank you, Daniel.

I'm requesting the DTS Inspection date and time for her right now.

Have a good day,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Created By: Luis Rodriguez (4/2/2015 10:45 AM)
*** [Added after the case is closed.] ***
ARBS notes the following email received from BBB-Daniel H.:

Make Public Oh yeah. No I haven't talked to her yet. Thanks for the reminder. I'll call her here in a second.

Thanks,

Daniel Hernandez
Dispute Resolution Specialist

Created By: Luis Rodriguez (4/2/2015 10:43 AM) | Last Modified By: Luis Rodriguez (4/2/2015 10:43 AM)
*** [Added after the case is closed.] ***
ARBS was notified of the customer's last voice message received by RCAS-Angie.

ARBS notes the following was sent to BBB-Daniel Hernandez:

Good morning Daniel,

Make Public Ms. A[redacted] left a voice message to one of the Consumer Affairs representatives this morning stating she never heard from the ARBS agent. Which is not completely true since whe called her and provided the DTS Inspection date and time she stated she never agreed to the BBB to have the vehicle inspected. Did you have a chance to talk to her about it?

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Make Private ✓ **Created By: Angie Barendse (4/2/2015 10:03 AM)**
*** [Added after the case is closed.] ***
RCAS-AB received vxm from C stating C has not got a call back from ARBS
C stated C is having issues with settings reset
C stated C doesn't know who to call or who to talk to
C stated maybe C needs to talk to third party

C stated C is confused and would like a call back
C stated to call 214 907 2210

Created By: Angie Barendse (3/30/2015 1:59 PM)
*** [Added after the case is closed.] ***
RCAS-AB received vxm from C requesting call back

RCAS-AB placed outbound call to C at [redacted]
RCAS-AB left vxm stating name, case and requested call back

RCAS-AB placed outbound call to C at [redacted]
Make Private ✓ C stated C has a complaint and doesn't know if C needs to open a new case or not
RCAS-AB stated RCAS-AB can add notes to current case
C thanked RCAS-AB
C stated every time C has taken veh in C gets dirty veh back or a dirty loaner
C asked if Dealer is not required to clean veh
RCAS-AB stated Dealer is independently owned and operated and NNA doesn't enforce Dealer to do provide free car washes
C understood
C thanked RCAS-AB
Call ended mutually

Created By: Charles Harrison (3/20/2015 11:42 AM)
SSA-CH documenting C's Private Message via Facebook

Make Private ✓ ****

C: "The representative is who told me the car would be replaced, and then that it wouldn't. How in the world is this how you do business?"

****

Created By: Charles Harrison (3/20/2015 8:35 AM)
CONT entry

****

C: "6) Touch panel / gauge issues
a. Speed control volume does not increase or decrease with speed. There is no change
b. MPG monitor does not track MPG. Even when reset, it never erases, it never updates (it does appear to copy itself, but the readings are exactly the same, and completely differen
what the digital read out is
7) Seats do not hold settings even for 24 hours. If I'm out of the car more than 2 hours it goes back to not being set. For some reason, this is better in warmer weather. The issue is a
guarantee anytime it gets below 40 degrees. I'm sure this might be seen as a minor issue, but it's still one that stinks for a brand new car.
8) Brakes do not stop well. UPDATE (2/20/2015): This continues to be a problem. I do not think it should be so difficult to stop the car. It's almost like the brakes need to have the air
out of them. The car slides. You have to push the pedal at least half way down, and often to the floor to get to stop. I am uncomfortable driving it b/c of this. The other murano's I've
Make Private ✓ have not been like this (I have a couple of friends with them who have never had issues like mine)
9) Car shakes over 50. It's quieter now than it was, but the driver's seat feels like it's shaking during acceleration. It continues to shake once you are at a constant speed, though slig
less so. Not fun to drive and I can't help but see this as another safety concern.
11) I'm still waiting for back-ordered parts for the vehicle. Any idea when I can expect them?
12) On 4 occasions the liftgate has risen on its own. Once I saw happen after a thunderclap. The other three times I saw it up when I got up in the morning. The third time it happene
confirmed it was down before going to bed, and the last time it happened, I had a neighbor who also confirmed it had been down.

I believe this covers most of my concerns. You've been great. Thanks,
Susan"

SSA: "
Hello again, Susan. We appreciate you following up with these details as it has helped us locate your case with our Consumer Affairs department. We will be sure to document these
additional concerns into your case. We recommend continuing to work with your third-party representative, as he is in the best position to assist you. Have a great weekend."

****

Created By: Charles Harrison (3/20/2015 8:34 AM)
CONT entry

*****

C: "From: Susa[redacted]
Sent: Friday, February 20, 2015 10:53 PM
To: Berry, John; Susan Andrews
Subject: Fwd: Your Inquiry to Nissan [ref:_00DA09j8L._500F0UtUsb:ref]

John,

This is my personal email. At the suggestion of the BBB and Nissan, I'm writing you once more to share my current list of concerns with you and with them. I realize that many of the
may seem minor, but this is my first new car. I'm a single mom with a 5 year old, and I can't drive a car that compromises my son's safety. My trailblazer was better than this, and it w
years old. I traded it for this murano, and ended up with a vehicle that shakes on acceleration and is difficult to stop. I haven't even mentioned the electrical issues it seems to have.
car should not be like this. I'm hoping to get it traded for another one, but until then, I'm following their direction and making your shop aware of my concerns. Thanks.

Make Private ✓ [redacted]

1) Car not starting (didn't appear to read that my foot was on the brake. I was left stranded 4 times with a 5 year old. NEAT.) Seems to be resolved; UPDATE 2/20/2015 - car would
start on 2/20 (twice) or 2/17 (once). I had my parents pick me up both days, and upon my return 2-3 hours later, the car started again. This might be ok for a 10+ year old car, but it
stinks for my first new car purchase!
2) Tires (sensors when cold) – resolved
3) High-pitched hum when in idle or drive under certain RPMs – currently resolved
4) Satellite radio (may be an issue or may be the worst interface I've ever seen. I do not pay for Satellite, but I was a never able to use it properly. It only allowed 1 channel to be set
each band and you could not change the channel. Had a local shop look at it and they thought there was a malfunction of some sort. I never bothered to ask about it). UPDATE
(2/20/2015): Still don't like it, but I'm not paying for it, so I suppose it's not a complaint.
5) AC – does not get very cold (compared to my 10+ year old trailblazer, or any of the 3 new 2014/15 vehicles my family has), even when everything is adjusted properly. Does not
a constant speed, even when set to manual adjustment. UPDATE (2/20/2015): I can confirm I know how to manually adjust the AC. Sometimes I get lucky and the AC is cooler than
normal, but that usually requires going over a road hump just right. Also when you hit that bump the AC may get colder, but it also switches to the floor. Also, if you turn the temp dow
fan goes down at least 50% of the time.

CONT in next entry

*****

Make Private ✓ **Created By: Charles Harrison (3/20/2015 8:33 AM)**
SSA-CH documenting C's Private Message via Facebook

*****

C: "My VIN is JN8AZ1MU6EW[redacted] My case with the BBB auto line is NIS1513165. Below is a list of complaints about the car, which I bought new last year. It wouldn't start agai
I drove it home. I took it into the original dealership 2-3 times, but there is record, as they jumped the car and called it a "fluke." After that, I've taken into AutoNation a few times. The
were missing parts from the engine, and a few other things wrong with it. Below are the current complaints. The only reason they aren't fixed is b/c there hasn't been a rent car for m
been borrowing my parents car more often than not.

My full name is [redacted] It is financed through NMAC (though I had I realized what that meant I would have paid for it flat). I purchased it at Courtesy Nissan in Richards
who lied to me, multiple times (yes, in writing), and I would never have paid for navigation had I not been told maps were free and they updated on their own. Even after purchasing
the dealership put that in writing. I haven't even mentioned the other lies they told, or the fact that they were taking things off of my car after bought it. Luckily I caught them, but I hac
back another day to get them (cargo cover and rail that it pulls out from, floor mats). You can understand how I got off to a bad start.

Charlie, I've been told by your repair shop not to keep the car, and they gave me a list of what the problems could be, and told me that when it broke down next time, to give that list service station. I don't feel good about the damn thing. The AC stinks, the car shakes, it only starts 80% of the time and it is hard to stop. That's before you even get to the gauges th don't work. Nissan has told me they will keep repairing it for 3 years and then it's mine. Well, that is BS. I don't think I should have my first new car at 40 years old and have to deal w this. I asked them to give me the same model, but different car, buy it back, or let me trade up for a pathfinder, and they're repairing it for 3 years. That is not right, nor is it right that people told me they would be able to work with me to get a different vehicle, but then said "they weren't allowed to say that." I'm not happy.

[redacted]

Autonation Nissan of Dallas
Your Service Advisor
John Berry
Direct #: 972-450-2460
Main #: 972-450-2400"

CONT in next entry

*****

Created By: **Charles Harrison** (3/20/2015 8:29 AM)
SSA-CH documenting C's Private Message via Facebook

****

C: "I used to be a fan of Nissan, but thanks to my murano purchase and their customer service, I wouldn't buy one ever again. Brand new, top of the line murano doesn't start the da bought it (after leaving the lot, of course). It's an electrical nightmare (lift gate opens if it thunders, gauges are inaccurate at best, others don't work at all, a/c has cooling issues, setti don't stay set more than 48 hours, shakes during acceleration (wonder if that has anything to do with the missing parts from the engine compartment??), and the brakes are horrible Nissan says they don't mind fixing it, and as long as they keep fixing it, there is nothing wrong with me purchasing a vehicle like this. Their own techs told me to get rid of the car and me a cheat sheet of what I need to tell the repair shop if it brakes down somewhere else. They're happy to give me the same warranty I have for the same length of time if I'd like it. you read that right. The only thing they want to do is fix it for the first 3 years, and then I'm on my own. In exchange, I can drive a rental for weeks at time. This is not right.

Does anyone on this page care about this? How about the fact that the dealership lied to me in writing and Nissan told me they'd make note of it, but not honor anything I was promis

Make Private ✓

I was told you had good customer service, and I think that is a joke. I'm disappointed and am going to do my best to keep anyone from every purchasing a nissan or infinity. Shame for not letting me have another car or trade up for a pathfinder. Everyone you've asked me to talk to has told me to get rid of it and your answer was "sorry, not our problem." You sh have added "thanks for the 40,000, sucker."

[redacted]

SSA: "Good morning, Susan. We do apologize for the concerns with your Murano, and we'd like to look into this. Could you please send us your VIN, the full name the vehicle is reg under, date of your most recent diagnostic and the name of your servicing dealer? Once we receive this information, it will enable us to assist you further. "

C: "Thank you for responding. I will send this as soon as I land in Dallas tomorrow."

****

Created By: **Luis Rodriguez** (3/17/2015 9:14 AM)
ARBS notes the following email to DTS-Robert Underwood:

Mr. Underwood,

Just giving you a heads-up that this inspection might get cancelled. When I called the customer to provide the date/time she said she never agreed to the inspection with the BBB. T BBB is calling her to find out what is going on.

Make Public

I will keep you updated.

Thank you,

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

Created By: **Luis Rodriguez** (3/17/2015 9:11 AM)
ARBS notes the following email was sent to BBB-Daniel Hernandez:

Daniel,

I just called Ms. Andrews and she stated it was a misunderstanding. She said she has called you to let you know she did not agree to the inspection and that she wants the vehicle repurchased (which has been declined before). Please let me know what the next step is regarding her case.

Thank you,

Make Public

Luis RODRIGUEZ
Customer Quality & Dealer Network Development
Arbitration Specialist I

BBB-Daniel Hernandez replied with the following email:

That's news to me. I guess I'll be calling her later on today.

Daniel Hernandez
Dispute Resolution Specialist
Council of Better Business Bureaus, Inc.

Created By: **Luis Rodriguez** (3/17/2015 9:09 AM)
ARBS contacted customer at [redacted] and talked to the customer. Customer stated this has been a misunderstanding with the BBB because she did not agree to the inspecti

Make Public

Customer stated customer has already spoken to BBB-Daniel Hernandez.

ARBS understood and thanked the customer.

The call ended mutually.

Make Public

Created By: **Heathre Vanriper** (3/11/2015 3:38 PM)
NIS1513165. DRTS rec'd settlement from BBB 03/11/15 dated same. See attached for review.

Make Private ✓

Created By: **Angie Barendse** (3/9/2015 5:14 PM)
*** [Added after the case is closed.] ***
RCAS-AB calling C as per request to reach out to C today
RCAS-AB placed outbound call to C at [redacted]
RCAS-AB apologized for missing calls
RCAS-AB stated to call RCAS-AB if C needs further assistance
RCAS-AB stated map should notify C when it needs an update
RCAS-AB stated to call RCAS-AB if C needs an update for possible assistance
C agreed

		C thanked RCAS-AB Call ended mutually
Make Public		**Created By: Luis Rodriguez (3/4/2015 9:55 AM)** ARBS sent MRF Response to BBB (attached to case).
Make Public		**Created By: Luis Rodriguez (3/4/2015 9:43 AM)** ARBS received inbound call from customer returning ARBS' call. ARBS apologized for the inconvenience she's having with her vehicle and stated that after her case was thoroughly reviewed, NNA is not in the position to offer replacement/repurch the vehicle. ARBS offered a DTS inspection but customer declined it stating customer doesn't want vehicle to be looked by anybody and wants it replaced. ARBS apologized and sta Nissan's position not to offer replacement/repurchase stands and what can be offered at this time is a DTS inspection to make any necessary repairs, if needed. Customer declined and stated Nissan has terrible customer service and does not care about their customers. Customer stated customer will be contacting the customer's attorney to further actions. Customer stated the dealership sold the vehicle to the customer telling her lies and now they won't even honor what they day. Customer stated the dealership told her the navigation software upgrades were free and it happens to be that they are not. Customer stated RCAS agent offered to pay for those but now the agent is not calling the customer back. ARBS ARBS will have RCAS agent contact the customer back. Customer appreciated the call but will continue the matter further. Call ended mutually.
Make Private	✓	**Created By: Angie Barendse (3/3/2015 8:54 AM)** RCAS-AB received vxm from C at 7:56 am requesting call back.
Make Public		**Created By: Luis Rodriguez (3/3/2015 8:37 AM)** ARBS contacted customer at [redacted] and left voice message asking customer to please return the call.
Make Public		**Created By: Luis Rodriguez (3/3/2015 8:26 AM)** ARBS contacted the Autonation Nissan Dallas dealership and talked to SA-John Berry whom stated the customer did not show up on Friday and has rescheduled the appointment t already. ARBS stated ARBS will contact the customer and find out what's going on and then will return the call to the SA. Cal ended mutually.
Make Public		**Created By: Josh Wegener (2/27/2015 10:42 AM)** DRTS - Retrieved & attached factory invoice
Make Public		**Created By: Luis Rodriguez (2/26/2015 4:01 PM)** ARBS contacted the Autonation Nissan Dallas dealership and talked to SA-John Berry whom stated the vacuum tube (11227-JA11B) was ordered as well as an extra part (11227-JF The customer is scheduled to drop the vehicle off tomorrow to have the repair completed as the parts arrived today. ARBS stated a follow up call will be made tomorrow to confirm the repair was completed. Call ended mutually.
Make Public		**Created By: Heathre Vanriper (2/26/2015 1:05 PM)** NIS1513165. DRTS rec'd MRF from BBB 02/26/15 dated same. C seeks: Replacement. CCF states: Vehicle won't start*3, electrical("dash board control panel gauge do not work")* seats do not hold setting*1, car shakes while driving*1, air is not cold*1. See attached for review.
Make Private	✓	**Created By: Angie Barendse (2/26/2015 8:36 AM)** RCAS-AB received vxm from C requesting phone number for OLM Manager Carolyn Finley
Make Public		**Created By: Mae Strenciwilk (2/19/2015 3:23 PM)** MT MS received request for letter to be mailed to the customer. MT MS mailing letter to customer. Thank You!
Make Public		**Created By: Heathre Vanriper (2/19/2015 1:30 PM)** NIS1513165. DRTS rec'd CCF from BBB 02/19/15 dated same. C seeks: Replacement. CCF states: Vehicle won't start*3, electrical("dash board control panel gauge do not work")*1 seats do not hold setting*1, car shakes while driving*1, air is not cold*1. See attached for review.
Make Private	✓	**Created By: Angie Barendse (2/19/2015 10:16 AM)** RCAS-AB sent attorney representation email RCAS-AB submitted RHR denial letter correspondance request
Make Private	✓	**Created By: Angie Barendse (2/19/2015 10:04 AM)** RCAS-AB placed outbound call to C at [redacted] RCAS-AB stated this call may be recorded for quality and training RCAS-AB stated at this time NNA is not in a position to repurchase the veh RCAS-AB stated that RCAS-AB has reached out to dealer and OLM-Carolyn will reach out to C to get veh in and walk through list of complaints C stated C has more to add now RCAS-AB stated C may add those when C goes to dealer C stated what should C do now RCAS-AB stated RCAS-AB would highly recommend C contact the BBB Auto Line C stated C has contacted an attorney and doesn't know if C should go back to dealer RCAS-AB advised C that attorney will have to send a letter of representation to NNA RCAS-AB offered address C requested to have address emailed C stated should C call RCAS-AB back or what should C do RCAS-AB advised C to call BBB and continue to work with Dealer to resolve veh concerns C stated that is the place who told C to get rid of the veh C stated RCAS-AB is sending C back to place who told C veh is bad RCAS-AB apologized and stated to please work with dealer C stated what about extended warranty C stated NNA is not going to offer C anything RCAS-AB stated RCAS-AB offered C a prepaid maintenance plan which C can still accept if C wishes C understood C stated but nothing else RCAS-AB stated at this time veh is under warranty so NNA will cover costs to repair veh RCAS-AB stated if OLM recommends further warranties then case would be reviewed at that time C understood C asked if C will get a statement of decision RCAS-AB advised RHR denial letter will be sent out C understood RCAS-AB apologized for situation but wants to assist C C stated C doesn't want to drive veh C stated C does not want veh C stated C will keep RCAS-AB updated RCAS-AB thanked C Call ended mutually
Make Private	✓	**Created By: Angie Barendse (2/19/2015 9:36 AM)** RCAS-AB placed outbound call to OLM-Carolyn Finley RCAS-AB explained C's situation OLM agreed to reach out to C RCAS-AB provided C information
Make Private	✓	**Created By: Angie Barendse (2/18/2015 11:02 AM)** RCAS-AB placed outbound call to Dealer RCAS-AB stated RCAS-AB has spoken to FOM and FOM believes C was not shown how to operate veh SM-Jeff agreed RCAS-AB stated C bought veh at Courtesy Nissan SM-Jeff agreed

		RCAS-AB stated when C comes in for part for someone to please show C how to operate functions C believes are not working SM-Jeff agreed SM-Jeff stated SM-Jeff will have to check for update on backordered parts RCAS-AB thanked SM-Jeff Call ended mutually
Make Private	✓	**Created By: Angie Barendse (2/18/2015 9:39 AM)** RCAS-AB placed outbound call to SM-Jeff RCAS-AB left vxm requesting call back asap
Make Private	✓	**Created By: Angie Barendse (2/18/2015 9:31 AM)** RCAS-AB recieved inbound call from FOM FOM denies GW FOM recommends Dealer Loyalty Manager Carolyn Finley get involved and show C how to operate veh
Make Private	✓	**Created By: Angie Barendse (2/18/2015 9:16 AM)** RCAS-AB sent GW review to Region
Make Public		**Created By: Ricardo Garcia (2/12/2015 1:19 PM)** ARBS-RG notes after careful review, NNA is not in a position to repurchase the vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempt any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS discuss goodwill options among CSM and CA Management.
Make Public		**Created By: Ricardo Garcia (2/12/2015 1:19 PM)** ARBS-RG notes the following repairs 1/21/15 @ 3011 miles — RO #[redacted] — 11 days down Issue: 1. At 900rpms high pitched hum noise while veh idling 2. Check tires for damage 3. Perform MPI and LOF 4. Trouble starting veh multiple times/presses start stop button with foot on brake and have to wait 30-45 minutes then retry for start. Action: 1. Front motor mount vacuum disconnected/ SOP 2. No issue found 3. Completed 4. Replaced stop lamp switch 11 days down 1 visit - 1 repair related to start stop button 1 visit - 1 SOP related to idle concern ADDITIONAL CASES FOUND - Case [redacted] - CLOSED NO TECH LINE CASE FOUND NO DTS FOUND NO ADDITIONAL WARRANTIES FOUND
Make Public		**Created By: Sara Dorazio (2/11/2015 10:10 AM)** DRTS received the RHR. The RHR was assigned to ARBS- Ricardo Garcia for review.
Make Private	✓	**Created By: Angie Barendse (2/11/2015 9:36 AM)** RCAS-AB sent email to Region advising of RHR RCAS-AB submitting RHR
Make Private	✓	**Created By: Angie Barendse (2/11/2015 9:29 AM)** RCAS-AB placed outbound call to C [redacted] RCAS-AB stated this call may be recorded for quality and training RCAS-AB apologized for missing C's call C stated it is okay C stated C wants to add a couple of more things C stated C knows this is a lot but for a brand new veh it shouldn't have this many issues C stated C thinks C is having electrical issues C stated fuel level sensor is not accurate C stated speed sensors are not working C stated C cannot use satellite and it won't stay programmed C stated C doesn't know if C should take veh back to dealer or just wait first RCAS-AB advised C to wait for RHR RCAS-AB stated stated if veh is not bought back RCAS-AB will assist in getting veh properly repaired C understood Call ended mutually
Make Private	✓	**Created By: Angie Barendse (2/9/2015 11:15 AM)** RCAS-AB placed outbound call to C RCAS-AB left vxm with name, case and requested call back
Make Private	✓	**Created By: Angie Barendse (2/9/2015 11:11 AM)** RCAS-AB recevied vxm from C requesting call back RCAS-AB placed outbound call to dealers Autonation Nissan Dallas and Courtesy Nissan requesting RO's.
Make Public		**Created By: Lesley Howard (2/6/2015 9:29 AM)** TL-Lesley Howard assisting RCAS-Angie Barendse placed outbound call to c 2/6/15@[redacted]@9:27a and spoke with C. TL advised call may be recorded. C understood. TL advised RHR is currently under review and there is no decision at this time. TL reminded c that the RHR takes approximately 10 business days. C understood. C asked if there was any action needed on c's side C states that there are parts that are missing from veh that dlrshp has ordered and was advised by dlrshp that c would receive a call when the parts arrive. TL advised that RCAS will follow up with dlrshp regarding parts and will follow up with c on 2/11/15. C understood. TL thanked c and ended call mutually.
Make Private	✓	**Created By: Lesley Howard (2/6/2015 8:56 AM) | Last Modified By: Lesley Howard (2/6/2015 9:24 AM)** TL-Lesley Howard assisting RCAS-Angie Barendse placed outbound call to c 2/6/15@[redacted]@8:55a and left vmx. Provided name, case number, contact information, date of c Advised that RHR is currently being gathered and no decision has been made at this time. Advised follow up on 2/11/15
Make Private	✓	**Created By: Angie Barendse (2/3/2015 2:33 PM)** RCAS-AB received following email from C: 1) Car not starting (didn't appear to read that my foot was on the brake. I was left stranded 4 times with a 5 year old. NEAT.) seems to be resolved 2) Tires (sensors when cold) – resolved 3) High-pitched hum when in idle or drive under certain RPMs – currently resolved 4) Satellite radio (may be an issue or may be the worst interface I've ever seen. I do not pay for Satellite, but I was a never able to use it properly. It only allowed 1 channel to be set on each band and you could not change the channel. Had a local sh at it and they thought there was a malfunction of some sort. I never bothered to ask about it).

5) AC – does not get very cold (compared to my 10+ year old
trailblazer, or any of the 3 new 2014/15 vehicles my family has), even when everything is adjusted properly. Does not blow at a constant speed, even when set to manual adjustment

6) Touch panel / gauge issues

a. Speed control volume does not increase or decrease with speed.
There is no change

b. MPG monitor does not track MPG. Even when reset, it never erases,
it never updates, it never changes

7) Seats do not hold settings even for 24 hours. If I'm out of the car
more than 2 hours it goes back to not being set

8) Brakes do not stop well. Made me nervous when driving in the rain,
and also it perfect conditions, b/c there is not quick stop. The car slides

9) Car shakes over 65. Much rougher ride than other muranos I've
driven. It's quieter now, but that is all I can say for it. The seat even feels like it's shaking. Not fun to drive and I question how safe it is.

Susan Andrews

Make Private ✓

Created By: Angie Barendse (2/3/2015 12:23 PM)
RCAS-AB received vxm from C requesting call back

RCAS-AB placed outbound call to C [redacted]
RCAS-AB stated this call may be recorded for quality and training purposes.
RCAS-AB apologized for missing C.
C stated it is okay
C stated C does not want the veh anymore
C stated the veh has too many issues
C stated the settings don't stay programmed
C stated the veh shakes
C stated the veh slides
C stated the veh test drove other veh and it did not fell like this this
C stated for a new veh it has a lot of problems
RCAS-AB apologized
RCAS-AB stated RCAS-AB can start RHR
RCAS-AB advised C it is not a guarantee
RCAS-AB stated it can take up to 10 business days
C stated C just wants the veh replaced with another one
RCAS-AB advised C that RHR will be considered for buyback or replacement
RCAS-AB stated if NNA does not buy back or replace veh C will have to trade in veh on C's own
C understood
C stated even SM at dealer told C to get rid of veh
C stated SM told C that C will be back multiple times for issue
C stated that is not what C wants to hear
RCAS-AB agreed and apologized for issues with new veh
RCAS-AB advised C that RCAS-AB will ask C questions for RHR
C stated C has a list of issues that C sent dealer
RCAS-AB stated RCAS-AB will send C an email and C can reply to email and attach list of issues to be added to case
C understood

•Why do you want to return the vehicle to Nissan North America?
Because C bought first new veh and C does not feel safe and and it doesn't start sometimes and several gages and it has too many problems for a new veh

•Where is the vehicle currently?
With C
•Where was the vehicle purchased?
Courtesy Nissan

•Was it purchased new or used?
New

•If used, when was the vehicle purchased?

•Where is the vehicle serviced?
Autonation Nissan Dallas

•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? No, C has called several dealer but only been to Autonation N

RCAS-AB thanked C for information
RCAS-AB advised C that RCAS-AB will start RHR and call C back within 3 business days
C understood
Call ended mutually

Make Private ✓

Created By: Angie Barendse (2/2/2015 10:34 AM)
RCAS-AB placed outbound call to C
RCAS-AB left vxm stating name, case, and requested call back

Make Private ✓

Created By: Angie Barendse (1/30/2015 12:01 PM)
RCAS-AB received vxm from C requesting call back.
C stated C appreciates what RCAS-AB offered but has another idea.

Make Private ✓

Created By: Angie Barendse (1/30/2015 8:36 AM)
RCAS-AB placed outbound call to C [redacted]

RCAS-AB stated this call may be recorded for quality and training purposes.
RCAS-AB stated RCAS-AB has spoken to dealer and parts are on backorder
RCAS-AB stated SM-Jeff stated C will have to pick up veh and then C will be called in when parts are in
C understood
C asked what about everything else
RCAS-AB stated as far as the navigation updates, C should call RCAS-AB when C needs an update
C stated C has to go to the dealership for the updates
RCAS-AB stated navigation should notify C if C needs an update
C stated C doesn't think it does that
RCAS-AB stated RCAS-AB will look into it further
C understood
RCAS-AB apologized for poor experience purchasing a new veh
RCAS-AB stated RCAS-AB would like to offer C a VSC prepaid maintenance plan
RCAS-AB stated plan is good for 36 months or 30 miles
RCAS-AB stated C will receive LOF, tire rotations, tire road hazard protection and 12 service inspections every 6 mo or 5,000 miles
C thanked RCAS-AB
RCAS-AB stated RCAS-AB needs to verify current mileage on veh to submit VSC
C understood
C stated C is going to pick up the veh today
RCAS-AB stated RCAS-AB will follow up with C within 3 business days
C understood
Call ended mutually

Make Private ✓ **Created By: Angie Barendse (1/30/2015 8:18 AM)**
RCAS-AB received vxm from C requesting call back at 10:47 pm on 1/29/15

Created By: Angie Barendse (1/29/2015 9:09 AM)
RCAS-AB received inbound call from SM-Jeff

Make Private ✓ SM-Jeff stated there are two parts on order for C but they are both on backorder and don't know how long they will take to come in
SM-Jeff stated SM-Jeff will have SA call C to pick up veh and then will have C come back when parts come in
RCAS-AB agreed if veh is driveble then to have C pick up veh
RCAS-AB thanked SM-Jeff for update
Call ended mutually

Created By: Angie Barendse (1/29/2015 8:49 AM)
Make Private ✓ RCAS-AB placed outbound call to C at 8:46 am at 214 484 1433

RCAS-AB left vxm stating name, case and requested call back at 615 725 7687

Created By: Angie Barendse (1/29/2015 8:45 AM)
RCAS-AB placed outbound call to Dealer

Make Private ✓ RCAS-AB requested update on veh
SM-Jeff stated veh needs part that has not come in yet
RCAS-AB asked about navigation updates
SM-Jeff stated C has to buy updates from the website or from Dealer but it is more expensive from dealer because of labor
RCAS-AB thanked SM-Jeff
Call ended mutually

Created By: Angie Barendse (1/26/2015 11:44 AM)
RCAS-AB placed outbound call to C at 11:33 am at [redacted]

Make Private ✓ RCAS-AB stated this call may be recorded for quality and training purposes.

C stated C left a message this weekend
C stated C was interested in navigation system
C stated C inquired if there are charges for updates for navigation system
C stated Dealer stated there were no charges for updates
C stated C did not believe this because C has friends and family who always have to pay charges for navigation updates.
C stated it turned out later that there are charges
C stated Dealer stated there is a DVD player and C needs to buy a DVD
C stated C has to buy a secret DVD to get updates
C stated C negotiated a price for a new veh
C stated C is angry that C bought veh and C has free upgrades that C never got
C stated Dealer promised free car washes
C stated Dealer later said that those were not given to C
C stated Dealer stated that C can get a free car wash after 100,000 miles
C stated C is just very angry and upset
RCAS-AB apologized for poor experience
RCAS-AB stated RCAS-AB will see if anything can be done
RCAS-AB stated RCAS-AB will also contact dealer for an update on veh repairs
C stated other dealer is great and is taking care of C
RCAS-AB provided C with name and contact number
C thanked RCAS-AB
Call ended mutually

Created By: Hezha Decker (1/23/2015 11:55 AM)
RCAS-HD contacted Autonation Nissan Dallas at 972.450.2446 and spoke with SM-Jeff
SM states c came in on 01/21/15 with concern high pitch winning noise at idle in drive
SM states while tech was inspecting the tire tech found vacuum line was disconnected front motor mount
Make Private ✓ SM states further inspection showed missing vacuum piping to rear motor mount
SM states after connecting the vacuum line to front motor mount dlr found no further noise
SM states dlr had to order the vacuum pipping motor mount for rear
SM states dlr should receive part sometime next
RCAS-HD thanked SM for the assistance
Call ended mutually

Created By: Hezha Decker (1/22/2015 2:41 PM)
C contacted RCAS-HD
C states Courtesy Nissan completely lied to C
C states Autonation Nissan Dallas has been great so far
C states Courtesy Nissan made c feel like an idiot
C states c just wanted to let RCAS know that
Make Private ✓ C states c feels so much better at Autonation Nissan Dallas
RCAS-HD apologized for C's experience
RCAS-HD states RCAS will follow up with c by COB 01/26/15 on repairs
C acknowledged and agreed
C thanked RCAS-HD

Call ended mutually

Created By: Hezha Decker (1/21/2015 9:20 AM)
RCAS-HD contacted C at 2[redacted]ft VMX including Case number, name, and RCAS-HD contact of 615.725.7686.
Make Private ✓
RCAS-HD stated on VMX that RCAS-HD will continue to follow up with C no later than 01/26/2015 on diagnosis

RCAS-HD requested that if C calls back and reaches VMX, to please leave best time and number to reach C

Created By: Hezha Decker (1/21/2015 9:12 AM)
RCAS-HD contacted Autonation Nissan Dallas at 972.450.2446 and spoke with SM-Jeff

Make Private ✓ SM states dlr doesn't have a loaner vehicle available yet
SM states as soon as dlr has one available SM will contact C
RCAS-HD thanked SM for the assistance

Call ended mutually

Make Private ✓ **Created By: Hezha Decker (1/19/2015 11:53 AM)**
*** [Added after the case is closed.] ***
RCAS-HD received VMX 1/17/15 at 7:46pm from c stating that c would like a return call.
C provided contact num[redacted]4.1433
****
RCAS-HD placed outbound call to C 1/19/15@11:31a[redacted]
RCAS-HD VERIFIED C's name, home & email address, concern, and phone
RCAS-HD CHECKED for open recalls/campaigns and found:NONE
Previous UNRELATED Case(s) Found:1584291[redacted]
Previous RELATED Case(s) Found: NONE
RCAS-HD ADVISED "This call may be recorded for quality and training purposes."
****
RCAS-HD states RCAS understands c is having concern with C's tires and the Nitrogen
C states C's tire light is on and the whole point of the nitrogen air is to eliminate the tire light coming on when its cold
C states c contacted the dlr but can't get anyone from dlr to contact c back regarding getting tires looked at
C states c can't sit at the dlr for 4 hours due to c having a 5 year old
RCAS-HD apologized for C's concern
RCAS-HD advised that a complaint will be filed internally with the dlr

		RCAS-HD did a conferences call with SM at Autonation Nissan Dallas SM states SM will see if dlr has loaner vehicle available and contact c regarding bringing vehicle in to get tires looked at RCAS-HD advised that RCAS will forward C's information to SM RCAS-HD states RCAS wants to follow up with c by COB 01/21/15 on diagnosis C acknowledged and agreed C thanked RCAS-HD and SM for the assistance Call ended mutually
Make Private	✓	**Created By: Hezha Decker (1/13/2015 9:55 AM)** RCAS-HD is closing case due to lack of customer response
Make Private	✓	**Created By: Hezha Decker (1/13/2015 9:54 AM)** RCAS-HD contacted C at [redacted] left VMX including Case number, name, and RCAS-HD contact of 615.725.7686.
Make Private	✓	**Created By: Hezha Decker (1/12/2015 10:46 AM)** RCAS-HD send follow up email to C
Make Private	✓	**Created By: Hezha Decker (1/12/2015 10:45 AM)** RCAS-HD contacted C at [redacted] left VMX including Case number, name, and RCAS-HD contact of 615.725.7686. RCAS-HD stated on VMX that RCAS-HD will continue to follow up with C no later than 01/13/2015 RCAS-HD requested that if C calls back and reaches VMX, to please leave best time and number to reach C
Make Private	✓	**Created By: Hezha Decker (1/9/2015 3:50 PM)** RCAS-HD emailed SM-Billy C's VIN#, contact#, and complaint
Make Private	✓	**Created By: Hezha Decker (1/9/2015 3:49 PM)** RCAS-HD contacted C [redacted] left VMX including Case number, name, and RCAS-HD contact of 615.725.7686. RCAS-HD stated on VMX that RCAS-HD will continue to follow up with C no later than 01/12/2015 RCAS-HD requested that if C calls back and reaches VMX, to please leave best time and number to reach C
Make Private	✓	**Created By: Hezha Decker (1/9/2015 3:47 PM)** RCAS-HD contacted Courtesy Nissan at 972.400.0683 and spoke with SM-Billy RCAS-HD read C's complaint to SM SM states if RCAS emails SM the information then SM will reach out to c RCAS-HD agreed RCAS-HD thanked SM for the assistance Call ended mutually
Make Private	✓	**Created By: Hezha Decker (1/9/2015 3:42 PM)** RCAS-HD unable to data net case with dlr
Make Public		**Created By: Jov Acebedo (1/8/2015 7:19 PM)** CRR-JA verified name, address, phone and email Issue: C called again saying that c always have a dlr concern. [redacted] C said that c always have to go to the dlr for the dlr to place the Nitrogen air on the tire. C s that this time, the dlr told c that c have to wait for hours before the dlr will put the air. C said that c is very upset again and c does not want to go back to the dlr anymore. Request: C is asking if c can go to another dlr like AUTONATION NISSAN DALLAS instead of c going to the same dlr. C is concern about some service that c already paid and c do want to be charge again if c will go to another dlr. GM: C forgot the name. CRR-JA explain to c that the case is going to be forwarded to RCAS for review. CRR-JA explain that the callback is before the end of the next business day. C understand. CRR-JA asked c for further assistance, c decline. CRR-JA gave name, case and extension number.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concer
Edit | Del	CC-8098620	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	1/8/2015	YY	BF	223500	OC

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	[redacted]	[redacted]	✓	3/15/2015	Robert Underwood	3/16/2015 11:54 PM
Edit | Del			✓	3/11/2015	Luis Rodriguez	3/11/2015 3:39 PM
Edit | Del			✓	2/26/2015	Luis Rodriguez	2/26/2015 1:09 PM
Edit | Del			✓	2/19/2015	Luis Rodriguez	3/4/2015 9:57 AM
Edit | Del			✓	2/19/2015	Luis Rodriguez	3/4/2015 9:57 AM

Show more » | Go to list »

Emails

Send an Email

Emails He

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Read		Re: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0UtUsb:ref] *Angie, Here is additional information on the initial sale from Courtesy Niss...*	[redacted]	2/24/2015 5:02 PM
Reply | To All | Del	Read		Re: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0UtUsb:ref] *Hi, Angie, I hope you're staying warm. We had talked about my murano and ma...*		2/24/2015 4:54 PM
Reply | To All | Del	Read		Re: Your Inquiry to Nissan [ref: 00DA09j8L. 500F0UtUsb:ref] *HI, Angie, I neglected to follow up with you on the map situation. As you'l...*		2/20/2015 11:22 AM
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 500F0UtUsb:ref] *2/19/2015 Case [redacted] VIN # JN8AZ1MU6EW [redacted]...*		2/19/2015 9:55 AM
Reply | To All | Del	New		Re: [redacted] Nissan [ref: 00DA09j8L. 500F0UtUsb:ref] **From [redacted] (US - Dallas) *Sent:* Monday, February 02, 2015 8:59 A...*		2/3/2015 2:21 PM

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Customer Support Tools

Customer Support Tools He

No records to display

Check Activity

Check Activity He

No records to display

Forms

Forms He

No records to display

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	108KB	5/19/2015 1:45 PM	Heathre Vanriper
Edit | View | Del		73KB	3/11/2015 3:38 PM	Heathre Vanriper
Edit | View | Del		93KB	3/4/2015 9:54 AM	Luis Rodriquez
Edit | View | Del		31KB	2/27/2015 10:42 AM	Josh Wegener
Edit | View | Del		66KB	2/26/2015 1:09 PM	Heathre Vanriper

Show more » | Go to list »

Case History

Case History He

Date	User	Action
5/5/2015 3:01 PM	Luis Rodriquez	Changed **Status** from Open to **Closed**.
		Closed.
5/4/2015 2:20 PM	Luis Rodriquez	Changed **Follow Up Date** from 5/4/2015 to **5/5/2015**.
4/28/2015 1:41 PM	Luis Rodriquez	Changed **Follow Up Date** from 4/28/2015 to **5/4/2015**.
4/27/2015 2:08 PM	Luis Rodriquez	Changed **Follow Up Date** from 4/21/2015 to **4/28/2015**.

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Surveys

Surveys He

No records to display

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Always show me more records per related list

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